



2023

ANNUAL REPORT

| 24



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RMI President

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As the lead voice in the motor industry, the RMI is a member-driven organisation that ***constantly seeks solutions to concerns*** raised by members in the day-to-day running of their businesses.





Foreword

by Jeánné Esterhuizen

With great optimism, we present the 2023/2024 RMI Annual Report, capturing the Organisation's performance, challenges, and achievements over the past financial year, from 1 July 2023 to 30 June 2024.

This reporting period holds particular significance as it marks the transition from a steadfast single leadership model at the CEO level to the introduction of a forward-thinking Co-CEO leadership model. This model is designed to leverage complementary expertise to ensure the organisation remains agile, resilient, and well-positioned for sustainable growth.

This collaborative structure reflects the RMI Board's commitment to strategic clarity, operational efficiency, and an enriched value proposition for our members, as demonstrated throughout these pages. Together, we have worked to strengthen our adaptability to market dynamics while continuing **our mission of sector leadership**.

Macroeconomic challenges and organisational resilience

The macroeconomic environment during this period has been turbulent, challenging businesses across South Africa. Similarly, the RMI encountered internal tests, marked by a breakdown in trust between some SAMBRA leadership members and the RMI itself.

This is the second such occurrence in 14 years, reflecting broader trends in corporate governance and the challenges faced in maintaining leadership stability and accountability. SAMBRA and RMI leadership are

focused on rebuilding credibility through transparent and ethical practices.

Prioritising member support over growth

While our financial position remained robust, the second half of this financial year's strategic priorities were not necessarily developed for growing membership numbers. Instead, we dedicated our efforts to refining how we equip and support our members, enabling them to thrive in a challenging market and deliver superior service standards.

In response to the evolving needs of our members and the consumers they serve, we developed targeted initiatives that drove operational excellence, enhanced compliance, and fostered industry best practices.

In collaboration with key industry stakeholders, these initiatives underscore our commitment to strengthening the quality and value

of our industry's contributions to society.

Preparing for global automotive shifts

As we continue to build on this foundation, we remain committed to a member-centric approach, ensuring that our organisation remains a trusted, effective advocate for our members and a leader in driving industry-wide quality standards.

However, we must remain vigilant to provide the thought leadership our members need because the automotive sector is experiencing rapid changes globally. Over the past financial year, electric vehicle (EV) developments have surged globally, reflecting substantial investments in technology, infrastructure, and consumer incentives.

Major automotive manufacturers are rapidly transitioning their fleets to electric, setting ambitious targets to phase out internal combustion

engines within the next decade. In parallel, advancements in battery technology have led to extended driving ranges and faster charging times, making EVs more accessible and practical for a broader range of consumers.

Government policies worldwide continue to support this shift with incentives and subsidies for manufacturers and consumers, along with expanded charging infrastructure. In regions like Europe and North America, a growing network of ultra-fast charging stations is helping to reduce "range anxiety" and make long-distance EV travel more feasible.

We must prepare our members for associated opportunities and different compliance standards that come with these trends.

Last year, Apple's CEO Tim Cook reminded leaders about resilience by emphasising, "**Life is fragile... give it everything you've got,**" giving a nod to the ever-evolving challenges in the business environment.

Environmental accountability in Africa and beyond

Although Africa's carbon emissions are modest at around 4% of the global total, according to the World Meteorological Organisation in 2023, these are rising due to population growth, industrialisation, and energy reliance on fossil fuels. Unlike more advanced economies, where emissions growth is slowing thanks to renewable investments, Africa's emissions continue to increase, particularly in the energy sector.

This trend reflects the continent's unique development needs and reliance on traditional energy sources compared to other regions shifting toward greener energy.

Renewable energy is also advancing rapidly worldwide, spurred by record investments in 2023. Governments are prioritising carbon reduction, and innovations in solar, wind, and energy storage have made these sources more affordable than fossil fuels in many regions.

Enhanced battery storage solutions now help address renewables' intermittency, providing stable grid support and backup power. This transition supports climate goals, strengthens energy security, and creates job opportunities within the clean energy sector, making renewable energy a pivotal force in the global economy and climate action efforts.

Automotive market trends in South Africa

Due to economic constraints, statistics show new vehicle sales in South Africa have slowed over the period under review, while demand for second-hand cars has risen. Financing applications for used vehicles now outpace new ones as consumers prioritise affordability amid increasing living costs.

This shift highlights a trend toward budget-friendly mobility solutions, with second-hand vehicles gaining popularity across various segments. As a result, the age of our car park may again increase, and with that comes the risk of increasing the carbon emissions

footprint.

The RMI Board and the CEOs must be more conscious of laws governing the green and circular economy in the next financial year.

New Offices: A commitment to innovation

After careful planning, the Randburg offices have been replaced with a modern, state-of-the-art facility in Midrand, offering an exceptional environment for employees and members alike.

This new space enhances the workplace experience and embodies the spirit of innovation, marking a new chapter for the RMI.

Gratitude and recognition

The RMI Board worked collectively over the past year to navigate significant changes and challenges with resilience and unity. I extend my gratitude to the Board and Vice president, Mrs Ferose Oaten, for their steadfast support and the collaborative spirit that guided our decisions for the organisation's benefit.

The achievements detailed in this report were made possible by the dedication of the RMI's CEOs, management team, employees, service providers, and valued partners, like MerSETA, who contributed significantly to our progress.

I thank you.

Overview from the RMI's co-CEOs

We are pleased to present the 2023/2024 RMI Annual Report, providing a comprehensive summary of the Organisation's activities and accomplishments from 1 July 2023 to 30 June 2024.

Noteworthy

This reporting period is particularly noteworthy, as it marks the first under our new co-CEO leadership structure.

Effective 1 January 2024, **Ipeleng Mabusela** took on the role of CEO: Strategy and Corporate Support, while **Jan Schoeman** assumed the role of CEO: Operations and Regulatory Compliance.

These executive roles, each with equal authority and accountability, bring a dual perspective to drive the Organisation forward, capitalising on very specific areas of expertise required to take the Organisation to the next level of excellence.

The challenges of the past year

The past year has presented challenging economic conditions, with rising unemployment impacting consumer spending and political uncertainty curbing capital formation desperately needed to stimulate economic growth. Despite these challenges, the RMI remains steadfast in its commitment to support and advocate for its members as we collectively navigate this landscape.

We have forged ahead, innovating and supporting our member businesses with new projects and initiatives, with current and regular updates, lobbying, and a multitude of initiatives to add even more value to belonging to the RMI.



Ipeleng Mabusela
CEO: Strategy and
Corporate Support.

Delivering tangible member value

Our strategic direction, developed in close collaboration with the Board and various other structures, has received strong support from our members, office bearers and staff.

This unified RMI 2.0 strategy underscores our commitment to enhancing member growth and retention, repositioning the RMI as the leading voice in the automotive aftermarket sector. With an innovative, forward-thinking approach, our strategy is focused on a comprehensive understanding of member needs, delivering tangible value and driving organisational sustainability.

Moving forward

As we move forward, we are honing our RMI Core Value Proposition to place quality members at the heart of everything we do and realigning our teams to support this vision. Our new strategic focus is intentional in repositioning the RMI as a member-centric organisation, defined by agility, operational excellence, and sector leadership.

Our five key strategic objectives emphasise strategic leadership and oversight to transform the RMI into a more agile, value-driven organisation, which includes simplifying processes and adopting technology to streamline operations.

A number of Special Projects were launched during the period, including a strong focus on branding and communication.

We have a very clear plan in place and a vision aimed at further elevating the RMI's visibility and brand recognition, designed to intentionally drive consumers and businesses to our members.

The RMI fulfils the role of a marketing department for our members. Part of the drive has been ensuring that all members are displaying our new branding so that we consistently and uniformly represent and promote our brand to the motoring public.

Financially, we have continued to deliver strong performance through prudent management of member funds. This has enabled us to invest further in initiatives that add value to our members and position ourselves for future opportunities.

The financials continue to reflect healthy surpluses, despite numerous economic and other challenges in our country. Compared to the previous period, income increased by more than 9% or R10m in 2024. It is notable that all our regions achieved surpluses for the financial period ended 30 June 2024, implying a sustainable business model.

Training remains a key focus area including member education to upskill and empower our

members and their employees, ensuring they remain competitive in an ever-evolving automotive landscape. The support of seven newly appointed training advisors will further enhance our capacity to develop tailored skills development and training, vital for the continued growth of our sector.

Our strong relationship with MerSETA and TVET Colleges across all levels has benefitted the RMI, resulting in grant funding and deployment for member's employees. We are positioning the RMI as the training department of each and every member.

The skills shortage challenge

In recent years, we have witnessed an increasing skills shortage within our sector. This presents both a challenge and an opportunity to attract new talent. The future of the motor industry relies heavily on the young minds we inspire and the skills we cultivate today.

The reality is that the future technicians and professionals who will drive our sector forward are currently occupying classrooms across South Africa.

We are encouraged by the excellent work and collaboration which is happening at technical high schools and tertiary institutions around the country. We cannot emphasise enough the importance of aligning our industry's needs with the academic curricula at both school and tertiary levels.

By ensuring that educational programmes meet industry standards, we can better prepare students for the demands of their future careers. We are further encouraged by the collaboration between the RMI, members and technical high schools, through the Motor Mech initiative, which drives attraction of talent to the sector.

We are also actively strengthening our commitment to transformation, establishing meaningful partnerships with organisations such as SEFA and SEDA to support small businesses in achieving accredited status and expanding their impact on the economy.

These partnerships assist in training and funding of current and future members. We are cognisant of the fact that transformation goes further than just compliance – we need to create real impact and provide an environment where small businesses can thrive.

Supporting small businesses

We want to encourage existing businesses to find ways of supporting small business, pulling in the thousands of informal businesses that exist in the sector. 80% of accredited RMI business owners are in fact small to medium size business owners and this is where the growth and employment opportunities that are going to drive the economy will come from. If we can start migrating the informal business into the formal sector so that they become compliant and

meaningful contributors to the economy, we will have a far stronger sector.

On the Labour front, we are working hard at embedding strong relationships in the MIBCO environment which extend beyond just transactional relationships. This will enable more cohesive negotiations in 2025 when our 3-year Main Collective Agreement comes up for renegotiation.

Initial work has commenced through our job grading and training committee to ensure alignment between

OFO codes and automotive job grades.

Through its work on the respective Boards and Committees of MIRF and MIFA, the RMI is proactively managing the two-pot system implementation.

In collaboration with MIFA, digitalisation of a retirement mobile application for employees has commenced. At year-end, more than R47.9 billion was under investment in managed funds by Fund Administrators, with all funds showing solid growth.



Driving enhanced agility and service excellence

From an operational perspective, we are gearing the RMI for enhanced agility and service excellence. Over the coming year we will roll out these improvements to support a streamlined and efficient service model that better addresses member needs.

Jan Schoeman
CEO: Operations and Regulatory Compliance.

We encourage each of you to prioritise compliance, transparency and self-regulation in an effort to create a cleaner, safer and more equitable business environment.

Concurrently, we actively campaign for a more flexible trading regime, by the removal of unnecessary and often, limiting regulations that achieve nothing other than to keep unproductive government employees, employed.

This includes progress under the Second-Hand Goods Act, where despite challenges, some progress has been made on the exemptions to the Act.

As of this report's drafting, three SAPS Commissioners have officially signed off on the long-anticipated exemptions from specific clauses within the Second-Hand Goods Act.

These documents have now been submitted to the National Commissioner's office for recommendation and will subsequently be forwarded to the final signatory, to the Minister of Police.

We remain optimistic that these exemptions will be enacted before the close of 2024.

The RMI has continued to support members in the

areas of Consumer Affairs and Industrial Relations, dealing with more than formal 2700 consumer/member complaints, and thousands of informal complaints and consumer inquiries over the year.

Despite the high activity levels, our teams continued to achieve a settlement rate of more than 90% for all consumer disputes and complaints referred to the RMI's various regional offices, including telephonic and electronic inquiries.

This has created tremendous relief for consumers who often experience long waiting periods when referring the complaints and disputes to the Motor Industry Ombudsman (MIOSA).

Direct member engagement is central to our strategy.

Through increased interaction and touchpoints across regions and

associations, we are committed to a deeper understanding of our members' needs and sectoral imperatives.

This approach will drive more meaningful and frequent member interactions, ensuring our support aligns with members' evolving operational and regulatory needs.

You can and should expect more regular personal visits from RMI staff to not only assist you in resolving business challenges, but also garner a deeper understanding of your business' needs to enable us to develop and implement interventions aimed at addressing these.

Closing

As a significant contributor to the South African economy, employment and the broad tax base, we look forward to strengthening our collaborative

partnerships with the government in 2025. Together, we can ensure a thriving automotive sector that fuels economic growth, promotes road safety, and fosters a positive motoring experience for millions of South Africans.

Ultimately, greater collaboration will ensure a future where a robust automotive industry drives South Africa's economy forward, prioritising the safety and well-being of all citizens on the road.

We are confident our sector has a bright future and is appropriately positioned to once again pivot and evolve and advance with the dynamic market changes.

In the famous words of the Father of Modern Management: **"The best way to predict the future is to create it."** — Peter Drucker.



Economic Overview

During the year under review, the macro-economic environment made for extremely tough trading conditions in the automotive retail sector, especially given the impact that it had had on consumer spending.

In June 2024, the IMF predicted real GDP growth of only 0.9% for 2024, while the SARb predicted 1.2%, and the National Treasury expected 1.3% growth.

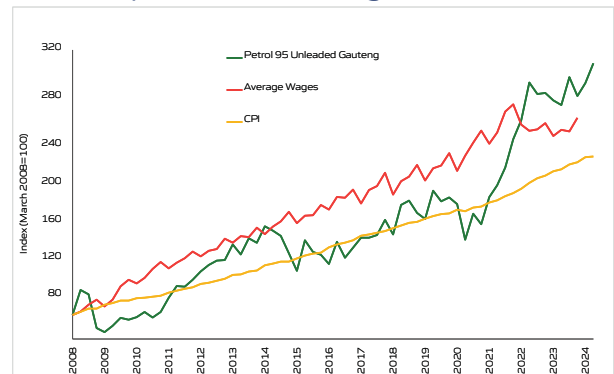
The SARb expected inflation to be 5.1%, whereas the IMF and the National Treasury predicted a slightly lower rate of 4.9%.

During the year under review, fuel prices increased significantly more than consumer prices or average wages. Average wages increased at a compounded annual average rate of 6.7% since 2008, compared to 5.6% for headline inflation.

In the first quarter of 2024, all provinces experienced an increase in unemployment rates. The number of unemployed individuals surpassed those employed in all provinces, with Limpopo experiencing the highest growth in the number of those unemployed.

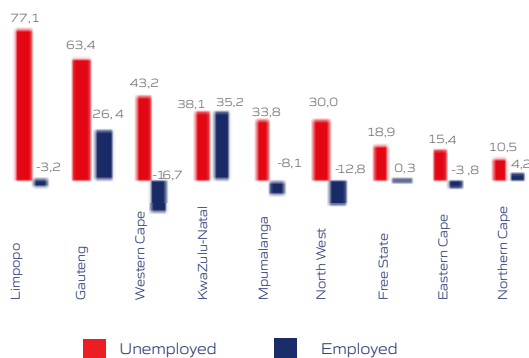
Unemployment and the consequential poverty that follows, remain one of the biggest risks to society, general peace and our democratic state.

Petrol price vs CPI and wages in South Africa



Source: Central Energy Fund, Stats SA, EconData. Average wages are compensation of employees over total employment.

Quarter-on-quarter change in the number of employed vs. unemployed by province ('000)



The year ahead

Looking forward to the year ahead, geopolitical risk will continue to weigh on the outlook.

EIU's baseline forecasts continue to rule out a war emerging in the Middle East or Asia comparable to that of Russia's invasion of Ukraine, but even the threat of geopolitical conflict will lead to economic reconfiguration, policy divergence and supply-chain elongation. US foreign policy will undergo some

abrupt shifts if the former president, Donald Trump, again becomes US president.

After a period of resilience, the US economy is slowing into 2025. Momentum is gradually building in Europe, but will remain weak in China. It is forecasted that global real GDP will expand by 2.5% in 2025, unchanged from the estimate for this year, followed by average expansion of 2.6% a year in 2026-29, which is tepid by historical standards.

Trade barriers, climate change and technology advancements in developed economies will limit convergence opportunities for emerging markets such as South Africa and other SADEC countries.

Interest-rate cuts should begin in the US from September

2024, on the back of slowing growth and inflation that has moved closer to target, after already commencing in Latin America, followed by Europe, Canada and the UK. Higher trend inflation is still expected and remains tied to widening protectionism and supply-chain reconfiguration, which could restrict the scope of monetary loosening in the coming years.

