

# SUPERMARKET & RETAILER



PROFIT FROM MARKET FIRST INFORMATION



Business knowledge for smart retailers

ISSUE 1, 2024 [www.supermarket.co.za](http://www.supermarket.co.za)

Free S&R subscription 

Transport & supply chain ...

**Crisis unveiled ...**  
**Port disruptions prompt**  
**urgent call for logistics**  
**overhaul**

Bakery Boom! ...

**Local in-store bakeries**  
**are turning into destination**  
**shopping points**

Snacks & treats ...

**Snackification: The way**  
**we eat is changing**





**Bobcat**®

# JUST LANDED

**BOBCAT FORKLIFTS  
NOW AVAILABLE**

**WORLD CLASS PRODUCTS.  
FIRST CLASS SERVICE.**

0861 GOSCOR (467 267)

[liftrucks@goscor.co.za](mailto:liftrucks@goscor.co.za) | [goscorliftrucks.co.za](http://goscorliftrucks.co.za)

**RELIABILITY  
REDEFINED.**

**GOSCOR**  
LIFT TRUCKS





## FEATURES

### Transport & supply chain

According to the 2021 World Bank Index of Container Port Performance, which ranked the efficiency of 370 maritime ports worldwide, Durban currently sits at 364 and Cape Town at 365. This means South Africa is one of the worst-performing countries globally. It manifests as malfunctioning equipment and the incapacity to efficiently berth vessels and unload containers, leading to real-world consequences. The undeniable reality is that the current operating model of South Africa's ports is not sustainable for any importer, no matter their industry.

### Supply chain & ERP

Reality demands that modern manufacturers take a long hard look at their processes, supply chains and the level of automation across their operations to identify inefficiencies and make necessary changes to thrive in an environment that makes it challenging to do so. ERP solutions, tailored to address the unique challenges and opportunities of manufacturers, can be a real game-changer.

# Contents

Subscriber to [www.canva.com/](http://www.canva.com/)



Visual: Julos, canva.com

## COLUMNS

### Delight your customers

Aki Kalliatakis discusses the world of marketing psychology and 'The Fresh Start Effect'. As an example, the theme of new year creates new thinking in people ... and savvy companies can respond very profitably.



## STOREWATCH

### COAL, Italy ... From Adriatic cities to villages. Local commitment and modernity

The cooperative has been active for 63 years in the organised food distribution market: it has over 300 outlets distributed in six regions of central Italy (Emilia Romagna, Marche, Abruzzo, Lazio, Umbria and Molise), covering 220 municipalities. In 2022, its turnover was 300 million Euros and in 2023 it could reach a sales increase of 6% (318 million Euros).



### Bakery boom!

In-store bakeries are on the rise globally, and

South African retailers and wholesalers are, likewise, rising to the occasion. Quality products, top-notch ingredients and skilled bakers are turning local in-store bakeries into destination shopping points across all consumer segments.



Visual: Olenayeromenkophotos, canva.com

### Snacks & Treats

Snackification: The way we eat is changing. This category is buoyed by brand loyalty and product preference and driven by product development and innovation. The snacks and treats category a fluid, challenging, and exciting one. It demands flexibility, real-time management, and the quick adoption of new trends and flavours to meet the consumer's ever-evolving needs and wants.



Happy  
**2024**  
New Year

## Keep your customers and their families safe with Saniwipes®

Ever wondered where your Saniwipe® ends up? Our trolley wipes are recycled and transformed into 'plastic planks' that are used to build benches, tables, jungle gyms, birdhouses, and many other things!

By using Saniwipes®, you're not only keeping your surroundings clean and safe, but you're also supporting a circular economy and creating job opportunities. Let's make a difference for our planet - together!



### Join us!

Join us, and be a part of a sustainable way to care for customers and the environment.

[info@sanitouch.co.za](mailto:info@sanitouch.co.za)

Sani-touch locally manufactures a number of bespoke products to compliment a range of family & leisure activities.





Join us on our various platforms ... [www.supermarket.co.za](http://www.supermarket.co.za), on FB <https://www.facebook.com/supermarketandretailer>, IG @supermarketza, Helen on LinkedIn <https://www.linkedin.com/in/helenmaister/>, twitter @Supermarketmag or subscribe at [info@supermarket.co.za](mailto:info@supermarket.co.za)



Helen Maister

In the days before Covid, people would declare, with eager New Year's resolutions, "This is going to be the best year ever!" As we step into the new year, anticipation hangs in the air, mingled with uncertainty.

This year, three towering narratives loom large – the logistical turmoil gripping our docks, the escalating Russia-Ukraine conflict, and the relentless assaults on cargo vessels in the Suez Canal. These upheavals will inflate the cost of commodities, constricting the already tight purse strings of consumers.

Yet, amidst the challenges, there is a glimmer of stability. The repo rate has remained steady for the past four quarters. Nevertheless, we anticipate a drop next quarter, navigating through inflation perched at 6%, the upper limit of our target.

But in the face of adversity, our resilience shines bright. There is a burning desire for change, a collective will to dismantle the barriers hindering progress. We strive to eradicate the cANCerous

# Welcome to 2024!

elements, empowering those who seek to flourish.

Welcome to 2024, where the pulse of transformation beats strong, and the quest for a better tomorrow propels us forward.

In this issue ...

## Crisis unveiled: Port disruptions prompt urgent call for logistics overhaul

In late 2023, the South African retail scene faced a major challenge. Before the nation's peak retail season, the Port of Durban, crucial for trade, almost stopped functioning. Worries about empty shelves and higher transportation costs caused widespread concern, shaking the economy.

This marked a new low for South Africa's logistics sector, already burdened with some of the world's highest logistics costs. It quickly became clear that the situation in Durban would have far-reaching impacts beyond logistics. Supply chains were in the throes of a significant crisis.

## Snackification: The way we eat is changing

Snacks have always been a time saver. No time to eat? Grab a snack. Hunger pangs strike and

the next meal is hours away. Snack time! But as consumers are increasingly time constrained and convenience becomes more imperative, snacks are becoming integral to a complete and balanced diet. So much so, in fact, there's a whole new term for health and wellness practitioners, influencers, retailers and wholesalers to digest. Snackification is here to stay.

## Bakery Boom!

In-store bakeries are globally on the rise, with South African retailers and wholesalers also stepping up. Quality products, premium ingredients, and skilled bakers are transforming local in-store bakeries into shopping destinations across consumer segments.

Running a successful in-store bakery requires more than just electricity. Factors like wastage, hygiene, skills, cost management, packaging, quality, competition, and evolving consumer tastes must be considered. Balancing household staples, impulse buys, innovation, and convenience offerings for meal solutions is crucial.

*Helen Maister*

Helen Maister



[www.supermarket.co.za](http://www.supermarket.co.za)

Free S&R subscription ■

Advertisers Click on logo for information



# Want to improve your efficiency and profitability?

Integrated retail management solution

for the edge in retail



## Retail

In-store stock & margin control



## Enterprise

Manage multiple stores centrally



## Mobile

On-the-floor access to operational info



## Accounting

Operational data flow to financial system



## Loyalty

Reward loyalty & obtain customer info



## eStore

Integrated online shopping platform



## eReplenish

Fully automated procure-to-payment



## Value Adds

Convenience and efficiency at POS



## Fuel

All-in-one integrated forecourt solution

+27 21 556 2724  
webinfo@archsoftware.co.za  
www.archsoftware.co.za



# Fresh starts can lead to better profits

This is the next article in a series on how behavioural economics and 'being human' affects your business.

Aki Kalliatakis

aki@leadershiplaunchpad.co.za

Visual: Julos, canva.com

Take a quick guess ...

**In which month of the year are most old-style alarm clocks sold?**

If you said the beginning of a new year, you're right, because this is the time of the year when people are determined to make transformations in their lives. Yes, new year's resolutions may not last long, but they do lead to great buying patterns – for your business.

In the world of marketing psychology it's called, 'The Fresh Start Effect', and was first introduced by Katy Milkman in her book *How to change: The science of getting from where you are to where you want to be*.

There are some pretty obvious things that people buy at this time of the year – back-to-school and back-to-work products, like stationery, diaries and journals, planners, productivity apps, storage solutions and even self-help books all see increased sales as people organise their lives and plan their objectives for the year ahead.

And it also leads to similar actions at home ... customers purchase more home improvement and decluttering products increase as they aim to revamp their living spaces and adopt a minimalist lifestyle. Storage bins and even storage units are purchased too. It's reported that even scented candles and aromatherapy products increase in popularity.

Customers buy healthier foods, special vitamins and supplements, and wholesome cooking books. Sales of gym memberships and peripheral products such as fitness trackers, yoga mats, weights, and meditation and sleep apps soar.

Many quirky and even eccentric products capitalise on the enthusiasm for new beginnings. The opposite

also occurs ... it is also the time of year where many product purchases reduce by a lot – like booze, for example.

Savvy businesses have also successfully linked many events in their customer's lives to their willingness to buy. Some are simple ... you've



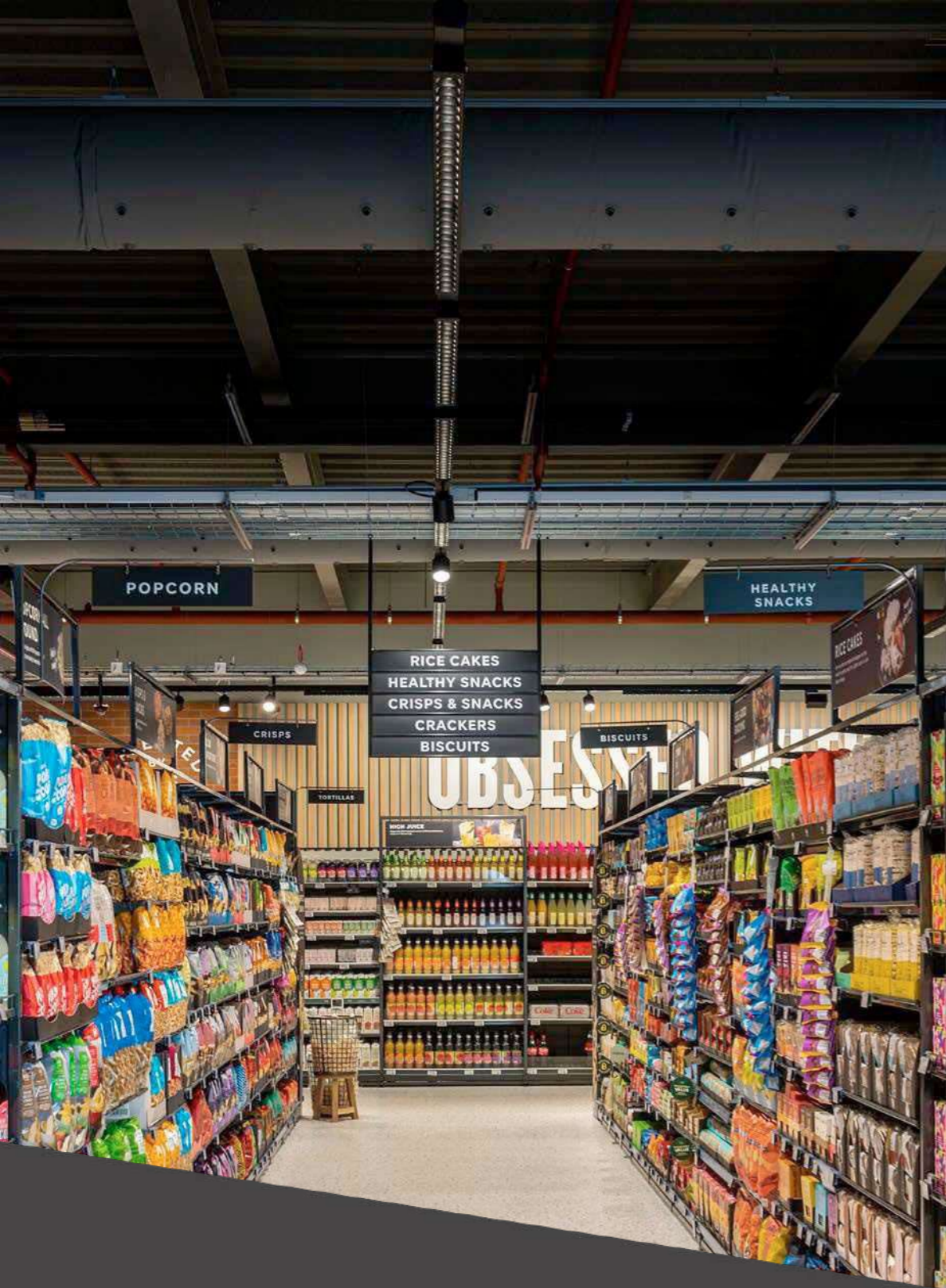
Visual: Jittawit.21, canva.com



**The theme of new year creates new thinking in people ... and savvy companies can respond very profitably.**

probably already noticed that certain products sell better on Monday or Friday, or at a particular time of the month. And then there are all the special occasions like Valentine's Day and Mother's Day. Every month seems to have something to celebrate.

But there are also subtle ways to encourage people to add things to their cart – if you also know that their propensity to buy and to change their habits happens when they are personally motivated because a new time period starts in their lives. That's where the Fresh Start Effect can play a huge role.



## Introducing *Convision!* Leading-edge luminaires featuring glare free lens technology.

Apart from all the other known advantages, LED lighting can be quite harsh on the eye in terms of glare, especially in retail stores where the focus is on highlighting products without too much concern for the customer's visual comfort.

*Convision* Lens technology resolves this problem by channeling the light emitted via the LED chip through a special lens creating an almost glare-free visual surface and in some fittings creating a "dark light" effect. It also reduces general light loss out of the fitting, so objects appear brighter with the same amount of lumens emitted. The new *Convision* lenses are available in track spots, downlights, and continuous line (E-Line) with a glare rating in some cases as low as UGR<19.

### Take a closer Look...

Convex microstructures on the lens surface inspired by nature, reducing contrasts and ensuring soothing light emission.



**EUROCONCEPTS**  
SPECIALISED LIGHTING SOLUTIONS

37A Koeberg Road, Maitland, Cape Town, 7405  
tel. 021 511 6040 | info@euroconcepts.co.za | www.euroconcepts.co.za

oktalite

MEMBER OF  **TRILUX**  
SIMPLIFY YOUR LIGHT.





Visual: www.lifespeak.com/



### The Fresh Start Effect

A psychological phenomenon that refers to the increased motivation and renewed energy that people often feel at the start of a new time-based milestone. This renewed energy and motivation can be harnessed to improve our lives and help us achieve our goals.

Definition courtesy of The UX Collective.

Changing habits is hard at the best of times, as failure to stick to new year’s resolutions shows us, but at certain milestones in their lives, your customers experience a new beginning as an opportunity to distance themselves from past failures and shortcomings, to wipe the slate clean, so to speak, and to make those changes to improve themselves. The 1st of January marks a new year, and it is when there is always a great stimulus to do this, but there are also others.

A fresh start leads to a psychological reset, with people experiencing a rekindled sense of optimism, self-efficacy, and motivation. The effect is also associated with landmarks at certain times in people’s lives, which serve as points of reference that people use to organise their lives and set goals for the future.

Thus, certain life events have the ability to do so. Moving into a new home, graduating from school or an educational institution, getting engaged or married, having a new child, or approaching retirement are all great examples. Starting a new job could do the same. In fact, some studies have even shown that anniversaries can have a similar exciting effect.



Katherine Milkman, PhD, is a Wharton School Professor of Operations and Information Management and a Senior Fellow at Penn’s Leonard Davis Institute of Health Economics (LDI). <https://magazine.wharton.upenn.edu/>



Visual: Elnur, canva.com

Another possibility is what is known as ‘Nine-enders’ – those moments in our age that end in a 9. Reaching a new decade on ones 40th birthday is such a moment, where we take some time to reflect on our lives.

The marketing implications for your business are really clear, and if you want your customers to start new habits, you can target them through decent messaging and special offers. Imagine if you could

somehow tap into what’s happening in their lives at some important event or experience.

Of course, the really skilled businesses take this one step further: Do you think that you could reframe an indifferent moment into a fresh start? They may not be aware of anything special happening, but you could point out something to them that they may find appealing.

“Today is the first day of summer,” could be a simple possibility if you sell pool chemicals, or “with the first day of autumn you may be thinking of stocking up on a good stew.”

