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Big issues

Quo vadis?	
Zambia – an economy in transition)
Bringing on incentives to kick-start exports4	ŀ
Dubai airfreight link opens up new markets14	ŀ

Imports and exports

Zambian diaspora creates new export market1	6
Standards for Zambian imports being policed	31

Logistics

Truckers cut out forwarders to reduce costs4
High-value cargo chooses Walvis route
Investment in skills pays off
Manica Zambia moves head office to Kitwe
Skills audit sets rebranded company on right path11
Bridge invests in staff and equipment to cater for growth12
Damco provides JIT delivery
Halifax to diversify into trucking
Rail die-hard calls for urgent focus on efficiency
Truckers face toll challenge in DRC
All Cargo Solutions on a growth path
Swift sets up specialist earth-moving equipment division
Last corridor bottleneck uncorked
Turkey emerges as strong trading partner
Transporter goes the extra mile
All-in service extends to work permit applications
VS Cargo on expansion path
Master plan addresses Lusaka gridlock
Airfreight
Perishables get direct link through Zambia to Amsterdam22

Seafreight

Booming construction sector creates opportunities Demand has doubled – Maersk	
Walvis Bay needs more Zambia-bound imports	24
General news	
Keep your yellow fever certificate handy! Lower insurance rates often linked to reduced coverage Perishable exports to Europe get duty-free access Broker repackages policies to cater for individual needs New container depot opens in Ndola	13 14 23



Page 2



Page 17



Page 24



Page 30



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Zambia – an economy in transition

Manufacturing a priority for newly elected government

BY Ed Richardson

ven in the midday Lusaka traffic, it is less than 15 minutes' drive to travel between two eras and worlds.

One era is the Kamwala district, a few blocks of Indianowned businesses caught in a time-warp, and that have been supplying cloth, hardware, foodstuffs and other supplies to the residents for generations.

It is truly African – a reminder of Fordsburg in Gauteng, the Indian shops in down-town Pretoria, and

'It is in the revival of its agro-industrial sector that Zambia has the most potential.'

the Durban market before they were bulldozed by the apartheid government.

Unlike in South Africa and some East African countries, the Indian community in Zambia has been allowed to flourish since the first artisans and business people arrived around 1905.

What is different is that the colourful chitenge cloth and other fabrics on display are no longer made in Zambia. Cheap and poor quality Chinese, Indian and Pakistani imports have replaced them.

Government is looking to change that, and to roll back the clock to the time when Zambia had a sizeable manufacturing industry. In June, President Michael Sata urged farmers who were threatening to burn their cotton rather than sell it at depressed prices to rather hold on to the crop as the government had plans to revive the textile

industry.

Manufacturing is a priority for the newly elected Patriotic Front government, which was voted in partly because it promised to reduce levels of unemployment. As much as 60% of the population lives below the poverty line, according to African Economic Outlook.

This is hard to believe when you cruise up Cairo road from Kamwala past shiny new buildings to central Lusaka, where you find a modern world. This time the imports are largely from (or routed through) South Africa.

Built with pension fund money, the Levy Centre could be anywhere in South Africa. Zambia's growth of nearly 7% has attracted chain stores which have filled a gap left by years of economic recession brought about by a low copper price and mismanagement by what was effectively one-party rule in the country.

The shops in the Levy Centre are all chains well known to South Africans, the floors are shiny, and the atmosphere hushed – a far cry from the bustling markets.

Another large mall – Arcades – has built up a strong client base, and continues to grow.

These developments are good news for logistics companies, many of which are expanding in order to cater for the growing volume of clothing and fast-moving consumer goods imports.

A number of other malls are being planned, and in the meantime the neighbourhood markets continue to cater for the lower end of the market as Lusaka attracts thousands of people from the rural areas who are in search of a better life.

The markets are filled with



Zambia's two worlds ... the Indian-owned Kamwala district and the upmarket Levy centre. Government is looking to roll back the clock to the time when Zambia had a sizeable manufacturing industry.

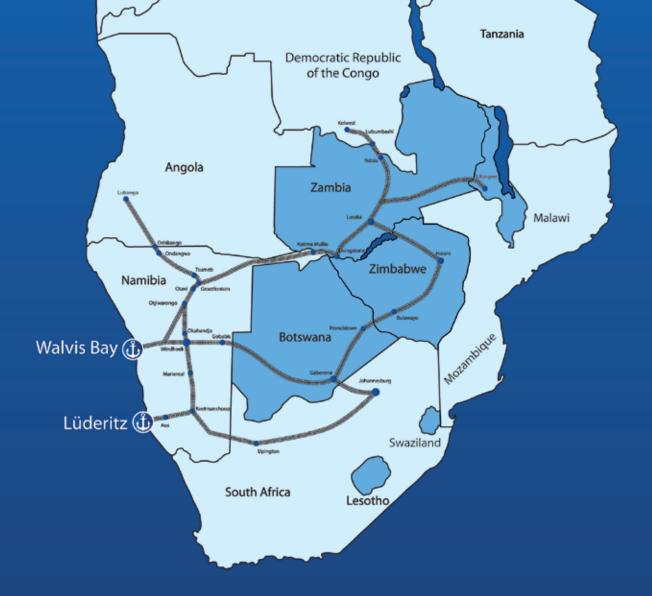
local produce – and it is in the revival of its agro-industrial sector that Zambia has the most potential. Zambia has 43 million hectares of land that is classified as medium to high potential for agricultural production. Of this, just 14% is currently being utilised.

It has abundant surface and underground water, fertile land, and a large workforce – this in a world which is running out of food.

The government is incentivising investment into

agriculture, and a new Zambia landscape could soon look much like the old – but with modern machinery, equipment and hybrids bringing new levels of productivity that allow the country's farmers to overcome the logistical challenges and costs of feeding and clothing a hungry world from a land-locked country.

Chinese, Indian, Pakistani and South African workers will then be fed and clothed with food and fabric grown in Zambia.



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Zambia brings on incentives to kick-start exports

Economic zones to be set up

BY Ed Richardson

ambia is focusing on exploiting its agro-industrial and other manufacturing potential through the establishment of "Multi Facility Economic Zones (MFEZ)".

If successful, this strategy will create new opportunities for the transport and logistics industry.

A Zambian MFEZ can be as small as a factory, or as big as an industrial park, and can be established by private investors, according to the general regulations published by the government.

Government has prioritised the following areas for the development of MFEZs: Lusaka, Ndola, Mpulungu, Chembe, Nakonde, Kasumbalesa and Mwinilunga.

Foreign investors need to register a company in Zambia to qualify. Conditions are that the investment must be a minimum of US\$500 000, should be in a multifacility economic zone priority sector, and be approved by the Zambian Development Agency.

Priority sectors in the agroindustrial sector include floriculture, horticulture, processed foods, beverages, cotton processing all along the value chain to garment production, the processing of skins and hides, and wood products.

In the engineering sector, the priorities are manufacturing from copper, iron, steel, and cobalt, as well as the production of fertilisers and cement.

Education is given a high priority, with education and skills training being identified as a qualifying sector.

The basket of incentives offered to investors includes:

• 0% tax on profits made by companies in the priority Sector

• for a period of five years from the first year profits are made.

50% tax on profits for years
6 to 8.

• 75% tax on profits for years 9 and 10.