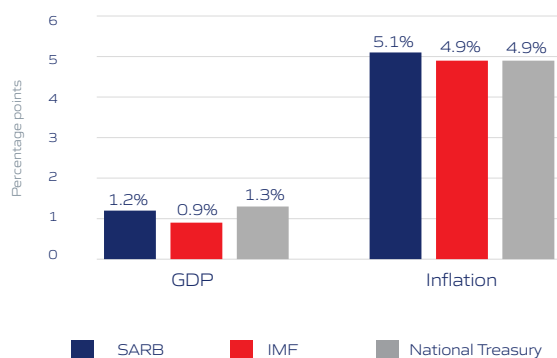
On the fiscal side, the need to accommodate rising social spending, infra-structure maintenance and development, and the costs associated with NHI point to tax-raising efforts.

Relatively higher US interest rates and geopolitical risk will help to preserve the strength of the US dollar. The yen will make gains as Japan takes further steps to normalise monetary policy, but it will not undo its losses of recent years.

Despite Mr Trump's campaign floating the idea of devaluing the dollar to support exports, many of its other policy ideas would instead support higher US rates and a likely relatively strong dollar, which will have a direct bearing in the South African economy.

Crude oil prices are forecast to soften to an average of US\$76/barrel a year in 2025-26, with moderating demand growth in China offsetting upward pressure on prices from geopolitical pressures.

Projections for South Africa from the SARB, IMF and National Treasury



Overview of RMI Business Activities

Membership

Membership growth of **1.51%** was well within the budgeted growth of **1.5%**.

During the year several audits were completed both by the RMI and MIBCO to ensure the numbers reflected are correct, both internal and external audits supported the numbers held within the RMI database, RMICore.

The RMI is continually trying to grow our numbers in order to remain the collective voice for the retail motor industry sector. The need to remain relevant and strong has never been more compelling.

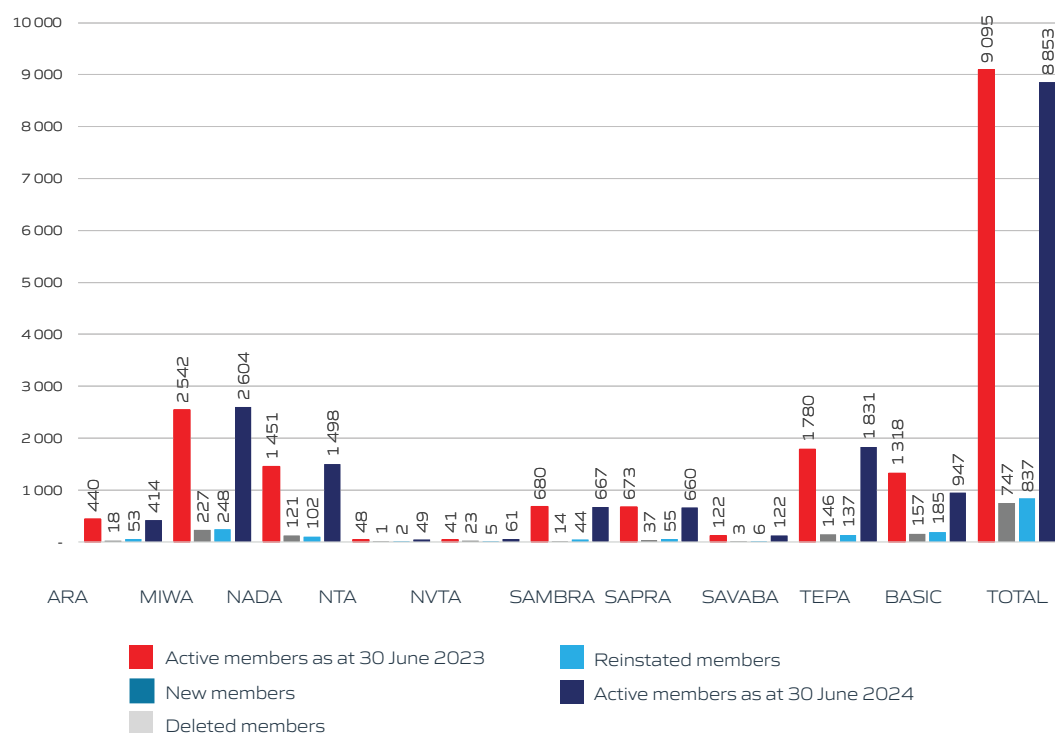
The target growth of 1.5% for the period under review was reached if one factors in the IDA write off of 369 members.

In June 2018 Independent Dealers Association members were added to the database with the hope of them becoming fully fledged members in due course, sadly this did not occur and these non-paying members were deleted in December 2023, affecting our numbers at MIBCO, but not the bottom line.

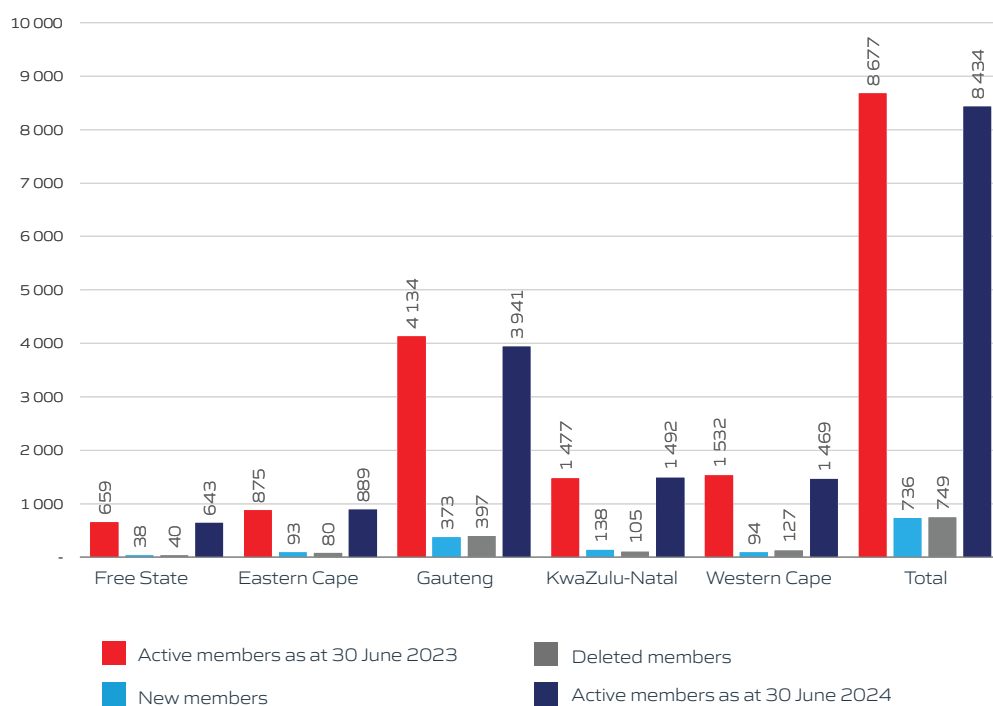
Yearly growth



Associational Membership 30 June 2024



Regional Membership 30 June 2024



Associational figures are slightly higher than regional, due to members being able to belong to more than one of the RMI Associations.

Consumer Affairs

The RMI subscribes to a consumer dispute resolution dispensation that includes alternative dispute resolution through an Ombudsman. The RMI has engaged with the Department of Trade, Industry and Competition (the dtic) with the view of securing amendments to the South African Automotive Industry Code (published under the Consumer Protection Act, 2010). Engagement between the parties are ongoing and progress will be reported in due course.

The RMI continues to provide a valuable consumer dispute resolution facilitation service free-of-charge

to its Members and the consumer at large. During the year under review, we achieved a settlement rate of more than 90% for all consumer disputes and complaints referred to the RMI's various regional offices, including telephonic and electronic inquiries. The table below illustrates the number of official and formal referrals dealt with by the highly skilled team of consumer affairs specialists deployed throughout the country. These official and formal complaints constitute a small portion of the thousands of informal and telephonic complaints and queries that are resolved annually by the staff of the various Regional Offices.

	Member Complaint	Non-Member Complaint	Court/ SCC/Legal Matters	Advice	MIOSA Reply	Member - Member Complaint	TOTAL	Laid Formal Complaint
Region	Member Assist							
Central	1 414	598	0	34	0	12	2 024	148
Free State/ Northern Cape	32	11	0	31	0	0	74	31
Western Cape	260	7	0	0	0	1	268	97
Eastern Cape	76	35	0	8	0	2	121	64
Kwa-Zulu Natal	204	14	0	0	0	0	218	218
Total	1 986	653	0	73	0	15	2 705	558

Transformation

Overview

The year under review has been an exciting period for RMI transformation.

With transformation remaining a key imperative of the of the RMI, the CEOs in conjunction with the Transformation Director and Transformation Committee have developed a five-year transformation strategy.

The RMI aims to implement a holistic transformation strategy that is not solely BEE- or EE-focused, but also drives societal and business impact. Which, when addressed and implemented, will also have improved BEE scorecards as a result.

NAAASP Project

The RMI recognises the importance of the businesses within the informal automotive aftermarket sector and therefore continues their efforts at informal businesses by building strategic relationships with various stakeholders.

The goal is to graduate 30 percent of the current 149 existing National African Association for Automobile Service Providers (NAAASP) members by June 2027. The RMI provides NAAASP members with educational information and communication relating to their relevant industry sectors through the RMI Associations

It is imperative to give NAAASP members access to the RMI associational representatives as well as exposure and visibility through the Automobil and the various associational newsletters. This exercise also assisted in establishing their core needs and the challenges they have been facing.

Following these audits, the RMI will have a better view and focus to effectively assist NAAASP members.

RMI SEDA SEFA ESD Programme

SEDA and the RMI have signed a memorandum of understanding whereby the parties collaborate to provide enterprise development to black informal, township and rural businesses who are members of NAAASP.

This programme is designed to assist NAAASP candidates to comply with the statutory requirements to enter into the formal trading market. The project focuses on all five regions of the RMI, with the objective that members within the informal sector graduate into the formal sector and become RMI accredited.

Topics include compliance and capacitation of beneficiaries, access to funding, access to market and RMI accreditation to deserving businesses.

SEDA ensures that the businesses are sufficiently equipped to meet the SEFA criteria for grants or loans. The RMI associational representatives inform NAAASP members about RMI accreditation criteria in joining the RMI and the benefits of becoming members of the RMI.

Transformation Incentive

The RMI Board approved the allocation of funds from RMI reserves for the transformation incentive special project.

This means that businesses received up to R1 500 credit towards their 2023/2024

subscription fee subject to the completion of the transformation survey online, and specified project criteria.

The RMI aimed to collect BEE information from 3 000 Members but managed to obtain feedback from 2 572 Members, which constitutes 31 percent of the total active member database. This is nevertheless an improvement on the previous data collection effort.

RMI Women Driving Change

As part of the transformation plan, the RMI has since 2021 committed to hosting two events focused on issues pertaining to women per year.

The RMI women events are used as an educational tool to educate all genders about equality, equity and the impact women can make towards a better industry, society and economy.

Actions and events

A campaign about being a woman in the motor industry was run on International Women's Day on 8 March and during Women's month in August. A hybrid Women Driving Change event was also initiated. The 2023 event took place at Automechanika at Nasrec in

September 2023, with the theme Embracing the spirit of excellence in RMI Women. This was another successful event as we had the opportunity to launch the Women's Driving Change network which received a favourable response from Members.

Discussions are underway to further the progression of women in the industry through a leadership or management programme.

Conclusion

The RMI is looking forward to the future with a sound transformation strategy in place. Such a strategy will make us achieve real change within the industry.

We look forward to making an impact and addressing the gender imbalance as the industry is still male-dominated. We are also aware that the industry is not attracting young people. Our strategy therefore has a focus on promoting careers in the automotive aftermarket sector to young people.

We are committed to becoming the voice of transformation within the automotive aftermarket sector by aligning ourselves with relevant stakeholders and government.



Training

The Training department, staffed by a full-time Training Director and Training Manager, along with six contractors on short-term contracts, is essential in supporting the RMI's strategic goals. In March 2024, the Training department, under Ipeleng Mabusela's guidance, developed the "Vision 2027" strategy. This plan aligns with the RMI's broader strategy and aims to meet and exceed the Board's commitments, focusing on five key strategic objectives that enhance the RMI's mission in the retail motor industry.

The 5 strategic objectives are to develop and own training platforms and material, educate and assist members on training approaches, facilitate funding opportunities, future-proof training and use transformation as an overarching theme.

RMI Training Advisor project

The implementation of the RMI Training Advisor project has been very successful with positive feedback from employer members. This initiative aligns with the goal of educating and assisting members on training approaches and was approved by the RMI Board in November 2023. Six experienced skills development professionals were appointed as RMI Training Advisors.

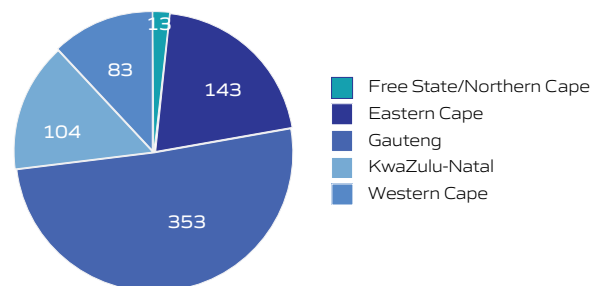
By 30 June 2024, over 2 000 interactions with employer members had been recorded in the member database. Each advisor operates from a regional office, offering direct support through onsite visits, phone calls, and email communication.

MEMBER ENGAGEMENTS	Members reached
Learner Registration	657
Apprenticeship	31
ARPL (Artisan Recognition of Prior Learning)	15
Seta Quality Assurance Support	8
Seta Funding	6
Workplace approval	4
SDP Accreditation	4
Learnership	2
Mandatory grants application	1
Discretionary grant application	1

Strategic deployment and collaboration

- Deployment of 6 Training Advisors across key regions.
- 692 Unique engagements.
- Focus on increasing awareness, learner enrolment and employer engagement.
- Providing practical support for members in navigating SETA processes.
- Equipping members with the knowledge and tools to conduct effective skills development activities independently.
- Collaborate with key stakeholders (merSETA, SDPs and members) to streamline skills programmes and processes and ensure quality delivery of training.

Training: Member Engagement



NOTES: Free State region not allocated due to calibre of candidates | Engagements are the sum of the number of unique interactions had with members | SETA is the Sector Education Training Authority | SDPs is the acronym for Skills Development Providers.

RMI Short Skills Programs

RMI's short skills programs aimed to upskill employees in member businesses.

After conducting a needs analysis with the MIWA training forum, five critical skills programs were identified to address specific sector training requirements. The next step is to deliver these programs to learners, improving their skills and career opportunities.

This initiative has strengthened the RMI's partnership with merSETA, opening the door to future funding and joint projects.

The tangible outcomes of the RMI short skills programs, as of 30 June 2024, include the successful enrolment of 902 learners across urban and rural areas. Key outcomes consist of an increase in employer participation, particularly in rural regions, and the empowerment of RMI staff through targeted training initiatives. The table below outlines the number of learners per skills program and region.

Number of learners per skills program per Region

	EC	FS	JHB	PTA	KZN	LIM	MP	NW	NC	WC
SP 0577/11-17 Automotive Parts Salesperson	11	3	15	10	20	4	14	1	0	16
SP 0861/13-17 Leadership and Problem-solving Skills	21	11	69	50	34	8	11	5	0	32
SP0903/14-17 Automotive Components Diagnostic and Repairing Skills	30	8	50	29	37	15	8	4	7	28
SP 0909/14-17 Basic Automotive Electrician Skills	16	4	31	16	28	7	12	2	5	23
SP 0990/17-17 Automotive Service Advisor	23	4	54	29	42	5	13	6	1	32
	32	30	219	134	161	39	58	18	13	129

Partnership with Porsche AG's PAVE program to advance vocational training in electromobility

The RMI finalised a memorandum of understanding with Porsche AG's Porsche Aftersales Vocational Education (PAVE) department, focusing on vocational education and social betterment.

This partnership has already led to introductory training on electromobility, a key area as the automotive industry shifts towards electric vehicles. Porsche's PAVE-team provided their VW e-up! for practical training with 31 South African TVET lecturers, in collaboration with the German Chamber of Crafts Erfurt (Handwerkskammer/HWK) and the German PAVE team.

The project provided valuable insights, highlighting the RMI's commitment to preparing members and the training providers for the evolving market with ongoing training opportunities.



RMI Brand & Communication PR

The RMI continued its brand, communications and public relations initiatives in order to promote the RMI brand and educate consumers of the benefits of utilising the services of an RMI accredited business

Media activity

Over the period under review, some 120 press releases were drafted, with 3 655 successful placements across print for the RMI and Associations. Just over R1-b was achieved in earned media placements, while the potential reach for the period was just over R749-m.

In addition to the RMI, TEPA, NADA, SAMBRA, MIWA, SAPRA, ARA, VTA and SAVABA were featured.