A fresh start can act as a powerful trigger for your best customers, and if you know even a little bit about them through your loyalty programme information, you can increase your sales substantially.

What happens is important, but when it happens can also be huge. Don’t let this magic opportunity go to waste. **SR**



Aki Kalliatakis is the managing partner of The Leadership LaunchPad, a company dedicated to helping clients become more customer driven. He can be contacted at +27 (0) 83 379 3466, or via the website at [www.leadershiplaunchpad.co.za](http://www.leadershiplaunchpad.co.za)



# Designed to Captivate

32"



21.5"



15.6"



## ID Series

Available in 32", 21.5" and 15.6" models with sleek designs, stunning resolutions, and easy installation, the Polaris ID Series gives you everything you need for eye-catching and interactive digital signage.

32" INCH

Touch:  
Optional True-flat PCAP touch with multi-touch support

[LEARN MORE](#)

21.5" INCH

Touch:  
Optional True-flat PCAP touch with multi-touch support

[LEARN MORE](#)

15.6" INCH

Touch:  
N/A (with a glass cover)

[LEARN MORE](#)

## Attractive



Designed to deliver eye-catching imagery and videos for retail, the Polaris ID Series with its exquisite Full HD experience, provides immersive, impressive messaging to attract customers wherever needed.

## Alluring

The eye-catching nature of the Polaris ID Series is ideal for retailers to leverage it as a media and advertisement medium to interact with customers.

CPU

Intel Bay Trail J1900

UP TO

8 GB DDR3L

OS

Win 7

POSReady 7

WE 8.1 Industry

Win 10 IoT



# Crisis unveiled ... Port disruptions prompt urgent call for logistics overhaul

In a startling turn of events at the close of 2023, the South African retail landscape faced an unprecedented challenge. In the crucial weeks leading up to the nation's peak retail season, an alarming situation unfolded as the Port of Durban, the heartbeat of the country's trade, ground to a virtual halt. Concerns about fast depleting shelves and the increasing cost of getting goods into the country marked a turning point, a disruption that sent shockwaves through the core of the economy.

Evert de Ruiter, a principal consultant at Auctoro Advisory, says ...



Evert de Ruiter

“You know you have a crisis on your hands when the Fast Moving Consumer Goods sector starts flying freight into the country to avoid the ports.”

“It introduced a new low point for the logistics sector in South Africa, a country already grappling with one of the highest logistics costs globally. It became evident with alarming speed that what was unfolding in Durban was going to hit more than just logistics hard. Supply chains were facing a crisis of considerable magnitude.

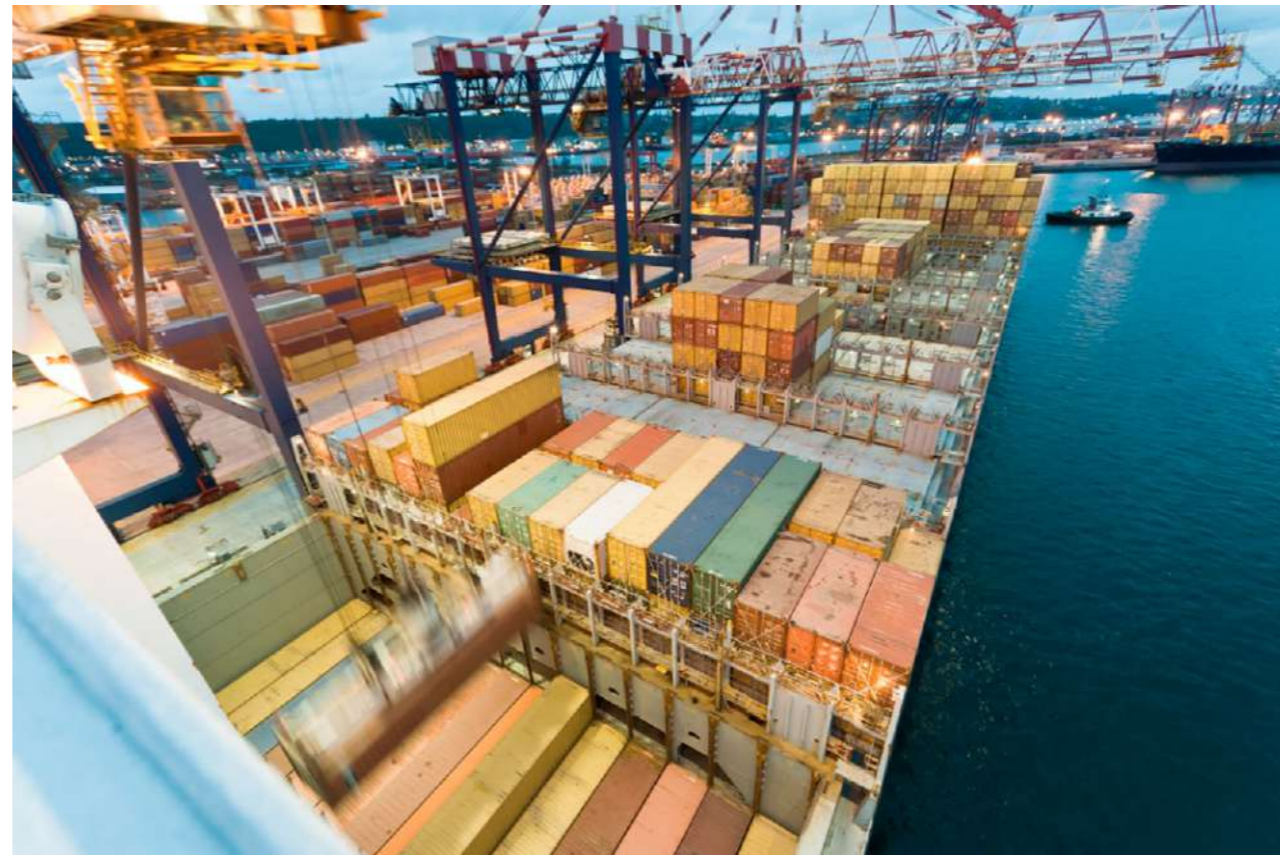


Image of Durban Port: Canva.com

“We were gobsmacked,” says de Ruiter about the necessity to resort to airfreight for FMCG.



Professor Jan Havenga

“It was bound to happen,” says Professor Jan Havenga, Director of the GAIN group, who has long been speaking about a growing logistics crisis and calling for solutions to be implemented sooner rather than later.

Havenga says the situation in Durban came as no surprise. It did, however, highlight the undeniable reality that the current operating model of South Africa's ports is not sustainable for any importer, no matter their industry.

According to the 2021 World Bank Index of Container Port Performance, which ranked the efficiency of 370 maritime ports

worldwide, Durban currently sits at 364 and Cape Town at 365. This means South Africa is one of the worst-performing countries in container port performance globally.

Apply even the slightest amount of pressure, and you find yourself in the midst of a crisis with tangible repercussions. In this instance, it manifested as malfunctioning equipment and the incapacity to efficiently berth vessels and unload containers, leading to real-world consequences.



# Glacier

OPENS YOUR WORLD

Since 1994, Glacier has been the cornerstone of innovation in the South African refrigeration market, setting the bar high with its premium offerings designed to elevate your business. Our industry leading energy efficient products include top-tier refrigeration

***Glass Doors,  
Polyurethane (injected) modular  
panel solutions,  
display and back-up shelving,  
bespoke glass products.***



# Our Products

Step into the world of innovation with Glacier, where we unveil a product range that not only elevates your business but also redefines refrigeration excellence

- ✓ Double and triple glazed Glass Doors
- ✓ Backup and display shelving systems
- ✓ Injected modular Polyurethane Panels
- ✓ Bespoke Glass products

## key benefits

Retailers thrive with Glacier's energy saving solutions, enjoying amplified product visibility whilst enhancing the shopping experience and preserving product quality

Energy Efficiency | Condensation Control | Aesthetic Appeal

Temperature Control | Visibility | Customization | Durability

Ease of Installation | Product Preservation | Lighting Efficiency



**Glacier**  
OPENS YOUR WORLD

☎ 011 613 8120 ✉ [sales@glacierdoors.co.za](mailto:sales@glacierdoors.co.za)

🌐 [Glacierdoors.co.za](http://Glacierdoors.co.za)



According to Havenga, it is not just about addressing the situation in times of crisis. Dysfunctional ports come at a high price. For years now, there has been a need to address the unreliability of the ports and the escalating logistics costs. South Africa, he says, needs to look beyond the crisis situations and take a far more comprehensive approach to its logistics.

“The cost of logistics, measured as a percentage of the transportable economy, currently exceeds 50%. This means that more than half of the price of every product and commodity in this country is attributable to logistics.”

Once the necessity arises to resort to air transportation for stocking supermarket shelves with products, the system is on a trajectory toward inevitable failure as it becomes increasingly unsustainable and financially burdensome.

“South Africa has several challenges regarding the supply chain,” explains Havenga. “It has severe geographic constraints. The Port of Durban is far removed from the country’s economic hub, requiring the movement of goods over long distances. This means there are multiple handling points, and the cost escalates quickly.”

An advocate for multi-modal transport solutions, including the more effective and efficient use of rail, Havenga has long been of the opinion that despite logistics being a critical economic factor, it continues to take a backseat in macroeconomic discussions.



**Ships rerouted by Red Sea crisis face overwhelmed African ports**

Shipping companies sailing around the Cape of Good Hope to avoid Houthi attacks on the Red Sea face tough choices over where to refuel and restock, as African ports struggle with red tape, congestion and poor facilities, companies and analysts say.

Hundreds of large vessels are rerouting around the southern tip of Africa, adding 10-14 days of travel, to escape drone and missile attacks by Yemeni Houthis that have pushed up oil prices and freight rates.

The attacks by Iranian-backed militants have disrupted international trade through the Suez Canal, the shortest shipping route between Europe and Asia, which accounts for about a sixth of global traffic.

South Africa’s major ports, including Durban, one of Africa’s largest in terms of container volumes handled, as well as Cape Town and Ngqura ports are among the worst performing globally. Wendell Roelf, Dec 22 <https://www.reuters.com/>



Houthi military spokesman, Brigadier Yahya Saree, delivers a statement on the attacks against two commercial vessels in the Red Sea during a march in solidarity with the people of Gaza in the capital Sanaa on 15 December, 2023. (Mohammed Huwais/AFP) <https://www.timesofisrael.com/>



A Houthi forces helicopter approaching the cargo ship Galaxy Leader on 19 November, 2023 in the Red Sea. (Houthi Media Center via AP, File) <https://www.timesofisrael.com/>



Armed men stand on the beach as the Galaxy Leader commercial ship, seized by Yemen’s Houthis in November 2023, is anchored off the coast of al-Salif, Yemen, 5 December. (Khaled Abdullah/Reuters) <https://www.komu.com/>



The Arleigh Burke-class guided-missile destroyer USS Carney (DDG 64) defeated a combination of Houthi missiles and unmanned aerial vehicles in the Red Sea on 19 October, 2023. (Aaron Lau / US NAVY / AFP) <https://www.timesofisrael.com/>



# IF YOUR CORE BUSINESS IS **DELIVERING ON TIME**



**FIND OUT HOW OPTIMISING YOUR ROUTES CAN HELP  
YOU DELIVER ON TIME, ALL THE TIME**



“The rise in logistics costs can be attributed to a combination of factors, including poor modal choices, misguided investments, inefficient logistics operations, and a downturn in rail services. The country’s overall logistics proficiency has also declined for some time now.”

Comparing South Africa to its BRICS counterparts, for example, highlights what Havenga is saying. It is the only country in the BRICS grouping that has yet to improve its logistics capability in the past decade. In fact, not only has South Africa not improved, it has seen its global competitiveness for logistics decrease.

Havenga’s estimation reveals a staggering figure, asserting that ...

“Transnet alone accounted for the eradication of at least 6% of economic growth in 2022. This calculation doesn’t even account for the additional repercussions stemming from the turmoil that unfolded at the Port of Durban at the close of 2023.”

“Transnet management needs help,” says de Ruiter. “This is not a facetious comment. It is a candid, forthright observation. Having had a front-row seat in the business for the past two years, I can say that the negative impact of Transnet on the economy has been profound. The damage is deep. While the malaise began over a decade ago, its acceleration has been notably pronounced over the past four years.”



Durban port had to clear the backlog of thousands of containers that had come to a grinding halt during the disastrous floods that lashed KwaZulu-Natal’s road, rail and port infrastructure in April 2022. <https://scnafrika.com/>

### Navigating turbulence

The retail sector’s reliance on the Port of Durban, in particular, was highlighted when the port ground to a near-halt in November and December. With close to a hundred vessels waiting at anchorage, the South African Association of Freight Forwarders (SAAFF) estimated this was directly costing the economy around R98 million a day in direct, sunken costs and at least R26 million a day in indirect expenses and impeding at least R7 billion worth of goods from moving daily.

Surpassing the significance of the December 2022 strike that left the country reeling, the actual repercussions of the Port of Durban’s inactivity have become sharply focused for retailers and supermarket owners, spanning from the significant players to small businesses alike.

In December, retailer Pepkor Holdings went on record as saying it was struggling to import goods. At the time it estimated that at least R700 million worth of stock was stuck at sea. For small to medium sized businesses, such a situation is untenable.



Dr Juanita Maree

SAAFF CEO Dr Juanita Maree, indicating that a grid-locked port is felt immediately in the supply chain, says ...

“Most SMMEs typically only cover a week’s worth of buffer stock, as inventory costs are already high – with loss of sales starting from around 15 days. Airfreight, at a much higher cost, is not always viable for all SMMEs.”

S&P Global predicts that the impact of the port crisis is still to be calculated and predicts that it will have a significant negative impact on the country’s economy in the fourth quarter of 2023 and the first quarter of 2024. According to SAAFF, the direct logistics cost of the port gridlock has been estimated at around R48,5 million per day.





# A COMPLETE WAREHOUSE MANAGEMENT SYSTEM

With the right WMS, Planning & Implementation, its possible to see immediate results in efficiency

**50%**  
Store lead times  
down by

**45%**  
Picking accuracy  
increased



**Connect your favorite apps and web services to save time and do more with your Warehouse Operations.**

*With the latest update and feature releases which include Xero Accounting Integration, Shopify & WooCommerce Intergration and much more, ADOR Information Technology (Pty) Ltd is looking to become the Industry leaders & pioneers within the Warehouse Logistics, Management & Solutions providers.*

**SA's Top WMS Solutions Provider**

 **AdOr™ 5**



## Your Warehouse, Managed.

ADOR is one of the Leading logistics & WMS Providers in South Africa with a creative thinking team, implementing leading technologies to help you effectively manage your supply chain.

**INCREASE WAREHOUSE EFFICIENCY**

Speeds up the flow of goods and information to enable flawless execution across inventory, labour, and space.

*Providing the Tools to enable your Warehouse to work smarter and grow faster.*

**REQUEST A DEMO**

Visit us at  
**ADOR.CO.ZA**



Havenga says these costs need to be seen in the context of shippers already paying far more for logistics than their counterparts in the rest of the world when there is no crisis at hand.

Ronald Makuwaza, account manager at LCL Logistics, says what transpired at South Africa's busiest port was but one of many challenges faced in recent years.



Ronald Makuwaza

“From containers being stuck at sea waiting to be offloaded, to equipment failures due to poor maintenance and port bottlenecks caused by political agendas, there are ongoing issues.

Amongst many other reasons, the reality is that the current situation, has led to a severe decrease in the performance of the country's economy, and the desirability of international trade has lessened.”

He says the supermarket and retail sector accounts for approximately 55% of volumes moving through the port. Anything that happens there will have a direct impact on business.

“At least 60% of imports into South Africa move through Durban. Due to the congestion and these challenges, the cost of doing business with the port has increased. Companies are having to pay overtime to staff. Drivers wait for hours on end to pick up containers. This is all compounded by other

Visual: Suriya Silsaksom, canva.com



challenges, such as the deterioration of the road infrastructure. It all comes down to store owners paying more, while incurring increased losses due to late deliveries or the inability to access their stock.”

Clifford Evans, Customs Liaison Manager at Berry & Donaldson, says it is not just the Port of Durban affected. A crisis at one port has a compounding effect on all the ports in the country.

“All the other ports are affected with shipping lines having imposed congestion surcharges. We are also seeing more vessels bypass the country, and some lines have been taken to discharge import containers in Mauritius.”

But, says Evans, the long-term consequences are far more dire. “We risk contracts being cancelled and foreign suppliers unwilling to deal with South Africa.” According to Evans, an additional cause for worry is the dependence on the Port of Durban. He explains ...