• 0% tax rate on dividends for a

Truckers cut out forwarders to reduce costs

Trucking companies are cutting out forwarders and dealing direct with the mines in Zambia in the face of pressure to reduce costs.

A vacillating copper price has forced the mines to cut costs wherever possible – which has left them open to direct approaches.

This has forced forwarders to take a fresh look at their own businesses, and to reinvent themselves.

Some are going into trucking themselves, while others are looking at ways of adding value that the truckers do not or cannot.

A World Bank study on road transport in Zambia described it as a "a peculiar example in Southern Africa as it benefits from relatively low transport costs compared with other landlocked countries in Africa.

"This is mainly because of competition between Zambian and other regional, mainly South African, operators and because of South African investments in Zambia's trucking industry. "As a result, the costs of operators registered in Zambia and South Africa are similar," it found.



Priority sectors in the agro-industrial sector include floriculture and horticulture.

period of five years from the year of first declaration of dividends.

• 0% import duty rate on raw materials, capital goods, machinery including trucks and specialised vehicles for five years for all priority sectors.

• Deferment of VAT on

Keep your yellow fever certificate handy at all times!

BY Ed Richardson

Ensure that everyone in the company or working under contract, and who is heading into Africa, has a Yellow Fever jab – and keeps the certificate securely with their passport.

What happened to this reporter is that, in the absence of any warnings from the travel agent or airline, I was stopped at the gate when trying to board. Knowing that my certificate was a thousand kilometres away didn't help.

Yes, you can have your jab at the airport, but you should not be allowed to leave within 10 days of having the inoculation. However, during the second boarding process on the same airline on the same day no one asked to see the certificate.

machinery and equipment

in the MFEZ/priority sector.

incentives, details of which

government department.

are available from the relevant

including trucks and specialised

vehicles imported for investment

There is a range of additional

The first time I was asked for the certificate was for the return flight to Johannesburg. There, on the counter, in bold letters, was the instruction that inoculations had to have been done at least 10 days prior to being issued with a ticket.

Fortunately, the clerk didn't check, and on arrival no-one checked to see if I was bringing Yellow Fever into the country.

According to media reports in Zambia, the country's tourism and business are being affected because in-transit travellers are being turned around at OR Tambo if they cannot show their bright yellow cards.

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High-value cargo chooses Walvis Bay route

BY Ed Richardson

ines exporting high-value cargo are choosing to use Walvis Bay because of the safety of the Walvis Bay-Ndola-Lubumbashi (WBNLDC) corridor, according to Andrew Sinyangwe, Zambia business development manager for the Walvis Bay Corridor Group.

"Copper mines are using the route to export containers filled with high-value slag that has traces of gold, platinum and silver," he says.

The route is considered safer because of the quality of the roads in Namibia, as well as the lower levels of crime along the route compared to other countries. Namibia has a natural advantage in that there is a single road, which is relatively easy to police as there are no arterial routes or large towns along the way to provide a getaway or place to hide stolen cargo.

According to Sinyangwe, the growing number of high-value

containers on the route is part of the growth in freight volumes as importers and exporters see that "the total value chain offers unparalleled efficiency".

Higher transport costs due to the distance compared to Dar es Salaam, Beira, or Durban are mitigated by the efficiencies at the border post and in the port itself, as well as the lack of congestion along the route and fewer stoppages or breakdowns caused by poor roads,



Andrew Sinyangwe, Zambia business development manager for the Walvis Bay Corridor Group (right) and ChongoMukupa, project co-ordinator in Zambia ... volumes on the increase.

says Sinyangwe.

Rising volumes of both imports and exports have also seen a reduction in freight rates as truckers are no longer faced with an empty leg. Cargo volumes on the WBNDLC corridor have risen by 4 500 to 7 500 tons a month in and out on average.

"We are now seeing at least 14 000 tons a month being transported along the corridor," he says.

Walvis Bay connects Zambia

direct to the Far and Middle East, as well as Europe and the Americas.

Most of the used vehicle imports are from Europe and the United States.

One of the interesting developments is the export of Zambian maize to South America along the WBNDLC corridor.

The return leg is bringing increasing volumes of fast-moving consumer goods and mining equipment from Brazil.

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Booming construction sector creates opportunities

The import and export markets of resource-rich Zambia continue to provide huge growth opportunities for Safmarine Zambia as the discovery of oil and gas in neighbouring countries, and growth in the construction and non-traditional export sectors, positively impact the Zambian economy.

According to Safmarine's Zambia country manager, Andrew Kuster, Safmarine is well positioned to take advantage of the opportunities presented by Zambia's booming construction sector. "This is now the biggest contributor to Zambia's GDP growth, spurred on by the mining sector as well as huge demand for housing," said Kuster. Safmarine was involved in the import of building materials for the construction of what is said to be one of Zambia's largest hotels, which opens this year, he added.

The non-traditional export sectors of cement, agricultural products such as tobacco and cotton and especially timber, have also contributed to the line's Zambia export growth this year.

The discovery of oil and gas in neighbouring countries is also set to positively impact business as a whole in Zambia. With plans to import refined petroleum products from neighbouring Angola to lower the cost of fuel, the country is to set up a new oil refinery following the 2006 discovery of oil and gas reserves in the northwestern provinces of Zambezi and Chavuma, along its border with Angola.

"These planned infrastructural investments, along with those in railways and hydropower



Safmariners in Zambia, from left: Patience Chisenga Makoloni, Andrew Kuster and Nancy Mulenga ... well positioned.

plants, will have a positive knock-on effect on business and the demand for goods," says Kuster. According to the World Bank, Africa needs to spend \$93 billion per year on infrastructure over the next decade if it is to become competitive on the global stage.

Road and rail infrastructure is another important issue for landlocked Zambia, which relies on the infrastructure of other countries to relay its cargo to ports.







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Demand has doubled – Maersk

BY Ed Richardson

emand for shipping and inland logistics has "more than doubled" in Zambia over the past four years, according to John Reid, over border sales manager for the Maersk Line.

"It is for this reason that we are able to offer a more reliable through bill of lading service to Zambia via the ports of Dar es Salaam, Beira and Durban," he says.

"We are also working with key stakeholders in order to also connect to and from Zambia via the Walvis Bay Corridor and Nacala, which will both offer improved transit times to their respective destinations."

Reid says flexibility and choice are important.

"Clients in the hinterland countries such as Zambia require personalised solutions for their unique requirements. This involves Maersk Line recommending to each client which routing will work best for their cargo.

"On top of the wide choice of entry/exit ports, other factors such as through bills of lading versus merchant haulage or conventional trucking need to be considered in each circumstance in order for us to propose the optimal solution for each and every client.

"The same considerations need to be applied at the origin or destination country in order for us to offer unique shipping solutions to our clients – which is why providing solutions is a prerequisite to servicing the cross border countries," he says.

"By providing these solutions and by constantly improving our customer service operations in these countries, we hope to continue and increase our efforts to build close working relationships with the shipping community in the hinterland," adds Reid.



John Reid ... recommending to each client which routing will work best for their cargo.

Copper theft down

Copper theft in the Zambian Copperbelt has dropped since the new Patriotic Front-led government took power, according to Sandra Valenza, managing director of VS Cargo.

The Ndola-based company has its own security arm to handle shipments from the Copperbelt to destination ports.