RMI PR activity July 2023 to June 2024

PR Value

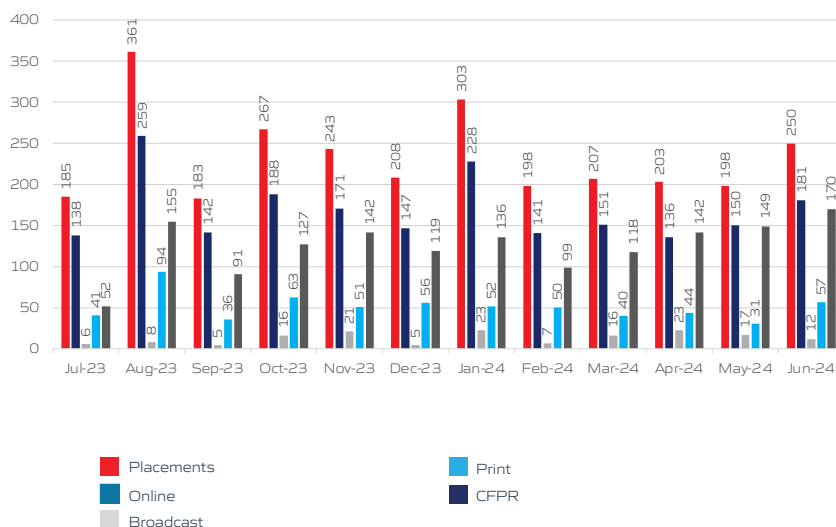
Jul '23 - Jun '24

R1 016 608 008

749 785 030

Reach

Jul '23 - Jun '24



Just over R1 billion was achieved in PR value and earned media placements. This value is calculated as 3 times the Advert Value Equivalent. This is an improvement compared to previous period, where just over R144 million worth of PR value was achieved.

The potential reach of readers, viewers and listeners for the period was just over 749 million. Compared to the previous period, reach has decreased, but this can be attributed to the significant changes in the South African media industry. As an example, some of the most prominent daily newspapers have lost as much as 80% of readers over the past 10 years

PR Snapshots

(for the period 1 July 2023 - 30 June 2024)



120

Press releases drafted

Associations that featured in RMI press releases during the period included: RMI, TEPA, NADA, SAMBRA, MIWA, SAPRA, ARA, VTA and SAVABA

3 655

RMI & Associational placements



print

788



broadcast

188



online

2 679

2 212

Direct result of CFPR generated content

60%

Total placements average

749m

Potential viewership | readership | listenership

3x

Advert Value Equivalent



1bn +

Earned media placements (PR Value)

Bespoke social and internal campaigns

During the year, the RMI initiated three campaigns relevant to the industry.

Transformation

This campaign centred around creating awareness on transformation and the need to complete the transformation survey and submit BEE credentials. It consisted of social media (Facebook and LinkedIn), web letters and emailers to members in order to increase member participation.

Branding campaign

The aim of the campaign was to assist RMI Members in using the new RMI branding.

It also educated members on the value of using the correct branding. The ultimate aim was to ensure members collected their correct branding and displayed it appropriately prior to launching a consumer campaign.

Skills and Development (merSETA funding for Short skills Programme)

This campaign ran over a 4-week period using social media and emails to members to obtain the required 1 500 participants.



“Belonging to MIWA gives my business credibility and positions it as a professional establishment. With that comes trust and affordability and opens up a whole lot of trading opportunities for my staff.

It also gives us access to skills programmes and helps us keep abreast of any new legislation.”

“Belonging to ARA is more than just membership – it’s about trust, quality, expertise and professionalism with every service we provide.

Supporting ARA is not only beneficial for businesses – it’s a smart choice for customers too!”

Automobil

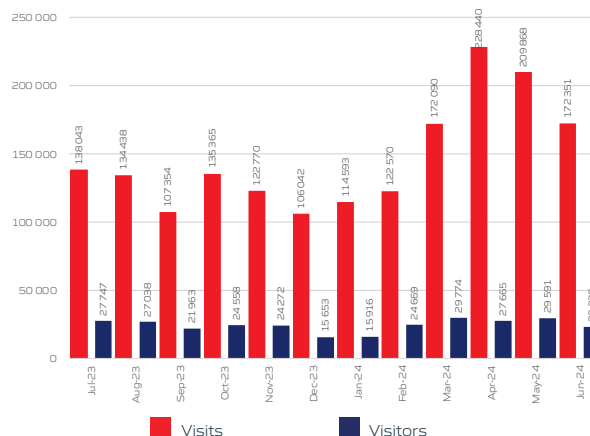
The RMI continued utilising the services of Wilken Communication Management as its publisher of choice.

Automobil magazine has always been the official monthly means of communication between the RMI and its members. It has always been a trusted source of information to keep members apprised of events and important news in the sector.

The magazine is designed to ease the burden of doing business in South Africa by providing useful information, tips and advice on a wide variety of topics.

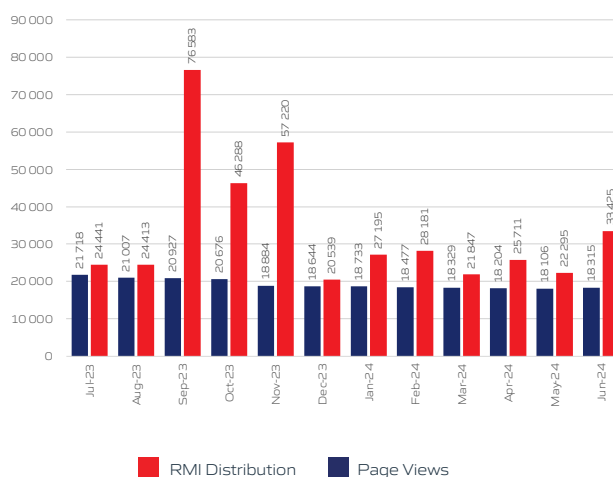
Certainly, *Automobil* has been part of our RMI legacy and is the one thing that our valued members have always loved and looked forward to.

Automobil distribution and page views visitors



RMI Website

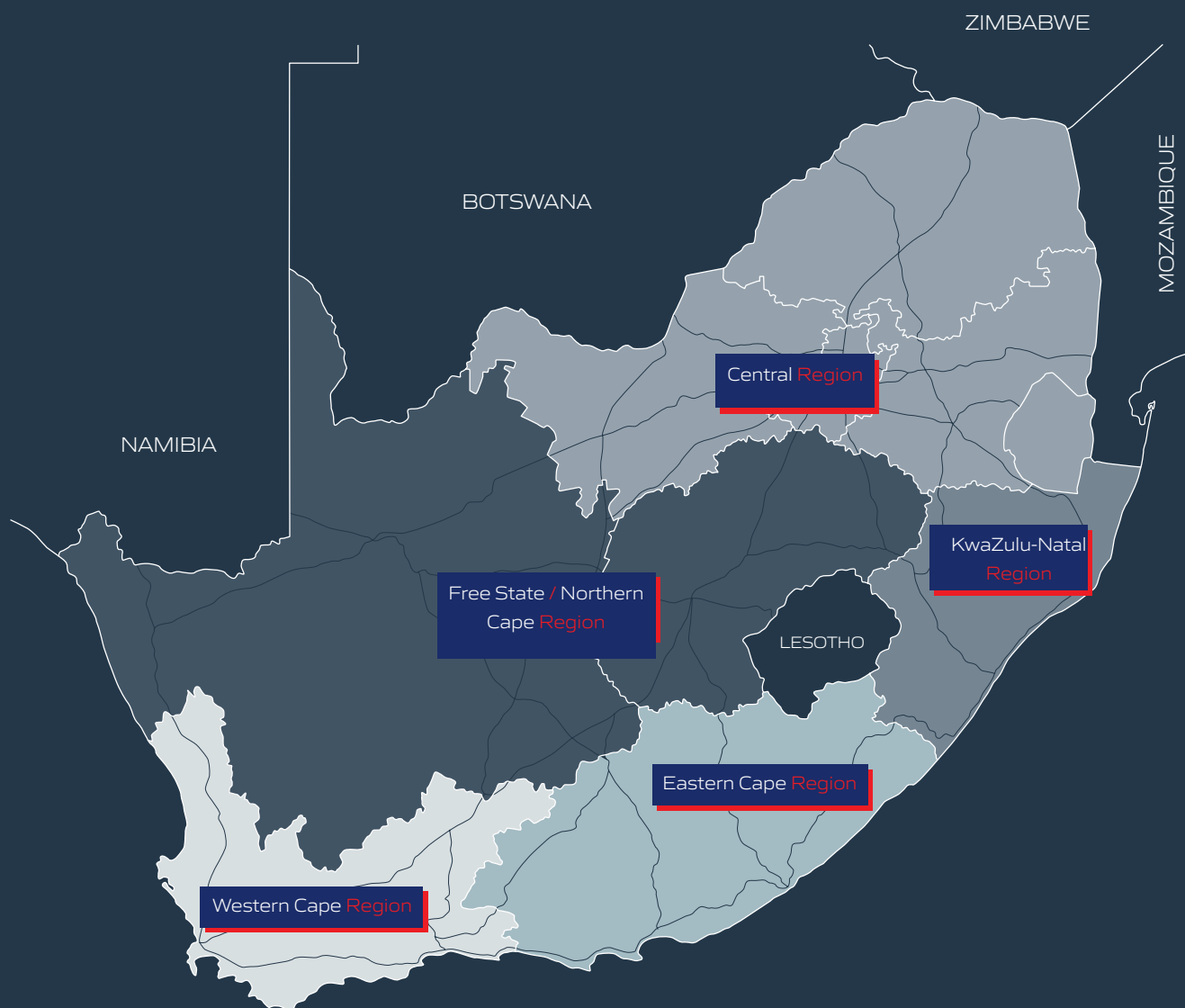
The RMI website is getting excellent traffic, with the most popular pages being 'Find an accredited member' and 'Join RMI' pages. The weekly web letters also bring a lot of visitors to the site.



1 763 924

All time visits
Jul '23 - Jun '24

Website visits



Regional Highlights

Western Cape Region

The loss of our two esteemed colleagues, Randall Langenhoven and Deon Rademeyer in 2023 was still deeply felt by the RMI Western Cape staff.

We knew the year would be challenging, but stuck with our motto to retain and grow our membership through service delivery. This commitment became evident as we focused on strategic stakeholder engagement to enhance member businesses in the Western Cape.

We revitalised the Western Cape Training Committee, bringing together key stakeholders such as the Western Cape Education Department, TVET Colleges, merSETA, and the Department of Employment and Labour.

The committee aims to address members' training concerns and tackle the skill shortages in the motor industry. We have found that collaboration is far more effective than working in isolation.

We partnered with MIBCO to provide educational sessions for our members, starting with a session on exemptions and the application process. We plan to continue these educational initiatives with MIBCO. Additionally, we are working closely with the Cape Chamber of Commerce to identify opportunities for our members in the Western Cape.

Staff movements

Charolnice Loots joined the RMI Western Cape office as the Consumer Affairs Specialist in August 2023. Charolnice brings with her a diverse background in hospitality, banking, and the motor industry, having spent several years in a dealership environment.

Lucy Ncanywa retired at the end of September 2023. Lucy was a valuable member of the RMI Western Cape for 20 years, and her contributions were essential to the organisation's success. We deeply appreciate her dedication and hard work. Nangamso Ncanywa joined the team.

Johanita Olivier, the IR Specialist for the Western Cape, left the RMI at the end of 2023. We thank her for her unwavering commitment and dedication over the years.

In January 2024, Shaun Isaacs was appointed as the new SAMBRA Associational Representative for the Western Cape Region. Shaun brings extensive industry knowledge, having worked in the Motor Body Repair sector for many years.

Japisa Khosa joined the RMI as Training Advisor for the Western Cape Region in June 2024. Japisa brings a wealth of knowledge from her experience working with various SETAs in a training advisor capacity.

Industrial Relations (IR)

Following the departure of long-serving IR Specialist Johanita Olivier at the end of 2023, her duties were taken over by Brent Barichiev.

While on-site visits remained a priority, the option of online disciplinary hearings during peak times ensured prompt and professional labour relations support, reducing travel time and allowing IR Specialists to assist colleagues across regions virtually.

During the year, Brent dealt with 224 hearings (either virtually or at members' premises), 21 Arbitrations (CCMA and DRC), 29 conciliation/arbitration meetings (CCMA and DRC), 11 consultations and drafted 8 jurisdictional issues. 2 seminars, one on preparing your case for a hearing and the other on the role of the HR Practitioner in managing discipline, were presented.

A total of 703 hours were billed of which 200 were free services.

The national pilot project introduced in January 2023, offering free services for defending claims at the DRC, CCMA, and Labour Court, continued. The use of WhatsApp for advice and virtual hearings increased, complementing telephonic and in-person support. In early 2024, an online billing system was introduced, shifting invoice generation for IR services from the Finance Department to the IR Specialists.

Online training seminars remained popular and were well-received by delegates.

Consumer Affairs

Charolnice Loots, the new Consumer Affairs Specialist, has enthusiastically embraced her role. She has adeptly handled 260 member complaints and 7 non-member complaints, with 97 of these resulting in formal complaints.

Her ability to build relationships with key stakeholders such as MIOSA, NCC, and the OCP has been instrumental in advocating for member rights under the Consumer Protection Act (CPA).

Additionally, Charol's dedication to educating consumers about their rights and how to interact with service providers has been a cornerstone of her role, empowering consumers to make informed decisions and navigate the marketplace with confidence.

Meetings

The Western Cape RMI Office attended various meetings, including 2 Regional Executive Committee meetings and 1 Annual General Meeting.

Other meetings attended include, 10 MIBCO Regional Council meetings, 1 MIBCO National meeting, 2 MERSETA Regional meetings and 1 MERSETA Annual General Meeting.

Various Cape Chamber of Commerce Meetings were also attended.

Events

The RMI Western Cape held roadshows in Worcester, Vredenburg, and Cape Town,

respectively. These events were well attended and underscored the importance of member engagement.

The RMI Western Cape office supported MIWA's stand at the Killarney Motor Show in November 2023. The show provided an excellent platform for networking and raising awareness among the 12 000 visitors.

We also supported MIWA's first Motor Mech Show in Worcester in March 2024. It was a standout success, showcasing impressive talent and marking a milestone, with two female participants in the Junior Motor Mech Competition. Hosted at HTS Drostyd, the event aimed to expose young learners to the motor industry and address skill shortages, while also attracting more women to the field.

Eastern Cape Region

As we reflect on the past year we are reminded of the incredible dedication and continuous hard work of our RMI members, Committee Members, RMI Eastern Cape Staff and RMI National Staff.

Our achievements would not have been possible without your commitment and passion. Thank you for your efforts, innovative ideas and continuous pursuit of excellence.

We ran an extremely successful RMI Branding Project with 95% of all our RMI Accredited members in the Region receiving their free RMI Branding. Two RMI Branding Roadshows were presented in East London, where members also had the opportunity to meet the Eastern Cape Regional Team.

Abie Kriek, SAMBRA AR and Peter van Mosseveld, RMI Regional Manager, also presented a RMI Branding Roadshow in Mthatha.

Staff movements

Ross Simon, our Eastern Cape IR Specialist resigned in November 2023 and Vuyo Dyan was appointed in March 2024. Sabelo Ntungwana was appointed in June 2024 as Training Advisor on a contract basis. The objectives of the Training Advisor project include increasing the number of learner interventions at employer workplaces, expanding the number of enrolled apprentices, and growing the participation of learners from RMI employer members in short skills training interventions.

Industrial Relations (IR)

IR Specialists, Ross Simon and Vuyo Dyan dealt with 101 hearings (either virtually or at RMI or members' premises), 12 dispute/arbitrations (CCMA and DRC), and 7 conciliation/arbitration meetings. Ross conducted 1 IR Seminar.

Consumer Affairs

RMI Eastern Cape received 121 consumer complaints. Most of these were dealt with telephonically and, in most cases, the member and the complainant reached an agreement with the intervention of the RMI.

Of the 121 complaints, 76 were against our members, 35 against non-members and 2 member-to-member.

Meetings

The RMI Executive held 4 virtual meetings and 11 virtual MIBCO meetings. 1 RMI AGM was held and the AGMs of the associations were held virtually except for MIWA, SAMBRA and the ARA. Monthly staff meetings were held and 4 OHS meetings also took place.

In addition, the Region had various meetings with the Eastern Cape Transport Government, Municipalities (East London and Gqeberha), SEDA Offices, Technical Schools / TVET Colleges (East London, Gqeberha, Kariega and George) and Training Service providers.

Regional membership

The Regional membership increased with 14 new Members, to account for a 2% growth from 875 to 889 Members.

Training

2 OHS training sessions by CSRS were done for Members in Gqeberha. The Baysville School of Skill job shadowing was done in August 2023 and May 2024, and the ATE Training Day and ATE Evening took place in October 2023.

Events

MIWA, TEPA, ARA and NADA Members attended career open days at Otto du Plessis High School and Port Rex Technical High School.

Members also attended the Kariega Motor Mech Show at Daniel Pienaar Technical High School and the East London Motor Mech Show at Port Rex Technical High School.

2 RMI Branding Roadshows were held in East London in 2023, 2 in George, and 1 in Mthatha in 2024.

3 Workshops for women were held in East London in 2023, and 1 Women Workshop was held in Gqeberha.

Others events attended were the Woman Driving Change event Automechanika 2023 (where the RMI Eastern Cape Chairperson was a guest speaker) the MISA Woman's Event in East London, the uYillo Ten Year Anniversary Show and the E-Mobility Summit.