“The over-reliance on a single port for imports is directly due to the major shipping lines making business decisions about the routing of their vessels to maintain schedule integrity.”

Evans says that unless a long-term solution is found, retailers will find themselves dealing with this kind of situation more and more. “The entire supply chain is affected by port disruptions to the extent that retailers will increasingly have to consider airfreight more regularly to obtain their goods to meet their deadlines. Many already have. The short-term consequence of any port crisis is the obvious delay in receiving goods and the additional costs associated with such delays.”



# Goscor Lift Trucks Introduces Newly Branded Bobcat Forklifts to Southern African Market

Goscor Lift Trucks (GLT), a key player in the industrial warehousing equipment sector, is delighted to announce the rebranding of their premier forklift brand, Doosan, which will now be supplied under the iconic Bobcat livery in line with the global Doosan Bobcat rebranding strategy.

Goscor Lift Trucks (GLT), part of the Goscor Group, has been a leading provider of industrial warehousing equipment solutions since 1984. Offering a diverse range of electric and diesel-powered forklifts and exceptional after-sales service, GLT is committed to delivering complete warehousing solutions with the lowest total cost of ownership. GLT stands as a dynamic forklift company and a prominent supplier in the South African materials handling industry.

As a prominent member of the Goscor Group, GLT has been a trusted provider of industrial warehousing equipment solutions since 1984. "Recognised for its extensive range of electric and diesel-powered forklifts, along with exceptional after-sales service, GLT has established itself as a dynamic forklift company offering comprehensive warehousing solutions with the lowest total cost of ownership.

Today, GLT is a leading supplier in the South African materials handling industry," affirms GLT Business Development Director, Patrick Barber.

GLT has a history of supplying world-renowned brands such as Crown, Bendi, Dec, Doosan, and, as of mid-year 2023, Movexx range of electric tugs, along with Sunlight batteries and energy solutions.

Barber, who has been with Goscor for over two decades, asserts that with his involvement in the conversion of Daewoo forklifts to the Doosan brand in 2005, GLT is well-acquainted with the process of forklift rebranding, drawing from firsthand experience in this domain.



In the earlier part of this year, GLT underwent its own corporate rebranding, aligning with the Goscor Group's commitment to enhancing customer uptime across various industries.

As of January 1, 2024, Doosan Bobcat (DIV) forklift trucks and warehouse equipment will proudly carry the well-known Bobcat colours. With the transition of Doosan to Bobcat forklifts, Goscor Lift Trucks is proud to be part of the renowned Bobcat family, known globally for its compact machines used in construction and agriculture industries across South Africa.

Under the Goscor umbrella, Bobcat loaders and telehandlers, will continue to be sold through Goscor Earthmoving Equipment business unit, reinforcing Goscor Group's commitment to providing Trusted Equipment Solutions and positioning itself as a brand that is professional, on-point, vibrant, and engaging for the future.



“All South African ports are open for business, but with Durban being the largest port, volumes have steadily increased over recent years, placing a burden on equipment and workforce at the port. The decision, however, remains with the cargo carrier as to which ports they will use and what scheduled route they will use.”



While this might sound like an ideal opportunity to increase local manufacturing and reduce the reliance on imports, manufacturing has faced its own challenges, says Mark Wilson, CEO of SYSPRO EMEA ...

“ 2023 was a tough year for manufacturers. The sector was in contraction for most of the year. This was, in large part, due to geopolitical tensions, economic uncertainty and climate change. ”

More worrying is that industry performance predictions for 2024 paint an equally bleak picture.

“ The realities demand that modern manufacturers take a long hard look at their processes, supply chains and the level of automation across their operations, to identify inefficiencies and make necessary changes to thrive in an environment that makes it challenging. ”



Get to highlight your customers and their work. Center Point Fire Department in Alabama. <https://www.fleetio.com/>

### Securing technology opportunities

Wilson says ERP solutions, tailored to address manufacturers’ and their customers’ unique challenges and opportunities, can be a real game-changer.



Dennis Connelly. Canva.com

“Digital innovations like this help to streamline, update and improve processes so that companies are better equipped to respond to sudden shifts or deviations in the market conditions. It also positions one to adapt to a business’s changing needs and expectations.

According to Renko Bergh, co-founder of CtrlFleet Software, technology is an enabler of supply chain services if implemented and adopted correctly.



Left: RFID tag. Right: Gun Reader  
Read vehicle ID data and transmit an RF signal to the RFID communication antenna to initiate the refuelling process and stop it when it finishes. [www.controlims.com/fleetcontrol/](http://www.controlims.com/fleetcontrol/)



With a mobile fuel controller, you can easily track every fuel transaction delivered to authorised vehicles or equipment on field. It also records and verifies additional data, such as odometer, engine and driver hours. [www.controlims.com/fleetcontrol/](http://www.controlims.com/fleetcontrol/)

“ If not done correctly, technology can play a very counter-initiative role and become a disabler. ”

Bergh says ERP applications, at its very core, are there to manage and optimise all core business functions.

“Traditionally, these functions in any business operate independently on different applications, databases, or even manually. Once a central ERP is implemented – the move towards a central database, with one primary application using other respective modules – allows and enables the ability to visualise the data from one source point to individual shareholders.





Empower Your Company with Cutting-Edge Supply Chain Management and Logistics Training at Enterprises University of Pretoria:

## READY, SET, GOAL!

Get ready to expand your knowledge and elevate your expertise. Our courses serve as the perfect tool for achieving your goals, laying a strong foundation for personal and professional growth in the upcoming year, turning aspirations into reality. Each lesson in our courses serves to bridge the divide between acquiring knowledge and fostering business development, ensuring optimal results. Identify and prioritize what motivates you the most and make education a key focus in 2024!

Enterprises University of Pretoria (Enterprises UP) is committed to providing the best possible learning experience for its delegates and served 15 664 delegates in 2023. To achieve this, Enterprises UP continually re-evaluates and updates its instructional methods, ensuring that its courses are designed to maximise delegate success rates and prepare them for the future world of work. Through this approach, Enterprises UP aims to foster critical thinking and problem solving skills that can be applied in any dynamic and

evolving environment, anywhere in the world. "Our goal is to equip individuals with the tools they need to thrive in a rapidly changing world," says Mr Henry Karow, Executive Manager at Enterprises UP Training Solutions. Our comprehensive training programmes and short courses in Supply Chain Management and Logistics have been meticulously crafted to equip you with the perfect skill set and invaluable insights. Embracing the latest technologies and innovative approaches, we will empower you to conquer

the challenges of this dynamic landscape, satisfying even the most demanding customers.

Do not let uncertainties hinder your business continuity; invest in yourself and your team's future success with our Supply Chain Management and Logistics training. Embrace the future with confidence, armed with the right skills and insights to lead in any field.

Enrol today and ensure a seamless supply chain that drives your success in this highly demanding field!

### SUPPLY CHAIN MANAGEMENT AND RELATED COURSES

- Advanced Programme in Supply Chain Management for Senior Practitioners
- Effective Stakeholder Management
- Negotiation Skills
- Business Process Management
- Hands on Supply Chain Management
- Supervisory Management Skills
- Online Supply Chain Risk Management: Identify, analyse, respond and manage risks
- Programme in Supply Chain Management for Junior Practitioners
- Total Quality Management
- PFMA Supply Chain Management Bid Committees
- Strategic Management Principles
- Supply Chain Management Fundamentals Board Game
- Law for Commercial Forensic Practitioners
- Economic Crime Schemes
- Money Laundering Detection and Investigation
- Certified Rescue Analyst Programme
- Online Course in Project Risk Management
- Internal Auditing
- Business Process Modelling
- Contract Management
- Effective Risk Management
- Customer Service Excellence
- Online Programme in Innovation Management
- Management Development Programme
- Intermediate Taxation



[www.enterprises.up.ac.za](http://www.enterprises.up.ac.za)



[info@enterprises.up.ac.za](mailto:info@enterprises.up.ac.za)



012 434 2500



**E** | **ENTERPRISES**  
University of Pretoria

“Once the different stakeholders in a supply chain environment have each digitised their businesses on respective ERPs, then the next dive is to create integrations between those ERPs and entity operations representing them, for full visibility from a strategic bird’s eye perspective.”

For Bergh, it is simple. “You can only manage what you can measure. The opportunity cost of not having complete transparency with data competes in the rank of importance with the ability to start forecasting and creating predictive analytics with that same data.”

Visual: [www.maersk.com/](http://www.maersk.com/)



Gavin Kelly

## Anticipating the future

It’s important to note, says Gavin Kelly, CEO of the Road Freight Association (RFA), that the current state of affairs in the logistics sector did not ‘suddenly’ happen. He says ...

“It has been years in the making. The RFA is steadfast in its opinion that the deterioration of our ports and rail has been a slow, continued process over at least ten years.”

Free S&R subscription



## Gondola Shelving



## Freezer Racking



## Shop Fitting

Our expertise includes:

- Research and Development
- Design standards
- Quality products
- Manufacturing
- Shop Fitting & Retail fixtures
- Racking & Storage Solutions
- Engineering Solutions
- Warehouse Automation
- Installation and Inspection
- Safety training & Audits



[info@acrow.co.za](mailto:info@acrow.co.za)



[www.acrow.co.za](http://www.acrow.co.za)



011 824 1527

## Boost Your Sales by 1–3% with Workcloud Task Management!

Workcloud Task Management solution is designed to elevate your team's efficiency by automating task assignments, prioritising based on real-time insights, and ensuring equitable distribution across available associates.

### Here's how Workcloud can make a difference:

- **Prioritisation for Impact:** Workcloud distinguishes between corporate-generated and real-time system-generated tasks, ensuring your team focuses on what matters most.
- **Optimised Workflows:** Our intelligent system directs tasks evenly and equitably across available associates, preventing workload imbalances and reducing overtime spend.
- **Enhanced Visibility:** Empower management with real-time insights into store-level execution, allowing them to manage by exception and make informed decisions.



### Industry-Specific Solutions:



#### **Retail:**

Respond to real-time information, streamline workflows, and elevate team efficiency.



#### **Banking:**

Modernise branch operations, standardise inspections, and pursue profitable activities.



#### **Hospitality:**

Increase productivity, balance workloads, and streamline execution across locations.



Image www.ccslogistics.co.za/

Free S&R subscription



Furthermore, says Kelly, the management of Transnet and its total subsidiaries have been fully aware of the challenges and continuously informed of these by both structures within their respective organisations and the private sector. Nothing was done to counter this, reverse, or hold the decline.

Most experts, like Kelly, say retailers need to be cognitive of what is happening in the port space and must take into account that, while plans are currently being put in place to ramp up operations and address the current crisis, a long road lies ahead of South Africa in terms of bringing its ports and rail infrastructure back to a position of efficiency.

In Durban, port authorities have managed to average single-digit vessels at anchor for the first few weeks in January, ensuring that all priority cargo across the retail, automotive, energy, and FMCG sectors reach shelves as quickly as possible.

However, the management of the Durban Container Terminal realises they are still a long way off. "We are not out of the woods," says Earle Peters, Managing Executive at the Durban Terminals. He does, however, point out that ongoing efforts during the course of December did see the set targets of clearing the vessel backlog exceeded.

**BIN SALES AND PALLET SALES**

Contact: Johan or Janine  
salesteam@masterjack.co.za

082 374 6903



**MASTER JACK**

Lifting Equipment • Pallets • Bins

Since 1989

**PALLET JACK SALES**

Contact: Brendan or Jakes  
internalsales@masterjack.co.za

www.MASTERJACK.co.za

**Wheelie Bin-120L, 240L, 360L**



**Wheelie Bin-660L & 1100L**



**Pallet Bin – Solid or Perforated**



- 500kg or 1000kg
- Lids, Castors, And Outlet Valves are optional extras

**Pallet Jacks**

- 2000 to 5000kg
- 1200 x 685mm
- 1500 x 685mm
- 1800 x 685mm



**Self Lifting Stacker**

- Lifts 500kg Max
- Lifts up to 1300mm
- Electric Lift
- Manual Push/Pull
- Suitable for on-site loading & offloading with little to no manual labour



**Pharmaceutical Hygienic Pallet**

1200mm x 1000mm x 150mm



**Aluminium Pallet**

1200mm x 1000mm x 150mm





Earle Peters

“We are pursuing an aggressive recovery plan, and our main focus is to relieve the pressure on our customers who rely on our service and look to us to provide much-needed value,” he says,

indicating that they are confident that the supply chain will return to normality.

The likes of Kelly, Havenga and de Ruiter are slightly less optimistic. They foresee a tough time ahead, as supply chains will remain under pressure while the ports struggle to cope.

On the other hand, SAAFF has welcomed a R47 billion facility guarantee announced by the government in December to assist Transnet with its recovery plan.

“This recovery plan is vital to the national economy and will act as a stimulus to ignite broader economic recovery and growth,” says Maree. “The current infrastructure crisis and service incapacity at the ports is of material proportion, severely impacting national and international players in our economy. The announcement of the R47 billion guarantee facility is also in response to a call by international conglomerates for the government to fix the issues or stand to suffer divestment by important companies in our economy.”

There is no doubt that the world is watching and seeking clear signs of competency and reassurances from the South African government to the nation and the international community.



Loading special cargo. [www.maersk.com/](http://www.maersk.com/)

The Freight Logistics Roadmap that Parliament has approved and Transnet’s Recovery Plan are all solid attempts at addressing the challenges.

“There is, unfortunately, no quick fix,” says Evans. “This is because there is not enough funding available. Securing the necessary funding will continue to be a challenge.”

According to Wilson, given that 2024 is another challenging year, the industry has no option but



The Laura Mærsk, the world’s first methanol enabled container vessel, shining her light on the harbour front outside the Maersk headquarters in Copenhagen. Saving up to 100 tonnes of CO<sub>2</sub> per day, sailing on green methanol compared to her sister vessels sailing on heavy fuels, Laura Mærsk marks the beginning of a new era in the shipping industry. [www.maersk.com/](http://www.maersk.com/)

to devise ways to do things differently. “New and emerging technologies can help to boost overall operational efficiency,” he says. “Not only do these tools and solutions offer increased visibility into processes and improved communications between different departments, but they also centralise data collection and analysis so that business can make more informed decisions and better navigate the tough times that lie ahead.”

“Government, however, cannot do it alone,” says Evans. “Industry is already working with the government with several key initiatives in progress. Establishing the National Logistics Crisis Committee with direct input from trade was a move in the right direction.”

Logisticians’ advice to the retail sector is clear: expect the unexpected. Despite improvements to the supply chain following a tumultuous few months, the fact remains that no one is as prepared as they would like to be. Now more than ever, it is essential to future-proof one’s supply chain.





# Last Mile Fast is an award winning industry first, and set to transform the on-demand delivery sector with features never seen before and adaptable to any business. **Last Mile Fast is your solution... Get On-Line!!!**

A first of its kind, LMF was built after years of research in the B2B and B2C on-demand delivery sector, focusing on consumers, merchants, couriers and logistics providers. With e-commerce booming and playing a major role in retail economic activity, merchants are under pressure to offer an online solution to their customers' delivery on-demand. The LMF solution is ESG focused and provides a sustainable solution to our customers.

Traditionally the cost of 'going online' and offering an 'on-demand delivery solution' has been incredibly expensive with a high cost per drop and fees totalling up to 30% of the basket value, and a platform subscription fee! The LMF solution uses unique technology and exclusive products to deliver an exceptional customer experience at low cost which is both adaptable and scalable.

## The LMF solutions include ...



**1. Hero Motorcycles** – The largest manufacturers of motorcycles with a platinum rating from the GBC and a leading ESG scorecard. The Hero ECO 150 is rated the safest commercial motorcycle in South Africa with the lowest total cost of ownership (TCO). The Hero range has the lowest emissions score in the sector and are built for purpose and not a price point. Hero motorcycles offer leading rider ergonomics and factory fitted crash protection for rider safety and lower cost of repair.



**2. Hero Connect** – Developed in South Africa, the telematics device is motorcycle specific and offers custom solutions to the sector. The most complete motorcycle offering also boasts full API integration to manage route optimisation and live tracking without the use of handheld mobile devices. Hero Connect acts as the brain in our offering and offers extensive fleet management tools and business information. Hero Connect offers technology that is available for your mobile application offering live tracking (not dependant on mobile device), biometrics, rider behaviour scoring, scanning, payments and proof of delivery (POD) with the use of our MDM device partner MINT Solutions.