It is handling an average of 300 trucks a month from the Democratic Republic of Congo alone, she says.

One of the positive outcomes since the new government took over in December 2011 is that security companies are enjoying better levels of cooperation with the police, she says.

"We now get regular updates from the police and the anti-copper theft unit."

Security remains a concern once the cargo leaves Zambia, however.

Most at risk now are loads of fuel which are being tapped out in the veld if the truck is not kept under constant surveillance.

Investment in skills pays off for CML

BY Ed Richardson

Investment by the industry in skills training in Ndola and other logistics hubs is paying off, says Richard Powell, operations manager of Cargo Management and Logistics (CML) Zambia.

"It's wonderful to see the people in our office keep studying to improve their skills," he says.

Training is being provided by a number of specialist colleges which have opened their doors to cater for the hunger for knowledge.

Increasing volumes of imports and exports mean that the skills will continue to be in demand.

Greater understanding of logistics is also needed because of the growing complexity of the chains in and out of Zambia due to improvements in the service levels and capabilities of the ports serving the region.

"We are seeing good volumes through Walvis Bay, Beira, Durban and Dar es Salaam," he says. Walvis Bay has become the preferred port of entry for freight from Europe and CML is using it to store chemicals for distribution to Zambia and the Democratic Republic of Congo (DRC).

"We are also seeing increased volumes through Beira due to more favourable freight opportunities over other ports." Further complexity is being added by the addition of new points of origin and destinations.

"There is a real mix. We are seeing rice from Vietnam, spares from South Africa and chemicals from Ireland," he says. Exports are keeping up with imports and there is now a 50-50 balance, with the bulk going through Beira, Dar es Salaam and Walvis Bay."

A clamp-down on copper theft by the authorities and the industry has seen a reduction in losses. Tighter controls introduced are also helping identify where theft is taking place. "We check the weight of the cargo when it leaves Zambia and then again when it arrives in Johannesburg. That way we can identify whether some of the copper has been taken and reduce opportunities for any cargo to be tampered with.



Richard Powell ... 'Seeing good volumes through Walvis Bay, Beira, Durban and Dar es Salaam.'

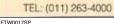
"CML has had an encouraging start to 2012 and to build on that we continue to work closely with carefully considered strategic partners. We are also actively investing in staff development to keep up with and ahead of the latest advances within the industry."

Clearly, for CML that investment in skills is paying off, he says.









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Johan Lombaard ... bullish about Zambia's prospects.

Manica Zambia moves head office to Kitwe

anica's Zambian head office has been moved from Lusaka to Kitwe in order to focus on the logistics needs of the region.

"Our financial office has always been in Kitwe, and it made sense to move our head office here. It saves on travel time and costs for the executive committee, which meets every month," says Johan Lombaard, managing director of Manica Zambia.

The Ndola office has moved to the airport, where it is better positioned to handle both air and road freight, he says.

"We have put more focus on getting everything 'right first time' with airfreight, and finding ways of doing it more efficiently.

Manica is monitoring developments in Solwezi closely, in order to ensure that it has the necessary facility should plans for an international airport go ahead.

Solwezi is the capital of the north western province of Zambia, and at the centre of the Trident Project, which is owned by First Quantum Minerals. Trident comprises five prospecting licences totalling 2300 square kilometres, according to First Quantum.

Lombaard is bullish about prospects for the Copperbelt and Zambia as a whole - for both mining and agriculture.

"Zambia is working very hard at expanding its production of crops like cotton, sugar, maize and beans. Manica has the logistics know-how and global network to help these initiatives succeed," he says.

Manica Africa - of which Manica Zambia is a part represents Panalpina regionally for air and sea freight.

"This gives us a global footprint from Zambia," he says.

Skills audit sets rebranded company on the right path

BY Ed Richardson

A rebranding exercise by Manica Zambia goes more than skin deep, says managing director Johan Lombaard.

Outwardly, clients see new signage and more welcoming reception areas.

But for Lombaard the more important changes are inside the business, where offices throughout the country – including at the border posts – are being given a makeover as part of a drive to raise levels of service.

"People need to feel good

'We can now place the right people in the right place, and train them to do the job better.'

about where they work in order to deliver superior service," he says.

Staff also need to have the right skills, and one of the first things Lombaard did when taking over as managing director was to commission a skills audit throughout the company.

Job descriptions have been updated, along with related skills

and personality profiles.

"We can now place the right people in the right place, and train them to do the job better. For me, the important thing is attitude. Skills can be taught, but attitude comes from inside the person," he says.

Having the right skills set and attitudes within the organisation provide the foundation for the growth plans for Manica in Zambia, he says.

The company has clearing offices at all the border posts, as well as general and bonded warehouses in Chingola, Kitwe, Ndola, Lusaka International Airport and Makeni suburb in Lusaka.

"Our warehouses are full, and we are planning to invest in more space," he says.

Project cargo is another focus area.

"We focus on meeting the specific needs of each project, and can handle all cargo from door to door," says Lombaard.

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Bridge invests in staff and equipment to cater for growth

BY Ed Richardson

emand for logistics services in Zambia is growing – both literally and figuratively.

"We are seeing a lot of shippers trying to explore other routes for the movement of exports out of Zambia as it is expected that there will be an increase in agricultural and mineral product volumes out of Zambia in a couple of months' time," says Chris Chipimo, managing director of Bridge Shipping Zambia.

The company is investing in both staff and equipment to cater for the increase in volumes.

"Demand has greatly improved in terms of warehousing services in Ndola, where we are currently holding over 25 000 tons of various bulk chemical products.

"This meant we had to acquire extra machinery to facilitate this increase in volume," he says.

The investment has helped the Bridge Shipping Group's customers who have had to find storage facilities for chemicals used by copper mines in the Democratic Republic of Congo (DRC) after those mines reduced their import orders.

"Ndola is strategically located and we are well positioned to commence exports into the DRC once the mines increase imports," says Chipimo.

The Bridge Shipping Group

has also put structures and people in place to cater for an increase in agricultural exports.

"We have strengthened our Lusaka office by concentrating on project work and export of agricultural products.

"In line with this, we have implemented an increased focus on tobacco, maize and cotton exports out of Zambia. We have employed more staff to achieve this growth," he says.

The Bridge Shipping Group will continue to invest in order to meet future demand for logistics solutions and services, with Chipimo optimistic about growth prospects.

"A large number of mines that are under construction in



Chris Chipimo ... 'Well positioned to commence exports into the DRC once the mines increase imports.'

Zambia and the DRC region, and this will boost import and export volumes," he says.

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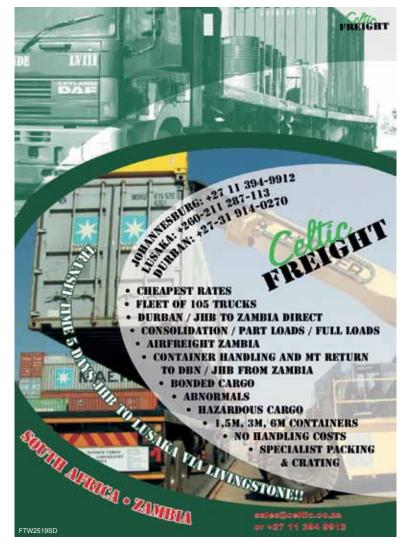
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TW5630



Low insurance rates often linked to reduced coverage

Insurer warns against buying on price

BY Ed Richardson

G reater competition in the Zambian market has resulted in an improvement in the range, choice and pricing of insurance products being offered to shippers and companies setting up operations in the country, says Vincent Witt, managing director of Aon Zambia Limited.