Central Region

After the initial uncertainty before the elections, the establishment of a Government of National Unity seems to have produced renewed optimism and hopefully business growth.

Industrial Relations (IR)

The demand for IR Services increased in the Central Region.

Our highly qualified IR Specialists, Itumeleng Mathibe and Thenjiwe Hugo presented seminars on Handling incapacity, Dealing with trade unions, Workplace discipline, Understanding the MIBCO SAF Fund, Poor work performance (for the NMI Group), and Managing misconduct in the workplace. Our IR Specialists dealt with 265 hearings (either virtually or at members' premises), 55 conciliation/arbitration meetings and drafted 13 jurisdictional issues. 6 seminars were also presented or attended.

Consumer Affairs

The Region continued to provide an essential and effective platform where disputes between consumers and dealers as well as on occasion member-to-member, within the motor industry are resolved.

Consumer Affairs Specialists, Natasha Sewsunker and Tumisho Lekoloane dealt with 3 631 complaints during the year. Of the number of complaints received, 1 274 involved RMI members and 551 were related to non-members. Additionally, they attended to 7 member-to-member disputes; 9 Small Claims Court/Civil Court matters; assisted members with 9 matters filed with the Motor Industry Ombudsman; rendered 2 025 free advisory services; and facilitated 772 mediation/conciliation sessions (formal complaints).

There was a marked increase in matters brought to the Consumer Affairs department over this period compared to the previous period.

Meetings

The RMI Executive held various virtual and in-person meetings, including the 2023 AGM.

The RMI Central Region had representation at the MIBCO Highveld and Northern Region and the monthly meetings were attended by all RMI nominated representatives. With our representation on these MIBCO Council meetings we can assist Members who may have queries or concerns with returns and other matters.

Events

3 RMI Roadshows were held during the year, 1 each in Midrand, Polokwane and Mbombela.

Conclusion

Staff have now settled into the new office environment and are looking forward to an exciting year ahead.

KwaZulu-Natal Region

The year in review proved challenging due to persistent loadshedding, a struggling economy, and massive fuel hikes.

To support our Members, the RMI continued to assist in a multitude of ways to help alleviate some of the mounting burdens they had to deal with and as tangible proof that *belonging is better business*.

Our Members demonstrated remarkable resilience and determination despite enduring substantial political, social, and economic obstacles. Their ability to sustain their businesses under such harsh conditions is truly commendable.

The RMI remains committed to supporting our Members and reinforcing the value of our association, affirming that *Belonging is better business*. In terms of membership, the RMI increased its membership in KwaZulu-Natal by one percent.

Staff movements

Nomusa Makume joined the RMI on 3 June 2024 as the Region's Training Advisor.

Industrial Relations (IR)

During the year, Regional IR Specialist Janina Kalidass dealt with 113 hearings of which 103 were on misconduct and 10 were incapacity hearings.

She appeared at 15 dispute/arbitrations and 9 conciliation/arbitration meetings. She drafted 2 jurisdictional issues, conducted 24 free consultations, 9 billable consultations, and conducted 5 IR seminars.

With the implementation of the RMI Special Project to give accredited members free DRC, CCMA and labour appearances since January 2023, Janina provided 84 non-billable hours of service in this regard.

Consumer Affairs

RMI KwaZulu-Natal recorded 218 Consumer Complaints during the year in review. Of these, 204 were cases against members and 14 involved non-members. Our team attended to 25 mediations.

Meetings

The Region held 6 Regional Executive Committee meetings and attended 11 KwaZulu-Natal Regional and National MIBCO meetings, which were attended by the elected Regional and National RMI representatives virtually.

The RMI KZN Annual General Meeting was held in October 2023 with 130 Members and staff attending.

There were 9 KwaZulu-Natal Regional Associational Annual General Meetings.

The Natal Towing Association held 1 meeting during the year, the VTA 3, and MIWA held 4 meetings.

SAMBRA held 1 Member meeting, while NADA presented a roadshow.

10 staff meetings were held and 7 Health and Safety Meetings, while 4 other Regional Meetings were held.

Regional membership

Some 138 new Members were recruited while 105 were lost, mainly due to business closures or affordability issues. The Region thus recorded an overall approximate 1% net increase in membership which is an acceptable achievement in current economic climate.

Events

The region hosted three roadshows in July 2023 at Port Shepstone, Pietermaritzburg and Durban respectively.

Conclusion

Overall, the period under review was positive, despite the tough economic business climate we find ourselves in.

Free State and Northern Cape Region

Despite challenging economic conditions with loadshedding putting ever more pressure onto every business across the Region in the first half of the financial year, the Region has shown resilience as membership grows day by day.

This is tangible evidence of our ability to adapt and prosper under any circumstance. Thank you to each member for their contribution to the organisation - financially, the active involvement in activities, and offering industry-specific guidance and ways to resolve pertinent issues within the Region.

Industrial Relations (IR)

During the year, Regional IR Specialist Marie Ellis conducted 2 IR Seminars and attended to 91 disciplinary enquiries. She appeared at 39 dispute/ arbitrations and conciliation/ arbitration meetings. She drafted 20 and conducted 77 consultations.

Consumer Affairs

We are fortunate for the continued assistance from Consumer Specialist Natasha Sewsunker.

The region received a total of 82 consumer complaints of which 31 were formal complaints. All disputes were successfully resolved.



Meetings

The Regional Committee has shown great interest and has been extremely active with debating critical issues affecting not only the region but the industry as a whole.

The Regional Committee has met virtually on numerous occasions to strategise and formulate action plans to address the issues of our members and to betterment the industry. We are grateful for committee Members' time and dedication to the Region.

The Region held Regional Executive Committee Meetings during the period under review along with the AGM held in October 2023. Meetings held in the Region include:

- RMI Roadshows
- Motheo Bosberaad
- MIWA AGM
- NADA AGM
- SAMBRA AGM
- merSETA Regional Meeting
- MIWA EXCO Meeting
- TEPA AGM
- ARA AGM
- REC Inaugural meeting
- Motheo Future skills in automotive Employment & Labour Career Fair
- MIWA EXCO Meeting
- RMI REC Meeting;
- MIWA EXCO Meeting
- merSETA Stakeholder Meeting RMI National
- Training Committee Meeting
- SAMBRA General Meeting
- RMI REC Meeting
- MISA Schools Career Day.

12 MIBCO Special Council meetings were also held.

Conclusion

We encourage our members to continue participating in regional activities and to provide us with their mandate. Our main goal is to further the

interests of our members and subsequently rely on them to provide us with input from an industry perspective.

Regulatory Compliance

The RMI's Regulatory Compliance Department is dedicated to ensuring adherence to regulatory requirements and fostering a culture of compliance across the organisation's membership. We aim to be the leading authority in regulatory compliance, recognized for excellence in managing and mitigating regulatory risks and ensuring business integrity and accountability for our members.

Our mission is to safeguard RMI members and their reputations by ensuring they are fully informed of compliance requirements with all relevant regulations and standards within the industry. We aim to implement effective compliance programs, provide expert guidance, and foster a culture of ethical and legal adherence.

SABS

Over the past year, the RMI and the Constituent Associations maintained significant interactions with the SABS and attended 12 technical committee meetings across various sectors within the SABS.

The RMI also attended and represented member interests in the following SABS meetings:

- 11 Working group meetings for TC 1033 for the revision of the SANS 10047 and SANS 10216 Standards were held and attended by the RMI during the period in review.
- A working group meeting for TC 1092 for the revision of the SANS 10370 Standard was held in August 2023 and RMI participated.
- RMI management and the various Associational Directors attended and participated in the SABS Competition Law Guidelines Worksop held in February 2024.
- The relevant Associational Directors attended and participated in the SABS Technical Committee Chairman's workshop that was held in June 2024.

Government Departments and International Standards Bodies

A strong relationship with governmental departments continues to be a main priority for the Regulatory Compliance Department. The Department attended and participated in the following meetings and workshops during the year:

- KZN Department of Economic Development, Tourism and Environmental Affairs to obtain data.
- Gauteng Province Department of Roads and Transport conference on Licencing and Compliance in October 2023.
- NEDLAC and NOH Covid-19 Legacy Programme Webinar, November 2023.
- Gauteng Province Department of Roads and Transport Stakeholder engagement and introductory meetings with Inter-Traffic, March 2024.
- MIBCO Penalty Clause finalisation workshop, March 2024.
- RTMC Engagements to solidify relationships and request vehicle sales data.
- Department of Forestry, Fisheries and the Environment

(DFFE) Industry Waste Management Forum in June 2024.

- DFFE Validation of Waste Management Policy Workshop in June 2024.
- National Treasury 2024 Draft Revenue Laws Amendment Bill Workshop in June 2024.
- National Consumer Commission (NCC) Engagements with the commission regarding a national training initiative for RMI members in June 2024.
- Discussion between FIC and NADA Compliance Working Group on important items affecting the industry in June 2024.

National Regulator for Compulsory Specification (NRCS)

The following NRCS meetings were attended:

- Industry engagement meeting between top management of the NRCS and the RMI operational management team to maintain the collaborative relationship between the organisations held in March 2024.
- NRCS engagement meetings with SAVABA held in October 2023 and June 2024.

- In March 2024 Julian Pillay the RMI Regulatory Compliance Manager was appointed to serve as a member of the NRCS Specialist Consultative Committee (SCC) for the Automotive business unit (ABU).

During the year in review, the RMI and the NRCS also continued their partnership regarding the Advocacy project aimed at alleviating the difficulties that the regulator was experiencing with businesses in the industry in respect of cooperation with inspections, projects, and levy payments.

Newsflashes

Newsflashes were compiled and distributed to members during the year, including:

- Update on Administrative Adjudication of Road Traffic Offences Amendment (Aarto) Bill- July 2023
- SARS - Updated Payment Rules, August 2023
- STATS SA – Survey, August 2023
- MIRF Funds member communication, August 2023
- Update on long COVID – webinar, November 2023.

Road Safety Initiatives

Road safety remains one of the highest priorities of the RMI and to this end, the Regulatory Compliance Manager represents the RMI on several platforms and committees that aim to enhance road safety in South Africa. These include

- The collaborative partnership with MasterDrive continued, with Continuous engagements and relationship building

throughout June 2023 concerning the MD Fleet Awards and possible Automechanika 2023 collaboration events.

- MASTER DRIVE - AARTO Webinar held February 2024.
- Road Safety Partnership (RSP) South Africa - the RMI remained an official member of this body for the year in review. The RSP AGM was held in November 2023.
- South African Insurance Association (SAIA) - A collaborative relationship was formed with SAIA in April 2024 and discussions on periodic testing and road safety are ongoing and progressive.
- Business for Road Safety Forum - The RMI was represented on this forum in 7 meetings during the year.

Regulatory Compliance Projects

Project Compliance

During the year, the RMI developed and finalised a dedicated “whistle-blower” website that allows members and consumers alike to report non-compliant businesses and those reports will then be filtered to the relevant government departments/ municipalities for action.

Regulatory Compliance Manual

The Regulatory Compliance department developed a comprehensive Regulatory Compliance Manual as a guide for members to ensure they remain compliant in terms of the very basic laws and regulations relating to business within South Africa. The manual is periodically revised to ensure it remains up to date with

constantly changing legislation. During July 2023, the Department presented at the RMI Roadshows nationally to educate, inform and update the membership on various aspects of Regulatory Compliance in South Africa and to promote the Regulatory Compliance Manual.

Alternative Energy Solutions Advocacy Project

The RMI developed an advocacy program for its members on Alternative Energy Solutions to help them combat the devastating effects of load-shedding on their businesses. Webinars were held on in October and November 2023.

Digital Regulatory Compliance Library

A Regulatory Compliance Library using links and uploads of free legislation to the Regulatory Compliance Manual to point to necessary legislation was created and uploaded to the RMI Website in November 2023.

Review of RMI Competition Law Guidelines

A review of the RMI's Competition Law guidelines/policy was conducted, finalised and implemented in February 2024. The purpose was to update and make more relevant the current RMI Competition Law guidelines and to further educate staff, office bearers and members on these guidelines.

POPIA Training

A POPIA refresher training course was held with all RMI staff in May 2024 to ensure all current RMI staff are properly trained and educated in respect of the POPI Act

RMI

Associational

Activity Reports



Automotive Remanufacturers' Association

In the year under review, the Automotive Remanufacturers' Association (ARA) has made significant strides in innovation, solidifying its position as a leader in the Automotive Aftermarket sector.

Our commitment to sustainable business practices has yielded a range of successes, benefiting both Members and the motoring public in South Africa.

We have developed cutting-edge technology solutions that enhance remanufacturing processes and efficiency, fostered a culture of innovation, driving growth and competitiveness among our Members, and promoted environmentally-friendly practices that reduce waste and minimise environmental impact. In addition, we have provided the motoring public with access to high-quality, affordable remanufactured parts, extending vehicle lifespans and reducing ownership costs.

As the automotive aftermarket continues to evolve, the RMI and ARA remain at the forefront, embracing new challenges and opportunities.

We extend our gratitude to our dedicated National Executive Committee (NEC) Members for

their selfless commitment to the Association's growth, stability, and sustainability in this dynamic automotive aftermarket sub-sector. Their tireless efforts ensure the Association remains a valuable resource for RMI and ARA Member-businesses, fostering resilient business practices and adapting to the evolving automotive aftermarket landscape.

Introducing the RMI's co-CEO structure

In January 2024, Ipeleng Mabusela joined the RMI as co-CEO with Jan Schoeman. Ipeleng's focus is on strategy and corporate support, while Jan's are operations and regulatory compliance.

Hydrogen energy

Hydrogen energy is emerging as a promising alternative in South Africa's automotive sector, particularly in the aftermarket industry.

Hydrogen's abundance, clean-burning nature, and potential to reduce greenhouse gas emissions makes it an attractive option. Manufacturers are investing in hydrogen fuel cell systems that can be retrofitted into existing vehicles,

extending their lifespan and reducing environmental impact. Infrastructure development, including charging stations and refuelling points, is also expanding.

While challenges like high production costs and limited fuelling stations exist, hydrogen is poised to play a significant role in the future of the automotive aftermarket in South Africa, offering a sustainable solution for powering vehicles and reducing reliance on fossil fuels.

The importance of Automotive Remanufacturing

Remanufacturing in the automotive aftermarket, is a key aspect of the circular economy.

Remanufacturing involves restoring used vehicle parts to their original condition, reducing waste and the need for raw materials and energy.

This approach conserves resources and embodied energy, reduces waste and supports sustainable practices, creates jobs and promotes sustainable growth in South Africa's automotive aftermarket. It also provides

consumers with affordable, high-quality alternatives to new parts. The parts come with warranties, offering peace of mind and confidence in the product.

The ARA plays a crucial role in promoting remanufacturing, setting standards, and encouraging ethical trading practices.

Remanufacturing is a shining example of the circular economy in action, helping to create a more sustainable future for the automotive aftermarket.

Automotive remanufacturing reduces greenhouse-gas-emissions in several ways, including:

- Reducing the need for raw materials, which requires energy to source and process
- Reducing the energy needed to manufacture a new part, as remanufacturing can be done using existing parts
- Reducing waste generated during production
- Reducing the carbon emissions generated by the remanufacturing process itself, as opposed to traditional manufacturing.

The importance of regenerative braking in electric and hybrid vehicles, and the need for upskilling workers to repair and maintain these new energy solutions are of utmost importance.

Reviving the historical trade centre

Regenerative braking captures kinetic energy and converts it into electrical energy, improving energy efficiency and extending driving range.

The ARA has a role to develop standards for road safety and promote upskilling for new energy solutions, while businesses need

to upskill their staff to work with the latest technologies and remain current.

There is an opportunity for ARA member businesses specialising in braking to upskill and stay up to date with the latest technology.

To this end, the ARA plans on hosting Tech-Talk Conferences (Nuts & Bolts sessions) across South Africa in 2025.

WorkshopPro, revolutionising the REMAN Trade

WorkshopPro is a new software solution designed to revolutionise the remanufacturing trade sector by bridging the technology gap. It aims to streamline operations and improve efficiency for ARA Member businesses and their customers.

Key features of WorkshopPro include a Customer Relationship Management (CRM) system, comprehensive inventory management, staff supervision and job tracking, automated quotation and invoicing generation, and accurate repair time calculation based on actual job completion times and hourly rates, eliminating manual entry errors.

WorkshopPro provides an intuitive and advanced platform to cater to every operational need, ensuring smooth proceedings and reducing discrepancies.

The ARA and Indlela: DHET are collaborating to revive the Automotive Engineering (Machine) Workshop for trade testing. A crucial breakthrough for apprentices in the automotive engineering trade or field, the initiative addresses the need for skilled professionals in the field, providing practical training and education. It will offer a hands-on learning environment for apprentices, trade testing opportunities for recognised qualifications; and industry-relevant training. This partnership will contribute to the growth, innovation, and sustainability of the automotive aftermarket by producing well-trained professionals ready to tackle future challenges.