**3. Smart Box** – Designed and built in South Africa for the commercial sector, the Smart Box is injection moulded and offers Smart Features which include: temperature monitoring, tamper alert, open/close alerts, tracking, humidity monitoring and remote locking features linked to a mobile application or NFC technology. The Smart Box is IP55 rated, offering a solution that guarantees no food or parcel contamination from exhaust emissions, dust, gasses or water. The Smart Box offers users the ability to secure high-value items, documents or merchant specific requirements and is available in all colour combinations to meet your brand CI. Community projects are available for support as the box is 100% recyclable.

## 4. Route Optimisation →



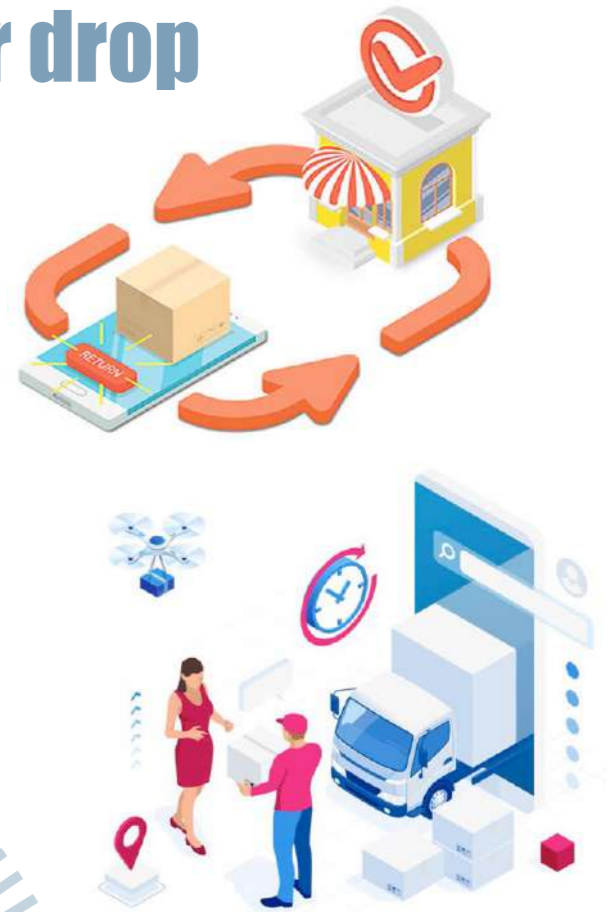
# Why Rent? Why Buy or manage your own fleet?

## Enjoy the Last Mile Fast technology at only R39.00 per drop

**4. Route Optimisation** – Access to industry – the leading route optimisation that caters to your requirements on a cost structure which makes on-demand deliveries more affordable and accessible to a wider variety of merchants.



**5. E-Commerce** – A white labelled e-commerce marketplace offering is customised to your specific requirements. Looking for a low cost e-commerce platform for your merchants? A low-cost offering has been developed and is ready to go!



### LAST. MILE. FAST.

The LMF offering is available as an entire solution, or parts thereof, to suit the requirements of your business.

Deliveries are performed by a dedicated fleet or through our subscription based 'Delivery as a Service' offering.

Being online is now easier than ever without the high costs typically incurred!



Tel: 071 122 5887  
info@Lastmilefast.co.za  
www.heromotorcycles.co.za

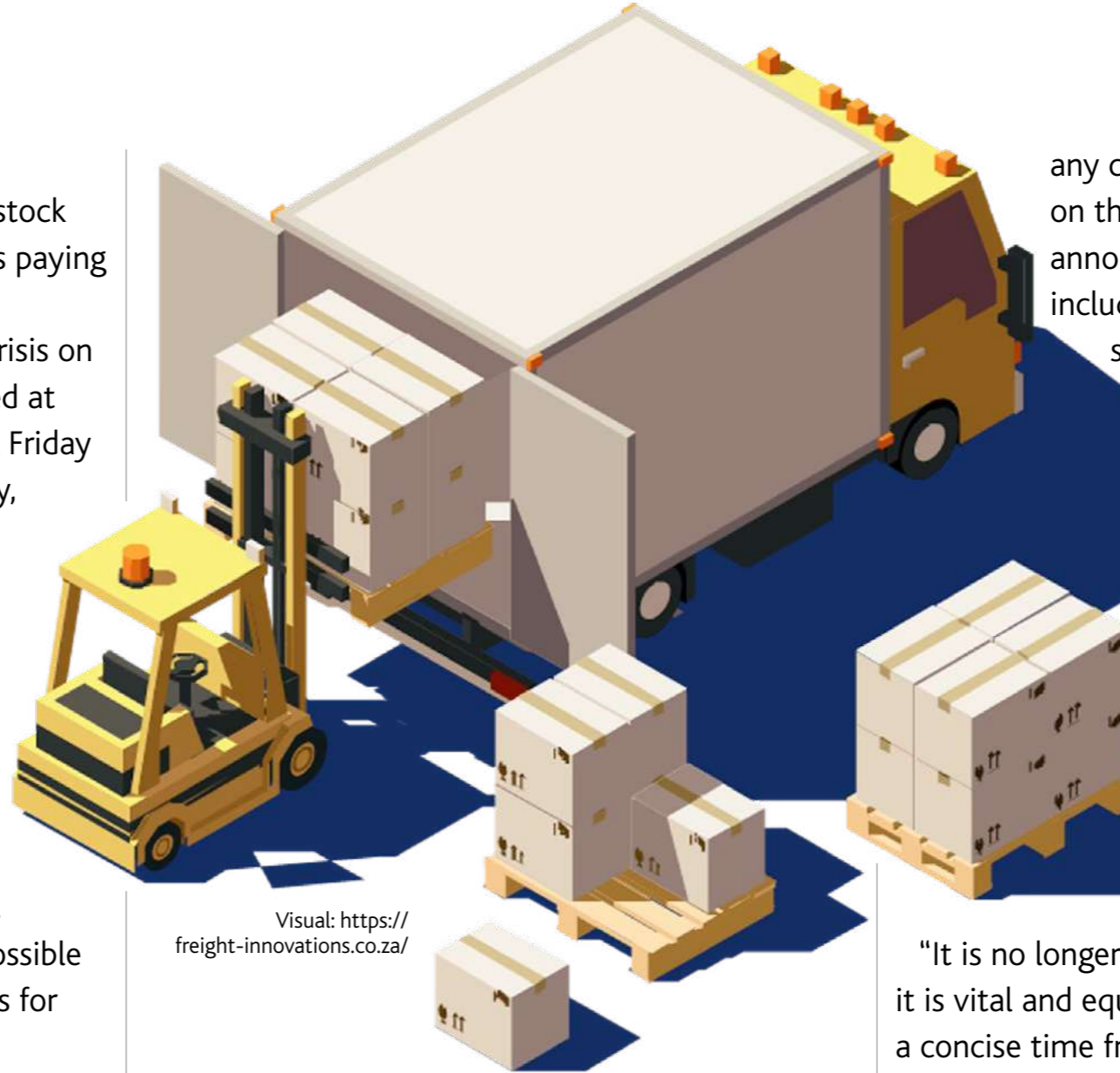


While technology is driving some change, retailers are advised to keep a close eye on stock levels and cost, as they may find themselves paying more for imported goods.

The impact of the November/December crisis on retailers was real. It could not have happened at a worse time. Many retailers targeting Black Friday sales lost an economic opportunity; similarly, tens of thousands of containers were only delivered after Christmas – missing critical sale opportunities.

John Steenhuisen, leader of the Democratic Alliance, has also expressed concern over the situation at the ports. The surcharges introduced by carriers, he says, will be passed on to consumers, further compounding inflationary pressures. He predicts increased financial stress and possible job losses due to elevated interest payments for business.

“The unrelenting backlog at ports severely impacts intermediary importers who supply retailers. There is no question that many containers have sell-by



Visual: <https://freight-innovations.co.za/>

dates, which may force some chain stores to cancel orders not delivered in time, exerting further cost pressures on the importer. With many importers living hand to mouth – within the context of load-shedding, water-shedding, and an underperforming economy – cancelled orders for products stranded at sea will be the final straw and could see many businesses shut down.”

Transnet, on the other hand, maintain that the situation is being addressed, but warns that the issue around port congestion is complex and therefore caution that it will take time to affect

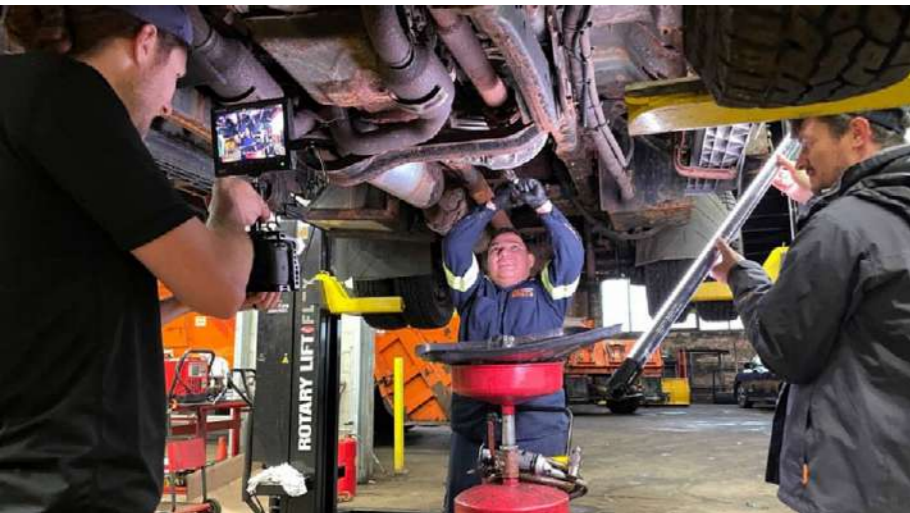
any change. With most eyes focused on the Port of Durban they have announced long-term solutions that include a new container management system to improve efficiencies and the acquisition of new equipment. New contracts to the service the ship to shore cranes, rubber tyred gantries, straddle carriers, reach stackers and empty container handlers are being drawn up.

According to Evans, collaboration is now the only way forward.

“It is no longer important for this to happen; it is vital and equally crucial to take place within a concise time frame. The challenges faced at our ports have been highlighted by trade for many years but ignored. This, unfortunately, leaves no time for us to play catch-up. Every day and month that the ports are congested, the economy suffers even more.” **SR**



**Catherine Larkin** is a communication and marketing professional, specialising in Logistics, Transport and Supply Chain. Her company, CVLC Communication, is a corporate public relations, communication, marketing and events consultancy. Its services range from full secretariat support, project management and administration, strategy development, stakeholder engagement, through to event organisation, media, social media and publicity.



Visual: <https://www.fleetio.com/>



# ALL NEW UROVO PRODUCT OVERVIEW

## BARCODE SOLUTIONS

UROVO focuses on the design, R&D, production, and sales of smart data terminals, smart payment terminals, and special printers.

**LEARN MORE**

[www.dciscanning.co.za](http://www.dciscanning.co.za)



### DT50S ANDROID 13 ENTERPRISE MOBILE COMPUTER



**OPTIONAL ACCESSORIES**



### CT58 ANDROID 12 ENTERPRISE MOBILE COMPUTER



### CT48 ANDROID 12 MOBILE HANDHELD COMPUTER



### RT40 COLD STORAGE + XLR INDUSTRIAL MOBILE COMPUTER



### FR1000 FIXED UHF RFID READER



### FR2000 DESKTOP CHECKOUT RFID READER



**LEARN MORE**

# The top manufacturing trends for 2024

## AI, supply chain efficiency and ERP



By Mark Wilson,  
CEO of SYSPRO EMEA

2023 was a tough year for manufacturers. According to research from Deloitte, the sector was in contraction for most of 2023. This was, in large part, due to geopolitical tensions, economic uncertainty and climate change, which have all transformed the global manufacturing landscape as we know it. And industry performance predictions for 2024 paint an equally bleak picture.

These realities demand that modern manufacturers take a long hard look at their processes, supply chains and the level of automation across their operations to identify inefficiencies and make necessary changes to thrive in an environment that makes it challenging to do so. This is where ERP solutions, which are tailored to address the unique challenges and opportunities of manufacturers, can be a real game-changer.

Digital innovations like this help modern manufacturers streamline, update and improve their processes so that they are better equipped to respond to sudden shifts or deviations in market conditions. This also positions manufacturers to adapt to the changing needs and expectations of their customers, suppliers and employees. Some of the tools and technologies set to make an impact in 2024 are outlined below.

“Enterprise resource planning is the integrated management of main business processes, often in real time and mediated by software and technology.”

Definition: Wikipedia.



Image: canva.com

Generative AI is one of the latest additions modern manufacturers can add to their arsenal to deliver value across their operations. This is particularly true in areas like supply chain management.

“With the right systems in place, manufacturers have an easier time coordinating and streamlining the processes that go into transforming raw materials into the finished products that ultimately get delivered to customers.”

### Securing AI opportunities

There was much hype around generative AI in 2023 and Forrester Research sees 2024 as a big year for incorporating gen AI into a wider range of business systems and processes to achieve powerful results.

While the potential is huge, as more and more manufacturers use generative AI and machine learning to automate tasks and enhance decision-making, they will need to be aware of the risks and the challenges around these technologies from data quality issues and ethical concerns to privacy and compliance considerations.



What will the industrial world look like in 10 years? The consumer market and IOT applications are a driving force behind the Industrial Internet of Things. The IIOT maintains the connection between industrial equipment, machines and applications in the cloud. It enables physical devices and process systems throughout the entire production and distribution chain to communicate with each other. Caption & image: <https://e.sentech.nl/en/news/>

## Prediction is better than cure

Machinery failures lead to costly downtime and delays in production, which has a negative impact on efficiency and customer relations. These are all things that the average manufacturer cannot afford. According to Deloitte, AI-driven predictive maintenance can increase equipment uptime by as much as 20%; reduce maintenance costs by around 10% and halve the amount of time needed for maintenance scheduling.

ERP technologies play an important role in supporting predictive maintenance by collecting and analysing data and making it simpler to develop maintenance plans, reduce unscheduled downtime, enhance operational efficiency and detect faults before they become critical. Additionally, having real-time visibility empowers manufacturers to reduce their facility's energy use and environmental impact by ensuring that all equipment is running at peak efficiency.

Free S&R subscription



# SUPPLY CHAIN METAMORPHOSIS

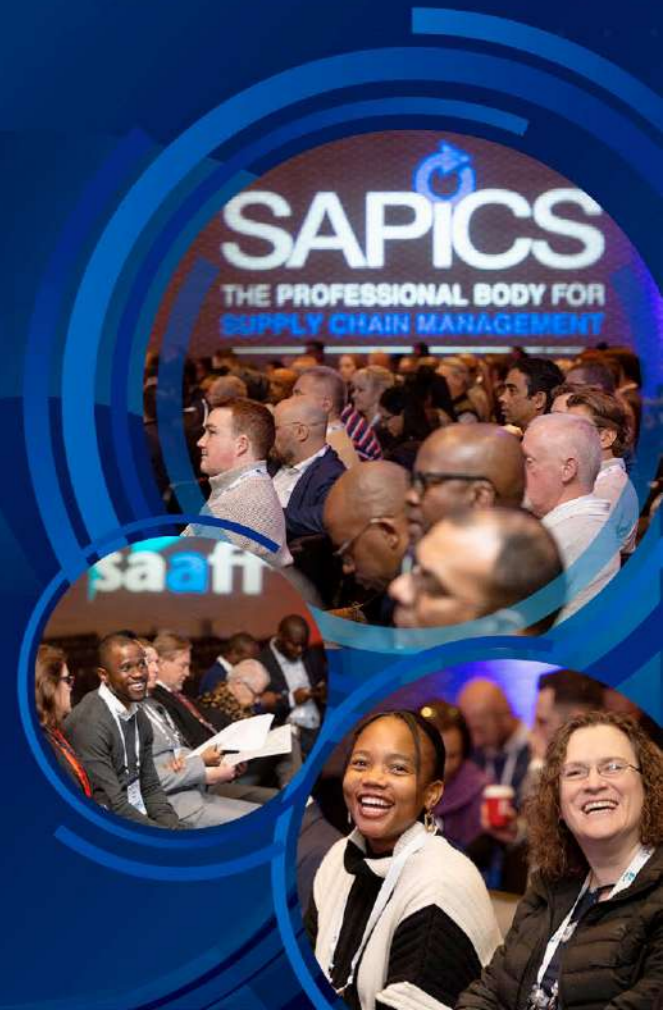
## 46<sup>th</sup> Annual SAPICS Conference

Century City Conference Centre, Cape Town, South Africa

9-12 JUNE 2024

SAPICS has been providing an exceptional platform for supply chain professionals to exchange knowledge and practical experiences at its world-class annual conference in South Africa for 46 years.