Several new insurers, including an international insurer, have recently set up operations in Zambia. "This is a plus for purchasers of insurance, as we are seeing better products being made available," says Witt.

FTW2500SF

Zambia, however, remains "challenging" from an insurance perspective as specialist covers such as freight forwarder's and

'The road network is not built to handle rapidly increasing volumes of traffic, and as a result accidents are relatively frequent.'

warehouseman's liability are both limited and expensive. Added to a heavy reliance on reinsurance, global markets may need to be approached to place complex or unusual risks. "There is a heavy reliance on reinsurance," he says but this can be accessed provided that local insurance legislation is strictly complied with.

Marine insurance is a particular challenge, as it typically does not represent a significant percentage of business for insurers in landlocked countries.

Witt warns shippers and transporters against buying insurance on price as low premium rates are very often linked to reduced coverage and additional warranties. This is a risk in a country where the road network is not built to handle rapidly increasing volumes of traffic, and as a result accidents are relatively frequent.

"We are seeing a steady incidence of claims for goods in transit," says Witt.

Claims take a long time to process because of a shortage of loss adjusters, he warns.

Further complications arise when there is a dispute over where damage or loss occurred on transit freight. Here it is important to ensure that transhipments are, wherever practicable, kept to a minimum and ideally only one insurer should be used to underwrite the risk from port of loading to final destination.

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Dubai airfreight link opens up new markets

Emirates flight feeds into Dubai cold chain

BY Ed Richardson

he introduction of regular passenger flights as well as freighter services into Lusaka by Emirates has opened up new markets for airfreight exporters in the region, according to Don MacDonald, managing director of the Zambia Export Growers' Association (Zega).

"Emirates feeds into a state-ofthe-art cold chain in Dubai. It is a hub for the rest of the world," he says.

Perishable exporters from Zambia and the rest of the region can now reach more markets through the hub.

The perishables area in the

Cargo Mega Terminal at Dubai Airport covers 4 623sqm of floor space, with 218 individual temperature zone cells.

The terminal itself is built on a 43 600-sqm site. It has a capacity of 1.2 million tons of freight a year.

Emirates operates daily flights between Lusaka and Dubai, except for Thursdays and Saturdays.

Exporters have been quick to grasp the opportunities.

"We are handling live tropical fish for export into Germany, as well as frozen fish fillets into Europe," he says.

Import volumes are also growing, driven by the expansion of the mining sector and freighters are also flying on an "ad hoc" basis at present in order to meet the growing demand for airfreight.

MacDonald believes that the introduction of services by Emirates – for which Zega is the ground handler – and other international and regional airlines creates opportunities outside of the perishables market.

Zega has positioned itself to handle the growing demand for airfreighting urgent imported spares, machinery and equipment that has to be sent out of the country for repairs and refurbishment.

The company is also eager to work with other potential exporters of products from



Don Macdonald \ldots 'Import volumes are also growing.'

Zambia and the rest of the region.

Capacity, frequency and reliability have been created by the airlines – what is needed now is more outgoing freight to fill the holds in order to sustain the services.

Perishable exports to Europe get duty-free access

BY Ed Richardson

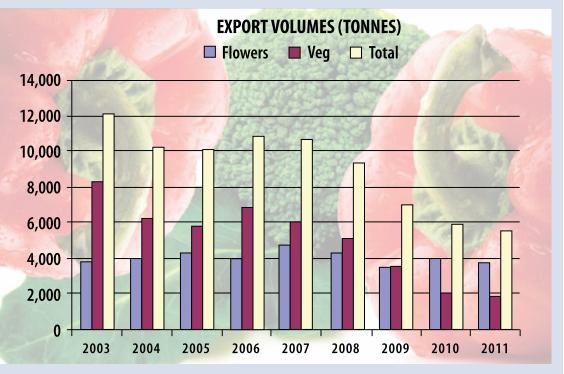
According to Luke Mbewe, chief executive officer of the Zambia Export Growers' Association (Zega), the association currently has 15 registered exporters, most of which are situated within a 60-kilometre radius of the Kenneth Kaunda International Airport.

Exports to Europe are given preferential, duty-free access.

Vegetable and fruit products being exported include mangetout beans, fine beans, baby carrots, runner beans, asparagus, sugar snap peas, table grapes, passion fruit, baby corn, tenderstem broccoli, okra, spring onions, chilli peppers, sweet peppers, and peppadews.

Products are pre-packed in Zambia in recyclable virgin material.

Over 40 varieties of rose flowers are exported, as are summer flowers such as



solidago, gypsophilia, liatris, ammimajus, and bulbs.

Destinations include Holland, Germany, the United Kingdom, France and South Africa.

Zega export volumes are off

their highs in 2003, he said in a presentation at the Zambian Undercover Farming Expo held in March 2012.

To counter the downward trend and increasing competition

for the European market from Asia and South America, he said there was a need to develop the domestic and regional markets for Zambian-grown produce and flowers.

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Damco provides JIT into Lusaka

e have proven that we can provide a just-intime delivery service into Lusaka," says David Yeung, managing director of Damco Zambia.

Mauritian David Yeung took the helm as managing director of Damco Zambia after being transferred to Zambia by the AP Moller-Maersk Group as sales and operations manager. Prior to Zambia Yeung spent a year and a half in the group's China offices.

"Coming from the sales side, I see a lot of potential for Damco and its clients to grow in Zambia. At present it is a country which imports just about everything," he says.

Damco's strengths at present are in the fast moving consumer goods sector, where it handles Samsung and other major brands.

"The group has a number of global accounts, and we are in a position to service these in Zambia," he says.

The Zambian office adds value through its understanding of the local market.

Damco Zambia works with its clients to identify and plan for cyclical moves in the market. It also has the systems to help clients manage stock more efficiently.

"For Samsung we ship product direct from the factory in Asia and monitor it all the way to Lusaka," he says. It takes between 45 and 50 days for delivery, with the sea voyage accounting for 30 of the transit days.

Airfreight is used when needed. Yeung sees opportunities for Zambian importers to source from other countries. "We plan to source from Egypt, which is part of the Common Market for Eastern and Southern Africa (Comesa), a free trade area that stretches from Libya to Zimbabwe.

Damco Zambia is able to handle the whole process, from sourcing through to on-time delivery.

"The first thing is to speak the

Halifax to diversify into trucking

Company celebrates a decade in business

BY Ed Richardson

Ndola-based Halifax Freight Services is celebrating its tenth birthday in 2012.

Founded by former customs officer Perry Siatulye, Halifax has plans to diversify out of clearing and forwarding into trucking.

"We have managed trucks operating into the Democratic Republic of Congo, and have the systems and staff to manage cargo from end to end," he says.

In addition to clearing and forwarding, Halifax also handles procurement of goods ranging from rations for the army to office supplies.



Perry Siatulye ... 'We have the systems and staff to manage cargo from end to end.'

Siatulye also consults on logistics to new and existing investors

delivery

customer's language. You need to understand what is required. Then we can determine the fastest, most cost-effective way of moving the goods," he says.