Road Shows

The RMI National Roadshows, in collaboration with ARA and its sister associations, have provided face-to-face interaction, networking opportunities, and discussion on industry matters. Topics included associational expertise, stakeholder participation, labour, training, consumer affairs, financial overview, regulatory compliance, and special projects.

The Engine Management and Fuel Injection Systems Qualification

This project has made significant progress with Robert Bosch South Africa on board.



Also known as the High-Pressure Qualification, it will upskill artisans in the latest technologies, including Common-Rail-Systems, Diagnostics, and Gas applications. It covers a broad spectrum of diesel and petrol engines, benefiting the automotive aftermarket. Industry stakeholders are working together to finalise the curriculum.

The Diesel Fuel Injection (DFI) Grading System

The DFI Grading Process is an independent onsite inspection that assesses a company's management, customer care, equipment, and business processes. The goal is to enhance the company's capabilities in a competitive market.

The process entails identifying areas for improvement unknown to the company and provides an independent assessment based on ARA/DFI criteria. It furthermore ensures compliance with industry regulations, identifies risks

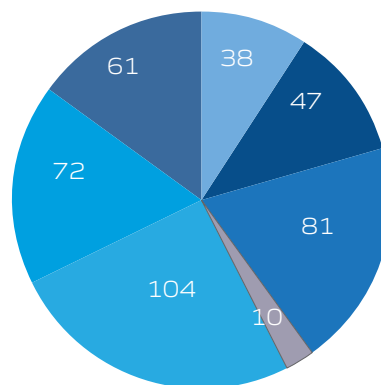
and operational inefficiencies, strengthens the company's image and credibility, and promotes best practices. Benefits include compliance with regulations, risk mitigation, improved operations, enhanced credibility, and access to best practices.

Conclusion

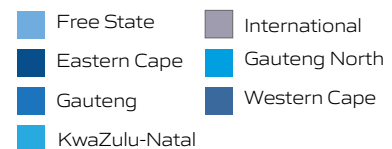
The ARA extends its gratitude to its membership for their invaluable input, insights, support, commitment, resilience, and unity. Your contributions have been instrumental in driving ARA forward.

We also express our appreciation to the RMI leadership for their exceptional thought leadership and drive. Their vision and guidance have been pivotal in achieving numerous successes in the automotive aftermarket, ultimately benefiting the industry as a whole. Together, we have navigated challenges and celebrated triumphs, further solidifying our collective dedication to the development of the industry.

As we look to the future, we remain committed to fostering a culture of collaboration, innovation, and excellence.



ARA's Membership per Region.



Motor Industry Workshop Association

As we reflect on the past year, it is important to acknowledge the challenging trading circumstances our members faced.

Navigating a difficult compliance environment has tested our resilience, while simultaneously meeting the demanding expectations of our customers. Despite these obstacles, our commitment to excellence remains unwavering, and we strive to adapt and innovate to meet the evolving needs of our members and their customers.

Membership

We managed to achieve a commendable 2.4% growth in membership to 2 604 members. This was achieved despite operating within a challenging economic environment characterised by difficult trading conditions and intense market pressures.

Brand Communication & PR

Public Relations remains key for building awareness, enhancing our reputation and building trust and confidence in the MIWA brand,

specifically for members, potential members, consumers and trade. We have maintained our strong focus this past year, through Cathy Findley PR, with a defined tactical plan to achieve our stated objectives.

The results have been excellent, and we are regularly represented in print and online media across the country and have achieved more than R117 million worth of earned editorial this past year when compared to R51 million in the comparable period last year. We managed to reach over 38 million possible customers and achieved 309 media placements.

MIWA's social media presence has seen substantial growth, particularly on Facebook. The increased engagement, follower growth, and brand awareness demonstrate that social media is playing a vital role in achieving MIWA's strategic goals. With a continued focus on increasing LinkedIn activity and expanding content aimed at youth, MIWA's influence and reach will only continue to grow in the future. Our website has been given a new look and feel with easy access for all users. The slider functionality also provides easy navigating to priority activities such as our training initiatives and *SpannerTorque*.

MIWA Special Project: HaynesPro

The initiation of this special project arose from the urgent need for affordable technical data software within MIWA workshops, identified through thorough discussions, meetings, and audit findings within the MIWA grading project.

The primary goal is to provide MIWA members with essential OEM repair information, thereby minimising their dependence on non-standard alternatives. This special project not only presents growth opportunities and elevates service standards but also enhances MIWA's reputation as "*Professionals you can trust*", fostering unity among members and increasing consumer awareness of MIWA services.

HaynesPro is a key preferred supplier, providing technical and electrical repair information in line with OEM standards, including maintenance schedules, repair manuals, repair times, and electrical wiring diagrams.

The project commenced in March 2023 and runs until March 2026,

offering a 50% subsidy for 850 licenses, with an additional 500 provisional licenses.

This project is exclusively for MIWA-accredited members in good standing. Workshops pay in advance and MIWA pays in arrears, with monthly invoicing by HaynesPro. Training, full-time support, and real-time project monitoring are provided.

Tradeshows and Roadshows

After two years of online and virtual meetings, the RMI decided to launch a series of roadshows during July 2023, which were much appreciated and warmly welcomed by members who relish the opportunity to discuss new developments, share experiences, express needs and explore industry-specific issues in person.

MIWA used the opportunity to meet with Members, while supporting the RMI, and attended the various meetings held nationally. We also used the events to network and strengthen relationships.

The roadshows have proved that, as much as digital meetings certainly have a role in the business environment, nothing matches human interaction. It was also an election year, and our member base elected new committee members to serve a two-year term for the respective regions.

Motor Mech

From humble beginnings in 2019, Motor Mech, the technical school competition, has grown in stature and popularity.

From the first competition in Gqeberha at Newton Technical High School there are now shows in East London at Port Rex, Kariega

at Daniel Pienaar, Worcester at HTS Drosdty and Meadowlands in KwaZulu-Natal.

These events are held annually and there are plans to extend to George and Bloemfontein at Dr Böhmer School for Skills. The competition is an excellent way to both showcase the sector as well as draw in young talented apprentices.

Conferences

MIWA, in collaboration with Right to Repair South Africa, hosted a very successful conference at Automechanika in September 2023 to discuss both the achievements of the Right to Repair campaign since the Competition Commission launched the new *Guidelines to Competition in the South African Automotive Aftermarket*, as well as the challenges ahead.

It included a presentation by Right to Repair CEO Kate Elliott, and input from Daniela Bove, Principal Analyst at the Competition Commission. Stuart Charity, CEO of the Australian Automotive Association Aftermarket, dialled in to discuss the benefits and challenges presented by data sharing.



Training

In a significant step to address crucial skill gaps within the automotive aftermarket repair and maintenance sector, MIWA, together with the RMI, secured R23,5-m funding from merSETA for a number of critical technical and non-technical short skills programmes. This is the largest funding project ever secured by the RMI or an Association. These courses will be accredited with specific credits assigned.

Courses include Automotive parts salesperson, Automotive service advisor, Leadership and problem-solving skills, Automotive component diagnostic and repairing skills, and Basic automotive electrician skills.

The project's goal is to positively impact a total of more than 1 000 employed learners nationally from 1 July 2024 – 30 June 2025.

Pilot project with ARPL Assessments

MIWA, in line with its strategic training objective, is accordingly embarking on a pilot project which will specifically speak to the shortage of qualified technicians. To this end, MIWA and RMI have submitted a second application for

funding to increase the number of registered artisans by adopting short- and long-term approaches.

MIWA members have been asked to identify suitable applicants to participate in the ARPL assessments. The project target is 2 500 candidates, who will be assessed to identify gaps for training. Once the gap training is complete, the candidate can do a formal trade test to become a qualified artisan in either motor, diesel or auto mechanic.

SpannerTorque

MIWA has launched the *SpannerTorque* platform which provides a technical platform with communication, assistance, training, and support to our MIWA Member base.

Collaboration and support from our valued industry stakeholders is crucial and will ensure a consistent flow of technical information through technical bulletins, technical articles in our monthly newsletter *Spanner in the Works*, technical 'How to' advice, technical sessions with face-to-face interaction with MIWA members, and technical training information through an on-line platform.

SpannerTorque is hosted in collaboration with suppliers,

including HaynesPro, TecAlliance, Bosch, TotalEnergies, SKF, ZF, My Auto, Launch, GUD Filters Aftermarket, Idemitsu, and ATE, as well as RMI.

Grading

Not all workshops offer the same level of service and quality repair. That's why MIWA introduced our star grading system. While consumers can always trust our accredited workshops to meet our stringent criteria and offer recourse in the event that they have a poor experience, workshops that have a greater number of stars can be expected to uphold the very highest standards. WIPCORP continues to conduct unannounced audits at MIWA members and the results have been excellent confirming the high standard of our MIWA workshops.

Conclusion

A big thank you to the MIWA team and committee members for your continuous support, assistance, and invaluable advice. Your dedication and expertise have been instrumental in navigating the complexities of our operations. Together, we have fostered an environment that strengthens our commitment to excellence and positions us for future success.



NADA

National Automobile Dealers' Association

Reflecting on the past year, it is crucial to acknowledge the significant political milestone South Africa has achieved. The latest national elections marked the end of the ANC's 30-year majority rule, transitioning peacefully to a Government of National Unity and a power-sharing model. This historic occasion is a testament to the strength of our democracy and a beacon of hope for stability in our country. As

dealers, we are the face of the industry and have a unique understanding of the financial pressures consumers are under. While we continue to battle long-term issues like crime, corruption, and utility supply constraints, all signs point towards a brighter second half of 2024.

As dealers, we are the face of the industry and have a unique understanding of the financial pressures consumers are under. While we continue to battle long-term issues like crime, corruption, and utility supply constraints, all signs point towards a brighter second half of 2024.

The exceptional efforts of everyone in our dealership community, the resilience and adaptability demonstrated by our dealership professionals – from sales and service teams to administrative staff and management – is truly inspiring and commendable.

Although times have been tough, there are positive developments. In the second half of the financial year, we have enjoyed a sustained period of no loadshedding. For the first time since 2020, inflationary pressures are easing. Oil prices have been dropping and the Rand has shown strong signs of recovery against the dollar.

The greylisting of South Africa by the Financial Action Task Force has introduced significant amendments to the Financial Intelligence Centre Act, impacting auto dealers, but also strengthening the legal framework that will assist in maintaining customer trust and satisfaction.

Post elections 2024, NADA has a clear wish list for the new Minister of Transport. As representatives of the retail auto sector (which accounts for 2.2% of the total 5.1% GDP contribution from the auto industry and employs more people than auto manufacturing) our primary wish is to be actively involved in the development of policies and laws that impact our sector. By establishing closer ties with government departments, we aim to assist with research, implementation, and consumer

education on important issues like road safety and vehicle history transparency.

NADA also advocates for updating legislation to clearly define the Code status of vehicles and mandate the use of these codes on the National Traffic Information System. This simple update would enhance transparency and trust in the market, benefiting both consumers and the industry as a whole. We envision a collective auto sector where the government recognises the significant role of the retail sector within the industry.

NADA members need clear policies and laws that consider the specific structure of dealerships.

Employment equity targets should not lump dealerships together with general shopping-centre retailers or manufacturers. Our industry requires the attraction, upskilling, and retention of talent, especially for the thousands of technical jobs available.

As we move forward, it is crucial to recognise the indispensable role every member of our dealership

community plays in the economy. Together, we can navigate these challenging times and work towards a prosperous future for the automotive industry and our country.

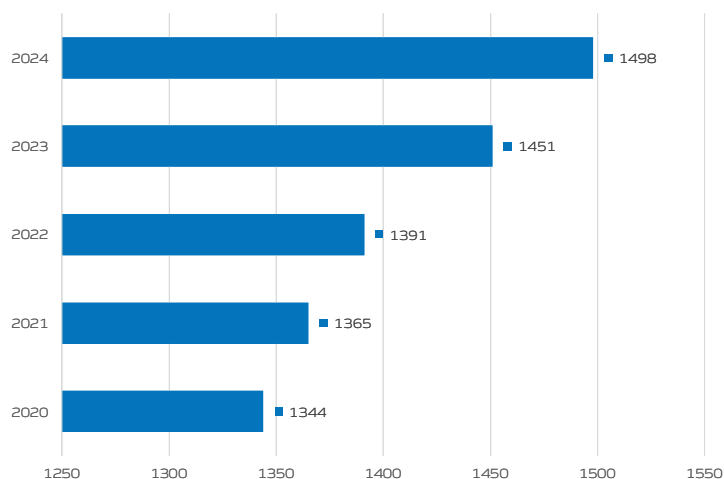
NADA Lifetime Achievement Awards

In April 2024 NADA celebrated the legacies of two industry icons. Brand Pretorius and the late Trevor Gordon were bestowed the 2024 NADA Lifetime Achievement Awards. Their contributions have left an indelible mark on the automotive industry, inspiring future generations to strive for excellence and dedication.

Membership

Despite the effects of COVID-19 and the dealer consolidations that occurred post the pandemic, NADA has managed to grow its membership over the past four years as members and non-members have recognised the excellent work that NADA continues to do for the benefit of its members.

NADA membership growth



NADA PR Strategy

NADA continues to grow its profile and is using its position in the public domain to educate consumers of the benefits of doing business with franchise motor vehicle and motorcycle dealers.

During the year we opened new markets of influence and are solidifying our role as the voice of the dealer.

NADA would like to thank Ilana Salant and the rest of the Meropa team for the professional way they continue to manage our PR and communications.

NADA Website and Social Media Plaforms

The NADA website and social media platforms have been upgraded and we encourage members to visit the redesigned NADA Website at www.nada.co.za and log on to the NADA LinkedIn and Facebook profiles to access this vital information.

NADA Newsflashes

NADA continued to keep members abreast of key issues via its Newsflashes.

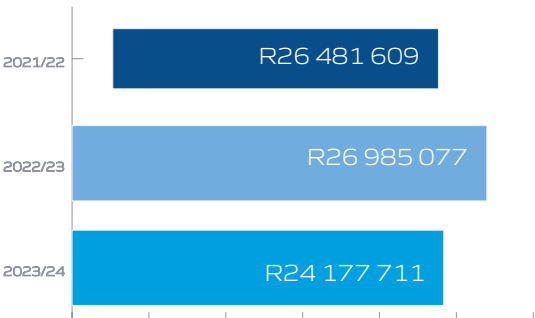
#NADA Connect Programme

NADA, together with its sponsors, took a strategic decision to rebrand the NADA Dealer Performance Programme to bring it more into line with the programme's vision and mission to be the go-to source of independent opinion and advice on optimising dealer performance and to initiate compelling dialogue through relevant and challenging topics that will deliver actionable insight.

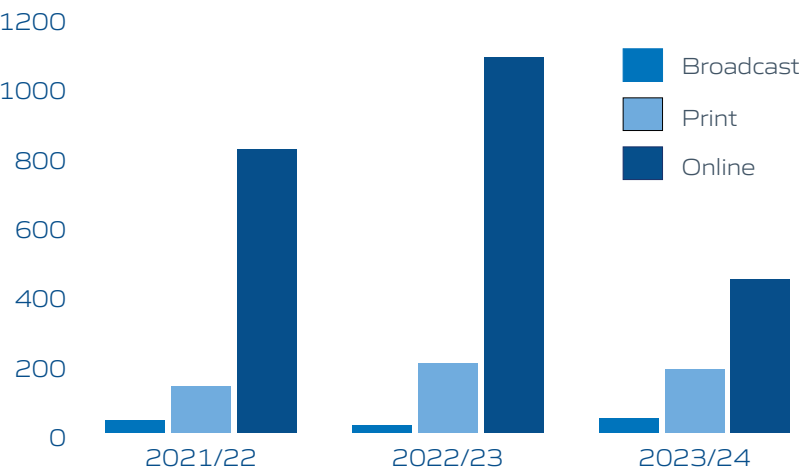
#NADA Connect has delivered excellent content to the dealer network. These include insightful discussions and presentations at the #NADA Connect 2024 conference, where industry leaders shared valuable insights into navigating the automotive landscape amidst uncertainty.

In addition, Roadshows were held in both Durban and Cape Town where we had insightful economic insights from economists and political analysts. Another topic included an overview of the impact of EVs in China and possible world trends.

Advertising Value Equivalent



Breakdown of NADA media hits



Note:
Discrepancies from 2023 – 2024 are largely due to change in analytics adopted in 2024 which was also compounded by publications shutting down in certain spaces.

Legal and Compliance Working Group

The NADA Legal and Compliance Working Group monitor any movements in the areas of FICA, POPIA, Secondhand Goods Act, Companies Amendment Bills, AARTO, Consumer Protection Act – Automotive Code of Conduct and Competition Law developments and, where necessary, interact with the relevant authorities to obtain clarification on matters or provide comprehensive comment. We would like to thank the members of the Working Group for their dedication and contributions during the year.



Exemptions: Secondhand Goods Act

At the end of the financial year, the long-awaited exemptions from certain clauses within the Secondhand Goods Act had been signed off by three Commissioners with SAPS. The documents have been delivered to the office of the National Commissioner for recommendation, whereafter the documents will be forwarded to the last signatory, the Minister of Police. We remain hopeful that these exemptions will be enacted before the end of the 2024 calendar year.