SAPICS and SAAFF invite you to participate in SAPICS 2024 – the leading event in Africa for supply chain professionals.



[www.sapics.org.za](http://www.sapics.org.za)



'Noses, ears and eyes' need to be developed for all kinds of equipment, machines and vehicles that are part of a wide range of production chains. Sensor knowledge and sensor products are crucial information generators for clients' processes. The IIOT has to be embraced. Caption & image: <https://e.sentech.nl/en/news/>

## Automation, personalisation

Within modern manufacturing environments automation is essential. Here, again, AI will continue to have an impact. Not only do AI-driven systems enable manufacturers to streamline their processes and boost overall operational efficiency, but they also make it possible to better forecast demand, process orders faster and minimise errors. Similarly, modern manufacturing ERPs provide real-time access to critical data and it is this same data that is the cornerstone of automation success.

As the sector moves away from standardisation and towards personalisation, manufacturers now need to be able to create custom products if they want to keep up with, and outdo, their competitors. Producing high-quality products is not longer enough to stand out; personalisation has become an important differentiator and manufacturers need to keep up with the trend.



## Digital supply chain efficiency

In 2024, manufacturers will continue leveraging digital platforms and tech to streamline and boost supply chain resilience, visibility and agility. If the pandemic taught us anything, it's that supply chain disruptions can be costly and while most of this disruption is behind us, it's important to remember that any kind of disruption will interfere with production and delivery schedules.

Digital supply chain management solutions – like ERP systems – offer a unified view of supply chain operations; providing everything companies need to successfully manage their supply chain effectively. This includes everything from planning and procurement all the way through to order management. The beauty of digital supply chains is that they enable manufacturers to streamline and automate all of these activities without increasing their operating costs.

Given the fact that 2024 is set to be another challenging year for global manufacturers, the industry has no option but to come up with ways to do things differently.

New and emerging technologies can help modern manufacturers boost overall operational efficiency. Not only do these tools and solutions offer increased visibility into processes and improved communication between different departments, but they also centralise data collection and analysis so that business can make more informed decisions and better navigate the tough times that lie ahead. **SR**

As a global organisation, SYSPRO believe in empowering manufacturers to constantly upskill and evolve. With the commitment to education and training, manufacturers can turn a workforce built for the past into one that's fine-tuned for the future. With a more efficient workforce, organisations can increase their output and better meet the demands of the evolving industry. Caption & image: <https://za.syspro.com/>



# Mobile racking in SA Fruit Stores



Southern Storage Solutions – DEXION, has installed numerous mobile rack installations in conjunction with Barpro Storage which has increased the storage capacity of each facility without the expensive task of increasing the room size to cater for conventional pallet racking or drive in racking with all the associated extra refrigeration and electrical costs.

Traditionally pallets of packed fruit were stored by securing steel corner posts to each pallet and then storing another level of pallets on top. While doubling store capacity, this form of block storage effectively prevented stock rotation, increased stock damage and in some situations prevented adequate cooling. As fruit packaging became further differentiated, accessing stock quickly for an order became practically impossible.

Pallet racking was introduced into existing fruit stores to solve these problems. "Drive-In" racking made better theoretical use of the chilled space and reduced product damage. However the accessibility problem was not solved leading to "drive-in" lanes being only partially utilised for immediate access to individual product lines. The alternative was to use fixed selective racking, giving immediate access to every pallet but greatly reducing storage capacity.

Mobile racking was first used in 1997 in a fruit store outside Grabouw in the Western Cape.

## WHAT IS MOBILE RACKING?

Mobile racking consists of special rails that are laid in the floor during construction. Rails can also be retrofitted in existing rooms provided the floor is suitable by levelling the rails on the existing surface and pouring a 150mm reinforced slab. A low ramp is needed at the entrance. The mobile bases run on the rails and support pallet racking which is specially designed for use in a mobile application. The bases are motorised and energy efficient.

Maximum tonnage per base varies but should not exceed 360 tons. In larger stores mobiles are arranged in banks of up to 10 bases, each with its own moving aisle. The bases are controlled either by push buttons, remote control, or by an interface with the warehouse management system. An access aisle is created at the push of a button.

Safety measures include photoelectric beams down the length of each base and across the front of each mobile bank with additional emergency stops. To move one or multiple bases takes approximately one minute twenty seconds. Mobiles are designed to give lighting signals so that the lights come on only in open aisles. This results in energy savings as each light produces heat which must be removed by the refrigeration system.

The possibility of pallets breaking was removed by using a pallet support or saddle

beams in the middle of each pallet slot. These were painted yellow to assist with pallet placement especially on higher levels and increase rack strength. Another challenge arose when packed fruit stores remained in use for extended periods.

Improved ventilation in the mobiles allowed packed fruit to be chilled and store temperatures were reduced to around 0 degrees C. Frost heave, caused by moisture freezing under the floor, is not good for mobiles and recent installations have under floor insulation and heater mats to make sure this doesn't happen.

The advantages of using mobiles in fruit stores have become apparent over the years. More expensive than "fixed selective" or "drive in", mobiles can increase the practical capacity of a store by up to 75 or 80% while still giving immediate access to every pallet.

For all your storage solution requirements, contact Ron Bonthuys at Dexion.

**Contact Details:**

Southern Storage Solutions (Pty) Ltd t/a  
**Dexion Storage Solutions**  
 Contact: Ron Bonthuys  
 E-mail: [ron@dexioncape.co.za](mailto:ron@dexioncape.co.za)  
 Web: [www.dexionrackingandshelving.co.za](http://www.dexionrackingandshelving.co.za)  
 Tel: +27 (0)21 552 0220



# Need a Storage Solution?



## Company Profile

With the head office based in Cape Town, **Southern Storage Solutions-Dexion** network provides support to customers on a national basis and into Africa. With over 55 years international experience in Materials Handling and Storage Systems, Dexion have the expertise required to solve any storage requirements.

Dexion offer a complete range of products, including all forms of racking, steel shelving, mobile shelving, conveyor systems, mezzanine floors, small parts bins, staff lockers and fencing as well as a complete advisory and system design service incorporating the latest CAD technology.

The company also offers a full racking inspection service which can be completed every six months, or where necessary on a more frequent basis. This includes a full audit on the storage system, a detailed report and recommendations on damage prevention. Certification can be provided on request.

The Dexion Brand is consistently known around the world for:

- High quality products;
- Market-leading ideas surrounding concepts such as space utilisation and the effective storage and handling of items associated with a business;
- Excellence in customer service.

The brand is supported by training of our people, the latest design tools, active research and development, rigorous product testing and after-sales service.

The primary theme of today's advertising and promotion is 'Smarter Thinking'. It is embraced at all levels of the organisation. We understand that we need to think smart, be smarter in the way that we work with our customers, smarter in the solutions that we provide, and strategically smart to stay ahead of the competition.

Please be assured of our commitment to provide you with only the highest quality of product and service.

Cell 083 264 6043 Email [ron@dexioncape.co.za](mailto:ron@dexioncape.co.za)  
 Tel 021 552 0220 Fax mail 086 517 2949

**Southern Storage Solutions (Pty) Ltd  
 t/a Dexion Storage Solutions**

B-BBEE Level 2  
 Unit 22 • Frazzitta Business Park cnr Koeberg & Freedom Way  
 • Milnerton • Cape Town • 7441

[www.dexionrackingandshelving.co.za](http://www.dexionrackingandshelving.co.za)



Mobile racking



Drive-in racking



Push back racking



Rack supported multi pick levels



Retail shelving

Bolted steel shelving



Staff lockers



Mezzanine floors



Fencing



# Lady Gaga and supply chain optimisation in the spotlight at SAPICS Conference

Lady Gaga and supply chain management shared the spotlight in an inspiring, uplifting presentation at a conference hosted by SAPICS (The Professional Body for Supply Chain Management) in association with SAAFF (the Southern African Association of Freight Forwarders NPC).

Speaking to supply chain professionals who attended the event in Johannesburg, Phil Marais, head of Supply Chain Africa and Brazil at the Cotton On Group, shared details of the retail group's successful and seamless move to its R300-million new Southern Africa headquarters. He also shared his insights on supply chain optimisation, commended the "impressive construction skills in Africa," and told attendees about Cotton On's recent global mental health awareness campaign, in collaboration with Lady Gaga's 'Born This Way Foundation'.

Cotton On's custom-built new campus is home to the group's HQ offices and state of the art distribution centre (DC). The campus in Gauteng is geared towards optimising its supply chain and enhancing customer experience. Marais also mentioned that the integration of the HQ and DC teams has fostered an even stronger collaboration between the two key arms of the business which was one of the main reasons to establish campus. Relocating entailed moving 2.2 million



units – more than 100 truckloads of stock – from Cotton On's former premises in Pomona to its new premises, Marais told the SAPICS conference attendees. As a result of tireless planning, execution and diligence, there was little to no impact on the customer experience.

Situated in the Waterfall Logistics Hub, the 22 000 sqm campus is designed to process 6 000 e-commerce orders per day, 200 000 units to its retail network daily and over 20 million units per year. The DC has been designed to optimise

efficiency and features very narrow aisle (VNA) storage and a pick mezzanine for unitised picking for store, wholesale and e-commerce orders.

Cotton On has shifted from a pallet-based DC to one that is carton-based. It has changed the way stock is moved and handled to make it safer, easier and quicker. The distance that pickers travel to pick orders has been reduced by at least one-third. "Pickers are less tired, so they're able to concentrate better. My facility and my team are safer today than they were two years ago" Marais stated.

The next major event on the SAPICS supply chain community's calendar is the 46th annual SAPICS Conference, which takes place in Cape Town from 9 to 12 June 2024. This important conference is the leading knowledge sharing and networking gathering for the African supply chain community. It will be held under the theme **Supply Chain Metamorphosis** and hosted by SAPICS in association with the Southern African Association of Freight Forwarders NPC (SAAFF). More information can be obtained by visiting <https://conference.sapics.org/>



He stressed that this project reflects how supply chain teams can influence strategic business priorities.

“The skill level in South Africa was evident in the build – from the successful installation of the very sophisticated flooring to the contractors’ safety and efficiency while operating at a height of 12 metres,” Marais asserted.

He emphasised the importance of change management and said that it had been critical in the transition to the new DC. “Our team needed to understand the benefits of this move. To implement a change in warehousing, one can only be as fast as the slowest adapter,” he told conference delegates. **SR**



In his presentation, Marais also reported on Cotton On’s partnership with Lady Gaga’s Born This Way (BTW) Foundation, co-founded by Gaga and her mother Cynthia to raise awareness around youth mental health. The BTW Foundation approached Cotton On due to its strong connection and reach with the youth globally. With a shared commitment to improving access to mental health resources, the two organisations came together to create a life-changing range of limited-edition products whereby 100% of the proceeds were donated to provide mental health support for youth in South Africa. The total investment being R2,5 million in South Africa alone, and USD5 million globally.

Free S&R subscription



## Who are we?

A trusted source of retail information for over 65 years, our magazine informs and empowers retail business owners to grow whilst tackling current industry topics.

## How can we help you?

We connect FMCG brands, and Equipment and Service suppliers to retail decision makers around South Africa. Elevate your brand with our wide variety of digital offerings.

**SUPERMARKET & RETAILER**  
Business knowledge for smart retailers



**Want to target real decision makers?**

SCAN TO VIEW MAGAZINE



**Let our team help you with a digital strategy that targets real decision makers**

Contact 011 728 7006

info@supermarket.co.za

www.supermarket.co.za



# Looking for a smart, powerful software solution for your business?

Retail represents the clearest example of point-of-sale in action. With EasyAs, you can take advantage of software that offers price management, margin measurements, advertisements to draw in new business – as well as keeping a comprehensive watch on all inventory! EasyAs point-of-sale business software supports any industry and is specifically designed for South African businesses.

**EasyAs Software works on all current hardware, such as slip printers, cashdrawers and pole displays.**



We are the most value for money in the business!  
We pride ourselves on after-sales support.

## Find your retail solution by contacting ...

Our solution is ...

- Simple & Easy to use
- Quick Setup
- Easy Training
- Powerful
- Easy Control
- Excellent Support

  
**EASYAS!**  
 and booking a demo of our  
**software for Business**



Our offering includes ...

- Point of Sale Software & Hardware
- RFID User Log Ins
- Biometric Scanners & Readers
- Scales
- Dual Customer Displays
- Barcode Labelling Printers
- Slip Printers
- Magnetic Cards
- Signature Pads

Our clients include Retail Stores, Hospitality, Repair Shops, Pawn Shops, Hire/Rental/Loan, Beauty Salons, Car Wash.

Call: **074 200 7200** | [www.easyasonline](http://www.easyasonline)



SCAN ME

# Bakery Boom!



Image: Lindsay Cotter, Unsplash

“In-store bakeries are on the rise globally, and South African retailers and wholesalers are, likewise, rising to the occasion. Quality products, top-notch ingredients and skilled bakers are turning local in-store bakeries into destination shopping points across all consumer segments.”

**B**aked goods have always been a source of comfort. The aroma, the taste, the joy of giving and receiving – they simply cannot be matched. And bread is undeniably one of the most basic of staples for millions of consumers.

However, running a successful in-store bakery, complemented by an appropriate selection of fresh and frozen offerings, baking aids, ingredients, and easy-bake products, is no cake walk.

Electricity aside, there are various factors including wastage, hygiene, skills, cost management, packaging, quality, competition, and changing consumer tastes to consider. Finding the right mix of household staples, impulse buys, innovative products, and convenience offerings for different meal solutions is essential.

## Bakery trends

**Better health.** Glanbia Nutritionals predicts that, “While convenience, affordability, and taste will continue to be important aspects of bakery products for consumers, health is driving the bakery trends for 2024.” Knowing your customer base, targeting your market, and staying abreast of trends and innovations is crucial to your bakery’s success.

**An increase in bread sales.** Market predictions suggest that bread sales across the world are growing, and according to Innova’s Category Survey 2023, freshness, flavour, and cost are the biggest considerations for consumers. Locally, health benefits and shelf-life are increasingly important. The survey noted that Africa has an above average use of high fibre, low fat, vegetarian, and vegan claims on bread launches. Also in the survey, Tiger Brands reported that bread volume production is recovering well, which is likely due to cash-strapped consumers turning to foods that are filling and affordable, while also being acceptably nutritious. While fresh bread leads the market, alternatives such as frozen, preserved, and heat-and-eat bread are other growing trends.



www.castlelager.co.za/bread-nation-press

**New launches.** One of the interesting bread launches in South Africa in 2023 was an initiative called Bread of the Nation from Castle Lager, which uses by-products of its beer brewing process to produce bread that is



# KNOW YOUR DOUGH

*Pastries are delicious little pockets of heaven which is made all the more special by the way the dough is prepared.*

**Pastries are made with laminated dough which is made by folding butter or shortening into the dough multiple times creating thin alternating layers. Transform your bakery counter into a heavenly spread with our ultimate “Know Your Dough Guide” outlining ready-to-bake products, tips, and ideas for serving the perfect pastry.**



**71% OF  
CONSUMERS**  
*like or love pastry*

TM

**Expand your bakery offering and explore layers of opportunity.**

**DOWNLOAD YOUR FREE GUIDE HERE**



high in fibre, sustainable and a source of protein. The initiative, which is part of Castle Lager's Better World Programme, sees the by-product from high-quality, locally grown grains repurposed to produce approximately 30 000 loaves for South African communities.

The bread is made by baked goods producer The Health Food Company and Castle Lager is working with an NGO called SA Harvest to use its distribution footprint and partnerships to distribute the bread nationally to various beneficiaries.

The initiative ties in with the South African Breweries and Castle Lager's zero-waste and sustainability commitments, as well as to reduce hunger and food insecurity. The launch took place in Walkerville, south of Johannesburg on 8 March 2023 and Castle Lager will run it for three years to assess its feasibility.