Dar es Salaam, for example, has lower rates than Durban, but Durban is more reliable.

Maersk and other container liners run weekly services with fixed berthing time windows in Durban.

"This means we know what is coming, and when. We can ensure that all the paperwork is submitted, and that a truck is ready once the cargo has cleared. Then it is two to three days to Zambia."

Damco does not "depend" on Maersk and Safmarine for the seafreight legs, and is able to operate independently, he says.

"Clients come to us with their value chain, and we develop solutions," he says. One of the solutions is to identify alternative ports of entry.

Beira is now being evaluated as



David Yeung ... 'Beira being evaluated as an alternative to both Durban and Dar es Salaam.'

an alternative to both Durban and Dar es Salaam.

Here, the group will add value. The A P Moller Maersk Group is

looking at investing in a warehouse in Beira soon, and Yeung says goods will be distributed to Zambia and the region through a dedicated fleet of trucks.

In Zambia, Damco is exploring the Copperbelt to identify a site for a warehouse, which will probably be situated in Ndola or Kitwe.

Rail die-hard calls for urgent focus on efficiency

A company founded on the use of rail in Zambia is among those who have abandoned the mode due to inefficiencies and costs.

"Last year, as an exercise, we sent a load from Ndola to South Africa by rail. It took 50 days, as opposed to four or five days by road," says Sandra Valenza, head of VS Cargo.

On paper, the shortest time for a block load by rail is 21 days.

"You simply can't have high value cargo such as copper on rail. The LME (London Metals Exchange) price moves up and down all the time.

"We have now completely withdrawn from rail. This really saddens me," she says.

Valenza founded VS Cargo to handle rail shipments into

the Democratic Republic of Congo.

The company was handling 15 000 tons a month on rail until 2004 when Railway Systems of Zambia (RSZ) was formed.

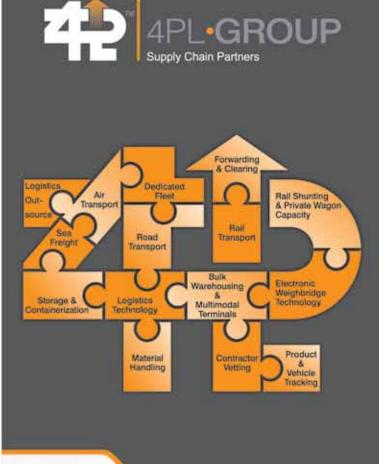
The decline of the region's rail systems has seen the company switch to road.

Other freight forwarders and government echo Valenza's

call for the revival of rail. Hiten Bhagat, general manager of Hill & Delamain, says a land-locked country

such as Zambia will struggle to diversify its economy without reliable and affordable rail links.

One of the consequences of the reliance on trucking is that the road system is collapsing, resulting in accidents and losses.





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Zambian diaspora creates new export market

ambian ex-pats hungry for the tastes of home have created an export market for products such as indigenous vegetables, fish, mealie meal, goat meat and village chicken, says Andrew Sinyangwe, Zambia business development manager for the Walvis Bay Corridor Group.

The growth in exports of these products is helping drive up volumes along the Walvis Bay-Ndola-Lubumbashi (WBNLDC) corridor.

Volumes of both imports and exports are expected to continue

increasing as the Zambian government's agro-processing projects start producing food for export.

The government is working with the private sector to establish multi facility economic zones in strategic towns, including Kabwe and Lusaka.

Fertiliser suppliers are in discussions with the Namibian Ports Authority to build dedicated fertiliser terminals, which will then feed into the region along the Walvis Bay corridors, according to Sinyangwe.



Tastes of home – a plate of kapenta fish, village chicken, beans and impwa (African eggplant) \dots growing export volumes.

Truckers face toll challenge in DRC

Cargo owners and transporters serving the Democratic Republic of Congo (DRC) through the Walvis Bay-Ndola-Lubumbashi (WBNLDC) corridor are facing their one Gauteng-like toll challenge.

Sections of the roads have been concessioned out to private and Chinese government operators which recover the costs of building and maintaining the roads through toll fees, according to Chongo Mukupa, project co-ordinator in Zambia for the Walvis Bay Corridor Group (WBCG). Toll fees average US\$3 a

kilometre, while the Southern African Development Coordination Conference (SADCC) rates are

US\$10 per 100 kilometres, he says. In contrast, costs within Zambia itself have been reduced after the new government did away with a large number of road blocks along the main routes.

Truck drivers had to bribe their way through many of the roadblocks in order to avoid delays.

Discussions over the problems in the DRC are being held at a high level through the mechanism of the WBNLDC, but will take some time to be resolved because of the number of agencies and organisations involved in the DRC, says Mukupa.

Kwacha to lose some zeros

It is time to cash in any Kwacha notes individuals and companies have in the safe.

The Zambian reserve bank is in the process of taking three

'There is no clarity as to when the new notes will be in circulation.'

zeros off the currency in order to make it more manageable. When the conversion happens, 500 000 Kwacha (around R790) will become 500 Kwacha (still around R790).

There is no clarity as to when the new notes will be in circulation, or for how long the old notes will be legal tender.

Bank of Zambia (BoZ) deputy governor for operations, Bwalya Ng'andu announced in June that Giesecke of Germany and the South African Mint Printing Company had been appointed to print the notes.

With zeros off the end of the currency the government will reintroduce coins.





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All Cargo Solutions on a growth path

New offices opened in strategic locations

BY Ed Richardson

w offices are being opened in strategic locations by Copperbeltbased All Cargo Solutions (ACS) in order to bring services closer to its clients.

Over the past 12 months the company has opened new offices at the Nakonde border post and in the centre of Kitwe, with a third planned for Lusaka, according to ACS operations director Musenge Musukwa.

Its Ndola warehouse is handling sulphur, lime and coal – some of which is loaded onto rail at an on-site siding. ACS is part of the global African Cargo Services Group, which is based in the United Kingdom, and is celebrating its 20th year in business.

ACS has established a new South African company called "From Container to Container" as part of the African Cargo Services Group.

Being part of a world-wide network is important for the company's clients, says Stephen Roberts, managing director of All Cargo Solutions.

"Companies get some comfort from knowing that



Musenge Musukwa (left) and Stephen Roberts of ACS ... 'Having local knowledge is an important aspect.'

you have operations on both continents," he says.

Having local knowledge is an important aspect of the Zambian and other African offices.

"As a logistics company we offer solutions to problems that newcomers to the market may not even know exist," says Roberts.

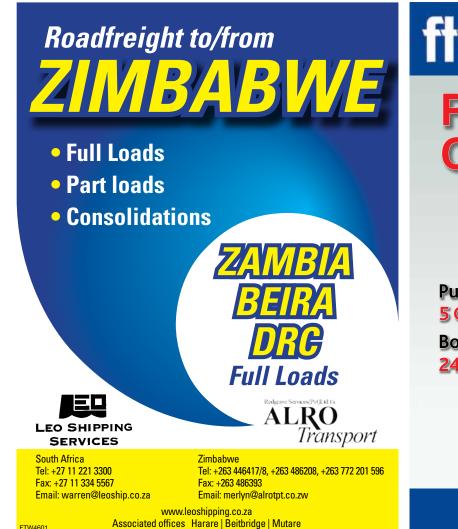
"We strive to find the best way of moving cargo from A to B while saving both time and money," adds Musukwa.