Stakeholder Relationships

As part of NADA's approach to build stronger relationships with key role-players in our industry, NADA has held meetings with WesBank, Standard Bank, ABSA and Nedbank/MFC. These discussions are ongoing and are aimed at exploring mutually beneficial projects and opportunities to ensure sustainability for the retail motor dealer sector.



2024 NADA DSI Survey

The 2024 Dealer Satisfaction Index (DSI) survey is in its 28th year and continues to be a crucial benchmark for measuring dealer satisfaction across various automotive brands in South Africa.

Response and completion rates: NADA DSI Survey 2024

Segment	Response Rate
Passenger and Light Commercial Vehicles	83.0%
Commercial Vehicles	70.0%

In addition, NADA has re-established contact with AADA, NADA USA and NFDA to build and strengthen collaborative working relationships to keep abreast of international trends which might impact local dealers and where possible proactively find solutions to minimise any negative consequences. 35 independently researched brands participated this year, with a total of 1 481 responses.

The 2024 Awards ceremony was especially significant as it marked WesBank's 20th year of partnering with NADA as the sponsor of the awards event.

The insights provided by the DSI project are invaluable to the automotive industry and is used as a management tool to address ongoing relationships between dealers and their franchisors.

We extend our sincere appreciation to the dealers who participated in the survey and to all those that helped make the 2023 NADA DSI research such a resounding success.

Conclusion

NADA would like to take this opportunity to sincerely thank all the members of the NADA Executive Committee under the dynamic leadership of Brandon Cohen and Theminkosi Pantsi, and to all the other dedicated motor vehicle dealers and executives who give up their valuable time to serve on the NADA structures.





South African Motor Body Repairers' Association

Over the financial year, our members have continued to operate in a tough economic landscape which has been extremely challenging, particularly for smaller members.

There have also been some changes in our National Executive Committee, but this has not detracted SAMBRA from focusing on adding value to Member businesses by finding tools and services that will create a more enabling environment for our members.

SAMBRA has embarked on some exciting projects which will continue in the new financial year. The Association also continues to adopt a strong lobbying stance on anything related to consumer safety and member rights.

The changing landscape

The new Asian luxury car segment has drastically changed the market and to keep pace, the repairer segment must ensure comprehensive staff training. \ The repairer segment must align its goals to ensure comprehensive staff training. Developing various repair segments not only facilitates the natural progression of the youth but also attracts them to our industry.

In line with the entire automotive sector, the motor body repair sector is also facing a critical shortage of skills. We not only need to attract new talent to the



sector, but we need to ensure the necessary mentorship takes place. Without skills transfer, we could ultimately see our sector declining. Utilising SETA training grants and any mechanisms available is essential to stay current with global technology trends and to professionalise the industry.

Another factor impacting our sector is the rise of electric vehicles, autonomous driving technology, and advanced driver-assistance. The collision repair industry needs to adapt to repair these highly complex vehicles.

In the coming year we would like to advocate for the E-Car platform to be expanded to a larger number of repairers, as the current footprint is too small. We also don't believe training from the OEM sector alone should be viewed as the sole solution.

Appointing willing technicians

who are encouraged to embrace industry changes is crucial. This can be achieved through SETAS and planned staff training. Furthermore, OEMs and paint suppliers may be of assistance to equip training centres with equipment and knowledge to meet the required certifications. We are passionate about developing new talent and investing in skills development is essential.

Finally, all ADAS should calibrate at dealerships to ensure compliance with OEM specifications.

Skills shortage

The entire automotive industry is facing a critical skills shortage and this is not a South African problem alone. At the recent Automechanika in Germany it was highlighted as a global problem.

Training is essential for the future of the motor industry, and

investment by its stakeholders is of paramount importance if we are to attract youth to our industry to ensure a sustainable workforce.

We believe SAMBRA should collaborate closely with technical schools and TVET Colleges and merSETA to identify the skills needs. Through the RMI we are also currently involved in a number of projects with the Chamber of Crafts Erfurt, also more popularly known as Handwerkskammer Erfurt to successfully drive vocational training in the automotive aftermarket by upskilling lecturers at TVET Colleges.

VDQGBSA Project

Over the past couple of years SAMBRA has been canvassing for a formal VDQ (Vehicle Damage Quantifier) occupational specific qualification – for motor body repairer estimators and insurance companies' vehicle assessors – who play such a crucial role in the daily lives of South Africans. The qualification combines a blend of technical and non-technical components.

We believe this is a very important qualification for our member assessors. The qualification is endorsed by the motor body repairer (MBR) industries (Occupational Certificate: Vehicle Damage Quantifier: SAQA ID 99507). It is an approved occupational qualification registered on the country's national qualifications framework (NQF level 5) and all assessment tools meet the requirements of the Quality Council for Trades and Occupations, inclusive of the Recognition of Prior Learning assessment toolkit and External Integrated Summative Assessment.

Crucial to the successful roll-out of this qualification is that it is endorsed, embraced and made a specific requirement to perform these duties in the MBR insurance value chain. SAMBRA awaits with great anticipation the adoption thereof by all the insurers.

This qualification will significantly improve the professionalism in the manner in which accident assessments are carried out, in addition to ensuring the estimations and assessments thereof are conducted in an equitable manner, based on the art of science, for all stakeholders in the value chain.

The qualification can be obtained by young entrants or first-time learners into the industry through the conventional method of attending the programme at a VDQ accredited skills development provider (SDP).

Industry Training & Consulting, managed by Dr Frik Botha, was the first skills development provider and assessment centre to have been accredited for the Vehicle Damage Quantifier Qualification.

The VDQ Governing Board South Africa (VDQGBSA) is the professional body overseeing the process and will award designations for deserving estimators. However, the professional body holds no statutory authority, and membership is voluntary.

During the period under review, SAMBRA has lobbied for their members to encourage their estimators to apply for membership of the professional body.

In addition, SAMBRA agreed to sponsor, through a special project on a once-off basis, the membership application fee to the professional body for 200 estimators from SAMBRA members. The benefit was restricted to 2 estimators per SAMBRA member and on condition that the nominated estimator successfully completes and obtains the professional body designation.

To date, 24 VDQ learners have completed their qualification as well as 3 VDQ RPL candidates. The 24 learners are now eligible to sit for the VDQ EISA.



A toolbox for better business

Access to business process resources and information is key to the future sustainability and success of our Member businesses.

During the year, SAMBRA rolled out the SAMBRA Motor Body Repair Toolbox, designed exclusively for accredited members.

The toolbox will be launched to all members at the end of 2024 and is a culmination of industry best practices, expert insights, and practical tools aimed at helping streamline operations, enhance service quality, and achieve business excellence.

It has been designed as a reference for developing member's own specific standard operation procedures or operations manual.

It comprises three pillars for customer-facing workshop and administration operations.

Toolbox 1: Customer-Facing Operations

Discover strategies to optimise reception, estimating, bookings, CSI and customer interactions.

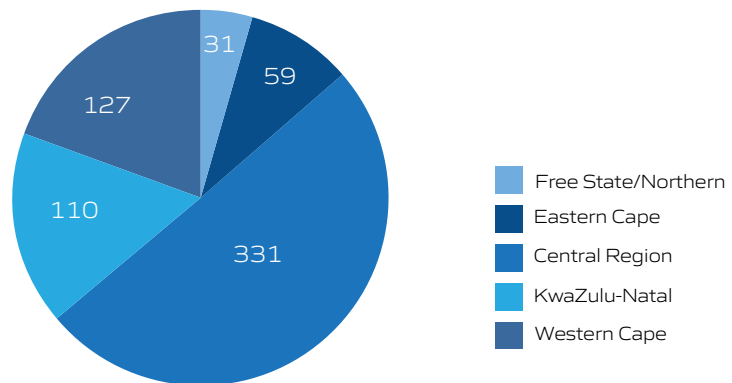
Toolbox 2: Workshop Operations

Learn about the latest standards and techniques related to workshop efficiency, quality management and requesting of supplementary parts.

Toolbox 3: Administrative Operations

Explore methods for onboarding, credit control and debtor day formulas. Each Toolbox section is designed to provide members with actionable, printable steps and valuable resources that can be implemented immediately.

Membership per Region



The SAMBRA membership count is currently 658.

General meetings – new leadership team

SAMBRA Chairman Charles Canning and Vice Chairman Marcel van Ruler and a number of members of our Regional Exco team resigned during the year.

A series of special general meetings were accordingly held around the country to select new regional committees in each region and a new NEC was elected, with Dev Moodley, appointed Chairman and Ravi Chetty, Vice-Chairman. As at year-end, SAMBRA was still recruiting a new National Director.

Vehicle salvage database

Safety of motorists remains our number one priority and lack of access to the complete history of a vehicle from Cradle to Grave is hindering efforts by industry players to establish transparency and disclosure in the market and, ultimately, safer a safer mobility solution.

For years, SAMBRA has been lobbying for an open and transparent Vehicle Salvage Database (VSD), to be made available to the public, dealers,

banks and insurers. The goal is that informed decisions can be made and a full life history of a vehicle can be checked. Adding legislation to define and legislate the Code status of vehicles is potentially the only way to open up this information to the entire car parc and not just the 30% of the vehicle population that is insured.

Consumers will be the biggest beneficiaries of the proposed approach that is relatively easy and cost effective to implement.

From a trade perspective it opens up the opportunity for insurance companies and banks to expand their offering to include "approved" code 3 vehicles that have been safely repaired. Further along the value chain it also positively impacts repairers, vehicle testers, parts suppliers and vehicle maintenance workshops.

Financials

SAMBRA is in a very strong financial position. Its accumulated reserves have allowed the Association to focus on delivering the special projects identified by the NEC.

In this last year, SAMBRA has seen the landscape change. From insurers that are behind on the interpretation of the new right to repair guidelines to conflicts of interpretation of the POPIA Act. SAMBRA has maintained a level-headed approach when engaging insurers, third part intermediaries, body shop auditing firms and OEMs. Its focus has always been to reach a sustainable and favourable outcome for SAMBRA members.

PR & Digital Content Overview

SAMBRA's enhanced visibility in 2023-2024 is a direct result of strategic PR and digital marketing initiatives. Through targeted press releases and digital campaigns, we successfully expanded our reach and strengthened our brand awareness.

Collaborative efforts between the SAMBRA head office and Associational Representatives fuelled the development of impactful content that resonated with our target audience.

SAMBRA Website

The SAMBRA website has experienced significant growth over the past year. User sessions increased by a substantial 46% in 2023-2024 compared to the previous period.

This is reflected in the 68,037 engaged sessions (sessions lasting longer than 10 seconds or involving key events or multiple initiatives. Through targeted press releases and digital campaigns, we successfully expanded our reach and strengthened our brand awareness.

Collaborative efforts between the SAMBRA head office and Associational Representatives fuelled the development of impactful content that resonated with our target audience.

Social Media

SAMBRA's social media presence has continued to expand. We've achieved a 33% increase in followers this year, primarily on LinkedIn. This platform remains a hub for discussions within the motor body repair industry, involving members, stakeholders, and consumers.

Public Relations

Public Relations remains key as part of the overall communication mix for building awareness, enhancing SAMBRA's reputation, lobbying on key issues and building trust and confidence in the SAMBRA brand, specifically for members, potential members, consumers, and trade.

SAMBRA has maintained its strong focus this past year and has achieved more than R106 million (up from R18 million in the previous year) worth of earned editorial this past year and reached over 88 million possible customers and achieved 284 media placements.

RSI survey feedback

In April, SAMBRA, together with Lightstone, once again hosted a very successful awards ceremony honouring top vehicle insurers and OEMs, as well as automotive refinishing brands, for their excellence in service provision to SAMBRA members.

The primary objective of this important annual initiative is to

measure and track the overall satisfaction levels of the SAMBRA member with Insurers, OEMs and automotive refinishing brands.

SAMBRA's focus, has been, and remains, on fostering greater levels of cooperation and coordination between all players in the motor body repair industry, whether small and medium enterprises or large groups, insurance or other supply brands to increase collaboration between stakeholders and prepare the industry for new technologies.

Conclusion

Looking forward we believe that the biggest opportunity is that members should work closer together with their counterparts, this collaborative approach can drive the industry forward.

Furthermore, members have to understand their role as repairers rather than replacers. Embracing a repair vs replace mindset is crucial.





South African Petroleum Retailers' Association

SAPRA's primary mission remains to support petroleum retailers across South Africa by promoting industry sustainability and profitability, even in the face of regulatory and economic challenges.

SAPRA's inclusive and collaborative approach ensures that its members are adequately represented, with issues addressed in a cohesive manner that takes the concerns of the entire petroleum retailing value chain into account.

Challenges and initiatives

Proposed Deregulation Bill and Price Capping of 93 Octane Fuel

Throughout the reporting period, SAPRA maintained its opposition to the proposed deregulation of fuel prices, particularly focusing on the potential impact on smaller retailers.

Following the initial submission of concerns regarding the price capping of 93 octane fuel in 2022, SAPRA continued to advocate

for a comprehensive consultation process.

SAPRA's engagement with the Department of Mineral Resources and Energy (DMRE) and industry stakeholders continues to promote best practices.

While no final decision has been made, SAPRA remains vigilant, ensuring that any further developments align with the industry's needs and that consumer relief measures do not undermine industry stability.

Combatting Illicit Trade through the Whistle-Blower Hotline

The SAPRA Whistle-Blower Hotline has continued to be a vital tool in addressing non-compliance and illegal activities in the petroleum industry. Over 200 new cases were reported during the 2023-2024 period, ranging from fuel theft to licensing violations.

SAPRA's role in the Petroleum Compliance Forum was further strengthened, with the DMRE placing a renewed focus on combating illegal fuel trading. The forum's achievements include stronger collaboration with law enforcement agencies, which has led to successful prosecutions and increased industry vigilance against illegal activities.

Training and Development

In collaboration with W&R Seta and CSRS, SAPRA has expanded its training programs, helping retailers improve their operational resilience in the face of challenges such as rising fuel costs and fluctuating demand. A particular focus has been placed on small and medium enterprises (SMEs), which make up a significant portion of the sector.

Training programs included business management courses, LIGP (International leadership programme), compliance workshops, and operational best

practices, with over 500 retailers participating in the 2023-2024 period.

SAPRA also partnered with accomplished industry experts, such as Gerrie Lewies, to provide mentorship and guidance to newer players in the market. This initiative was part of SAPRA's broader strategy to ensure that even the most vulnerable retailers have the tools needed to remain competitive.

Industry Collaboration and Sustainability

SAPRA's collaboration with various stakeholders, including government bodies and industry associations, played a key role in addressing challenges within the petroleum sector.

The Industry Collaboration Council continued to meet regularly, discussing topics such as fuel supply security, local refining challenges, and environmental sustainability. A key focus during this period was addressing the challenges associated with cleaner fuel standards, which have added significant cost pressures to local refining operations.

The rise of alternative fuels and mobility disruptors, including electric vehicles (EVs), ride-hailing services, and car-sharing platforms, has also been at the forefront of industry conversations.

SAPRA has initiated discussions with government stakeholders on this transformation that would support retailers during this transition, while also pushing for investment in infrastructure that supports alternative energy sources.

Loadshedding and environmental challenges

Loadshedding and Energy Security

SAPRA encouraged its members to invest in alternative energy solutions, such as solar panels and backup generators. Several workshops and online sessions were held to educate retailers on how to make their businesses more resilient to power interruptions.

As fuel retailers are often seen as essential service providers during periods of load shedding, ensuring continuous operations became a key priority.

Water Shortages and Climate Resilience

Extreme weather events and ongoing water shortages in certain regions of South Africa have also been detrimental to the operations of fuel retailers.

SAPRA facilitated collaborations with local municipalities and government bodies to develop contingency plans for managing water usage and improving stormwater drainage at retail sites. These measures, coupled with training on disaster preparedness, helped businesses mitigate operational risks due to environmental factors.

Regulatory engagement and policy influence

Regulatory Updates

SAPRA continued to work closely with regulatory bodies, ensuring that its members were well-informed about changes in legislation and compliance requirements.

SAPRA's legal team actively engaged with the DMRE and other relevant authorities to simplify compliance processes and ensure that new regulations did not disproportionately affect smaller businesses.

One of the key regulatory challenges are merchant service fees, and the Association pushed for reforms to the Regulatory Accounting System (RAS). SAPRA's proposal was well received the Department. The Department is currently in the process of initiating and conducting a full RAS review, which has not been done for a number of years.

Wages and Collective Bargaining

As part of the RMI's collective bargaining efforts, SAPRA was instrumental in advocating for a fair wage structure during the wage negotiation cycle. Through productive engagements with unions such as NUMSA and industry stakeholders,



SAPRA helped ensure a balanced agreement that addressed both retailer viability and employee welfare. SAPRA will be involved in the next round of negotiations representing sector 5.

Media and Public Relations

SAPRA has significantly increased its media presence, ensuring that its voice is heard on issues affecting the industry.

The association achieved over R105 million in earned media coverage, reaching over 70 million potential consumers.