**Gluten-free.** Gluten-free is a reality for manufacturers, suppliers, producers, retailers and wholesalers.

“ Research shows that food intolerances and allergies are on the rise. No longer on the fringe, gluten-free diets are being followed for many reasons, and it is because of this that in-store bakeries should examine their gluten-free strategies. ”

There are several options available locally, but gluten-free consumers may tell you that the good ones are expensive and hard to find, and that the more affordable offerings generally don't have the right taste and don't deliver what baked goods are

Image: American Heritage Chocolate, Unsplash



supposed to. Smaller artisanal and independent bakeries seem to be ahead of the big retailers in terms of getting gluten-free right, but no doubt research and development will soon change that in this highly competitive market. Serious time spent in gluten-free product recipe development and testing is a sound investment, and, once you have your product, it should be marketed well. Not all consumers are quick to spot new offerings, and others shop infrequently or only online, making uptake likely to be slower for niche products.

In this instance, effective marketing and communication with your customer base is imperative.

A good starting point for a gluten-free range could be a basic bread suitable for toasting and for making cold sandwiches and rolls, and then some sweet and savoury options including scones, muffins, and wraps.

**Low- or no-sugar and low sodium.** These options are also becoming particularly important to consumers. Incorporating various dietary requirements into your bakery product offerings now is a good way to futureproof your bakery.

**Fortification.** Food that's good for you is a growing trend across the FMCG market, especially in the bakery. Breads and other baked goods that incorporate added protein and high fibre, or being fortified with vitamins and minerals, or superfood ingredients, are fast gaining popularity.

Added vitamins, iron, calcium, and protein are also terminologies that are becoming more well-known in the South African market.



# ENJOY HAPPY MOMENTS WITH HENRO

Henro believes that happiness is meant to be shared and the products will help consumers create happy moments with family and friends, big or small.

What are you waiting for, grab a box of your favourite Henro cookies and start creating your Happy Moments!



[wecare@biscopius.co.za](mailto:wecare@biscopius.co.za)

[www.biscopius.co.za](http://www.biscopius.co.za)

(+27) 12 804 5440



A Euromonitor report on Baked Goods in South Africa says ...

“ There is likely to be growing demand for healthier versions of packaged leavened bread from discerning consumers in the coming years, in line with the strengthening health and wellness trend. Fortification, with micronutrients such as zinc and essential vitamins, is mandatory according to local legislation; however, innovation from brands generally focuses on adding specific value to packaged leavened bread through other fortifications such as protein. ”

**Increased interest in food labels.** Listing the ingredients of your products and making it easy for consumers to work out serving sizes as well as the nutritional information for that serving size, can be a purchase driver. Consumers looking to lose, gain, or maintain their weight or improve their eating habits want to know how many calories they're consuming. They also want to know how much fat, protein, fibre, and sugar is in their food.

“ New legislation regarding food labelling and advertising has been proposed by the South African Minister of Health and should this come into play, will impact food labelling significantly, including products from the bakery. ”

The legislation has been proposed with honourable intentions but is being seen by the industry as controversial in terms of cost and application.

Image: [www.richs.co.za/](http://www.richs.co.za/)



However, as internationally, the baked goods industry is taking this move towards more balanced, nutritious eating to heart, there is no reason why South Africa should not follow suit for all consumer segments. In a country where half of all adults are overweight (23%) or obese (27%), healthier eating should be seen as an imperative – and the in-store (and independent) bakery can still thrive in such an environment. Unhealthy diet is a major risk factor for noncommunicable (not spread through infection) diseases such as cancer, diabetes and heart attacks, and being overweight or obese present a greater risk of developing these conditions. For many baked goods, good health is the elephant in the room, but it is possible to create an amazing array without sacrificing health.

Perhaps display signage at the bakery that assists consumers to choose ('Good Health', 'Little Treats', 'Avoid the Scale') in addition to product labelling could tackle the topic head on, and of course if the new legislation comes into effect, it will be impossible to ignore.

**Authenticity and transparency.** False or misleading claims or a negative experience can cause much damage to a brand or store's equity and reputation. Social media ensures a bad experience races around super-fast, but on the other hand delicious baked goods posted on Insta or TikTok will garner likes and hearts – just be sure to subtly stamp any visuals you post with the name of your store or corporate logo, otherwise it will be lost in the share.

**New flavours and ingredient pairings.** Upcoming trends making their mark in baked goods are fresh and exciting, with vibrant florals and subtle herbal infusions causing a stir among both foodies and home bakers. Other flavour and ingredient trends to bring into your bakery are tastes of tea, lavender, citrus, hot and spicy,

and savoury pairings such as ricotta and thyme in traditionally sweet goods. Of course, there is still a massive market for the traditional South African baked goods favourites, so it's important not to consider these as boring or redundant when your customers still love them!

## Make it a baked experience

In addition to meeting basic nutritional needs and niche dietary requirements, shoppers also want baked goods that will stimulate their senses and impress their guests. Even cash-strapped shoppers will spend a little more when guests are 'coming over'. Ensuring that your range includes affordable treats or even mini versions of milk tarts, cheesecakes, Chelsea buns, red velvet cakes or mini muffins will add to the impress factor while remaining within their budget.

A visually enticing display and the customer's sense of smell are a bakery's best friend. Taste should be next in line, and while samples are not always practical, they are a proven tactic for increasing sales. Your staff are equally important.

A friendly, engaging, enthusiastic, and knowledgeable baker and bakery staff are enchanting. They elevate the shopping experience and encourage shoppers to indulge or try something new.

Visiting an in-store bakery should always be a delight. Off-putting smells, a messy display or a less than pristine set up can be devastating for sales. If your customers aren't fighting the urge to buy a loaf of fresh bread, indulge in something sweet and tasty, or treat the family to a savoury bake, you missed an opportunity.

## Innovations driving effective bakery management



Image: [www.bizerba.com/za/en](http://www.bizerba.com/za/en)

At an international level, companies like Bizerba are investing in innovative technology to help manage processes and systems become even more efficient. Recently launched in Europe, the Smart Shelf is designed to reduce waste as a result of overproduction. This intelligent rack is well-suited to baked goods and uses weight sensors to detect when a product has been removed while documenting the rack position.

**E**nergy efficient processes and waste-reducing innovations are hot topics in bakery management. These include scheduling your bakes to start off with the hottest temperatures, and then reducing the temperature gradually as you work through bakes requiring lower temperatures. This is the most efficient way to manage your oven temperatures and it makes planning much simpler.

Temperature sensors, timers, and automatic controls designed to keep your ovens and proofers running as efficiently as possible are easy to install on older models and come standard with newer ranges. By incorporating data-driven and IoT-based connected solutions, and employing artificial intelligence, the bakeries of the future will be more effectively and optimally run.

Part of its smart functionality allows it to detect when a product, such as rolls, is running low. It then sends a signal to the automatic baking machine, which activates the appropriate baking programme for a predetermined quantity.

Bizerba has employed artificial intelligence to forecast sales based on recorded data, optimising the baking done over the course of the day. Taking things a step further, Bizerba states that prices on the racks can be dynamically adjusted and automatically updated by the system. This could be used, they say, to sell off surplus stock before closing time instead of having to dispose of it as waste. Although this product is not yet available in South Africa, it is innovative technology such as this that retailers can take into consideration when planning your bakery's successful future.



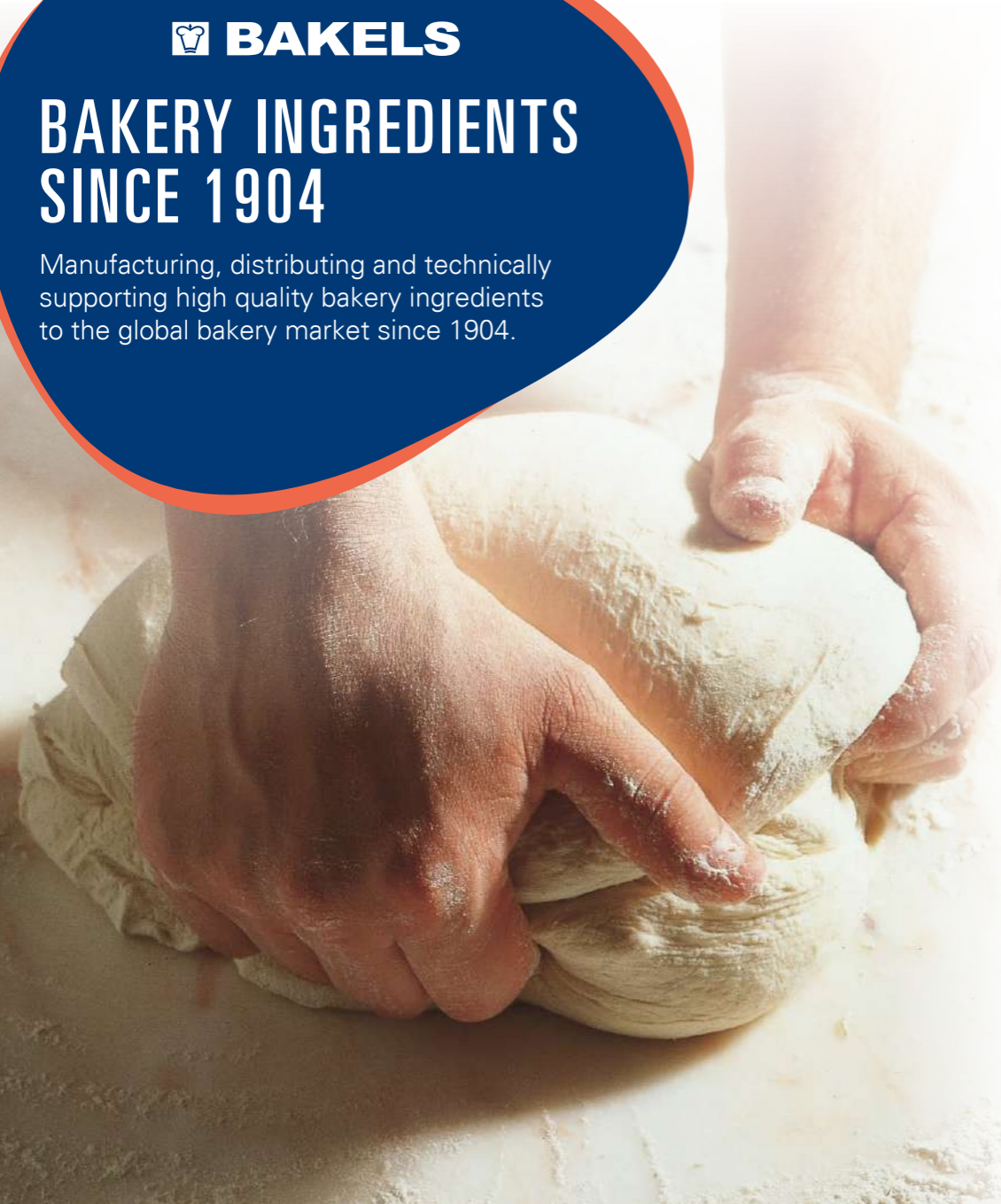
# ELEVATE YOUR BAKERY CREATIONS WITH *Excellence!*

South Bakels manufactures and distributes a broad range of premixes and specialty ingredients, some of which are developed especially for in-store bakeries. South Bakels has well-established sales and technical teams focusing on meeting the specific demands of each customer, and products are designed to fit each market segment.



## BAKERY INGREDIENTS SINCE 1904

Manufacturing, distributing and technically supporting high quality bakery ingredients to the global bakery market since 1904.



### PRODUCTS WE OFFER:

- Biscuit and Slice Mixes
- Bread and Roll Improvers
- Bread Related Products
- Cake and Sponge Emulsifiers
- Custards
- Dessert Mixes and Other Speciality Mixes
- Egg Powders and Albumen
- Fillings and Toppings
- Imitation Cream
- Muffin Mixes
- Non-Tempering Chocolate and Decorations
- Speciality Bread and Roll Mixes
- Sponge, Cake, Scone and Donut Mixes
- Sugars, Syrups and Fondants
- Tin Greasing Emulsions and Oil

*Confectionery Mixes*



*Speciality Bread Mixes*



*Tin Greasing Emulsions*



*Speciality Roll Mixes*



BAKERY INGREDIENTS SINCE 1904

[www.sbakels.co.za](http://www.sbakels.co.za)



#### Head Office:

Bakels Johannesburg  
235 Main Road, Martindale, 2092  
Tel: (011) 673 2100

Email: [sbakels@sbakels.co.za](mailto:sbakels@sbakels.co.za)

Customer Care E-mail: [customercare@sbakels.co.za](mailto:customercare@sbakels.co.za)

#### Bakels Bloemfontein

Tel: (051) 432 8445/6

#### Bakels Cape Town

Tel: (021) 951 1388

#### Bakels East London

Tel: (043) 736 2941

#### Bakels Nelspruit

Tel: (013) 758 1150

#### Bakels Namibia

Tel: (002) 64 612 38419

#### Bakels Orley

Tel: (021) 344 0010

#### Bakels Pietermaritzburg

Tel: (033) 346 1828/9

#### Bakels Polokwane

Tel: (015) 293 0634

#### Bakels Port Elizabeth

Tel: (041) 399 6600

#### Bakels Zimbabwe

Tel: (263) 29 2479189

## Convenience culture

Easy answers to life's baked goods questions are a necessity as well as a pleasure. Sliced bread is one of the best-known 'convenience' purchases. Sales of pre-packed, frozen, and heat-and-eat products are growing across the FMCG market, and the bakery is no different. Customers want to be able to pop in and pick up a showstopper cake, grab a sumptuous dessert for two, or whip up a tasty tea-time feast in minutes. Parties, celebrations, occasions, and even meetings are made easier by your store's well-stocked bakery.

## Catering and food service

Catering and food service are an important aspect of many an in-store bakery. If your store provides these services, they need to be dependable and of a very high standard.

### Catering and food service trends

- Health and safety protocols remain as critical as ever
- More fresh ingredients and more greens
- Ingredients: avocado, lemon, kale, arugula, quinoa and root vegetables
- Free-from is vital on the catering and food service menu
- Less meat, more vegetables
- Milk alternatives
- Sustainability and the reduction or elimination of single use plastics
- Chips (potato, sweet potato), but in healthier formats (less salt, air fried, less oil)

Image: [www.tigerbrands.com/](http://www.tigerbrands.com/)



- Eco-friendly, functional and effective packaging
- Fusion menus
- Local ingredients and less or zero waste
- Healthier versions of traditional favourites
- Small or bite-sized options of pizza, pies, cakes, desserts.

In her article, *4 Retail baking trends for 2024, for Craft to Crumb*, Mari Rydings notes that mindful indulgence is going strong, with mini treats and bite-sized servings still popular. Rydings quotes Gale Gand, pastry chef and co-founder of a Michelin two-star restaurant, who says, "Desserts in general are very clean, geometric, shiny, and perfect. They are little palettes of artwork." Gand identified pies and tarts as popular favourites, but in cubes and square shapes. It's about fun, creativity, and personalisation for your bakery. In the UK, British Baker ([www.bakeryinfo.co.uk](http://www.bakeryinfo.co.uk)) predicts that over-the-top maximalism will be taking over from the minimalist aesthetic of the last few years.

It's clear that in-store bakeries can gain a lot from enhancing and re-strategising their product offering, range, commitment to service, catering and food service options. This department can be your drawcard and an excellent way to build relationships with your shoppers, bringing in your regular customers and attracting new shoppers too. Make it one more reason to be proud of your store! **SR**

#### Sources:

Castle Lager launches innovation to repurpose by-products into nutritious bread, by Vanessa Naude, March 10, 2023  
<https://saharvest.org/press-release/castle-lager-launches-innovation-to-repurpose-by-products-into-nutritious-bread/>  
[www.webberwentzel.com/News/Pages/regulations-on-food-labelling-and-advertising.aspx](http://www.webberwentzel.com/News/Pages/regulations-on-food-labelling-and-advertising.aspx)  
[www.wits.ac.za/news/latest-news/opinion/2023/2023-07/half-of-all-south-africans-are-overweight-or-obese.html](http://www.wits.ac.za/news/latest-news/opinion/2023/2023-07/half-of-all-south-africans-are-overweight-or-obese.html)  
 crafttocrumb.com, Oct 4, 2023  
[www.glanbianutritionals.com](http://www.glanbianutritionals.com)



**Ann Baker-Keulemans** writes on topics related to business, lifestyle, technology, and health, with extensive knowledge on the SA retail and wholesale landscape. Contact [annbk@wilkinsross.co.za](mailto:annbk@wilkinsross.co.za) | [www.wilkinsrossglobal.com](http://www.wilkinsrossglobal.com)



You know that thing  
they say about dynamite  
& *little boxes?*



NOMU

**minimakes**  
SMALL BATCH BAKING



# Food for Thought

## Snackification: The way we eat is changing

Snacks have always been a time saver. No time to eat? Grab a snack. Hunger pangs strike and the next meal is hours away? Snack time! But as consumers are increasingly time constrained and convenience becomes more imperative, snacks are becoming integral to a complete and balanced diet. So much so, in fact, there's a whole new term for health and wellness practitioners, influencers, retailers and wholesalers to digest. Snackification is here to stay.