Clients are advised on the choices of ports for entry and exit.

ACS has operations in Durban and Dar es Salaam.

"Dar es Salaam is much cheaper, especially for cargo from the Far East and China.

"We are also exploring Nacala, Beira and Maputo," says Roberts.



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Swift sets up specialist earth-moving equipment division

Swift Freight in Zambia has expanded its services into handling the movement of earth-moving equipment – or "yellow machinery" – in and out of the country.

Investment in mines in Zambia, the Democratic Republic of Congo and Angola has seen growing demand for earth-moving equipment in the different countries – much of which is used on a contract basis before being transferred out of the country again, says Vishal Joshi, country manager for Swift Zambia.

Equipment is brought into Zambia from South Africa or Namibia, and then temporarily exported into neighbouring countries.

Most are abnormal loads, with

around half being self-driven.

Swift has established a separate department in Lusaka to manage the clearing and forwarding.

Clearing is complicated by the fact that the equipment is exported on a temporary permit.

A careful watch has to be kept on expiry dates, as the fine for equipment which has not been re-imported by then is US\$106 a day, says Joshi.

Some of the equipment is imported on a temporary permit from South Africa, which further adds to the complexity of clearing.

The same piece of equipment may move from South Africa to Zambia for a contract, then on to the DRC, to Zambia, to South Africa, and again to Zambia over a period of months or years.

With earth-moving equipment being hired out on an hourly basis, the cargo is time-sensitive.

"In order to save time, you have to have systems in place for the pre-clearance and payment of import duties before the cargo arrives at the border. We strive to do this within a day of receiving the documents from the shipper," he says.

Swift plans to open offices at all the Zambian border posts in order to ensure full control of the clearing of these shipments, and to serve other importers and exporters.

The company already has offices in Kitwe and Ndola.

"We have a strong network in South Africa, and the demand for our services is there, says Joshi.



Vishal Joshi ... plans afoot to open offices at all the Zambian border posts.



Perishables get direct link through Zambia to Amsterdam

BY Ed Richardson

A new market has been created for perishable exporters in the region with the introduction of a direct Lusaka-Amsterdam flight by KLM.

"This is great news for our clients, as we have positioned ourselves for growth in the perishables market," says Jonathan Lewis, managing director of NAC2000.

Based on the cargo loading area at the Kenneth Kaunda International Airport, NAC2000 is the handling agent for KLM and Kenyan Airways.

"Zambia is experiencing strong growth thanks to its vigorous mining industry. Moreover, this new destination for KLM will create a direct link between Zambia's flourishing flower industry and the Netherlands, which is the largest junction in the worldwide flower industry," said a KLM spokesman on the launch of the new service.

KLM managing director Erik Varwijk said that the airline had decided to add Zambia to its direct flight destinations after seeing increased traffic between Zambia and Amsterdam via Kenya on Kenya Airways.

According to Lewis, NAC2000 – which is also the general sales agent (GSA) for Kenyan Airways – has seen a 30% year-on-year growth in perishable export



In addition to SAA, British Airways, Kenya Airways and Ethiopian Airways, Emirates and KLM are now serving the route.

volumes on the airline.

KLM has had a 26% stake since 1995 in Kenyan Airways, which is listed on the Nairobi, Dar-es-Salaam and Ugandan stock exchanges.

In March 2012, it invested another US\$65 million in the airline, which is being used to modernise the fleet and add new destinations.

Kenya Airways has been serving Zambian exporters to Amsterdam through its hub in Nairobi.

Capacity on this route has now been freed up with the introduction of the KLM service, which has a capacity of 16 tons. The service will operate three times a week, on Tuesdays, Thursdays and Saturdays.

Lewis says Lusaka is developing into an airfreight hub, with the introduction of services by a number of airlines over the past year.

"The market is changing completely. In addition to SAA, British Airways, Kenya Airways and Ethiopian Airways, we now have Emirates and KLM. There is a lot of investment behind the introduction of those services, and we are seeing service levels improving as a result of the competition," he says.

NAC2000 has installed cold rooms, and invested in modern handling equipment in order to cater for the growth.

Lewis believes the decision by the airlines to fly to Zambia will have positive knock-on effects for the Zambian economy.

It is a boost to business confidence. It will have a direct benefit for the tourism industry, and should stimulate investment in the



Jonathan Lewis ... 'Through Kenya Airways, we can now hub into most of the major African markets.'

agricultural sector, which has been identified by the government as a priority industry for employment creation and diversification of the economy.



Broker repackages policies to cater for individual needs

BY Ed Richardson

ompanies setting up operations in Zambia, or planning expansion, can save both time and money by making use of a broker to handle their insurance needs, according to Vincent Witt, managing director of Aon Zambia Limited. "New investors need to work through someone who knows where to go and how to get things done. We can help by repackaging policies to meet their specific needs whilst at the same time ensuring compliance with local legislation which is strictly enforced by the regulatory authority," he says.

Aon brokers the full range of general insurance products (automobile, property, business interruption, liabilities, marine/ transit), as well as employee benefits (life, pensions, medical expenses and funeral insurance). As part of a global network with a significant footprint in Africa, the Zambian office also has access to international specialists and resources. This helps international companies which are regularly moving staff and goods through multiple countries.

Last corridor bottleneck uncorked

Completion of the upgrading of the last key bridge on the Walvis Bay-Ndola-Lubumbashi Corridor has removed all bottlenecks along the route between Walvis Bay and the hinterland, says Frank Gschwender, business development manager of Transworld Cargo.

Work on the Divundu Bridge

in the Kavango was completed in June 2012, and the corridor can now also deal with heavy lifts, says Gschwender.

The 150-metre-long bridge over the Kavango River has been upgraded from a single to a double lane, and has pedestrian walkways on both sides.

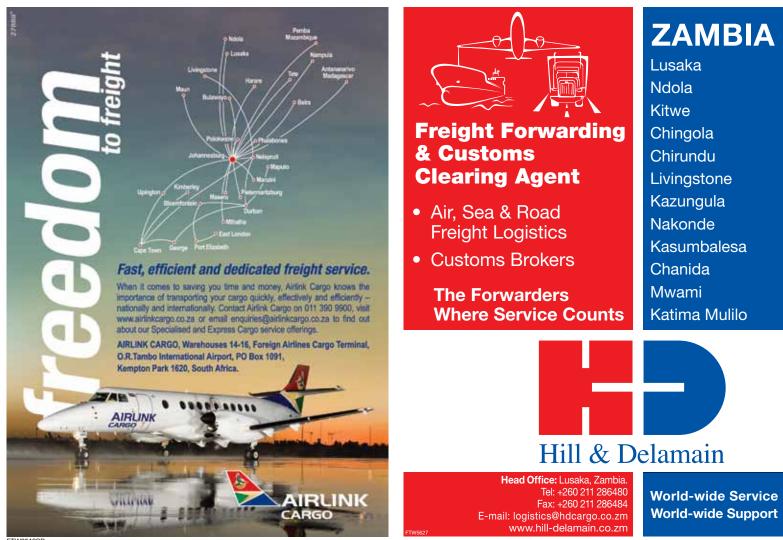
It was the only single lane on

the 580-kilometre Namibian route from Walvis Bay to the Zambian border.