Through strategic partnerships with media outlets, SAPRA was able to increase public awareness of the challenges facing petroleum retailers, particularly with regard to fuel pricing, illicit trading, and regulatory changes.

Lebo Ramolahloane, Henry van der Merwe and Vishal Premalall have played a pivotal role in driving the monthly media feature that talks to a macro and micro impact of the price movement of fuel.

SAPRA also used its media platform to promote the Whistle-Blower Hotline, which has been instrumental in encouraging ethical business practices throughout the industry.

Conclusion and the way forward

The reporting period has been a transformative one for SAPRA and the broader petroleum retailing sector. Amid regulatory changes, economic pressures, and environmental challenges, SAPRA has remained steadfast in its mission to support petroleum retailers across South Africa.

Through advocacy, collaboration, and innovation, SAPRA has helped create a more sustainable and resilient industry.

Looking ahead, SAPRA will continue to address the evolving challenges facing the sector, including adapting to alternative fuels, managing environmental risks, and fostering transparency and compliance.

With its commitment to unity and ethical business practices, SAPRA is poised to remain a driving force in shaping the future of South Africa's petroleum retail industry.



South African Vehicle and Bodybuilders' Association

SAVABA plays a vital role in South Africa's transportation sector. The Association's skilled professionals design and manufacture specialised vehicles, trailers, and buses that facilitate the efficient movement of goods and commuters, driving economic growth.

During the year, SAVABA remained focused on evaluating, accrediting, retaining and signing up new business, attending relevant meetings and industry events, and driving projects and activities on a national basis.

By creating customised solutions for various industries, SAVABA ensures the efficient hauling of freight, reliable transportation of commuters, innovative designs incorporating advanced technologies and

materials, enhanced safety, efficiency, and sustainability; and reduced fuel consumption and emissions.

SAVABA's expertise is critical to the supply chain, enabling the transportation of essential goods. Their collaboration with fleet operators maximises payload capacity, minimises downtime, and ensures reliable, low-maintenance vehicles.

In the second half of the financial year, the RMI's new co-CEO Ipeleng Mabusela and SAVABA National Director Attie Serfontein visited SAVABA member Motor Body Constructions (MBC) in Germiston.

Discussions with MBC's Ian Morgan covered operations and challenges, steel shortage and price concerns, the withdrawal of 1 Meter tolerance on Categories M, N, and O, and homologation applications.

The visit highlighted the importance of collaboration and addressing industry concerns. Upcoming engagements include quarterly meetings with NRCS and SABS, focusing on streamlined communications and standards review.

Gauteng's prototype registration plate

The Gauteng Department of Roads and Transport hosted a Licensing Conference in Q4 2023 to discuss the new prototype vehicle registration plate.

Following productive industry stakeholder collaboration, the Department requested further sessions to ensure a smooth rollout. The RMI and SAVABA will keep members updated on progress. The licensing portfolio is a significant revenue source for Gauteng Province, with 38% of SA's registered vehicles. Other provinces may follow suit after successful implementation in Gauteng.

NRCS Levy Declarations

Registered Manufacturer, Importer, Bodybuilder (MIB) businesses are required by law to pay levies to the National Regulator for Compulsory Specifications (NRCS).

The NRCS is an entity of the Department of Trade, Industry, and Competition (the dtic), established to administer compulsory specifications and other technical regulations with the view to



protect human health, safety, the environment and ensure fair trade in accordance with government policies and guidelines.

The NRCS Legislative Framework

The legislative framework under which the NRCS performs its tasks on behalf of the dtic include:

- The National Regulator for Compulsory Specifications Act (Act No. 5 of 2008)
- Legal Metrology Act (Act No.9 of 2014)
- National Building Regulations and Building Standards Act (Act No. 103 of 1977).

The SAVABA National Executive Committee (NEC) continues to engage on a quarterly basis with the NRCS.

The Association continues to keep the pertinent issues on the agenda to ensure the continuation of the development of industry relations, and to help ensure the longevity of SAVABA member businesses).

The RMI and SAVABA held its NEC meeting during Automechanika Johannesburg, Africa's largest Automotive Trade Fair.

Strategic objectives, regulatory compliance, and future projects were discussed,, and key topics included Gauteng Department of Roads and Transport collaboration,

MIB Conference planning, OEM mounting procedures, NRCS and SABS engagements, and Upcoming Annual General Meetings and elections for Regional Committee structures.

The meeting aimed to address industry challenges and opportunities, with a focus on positive outcomes for RMI and SAVABA members and the Automotive Aftermarket.

The challenges facing the SA steel industry

Steel prices have fallen rapidly in the past few months, indicating difficult global economic conditions ahead and lower margins for local producers that are struggling against a range of issues such as loadshedding.

The shares of South Africa's largest steel producer, ArcelorMittal SA, plunged more than 15% recently, after it flagged a crash in earnings due to

pressure from lower prices, softer demand and coal and transport price hikes.

South Africa's steel Industry has been under pressure for years as a result of prolonged economic decline. Even before the COVID-19 pandemic, low domestic demand, driven in large part by declining infrastructure spending, a depressed global market and cheaper imports, had negatively impacted the local steel sector, leading to many job losses in the sector.

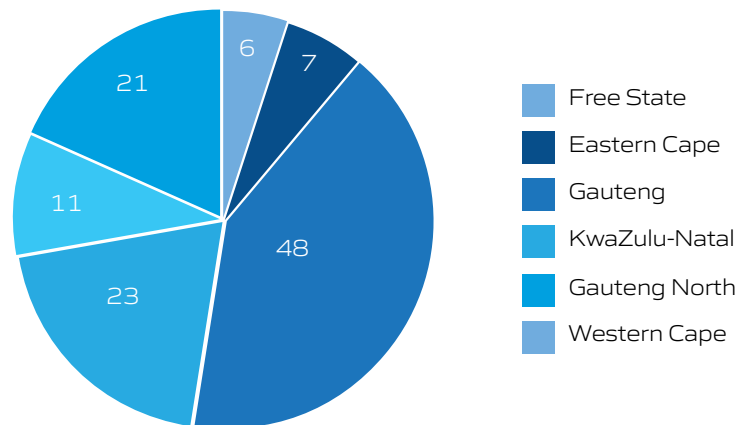
Conclusion

SAVABA warmly thanks its members for their dedication and invaluable contributions.

We also acknowledge the outstanding leadership of the RMI for their visionary guidance, expertise, and drive. Together, we've overcome challenges and achieved significant successes, strengthening our collective

commitment to industry growth. Looking ahead, we remain committed to fostering collaboration, innovation, and excellence. Thank you for your tireless efforts, unwavering support, and passion.

SAVABA membership spread



Tyre, Equipment, Parts Association

TEPA has experienced a transformative year, marked by significant industry shifts, regulatory updates, and an increasing emphasis on sustainability.

TEPA maintained its focus on the promotion of ethical business practices, professional development, and advocacy on behalf of the automotive aftermarket. Through strategic collaborations and partnerships, the Association was pivotal in fostering dialogue between stakeholders and the government like the Right to Repair (R2R) and the Waste Tyre initiatives.

Key achievements

- Increased membership engagement
- Continued advocacy for R2R
- Promoting sustainable tyre disposal solutions
- Development of relevant training programs to uplift technical skills

TEPA's Industry role

TEPA has long been a driving force behind industry advocacy, championing the rights of consumers and businesses within the tyre and parts sectors to operate ethically and sustainably, ultimately in the interest of promoting road safety.

Focus areas

- **Advocacy for Consumer Rights**

Promoting transparency and competition within the tyre and parts sectors, with special emphasis on educating consumers about their rights under the R2R guidelines, which now makes provision for inclusion of independent services providers.

- **Advocacy for Consumer Education**

Many consumers have little to no understanding of motor vehicle maintenance. TEPA has embarked on a consumer education programme to empower consumers

to make wise and informed vehicle maintenance decisions.

- **Sustainability Initiatives**

Addressing the environmental impact of tyres by promoting responsible disposal methods and advancing the discussion on circular economy principles. The Association tracks global trends and, where possible, benchmark from already developed concepts in first-world economies.

- **Technical Standards**

We work with the respective training authorities to align industry evolution with the training needs of our members to ensure that TEPA members have adequate access to relevant training.

Advocacy and Regulatory Affairs

TEPA has played a pivotal role in advocating for the rights of both consumers and businesses in the automotive industry.

The R2R initiative has been a significant focus, as TEPA worked to ensure that independent fitment centres, tyre dealerships, and parts suppliers benefit from a more equitable automotive and regulatory environment.

The Association engaged in dialogues with government bodies, providing critical feedback on draft regulations, and collaborating with stakeholders to ensure that the guidelines promote healthy competition while protecting consumer interests.

- **R2R**

TEPA collaborated with the Competition Commission and the Department of Trade, Industry, and

Competition (dtic) to ensure that regulations are fair and inclusive.

- **Environmental Compliance**

TEPA has worked closely with government entities to ensure that tyre disposal practices align with environmental regulations.

This year, the Association ramped up its efforts to promote the recycling and repurposing of used tyres, collaborating with local and international stakeholders to explore innovative recycling solutions.

- **TEPA Whistleblower**

TEPA launched a whistleblower hotline where members, industry and consumers can report malpractices in the industry. Such malpractices can then be channelled through to the respective authorities for investigation and action.

In addition, TEPA is also in the process of setting up an Industry Compliance Forum.

First leg of the compliance forum is the tyre silo, which includes SATMC (South African Tyre Manufacturers Conference), TIASA (Tyre Importers Association of South Africa) and respective statutory bodies.

- **Regulatory Compliance Manual**

The Regulatory Compliance Manual is available on the RMI website.

Sustainability and Environmental

The South African automotive industry, particularly the tyre sector, faces challenges regarding waste management and sustainability.

TEPA has made significant strides in addressing these challenges by promoting responsible practices among its members. Key achievements include:

- **Partnership with Recycling Companies**

Together with the IAC, TEPA has partnered with recycling initiatives to promote the responsible disposal of tyres so that fewer end up in landfills. In addition, the Association has supported initiatives aimed at the reuse and repurposing of tyres in construction and other sectors.

- **Environmental greening**

TEPA advocates to both industry and consumers for broader adoption of responsible waste disposal such as waste oils, brake components, and more.

Training and Skills Development

TEPA is currently developing and aligning comprehensive training programs aimed at enhancing technical and managerial skills among its members.

The Association's focus on education and specialist certification has ensured that members are better equipped to handle the demands of a rapidly changing industry.

- **Skills Development**

TEPA's training committee collaborates with other stakeholders and are instrumental in equipping technicians with the skills needed to maintain modern vehicles. This includes knowledge of advanced tyre technologies, diagnostics, and maintenance techniques.



Challenges and opportunities

While TEPA has made significant strides in its advocacy efforts and member engagement, the Association also faced several challenges. These include navigating the complexities of new regulations, addressing the issue of counterfeit parts, and promoting awareness of environmental issues in the tyre sector. However, these challenges have also presented opportunities for growth and innovation.

• Accreditation

TEPA's current accreditation programs ensure that members adhere to the current standards.

The Association is developing a more specific grading criteria for accreditation focusing on service quality, ethical business practices, and consumer satisfaction.

Membership Growth and Engagement

TEPA membership remains stable and growing and stands at 1 818.

Membership engagement has been a key focus for TEPA this year and the Association. By improving communication channels, offering enhanced benefits, and hosting more frequent networking events, TEPA has been able to grow its membership base and foster a more connected community.

TEPA and the RMI have also embarked on a branding exercise so that members receive the latest branding.

• Membership benefits

During the year, TEPA expanded its membership benefits, by exposing members to value-added services such as OHS training, industrial relations seminars, road shows in the 5 regions, training opportunities and grants.

These benefits have been well received by members, contributing to the collective 15% growth in membership over the previous year.

• Events and networking

TEPA hosted a series of networking events aimed at fostering collaboration among members. These events provided a platform for businesses to share best practices, explore new technologies, and discuss the challenges facing the industry.

The TEPA whistleblower hotline was officially launched at a conference at Automechanika Johannesburg in November 2023. TEPA also actively participated in corporate group networking sessions and market days where we presented on topics shortlisted by the corporate groups.

TEPA is optimistic that its ongoing partnerships with government bodies, educational institutions, and private stakeholders will enable us to continue advocating for the best interests of members. Fleet work remains a challenge and an opportunity that the Association is busy addressing.

Financial overview

The financial health of TEPA remains stable. Through prudent management of resources and strategic investments in key initiatives, TEPA has been able to maintain its operational stability while expanding its scope of work.

• Revenue streams

Membership fees remain the primary source of revenue for the Association, while income from training programs, accreditation services, and events contributed to the overall financial stability.

• Expenditure

Key areas of expenditure included advocacy efforts, training and development programs. Despite increasing operational costs, TEPA has managed to stay within budget, ensuring that funds are allocated effectively to support its strategic goals.

Looking ahead

TEPA's focus will remain on strengthening the automotive aftermarket, promoting ethical business practices, and advancing sustainability initiatives.

With the continued growth of the R2R movement and increasing pressure on the industry to adopt green practices, TEPA's role as an advocate and industry leader is more important than ever.

Our key focus areas for the new financial year include:

- Expanding training programs to address new technological advancements in the automotive industry.
- Strengthening relationships with government entities to influence policy and regulation.
- Enhancing member benefits and services to promote greater engagement.
- Promoting cradle to grave circular economies in tyre recycling and green practices.

Conclusion

The 2023/2024 period was a year of growth and progress for TEPA. The association has demonstrated its commitment to advocating for the rights of both consumers and businesses, promoting sustainability, and fostering a skilled workforce. As the industry continues to evolve, TEPA remains poised to lead the way, ensuring that the tyre and parts sectors in South Africa are future-ready.



Vehicle Testing Association

The VTA's primary strategic objective is to expand membership to strengthen its influence, positively impacting the vehicle testing industry and benefiting members. This effort was bolstered by the VTA Special Project, which commenced on 1 July 2023.

Road safety in South Africa remains a central focus, with VTA members working to make a meaningful impact.

Over the past year, members faced challenges such as loadshedding,

a struggling economy, a shortage of vehicle examiners, and the closure of provincial traffic training colleges, affecting service delivery.

To mitigate these challenges, the VTA explored new revenue opportunities, including the VTA Multi-Point Inspection (MPI) and getting members onto the WesBank Panel for inspection reports for private second-hand vehicle sales.

VTA engaged with national and provincial transport departments

for fair industry conditions, resolved Natis and VPN registration issues with the Road Traffic Management Corporation (RTMC), and communicated regularly with members about compliance matters.

Despite significant obstacles, members showed remarkable resilience and determination, sustaining their businesses under harsh conditions.

National Executive Committee and Regional Office-bearers

The following members were elected to serve on the NEC in for the period 2023 to 2025:

NATIONAL EXCO	CENTRAL REGION EXO	KZN REGION EXCO	WESTERN CAPE REGION EXO
Ferose Oaten - National Chair	Hennie Vermaak - Chair	Naeem Sheik - Chair	Ferose Oaten - Chair
Naeem Sheik - National Chair	Johannes Tshabalala - Vice-Chair	Farhad Khan - Vice-Chair	Basheer Mosagie - Vice-Chair
Hennie Vermaak	Sandra Vermaak	Annabel Govender	Rafiek Pather - Vice-Chair
	Cindie Vermaak	Kim Deoraj	Noor Samsodien
	Zack Motaung	Nazeem Khan	Faheeda Moola
	Milicent Nqwakazi	Noddy Deoraj	Lameez Mohamed
		Yunus Kadar	

Meetings

3 Regional and 1 National AGMs were held during the year. 13 meetings and different activities were held over the period

RTMC

The strong relationship that has been forged over the years between the VTA and the RTMC was well maintained. This has given way to a better platform to address our members' concerns.

Several meetings were also held with the RTMC to secure imperative vehicle crash statics required for our periodic testing research study. Progress in this regard is ongoing.

National and Provincial Departments of Transport

9 meetings were held with the National and Provincial Departments of Transport and relationships with these departments were maintained and solidified to the benefit of our members.

TC 1033 and SANS 10047 and 10216 Standards Revision Working Groups

The VTA was represented at the annual SABS Technical Committee 1033 meeting in July 14, 2023.

Additionally, the VTA participated in 6 working group meetings for the ongoing revision of the SANS 10047 Standard and five meetings for the revision of the SANS 10216 Standard.

National and Provincial Departments of Transport

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Periodic Testing

Lobbying for periodic vehicle testing in South Africa remains a major priority for the VTA. Over the past financial year, a PR campaign advocating for periodic testing received excellent media coverage. Strategically, the VTA decided that the RMI would lead the lobbying campaign, with the VTA in a supportive role. The RMI and its associations have aggressively spread the message about the need for periodic testing.

The VTA also uses meetings and conferences to educate the positive impact of periodic testing on road safety. Additionally, the VTA has joined forces with the South African Insurance Association and the Business for Road Safety Forum to advocate for periodic testing. An official research study from a university on the effects of periodic testing on road safety is nearing completion, pending data from the RTMC.



VTA Imbizo Automechanika 2023

The VTA's Imbizo at Automechanika 2023 was a significant event for the vehicle testing and automotive industries and formed part of the strategic objective of knowledge and capacity building of the association.