The South African market for traditional snacks and treats, as well as nostalgia and comfort, provide the perfect balance to consumers' thirst for the new, the exotic, and the exciting.

The snacks and treats category is buoyed by brand loyalty and product preference and driven by product development and innovation. South African consumers love to try new things, but they often make their way back to firm favourites. This makes the snacks and treats category a fluid, challenging, and exciting one. It demands flexibility, real-time management, and the quick adoption of new trends and flavours to meet the consumer's ever-evolving needs and wants.

### Sweet temptation

Consumers expect to be thrilled and delighted by product offerings. Instant gratification and



Image courtesy of [www.astralchicken.com/](http://www.astralchicken.com/)

the excitement of trying something new cannot be overstated, which is why so many manufacturers and suppliers continue to invest in product development, innovation, and new product launches.

As consumers continue to embrace at-home entertaining, so the need for upscale snacks increases. Canapés, mezze, finger foods, and sweet delights all lend themselves well to a more sophisticated snacks and treats category for higher income consumers.

The FMCG industry has seen an increased demand from consumers for experiences – and the snacks and treats category is no different. Shoppers – particularly Millennials and Gen Z – are looking for products that offer more than just 'nutrition'. They want their senses to be excited, they want transparency regarding ingredients and origins, they want appealing packaging that doesn't harm the environment, they want to know the story behind the product, and they want more than just a commercial transaction. They want to invest in a brand they believe in, as well as in their health and wellbeing.

**NEW**

**100%  
PORK  
FREE**

# CHICKEN POLONY!

**TREAT YOUR FAMILY  
TO THAT GREAT  
GOLDI TASTE!**



**Product benefits:**



**PRODUCED  
LOCALLY**

**ONLY  
CHICKEN  
MEAT**

Follow us on    | [www.astralchicken.com](http://www.astralchicken.com)

Johannesburg 011 206 0600, Cape Town 021 505 8000, Durban 031 563 3661





Serves: 4  
Preparation time: 20 minutes  
Cooking time: 15 minutes

## GOLDI, COUNTY FAIR, FESTIVE or MOUNTAIN VALLEY Drumsticks

### INGREDIENTS

#### Chicken:

- 1 ripe mango, peeled, pip and skin discarded
- 2 red chillis, deseeded and stalks discarded
- ¼ cup (60ml) lime juice
- 2 Tbsp (30ml) soy sauce
- 2 cloves garlic
- ½ cup (125ml) coriander
- 1 Tbsp (15ml) olive oil
- 1 x pack County Fair Drumsticks

#### For the salad:

- 1 mango
- ½ red onion, finely chopped
- 10g mint
- 30g rocket
- Juice & zest of 1 lime

## MANGO CHILLI CHICKEN WITH A MANGO & HERB SALAD

Fresh, light and delightful – mango adds a tropical twist fit for summer days.

#### Method:

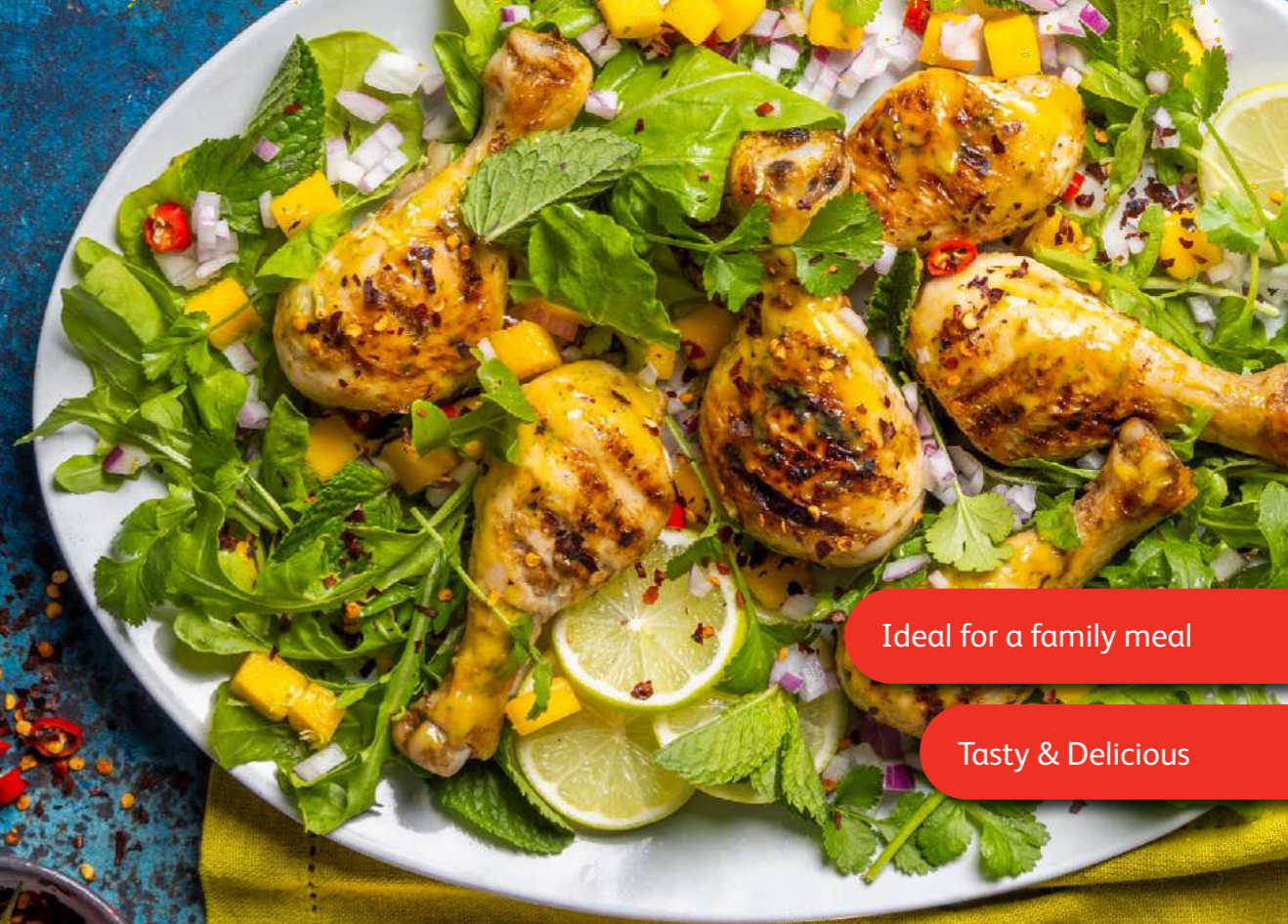
Prepare the chicken: Place the mango, chilli, lime juice, soy sauce, garlic, coriander and olive oil into a blender. Blend until smooth then pour into a bowl with the chicken.

Toss until well combined and place in the fridge to chill for a minimum of 4 hours, ideally overnight. Heat the grill to a medium heat. Cook the chicken pieces until nicely charred and cooked through about 15 minutes.

#### For the salad:

Cube the mango and mix with the finely chopped onion, mint and rocket. Add the juice and zest of a lime and toss well.

Serve the fresh salad with the warm chicken.



Ideal for a family meal

Tasty & Delicious

## Great South African Chicken Every Day!



Follow us on    | [www.astralchicken.com](http://www.astralchicken.com)

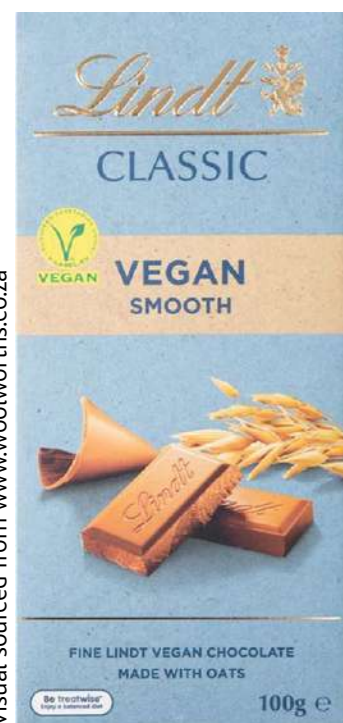
Johannesburg 011 206 0600, Cape Town 021 505 8000, Durban 031 563 3661



## Nutritious, delicious, good-for-you goodies

The rise of the humble chickpea (and other legumes) has had an undeniable impact on the snacks and treats category and shouldn't be ignored. Nor should the protein revolution as a whole.

With big brands embracing this trend – for example, Snickers and Mars Hi-Protein Bars pack 20g of protein per bar, while the M&Ms Hi-Protein Bar offers 15g – there are opportunities to grow sales.



Visual sourced from www.woolworths.co.za

Baked veggie crisps are delicious, but there's a lot more to the plant-based sub-category than snack replacements. Plant-based eating continues to grow in popularity, and this has been noted and actioned by several big brands such as Cadbury and Lindt, as well as local retailers who have begun adding new products to their private and white label ranges.

Fruit and veg snack combos are big business, as are trends that include functional foods, meal replacements in the new hybrid lifestyle, permissible indulgence, and conscious shopping. All are affecting the snacks and treats category to an extent and should be considered when making merchandising decisions and stocking shelves.

Image courtesy of www.astralchicken.com/



## The snackification of meals

Millennials and Gen Z-ers have taken snacking to a whole new level. Writing for Wellness 360 Magazine (wellness360magazine.com), Tracy Wright says, "Snackification means choosing larger-sized snacks over sit-down meals in the mornings and afternoons." These snacks are typically nutritious, filling, and fit into a balanced diet. Sometimes they are simply smaller, often deconstructed, versions of regular meals. Snackification is also on the rise as a consequence of busy schedules.

According to registered dietitian, Merve Ceylan (health-news.com), "People tend to eat snacks in place of proper meals, shaping new eating habits." Consumers are running out of time to sit down and eat, it's as simple as that.

Amid the morning rush of school runs or pre-office workouts, early morning Zoom or Teams meetings and deadlines, breakfast as a sit-down meal is falling away. Add to that skipped lunch breaks in favour of working through, the after-school run, nipping out to run errands, or simply not having the energy to eat a proper meal, and that's two missed meals in one day. Of course there are easy breakfast

and lunch options available, but a mid-morning snack is often the answer for many people.



## Snacking for health

In an increasingly health-conscious world, consumers are looking for snacks and meal replacements that meet strict criteria. This is one of the areas where innovation and product development can really impact sales and affect purchase decisions. The way people eat is changing, and they are looking for foods and products that can make that easier, tastier, and healthier.

Nutritious snacks and meal replacements are packed with important nutrients and are often fortified to add a little extra goodness. From protein and fibre to probiotics, added vitamins, low salt and low or no sugar, or reduced calorie offerings, these items are designed to be filling, nourishing, and part of a well-balanced diet.

But taste is still key. Today's consumer no longer accepts healthy food that doesn't meet their taste expectations. Delicious and nutritious are not mutually exclusive, so category managers need to ensure their products meet the expectations of their target market

And of course, as always, convenience is king. Snacks must be quick and easy to eat. Any preparation needs to be simple, such as adding boiling water from a kettle or a quick warm up in a microwave.

Packaging that lends itself to being used as a plate or bowl and includes eating implements is a bonus. In this instance, meal replacement drinks, shakes, and juices are the ultimate convenience snack.



Image courtesy of Pixabay, canva.com

## Girl dinner is a thing

Users of social media know that #girl dinner is making waves. Exhausted mums, single girls, and anyone who doesn't feel up to making a full meal for one knows that 'girl dinner' is often the perfect solution. This encompasses snackification, but also moves beyond it.

“ English food writer and television cook Nigella Lawson says the Brits call it 'picky bits' but whether you want to use the terms tapas, charcuterie, smorgasbord, antipasti, grazing table, harvest table, or anything else, the concept is the same. ”

Small helpings of this and that, a mix of sweet and savoury, meats and cheeses paired with fruit and carbs, vegetables, pickles, bits of leftover – these

meals are made with whatever is easiest and most convenient. And as such, they often include several typically snack foods. In all honesty though, #girl dinner can just as easily be an 'everything left in the fridge' frittata, a slab of chocolate, or a bowl of children's cereal.

The key here is cross marketing and cross merchandising.

Creative pairings and strategic placement of products that wouldn't traditionally work for meals can be hugely successful when it comes to girl dinners and snackification. Keeping abreast of current trends and a comprehensive understanding of your customer base is essential for this strategy.

## Treats: back on the menu

Treats are back on the menu, and consumers are embracing this newfound food freedom enthusiastically. After years of consumers being told that treats are 'bad' and should be avoided at all costs, savvy shoppers have come to realise that everything has its place.

Mindful indulgence is the practice of indulging yourself thoughtfully, deliberately, and intelligently.

# Hostex 2024

Africa's food, drink and hospitality trade expo

SINCE 1986

**3-5 MARCH** | Sandton Convention Centre  
Johannesburg, South Africa

Sunday - Tuesday: 09:30 - 16:30 daily

## Visitor Attractions



### SA Chefs' The Skillery

Witness culinary magic and connect in the SA Chefs kitchen



### Coffee Championship

Top baristas compete under SCASA's



### Industry Hub

Engage in interactive talks, knowledge-sharing, and presentations



### New Product Display

Discover the latest innovations from exhibitors



### The Wine Bar

A new wine zone featuring top wine producers and products



### Premier Visitor Lounge

An exclusive space for VIP networking serviced by SA's top Chefs

For more information, contact:

Contact Dee Miloa, Marketing Coordinator: +27 11 835 1565 | +27 64 850 2677 | [semarketing@montgomerygroup.com](mailto:semarketing@montgomerygroup.com)

#HOSTEX2024



[www.hostex.co.za](http://www.hostex.co.za)

The show that  
+ innovates,  
+ elevates &  
demonstrates,

Register  
online for  
free entry

Organised by:



1985 MONTGOMERY GROUP  
SPECIALISED EXHIBITIONS

Treats are considered and consumed purposely rather than mindlessly. The smaller the better as bite-sized or miniature portions are preferred – it is about mindful indulgence, after all. Quality trumps quantity and consumers are more inclined to splurge on something decadent or extravagant if it fits their needs.

Treats are also still popular for the back-to-school brigade and as a pick-me-up for those who want a change from more healthful snacks. Here again, smaller is better, although bulk buying of individually wrapped servings is increasingly popular for both portion control and convenience. And for those consumers at work, packed lunches are growing in popularity, even if those lunches are less meal and more snack.

### Packed lunches and back to school

Lunchboxes aren't just for children. From university students to corporates, consumers looking to control their eating habits, manage their budgets, or fulfil specific dietary requirements are turning to packed lunches.

For adults and children alike, lunchbox snacks and treats need to meet size, taste, and health requirements, which can include a range of attractive options, such as:

- Low salt, sugar, and fat
- Added nutrients and fortified snacks
- Products that boost immunity or cognitive function
- Nostalgia, brand loyalty, and old favourites for back-to-school treats

Image Sparkle Things's, canva.com



- Innovative products that marry health and 'treat' concepts, such as chocolate coated chickpeas or comfortingly salty veggie crisps.

While consumers are often prepared to pay more for healthier foods, budgets are increasingly constrained for many shoppers. Price points, value for money, and serving sizes are all purchase drivers that are relevant for local consumers in the local market.

### Trends to watch in snacks and treats

**Novel and nostalgic.** The times they are a-changing. The 90s are considered nostalgic. According to Food Business News ([www.foodbusinessnews.net](http://www.foodbusinessnews.net)), "Flavours such as birthday cake, cotton candy and strawberry lemonade are some of the fastest growing [flavours] on dessert menus, according to Datassential, Chicago." In another example, Starbucks Malaysia launched their new Pineapple Cake to much fanfare on social media. It's a novel product with a strong hint of nostalgia – perfect for 2024!