"The corridor from Walvis Bay into Zambia and beyond is starting to bear fruit. It has good infrastructure, and there is ongoing investment along the route.

"The route offers good security, with no problem on the Namibian stretch of the route, and we see growth into the Katanga and Lubumbashi areas in the Democratic Republic of Congo," he says.

Mining companies and aid organisations are using the port and corridor for project cargo, some of which is handled by Transworld.



Walvis Bay needs more Zambia-bound imports

BY Ed Richardson

rowing demand for exports through the Port of Walvis Bay needs to be balanced with increased volumes of imports for Zambia and the Democratic Republic of Congo through the harbour, says Frank Gschwender, business development manager of Transworld Cargo.

He says Transworld is handling nearly 4 000 tons of copper cathodes and blister a month bound for the Far East out of Walvis Bay, and there is demand for more.

"The limiting factor is that transporters have to balance their loads. No one can afford to have an empty leg on such a route. If we had more import cargo, we could handle more exports from Zambia," he says.

Importers can save on both time and costs through routing the services from the Far East, the Americas and Europe into Walvis Bay.

Transworld, which has spacious high security warehouses in Walvis



Importers can save on both time and costs through routing the services from the Far East, the Americas and Europe into Walvis Bay.

Bay and Windhoek, handles imports of chemicals, equipment, spares and general cargo for Zambia, which are landed at the port.

The 14 500 sqm Walvis Bay

facility is specifically used to transfer loads of copper from flatbed trucks into containers for export.

It is also used as a storage and staging depot for imports into

Zambia and the DRC. Transworld Cargo is a full service freight forwarding company, which also has its own fleet of trucks to ensure that it can maintain service levels.

New container depot opens in Ndola

BY Ed Richardson

Impala Warehousing and Logistics Zambia has opened a container handling facility in its Ndola warehouse complex.

It will support the development of agricultural and manufacturing exports from the region as well as the growing demand from the mining sector, says Zambia country manager Clement Mwiya.

"Agriculture has potential in Zambia for the import of inputs such as seed, fertiliser and chemicals, and the export of agricultural products," he says.

Impala's 5 500 sqm facility,

previously operated under the Congo Fret banner, focuses on "providing logistical support and services to the mining and

'There is increasing demand for the handling of mining chemicals in both the DRC and Zambia.'

minerals industry as well as the manufacturing industry of the Democratic Republic of Congo (DRC) and Zambia," says Mwiya. The services offered include

general cargo handling

and storage, storage in a customs bonded facility and cargo clearing/forwarding, transhipments between modes of transport (road to rail or vice versa), container handling and bulk processing of cargo such as bagging, debagging, palletising, shrink wrapping and sampling.

The Société Générale de Surveillance (SGS) has offices on site to provide preexport verification.

"The operations are performed at the depot and complemented by load management service done at our clients' premises anywhere in Zambia," says Mwiya.

There is increasing demand

for the handling of mining chemicals for mines in both the DRC and Zambia, he says. Mines are looking at reducing costs through the use of bonded facilities from which they draw when chemicals are needed. Impala has the facilities to facilitate this requirement.

These same facilities could be used by farming suppliers for the storage of fertilisers, seeds and chemicals, he says.

"We provide seamless cargo handling across international borders, something which could be difficult for shippers, especially with having to comply with individual country regulations and procedures," he adds.



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Turkey emerges as strong trading partner

Supplying increasing volumes of fashion-wear and textiles

BY Ed Richardson

he emergence of Turkey as a competitor to China and India as the supplier of consumer goods to Africa is evident in the changing patterns of cargo being seen by Lusakabased Swift Freight.

Swift pioneered a service for Zambian traders to Dubai and China. The traders are accompanied by Swift agents who speak their language, and facilitate the purchase of product in the giant Dubai and Chinese markets.

"At present our Kitwe sales representative is in China for three months. Our clients feel much more comfortable when they are met by someone they know," says Vishal Joshi, country manager for Swift Zambia.

Trade with Dubai has been given a boost by the introduction of services by Emirates, which offers a direct link. The route between Dubai and Lusaka is also served by Kenya Airways, but through a hub in Nairobi.

"Emirates is good news for traders with urgent cargo out of Dubai. We have seen volumes climb since the introduction of the service in February," says Joshi. But manufacturers and traders based in China and India are starting to experience competition from Turkey, which is supplying increasing volumes of fashion wear and textiles into the Zambian market, judging by the patterns Swift is seeing in its operations.

Turkey has targeted Africa as a market.

"We are committed to doing business with Africans on an equal footing. We are opening up ourselves for Africa more than any other Western country. Contrary to colonial powers, Turkish investors try to process resources of Africa within the respective African countries," Turkish deputy Prime Minister Bulent Arinc told a Turkey-Africa forum meeting in the Turkish Capital, Ankara in May 2012.

Turkey's trade with Africa is now more than the US\$10billion mark. While this is slightly less than one tenth of China-Africa trade, it is up tenfold since 2000.

"We now have clients who import regularly from Turkey," confirms Joshi.

Swift is also seeing growing airfreight volumes of spares and machinery out of South Africa for the Zambian mining industry.

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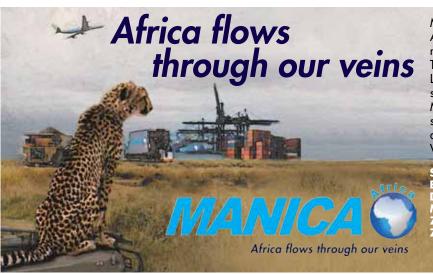


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26 Zambia July 2012

Soccer helps uplift Kabwe orphans

A love of the "beautiful game," determination and some logistics skills is sometimes all that it takes to provide hope to a group of young people.

For the past five years, Copperbelt-based African Cargo Services (ACS) has been helping kit out the Arteco Orphanage team, which is making its mark in the annual Kabwe soccer tournament, which attracts around 300 players and supporters.

The central Zambian city is also home to the crowd-pulling Zambian first division team, Kabwe Warriors FC.

UK-based African Cargo Services (ACS) – the holding company of ACS Zambia – collects boots and kit through clubs in around its head office in Colchester, Essex and from UK companies such as Reed Employment and Prime Purchasing.

"British Airways kindly lets me bring four big suitcases stuffed with kit free," says ACS UK managing director Stephen Roberts.

"Kit" will include 80 to 120 pairs of boots, clothing and medals for the tournament.

Roberts says the support is doing wonders for the morale of the children from the Arteco orphanage who were previously excluded from the tournament because they did not have suitable kit.

So much so that Arteco has held the Steve Barlow Cup from the first annual match between the ACS team and Arteco.

The late Steve Barlow was the co-founder of ACS along



ACS managing director Stephen Roberts in his goalie gear with players at the annual Steve Barlow Cup competition.

with present CEO, Richard Knightley.

"The ACS team is made up of staff and their friends, most of whose football playing days are all but a memory," says Roberts, who plays goalie. "It is not all about winning but providing a fun day for everyone and putting a smile on the faces of the orphans as they proudly receive their medals. This provides an opportunity for ACS to give something tangible back to the Zambian Community.