**Plant-based.** Good for you, good for the environment. Plant-based products continue to attract attention and producers are putting real effort into product development, innovation, and market research in this category.

**High protein.** Protein and fibre are two major nutrients, and snacks and treats packed with added benefits (plus great taste, less sugar, lower calories) are gaining traction with consumers globally.



Starbucks Malaysia: Pineapple Tarts ...  
**Chocolate Strawberry** – rich chocolate crust, strawberry flavoured pineapple paste  
**Green Tea Blueberry** – matcha/green tea crust, blueberry flavoured pineapple paste  
**Classic** – buttery crust, tangy pineapple paste  
<https://www.rebeccasaw.com/>



**Fruity flavours.** Calamansi and tamarind are two unusual fruit flavours predicted to burst onto the flavour scene this year as they intrigue consumers and provide a fresh twist on old favourites.

**Snackable desserts.** Snackification and mindful eating really do go hand-in-hand as delectable and extravagant desserts become snack-sized.

**Food technology.** Innovative production techniques, ingredients, and recipe development paired with food science applications are altering the way foods are produced, manufactured, and packaged. As consumer needs and expectations shift, the way we think about snacks and treats also evolves.

**Back to basics.** Snacks and treats can still be sweet, sugar-packed, salty, and not-so-nutritious, but on a shoestring budget, these are still more accessible for many families in South Africa.

**Good for you.** Consumers are conscious of how they eat, what they eat, and when they eat – snacks and treats that offer good nutrition, satiety, and added benefits are seeing strong growth, particularly among Millennial, Gen Z, and other health-savvy shoppers. **SR**



**Ann Baker-Keulemans** writes on topics related to business, lifestyle, technology, and health, with extensive knowledge on the SA retail and wholesale landscape. Contact [annbk@wilkinsross.co.za](mailto:annbk@wilkinsross.co.za) | [www.wilkinsrossglobal.com](http://www.wilkinsrossglobal.com)

# SUPERMARKET & RETAILER

Business knowledge for smart retailers

## Who are we?

A trusted source of retail information for over 65 years, our magazine informs and empowers retail business owners to grow whilst tackling current industry topics.

## How can we help you?

We connect FMCG brands, and Equipment and Service suppliers to retail decision makers around South Africa. Elevate your brand with our wide variety of digital offerings.



Want to target real decision makers?

SCAN TO VIEW MAGAZINE



Let our team help you with a digital strategy that targets real decision makers

Contact 011 728 7006

[info@supermarket.co.za](mailto:info@supermarket.co.za)

[www.supermarket.co.za](http://www.supermarket.co.za)

# From Adriatic cities to small villages

## COAL, Italy ... Local commitment and modernity

This cooperative covers central Italy by enhancing local preferences and food traditions that make it feel increasingly proud of its identity. COAL (Italian acronym for COMmissionaria ALimentaristi, translated loosely as 'Food Commissioner') is a cooperative from the Marche region (an eastern Italian region that is wedged between the Appenine mountains and the Adriatic sea. The coop has been active for 63 years in the organised food distribution market: it has over 300 outlets distributed in six regions of central Italy (Emilia Romagna, Marche, Abruzzo, Lazio, Umbria and Molise), covering 220 municipalities.

COAL is a limited liability cooperative company (the members are responsible for the social capital). It was founded in 1961, with the aim of allowing its members the ability to trade goods in bulk.

In 2022, its turnover was 300 million Euros and in 2023 it could reach a sales increase of 6% (318 million Euros). The cooperative owns sixty outlets that are rented out to members, while the balance is owned by the members themselves.

The Headquarter of Camerano, near Ancona, the agri-food platform in Mosciano Sant'Angelo (Teramo) and the coop-owned stores have around 500 employees. The entire network, including the members' employees, employs over 3 000 people.

But what are the biggest advantages for entrepreneurs to join COAL?



A COAL Market Plus shop, decorated with the colours of the cooperative, on opening day.



Carlo Palmieri, president of the COAL Cooperative.

Local fresh produce with messages on localisation, respect for the environment, low carbon footprint and sustainability processes.

Behold the marvel of modern machinery: a fully automated machine that can weigh, price, wrap and label any item with robotic precision!



Ishida WM-AI



CAS PB

This little number is the ultimate travel buddy. With a handy handle for easy on-the-go-carrying, plus battery power!



Ishida UNI 9

Behold the trifecta of awesomeness: Colour display, built-in security features, and linerless!



The UNI-3 series is the ultimate match for all your retail weighing needs.

# ISHIDA LINERLESS

**Get ready to meet the ultimate scales squad!**

These ergonomic machines are sleek, modular and just so easy to install and connect with other scales and wrappers. Plus, their Teflon-coated bits help keep those linerless paper adhesives from sticking to all the wrong places.

**But wait, there's more!**

Our linerless labels are the real superheroes here, showcasing our eco-friendly vibe like a boss! Zero backing paper? Check!

Variable print lengths? Double check!

We're talking serious info power, all while keeping it green.

**NOW IN BLACK**



**The UNI-3**  
*By Ishida*

Get ready to be besties with your new tech sidekick - the user-friendly and reliable fast thermal printer!



Follow us on Social Media @



HEAD OFFICE - Tel: (011) 392 3781  
 JOHANNESBURG NORTH - Tel: (011) 794 3643  
 JOHANNESBURG SOUTH - Tel: (011) 613 5838  
 GQEBERHA (Port Elizabeth) - Tel: (041) 364 0718

GEORGE - Tel: (044) 698 1696  
 CAPE TOWN - Tel: (021) 982 7321  
 DURBAN - Tel: (031) 701 5225  
 NELSPRUIT - Tel: (071) 683 1285

BLOEMFONTEIN - Tel: (051) 430 1198  
 EAST LONDON - Tel: (043) 726 7541  
 POLOKWANE - Tel: (015) 293 2013  
 www.avocetscales.co.za



## Distribution organisation and competition

COAL aspires to be like a 'big family', a cooperative in which the 'Member' is at the centre, actively participates in the life of the company, benefits from a continuous training programme, a meat processing centre and a hub (one of a kind) for processing and packaging fruit and vegetables. This organisation allows it to skip intermediate supply chains, choose the quality to offer to customers and manage it consistently over time. Another aspect is the 'first level logistics', i.e. fruit and vegetables daily deliveries (order today with delivery tomorrow) while, on alternate days, cured meats, cheeses and meat are sent to the stores.

The members do not pay for transport costs. Within the cooperative they talk about their competitors as, "every blade of grass makes its shadow." The market is full of competitors, but competition should not be feared. It must instead be interpreted as the stimulus for continuous improvement.

Carlo Palmieri, President of COAL, often declares, "we must not be the first, but work to be the best!"

The underlying aspiration is to stand out where traditional spending habits are concerned.

On the 'very fresh' products, the cooperative boasts a 50% contribution to overall turnover. If one includes self-service perishables and frozen foods (the so-called 'cold grocery'), the percentage is increased even further.

COAL's commercial operations take place in regions with a strong food tradition. Central Italy is the home of the pork butchery, so cured meat specialties represent true excellence.

But this is also the case for cheeses, pasta, extra virgin olive oil and native breeds of cattle and pigs.



Mouth watering cheese displays geared for tasting and selling.



Local, national and international cheeses, in many cases with origin certification.



Loose displays of fruit and vegetables with a minimum number being prepacked.



Colourful displays of such freshness are bound to create extra sales in the fresh produce department.



**Insulated Structures**  
*Efficiency At Work*

## Effective solutions to reduce the cost of in-store refrigeration

### Polyurethane Injected Panels

- Standard panels: Outer and inner skin of frost white Chromodek, also available in black finish.
- Polyurethane injected panels for superior insulation and adhesion.
- High-impact PVC interlock profiles on all edges provides totally sealed insulation and a perfect vapour barrier.
- Tongue and Groove panel options available.
- Easily erected.
- Optional skin finish in Stainless Steel – Grades AISI 304 AIS 403.

## Cold & Freezer Rooms



### Floors – Fabricated and Concrete

#### Fabricated Floors

- The inside floor finish is 1.5mm Aluminium tread plate glued and screwed to a marine ply base.
- Galvanised plate options available in lieu of the Aluminium Chequer Plate finish.

#### Concrete Floor

- Concrete floors are used for flush or step-up entry and in permanent structures. Usually a recess of 150–170mm is used to accommodate the foam slab insulation and the concrete screed.



### Meat Rails

- Hot Dipped Galvanised system.
- Support structure integrated into insulated panels.
- Optional free-standing continuous galvanised system with bends and switch gear.

### Aluminium Chequer Plate

- Installed as an option to protect panels from scratches and light impact damage.
- 1.5mm and 2.0mm thick options.
- Standard height 1 250mm AFFL.





# Insulated Structures

Efficiency At Work



Up to 40%  
Energy Saving



New or Retrofit  
Existing cases

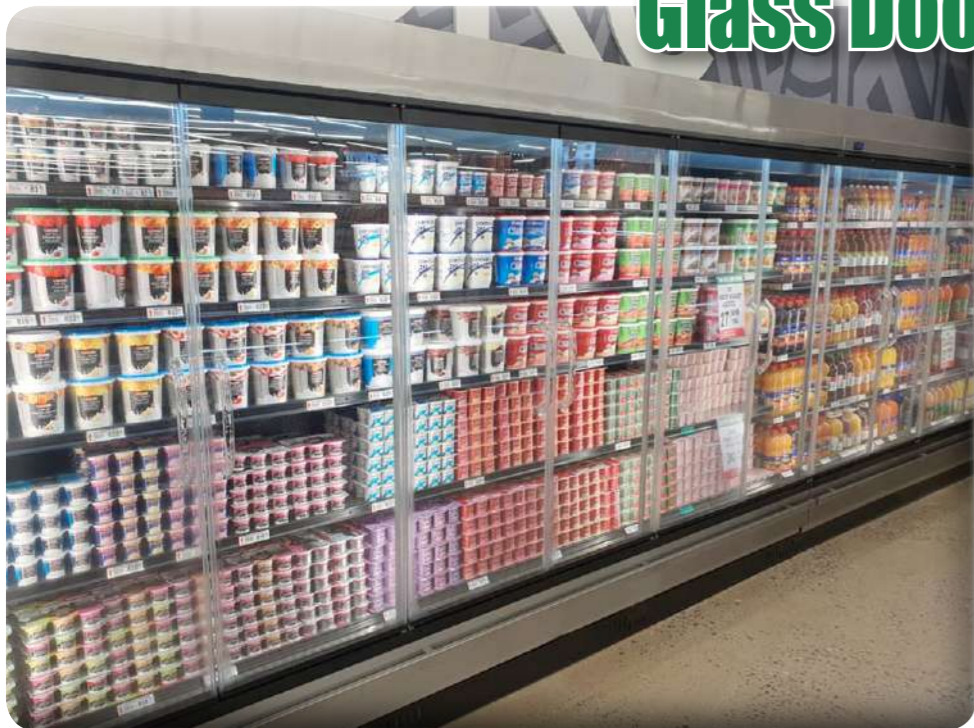


Environment  
Respect

## Benefits of Airshield Glass Doors

- Reduce Energy consumption.
- Extend Product shelf life.
- Double Glazed Argon filled void for better insulation.
- Optimal Product temperature.
- Glass doors have an option of Mullion lights. Quoted separate.
- Handles included.
- Up to 40% energy saving.
- Solution for new cabinets or retrofitted on existing cabinets.
- Doors are spring loaded.
- Less cold air spillage – warmer aisles.

## Airshield Glass Doors



## Ways to save

With energy cost rising and food retailers looking to improve the shopping experience environment for customers, Insulated Structures has developed an effective solution to reduce the cost of in-store refrigeration while enhancing the customer experience.

Insulated Structures doors are easy to retrofit on in-store cabinets to reduce the energy required to keep chilled foods at the correct temperature.

Meanwhile, customers are able to clearly see and access the products on offer. Reduced energy requirements means smaller refrigeration plant selection for new stores. These savings will off-set the initial cost of the doors. Up to 40% reduction in refrigeration requirement has been achieved.



Standard Airshield Glass Doors with a Black Frame.  
Heated Hybrid also available in this design.  
Heated Hybrid Glass Doors are fitted with a heater to reduce condensation on the doors in Coastal areas.  
Heated Hybrid is fitted with soft closers.

Premium Airshield Glass Doors.  
Frameless Door with Argon Gas filled for better insulation.



GET IN TOUCH WITH US  
+27 (0)11 462 2130



QUERY? SEND US A MAIL  
sales@insulated.co.za



VISIT OUR WEBSITE  
www.insulatedstructures.co.za



In a context in which food specialties change (not only from region to region, but between provinces), it follows that assortment makes 'localism' of decisive importance.

It thus happens that the numerous summer tourists, after having discovered local products during the holidays, leave with an ample supply of them.

COAL trades across the territory through various formats: **Market City** for smaller shops, **Market** for classic supermarkets and **Market Plus** for superstores. The branch of maximum convenience, that is the one structured on the logic of the Every Day Low Price, is based on the **Eccomi** brand.

### Operational modernity and technology

The most functional innovations recently introduced concern the agri-food platform, digital signage installed in stores, self-checkouts and electronic labels.

In food retail, COAL is not inspired by anyone. It does not want to resemble any of the 'top players'. The cooperative is committed to interpreting the territory and market changes to the best of its ability, trying to restore value. The market, and with it its customer habits, are changing much faster than in the past. This requires two essential attitudes – quickly assimilating changes to understand them and, through continuous training courses, transferring solutions and innovations to the network.



Characteristic exposure of hams, seen in both Italy and Spain, gives the consumers great options to choose from.



Deli display of vacuum-packed processed meats.

A final major theme is the generational transition in which COAL feels involved, covering aspects such as cooperative values and working assiduously for quality and profit.



The butchery prepacked meat display area is smaller than the loose serve counter. The display screen on the top left operates as a queueing mechanism for the butchery, bakery, fish and deli areas.



Bakery counters with self-service section for bread rolls – use the spatula to select the product and pack it in the available packaging material.



Beautiful display of fresh meat cuts, including many 'added value' products.



Fresh and frozen fish display – pick 'n choose freshness.



COAL



COAL



COAL



COAL

COAL's social media abounds with recipes and ideas for entertaining. For instance, creating a table centrepiece of home-baked Xmas biscuits, beautiful to look at and good to eat. Then again, there are those who prefer the refined taste of traditional panettone, with candied fruit and raisins, and those who can't say no to the soft Verona pandoro, dusted with icing sugar. Pomegranate juice and seeds could be used to decorate each flute of sparkling wine to make a fresh and sweet cocktail. Have you ever eaten real Valencian paella? Paella is a poor dish that was born between the 15th and 16th centuries from the need of Valencian farmers to have a dish made of easily available ingredients that could sustain them for a day of work in the fields.



**Hippo Zourides**, serial entrepreneur and corporate leader, has been involved in the food trade for over four decades and consults to corporates, large, medium and small enterprises on a variety of management and restructuring skills, including the latest ESG requirements.



**Antonello Vilardi**, professional in managing points of sale at numerous commercial signs, editorial collaborator for specialised magazines, consultant and lecturer in university masters. He has written books on large-scale retail trade.



The Grand Gala of Dance was supported by COAL with a cast of internationally renowned dancers performing on stage. This event was part of the celebrations in honour of the twenty-fourth Blue Flag for the city of Numana.

## A look at COAL's social media pages



Join COAL on a unique journey through time into the excellence of taste and typicality, traditions of Italian territories and gastronomy ...

Abraham Lincoln, the president who led the United States during the Civil War, had a deep love for justice. But he also had a deep love for quality food. Even the most honest of leaders succumbs to the temptations of the gourmet.

Marie Antoinette was the last queen of France before the French Revolution. Known for her luxury and lavish lifestyle, Marie Antoinette was also famous for her passion for sweets. She too couldn't resist COAL's products.



COAL found creative ways of donating 65 700 meals to ENPA (a national animal protection body), for all the dogs they assist in their facilities. Participating COAL stores stock beautiful soft toys that reproduce six of the most beautiful breeds in the world of dogs: the Golden Retriever, Jack Russell, Rottweiler, Boxer, German Shepherd and a Mixed Breed. The toys are made of material obtained by recycling plastic bottles. For every 15 euros spent shoppers receive a sticker towards the beautiful plush products. For each stuffed animal collected COAL donated a contribution equivalent to a meal for the dogs hosted in the ENPA centres.



SR