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Transporter goes the extra mile

Reduced demand for copper affects volumes

BY Ed Richardson

argo owners now expect more from their transporters than just being able to move freight in and out of Zambia safely, economically and reliably, says Yogesh Kutawala of Celtic Freight.

With sufficient road freight capacity on the main Zambia-Durban route and a slight softening of demand, Celtic is differentiating itself by setting new standards for service, he says.

"We have a service quality drive geared to ensure that we are seen as more than a transporter," he says.

Celtic operates Zambia's only independent container terminal, which is equipped with a rail siding and equipment to handle both full and empty containers. New systems have been installed and staff trained to put more focus on the handling and management of cargo while it is under the control of Celtic.

The company has offices and operations in Lusaka,

'Delivery times within Zambia have been reduced.'

Johannesburg and Durban, and handles both road and airfreight.

It has its own fleet of over 100 trucks, with four departures a day on average out of Lusaka, Johannesburg and Durban.

Volumes are holding steady, although at a lower level than

a year ago, due to reduced global demand for copper says Kutawala.

Cargo is consolidated in Johannesburg for transport to Zambia, where it is unpacked and distributed nationally.

Containers are also unpacked in the Durban depot for transport to Zambia.

Delivery times within Zambia have been reduced thanks to Celtic's focus on quality service.

"We are adding value through quicker deliveries," says Kutawala.

Clients also now receive daily reports on the progress of the cargo – or they can log in for real-time updates.

All Celtic trucks are under 24-hour satellite tracking, and customers can see where



Yogesh Kutawala ... adding value through quicker deliveries.

their cargo is by entering their waybill or road consignment note number into the Celtic website.



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New government tightening up on work permits

All-in service extends to work permit applications

n its drive to create jobs, the new government of Zambia is tightening up on work permits for ex-pats, according to Mike Dumbwizi, operations coordinator for Lusaka-based Zoxx International.

Work permit applications are among the basket of services offered by Zoxx to its mainly "blue chip" clients.

Zoxx was founded by Lance Bohling, who in 2006 saw the need for a company focusing on serving the "blue chip" market.

The company offers customised logistics and business solutions to select clients, with a key focus and knowledge in the mining and exploration industry, says Dumbwizi, who worked with Bohling at his previous company.

The company handles everything from the clearance and movement of freight through to obtaining work permits for ex-pats, and arranging scheduled or chartered flights through a sister company, Distribution Zambia.

"The new government has tightened the rules for work permits, and you have to be able to prove that the skills are not available in Zambia," says Dumbwizi.

Working with blue-chip clients raises the bar for service

levels, he says.

"We collect cargo from different suppliers, and expedite it as quickly as possible to its destination."

A fleet of delivery vehicles is dedicated to emergency loads, with the trucks going to South Africa to fetch urgent spares which are too heavy for airfreight.

Being responsible for project management also means that the company has to be able to handle loads of all sizes, from abnormal through to small parcels.

"We also provide bonded warehousing when needed," he says.



Mike Dumbwizi ... working with bluechip clients.

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VS Cargo on an expansion path

Based on its positive outlook, VS Cargo has spent the past 12 months laying the foundations for future growth and expansion.

Zambia is a very exciting place for business, says Sandra Valenza, who founded Ndola-based VS Cargo 15 years ago.

Built around the business philosophy of keeping everything in-house in order to maintain control of the whole logistics value chain, VS Cargo is continuing to grow its business in order to meet the needs of clients.

Building on its base of providing clearing, forwarding, transport and security services to the mines, VS is now moving commodities such as fuel and sugar, as well as clothing, household goods washing powder and cooking oil.

"We also handle procurement for clients," she says.



Sandra Valenza ... handling an average of 300 trucks a month from the Democratic Republic of Congo alone.

Pressure on rail operators to shape up

Against a background of increasing disillusionment among rail users, the Zambian government is starting to put pressure on the rail operators.

In March this year Zambia's transport works supply and communications minister, Yamfwa Mukanga, called on the management of the Tanzania-Zambia Railway Line Authority (Tazara) to stop signing agreements and to rather sort out the problems.

He was speaking at the signing of a tripartite agreement between Zambia, Tanzania and China for the provision of US\$42.7 million by China for a feasibility study into revamping the Tazara line.



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Standards for Zambian imports being policed

BY Ed Richardson

ambia has introduced legislation and systems to ensure that sub-standard products are not dumped in the country.

The Zambia Bureau of Standards (ZABS) has appointed Société Générale de Surveillance (SGS) for the implementation of the Pre-Export Verification of Conformity Program (PVoC).

Introduced in May 2011, the objective of the programme is to protect the country and its consumers against the importation of substandard products that can endanger public health, safety and environment; to prohibit the entry of unsafe and/or counterfeit products as well as to protect local manufacturers against unfair competition from imported products which do not comply with national standards, according to ZABS.

Products that fall under the regulations include food and agriculture, chemical and household products (furniture, paper products), textiles and textile products, automotive products, footwear, toys and childcare products, electrical and electronic products, selected safety equipment, and selected used products.

SGS services include physical inspection prior to shipment, sampling, testing and analysis in accredited



Bureau of Standards provides consumer protection.

laboratories, audits of the product manufacturing processes, and a documentary check and assessment of conformity with the requirements of the applicable technical regulations and standards.



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Master plan addresses Lusaka gridlock

BY Ed Richardson

conomic growth has led to gridlocked roads in the Zambian capital Lusaka.

So much so that it takes workers up to two hours a day to get to and from their places of employment, and transporters are hard pressed to make deliveries on time or economically.

This is raising the cost of doing business in the city, and leading to a flight of companies to the suburbs.

A master plan to address the problem and funded by the Japanese International Cooperation Agency (Jica) has been lying largely dormant since it was adopted in 2009.

Now the Lusaka Chamber of Commerce and Industry (LCCI)has urged the government to budget a minimum of \$10 million annually for the Lusaka master plan for it to have a positive impact on the province.

In a statement, LCCI chairman Gaudenzio Rossi said there was need for the new government to include it in the national budget starting from 2013.

"Government needs to budget a minimum of \$10 million annually for the master plan to have a positive impact in Lusaka province. With the rising population and poor social infrastructure, it is imperative that a sustainable environment is put in place.

"Traffic in Lusaka has increased greatly over the last decade, hence the need for better roads," he said.

The master plan calls for the building of ring roads, and the reopening of the Njanji Railway as part of a plan to improve public transport.



Traffic gridlocked in Lusaka - and not only during peak times.

Many of the plans date back to what is known as the Doxiades Plan, which was published in 1975. They were not implemented due to a lack of funding. A new government and economic growth could see action being taken.



Advertisers' Index

Maersk South Africa	. 19
Manica Group Namibia	. 25
Manica Zambia	. 26
ML Transport Solutions	5
MSC Logistics	. 16
MSC Shipping	
NAC 2000 Corporation	
Limited	. 31
Namibian Ports Authority	3
Pinnacle Group	7
Pioneer Corporation	
Africa	. 29
Reddy Logistics (Zambia)	
Ltd	. 31

SDV	15
Swift Freight	
TCS Logistics	9
Transit Freight	
Co-ordinators	10
Transworld Cargo	27
UPS	OBC
VS Cargo	
Walvis Bay Corridor	
Group	IBC
Westrans Trucking	9
White Lion	
Zamlinx	7
Zega Limited	5



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