This gathering provided a dynamic platform for members, industry professionals, stakeholders, and enthusiasts to gather invaluable information and engage in meaningful discussions and strengthen their network within the vehicle testing industry.

The event was highly successful and extremely well attended, provided valuable insights and fostered collaboration within the vehicle testing and automotive industries.

Competition Commission

During the year, the VTA was invited by the Competition Commission of South Africa (CCSA) to make submissions regarding a proposed merger between Bidvest Automotive and DEKRA Automotive. This merger could have negatively impacted fair competition in the vehicle testing arena and our members. After

several engagements, the VTA made a comprehensive submission to help the CCSA understand the economic environment of vehicle test stations and the potential market impact.

Following further consultations, the Competition Tribunal approved the merger, but imposed restrictions suggested by the VTA to ensure a fair transition for current service providers to Bidvest Auto dealerships.

Free safety campaigns

The VTA held 2 free safety campaigns during the year in review, the first for October Transport Month and the second for the 2024 Easter period.

Participating RMI/VTA vehicle testing stations around the country offered motorists free safety-critical checks on their vehicles. The campaigns aimed to help motorists make safety their first priority.

VTA special project

In July 2023, a special project was launched to address current VTA challenges and opportunities, driving long-term sustainability, and to position the VTA as the preferred association for vehicle testing stations in South Africa.

The project is progressing well, with a 41% increase in membership and meaningful engagements in knowledge and capacity building.

An official research study on the effects of periodic testing on road safety is nearing completion, pending data from the RTMC.

CITA RAG Conference 2023

The CITA RAG Conference was held in Ethiopia in October 2023, bringing together industry leaders, experts, and stakeholders to discuss vehicle inspection and testing advancements.

Organised with the United Nations Economic Commission for Africa (UNECA), the event aimed to address vehicle compliance, road safety, environmental protection, decarbonization, and law enforcement. Sessions covered challenges in vehicle compliance with electric vehicles and the EU-AU Task Force recommendations.

The VTA was represented by its National Director and National Chairperson, contributing to the VTA's strategic objective of knowledge and capacity building.

Conclusion

Maintaining a strong membership base is crucial for meaningful engagement with government and the business sector, ensuring our members receive recognition and opportunities. We encourage current members to promote the VTA to local vehicle test stations, urging them to join and participate.

The Association is dedicated to supporting the long-term sustainability and growth of test stations, positively impacting road safety, advancing the industry, and combating corruption.

Overview of RMI Labour Activities



As RMI prepares for the **2025 Wage Negotiations** under the auspices of MIBCO, our commitment to fostering a productive, fair and stable labour environment in the Motor Industry remains unwavering.

During the year under review, the RMI focused on fortifying its strategic positioning ahead of the collective bargaining to ensure a sustainable and equitable outcome for our member businesses.

As of 30 June 2024, the total combined value, including both fund values and surpluses increased to R50 180 648 595.

The RMI Team remains dedicated to protecting and promoting the interests of its members across various structures within MIBCO, including the Board of Trustees for the Motor Industry Retirement Funds.

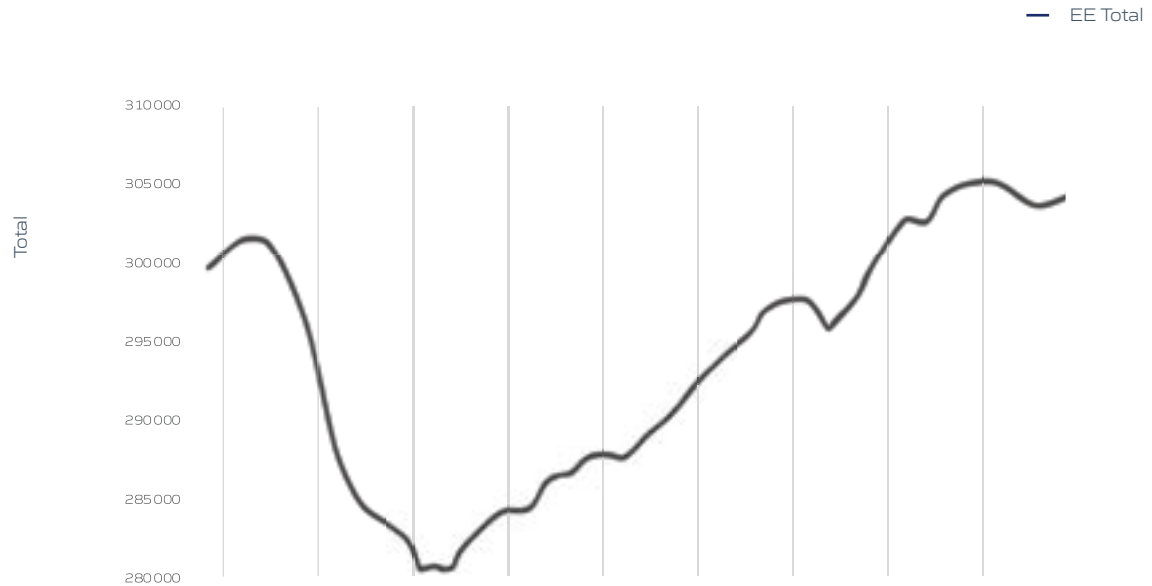
The table below provides a clear financial snapshot of the Motor Industry Retirement Funds, highlighting the strengths in asset management and valuable insights into the financial stability of the funds.

The dedicated efforts of our team, in collaboration with Fund Managers, have led to exceptional Fund returns significant growth.

Fund	Fund Value	Surplus	Total
Copartes	1 214 566 310		1 214 566 310
MIPF	3 731 482 900	1 802 036 577	5 533 519 477
AW Prov	26 024 885 167	365 415 627	26 390 300 794
MI Prov	16 479 260 459	36 226 095	16 515 486 554
MIBF	526 775 460		526 775 460
Total	47 976 970 296	2 203 678 299	50 180 648 595

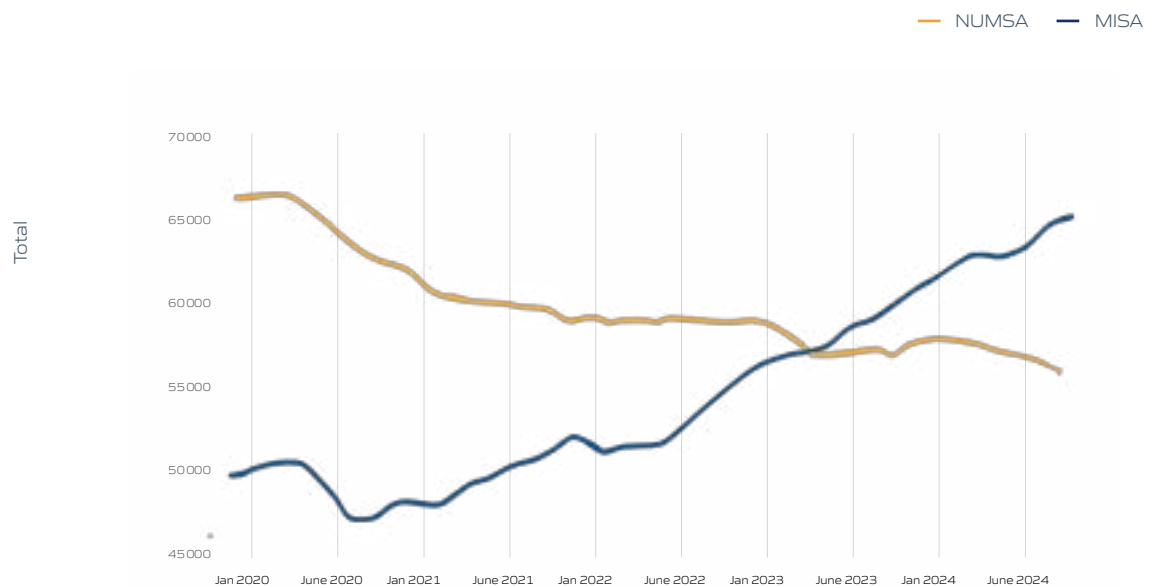
Source: Motor Industry Fund Administration Data as at 30 June 2024.

Employee Movement



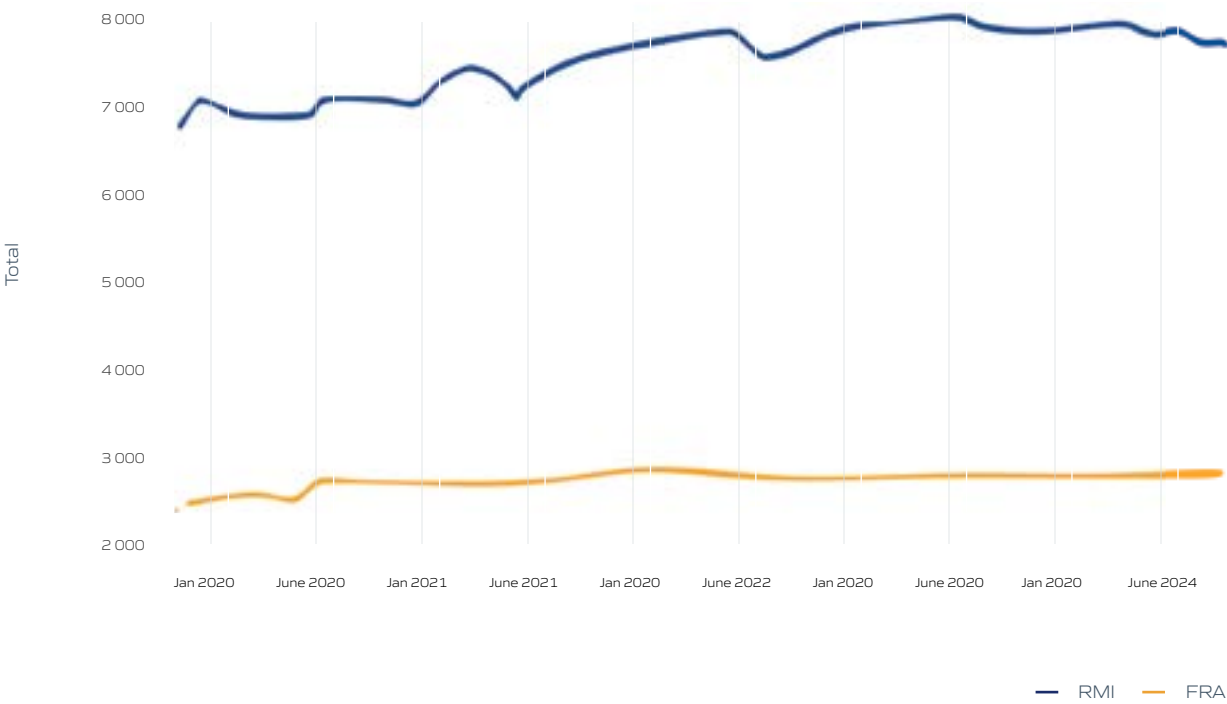
The graph above depicts a significant disruption in employment during mid-2020 due to COVID-19, followed by a gradual but sustained recovery since March 2021. By 30 June 2024, the Motor Industry has not only recovered but slightly exceeded its pre-pandemic employment levels. It is one of the leading providers and creators of employment in the South African economy.

Union Movement



The graph indicates a decline in NUMSA membership within the Motor Industry, accompanied by a significant surge in MISA membership. As of March 2023, MISA has surpassed NUMSA in terms of membership, establishing itself as the majority trade union at MIBCO.

Employer Party Organisation Movement



The graph above shows a consistent upward trend in the RMI's membership.

Industrial Relations Services

In January 2023, the RMI initiated a Subsidised IR Services Special Project to support accredited members by offering professional representation at the DRC, CCMA and Labour Court at no cost. As a result of the significant demand, this service has now become permanent offering for our valued members.

During the year, we continued to offer members training seminars on labour law, Industrial Relations and Employment Equity.

Additionally, we offered customised in-house training that can be delivered virtually or on-site.

In January 2024, we conducted an in-house seminar with 168 delegates in attendance.

Our team of highly skilled legal professionals specialising in labour relations continues to provide a wide range of industrial relations, including chairing of disciplinary inquiries, grievance hearings, retrenchment processes, and consultation meetings, along with offering free labour advice.

We also assist members by preparing and drafting various applications, including resissions, condonations, exemptions and review applications.

Sick-, Accident- and Maternity Pay Fund

The Sick Accident and Maternity Pay Fund remains to be a valuable benefit for our members and continues to demonstrate healthy performance.

The Statement of Income and Expenditure below depicts the Funds financial position as of FYE 2023

Sick, Accident and Maternity Funds Income Statement		
	FYE 2023	FYE 2022
Income		
Contributions Received		
Contributions Received SAF	59 049 946.64	55 642 050
Contributions Received Maternity	8 254 612.70	7 713 637
Other income		
Interest Income	9 286	3 264
Investment Interest	9 834 786	5 783 481
Penalty Interest	117 054	185 863
TOTAL INCOME	77 265 685	69 328 294.43
Expenses		
Benefits Paid		
Sick Pay	52 166 168.26	56 628 465
Accident Pay	3 733 924.63	3 896 277
Maternity Pay	6 620 492.59	-6 795 468
Operating and Admin Expenses		
Bank Charges	2 610	2 904
Admin Fees	1 034 133	4 439 189
Audit Fees	169 050	0
TOTAL EXPENSES	63 726 378	71 762 302
Net Surplus (Deficit)	13 539 306	(2 434 008)

Financial Report

For the period ended 30 June 2024.



Financial Overview

The audited financial statements were tabled at the Board meeting held on 25 September 2024 and were duly accepted and ratified.

In a financial year where the only constant has been change, the financial results have been more than satisfying with continued surpluses and a strengthening balance sheet.

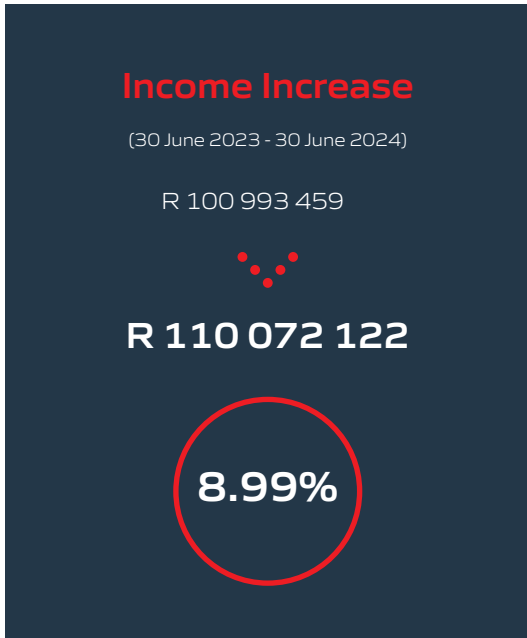
The RMI's financial position is arguably the best in its existence and with strong management and a willing and winning team, set to do so.

The RMI balance sheet was strengthened by converting existing assets, both current and fixed, into an exciting new property in Thornhill Office Park in Midrand.

Taking advantage of a very deflated commercial property market, the RMI Board made an offer, that was accepted, on the building and much of the furniture and equipment. With the assistance of an excellent design and building contract contractor, extensive improvements were made, including solar panelling and water-wise solutions.

The strategy of selling our existing properties and replacing with new, better located properties will be continued into the foreseeable future, with emphasis this year on the Gqeberha property and updating the Bloemfontein office. If possible, part or all of the building/s will be rented out to long term tenants.

Revenue



During the period 1 July 2023 to 31 March 2024, RMI members were offered a once off discount if they supplied the RMI with their BBBEE information and completed an accompanying survey, this resulted in an overall reduction in subscription income of R1 320 670 for this transformation project.

Credits have been carried forward where necessary to the new financial year, to offset future invoices.

Meeting fees paid to the RMI on behalf of staff attending meetings within the industry continue to provide substantial additional income.

Expenditure

Total expenditure increased from R61 629 314 in 2023 to R70 373 976 in 2024.

The 14.19% increase was due to increased expenditure on a number of special projects that were included in the 2023/2024 budget, to benefit

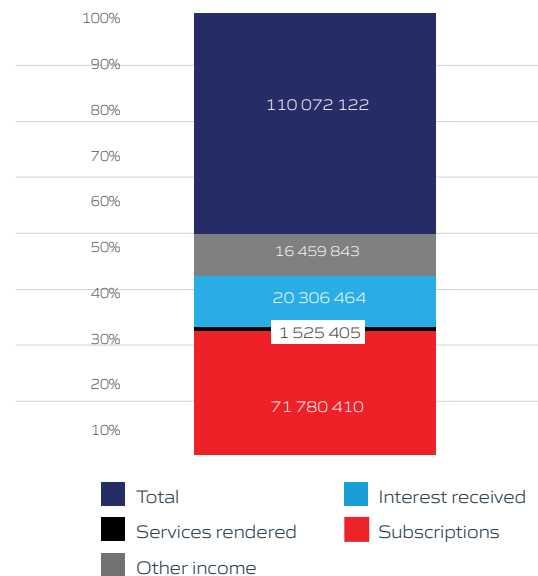
Income increased substantially from R100 993 459 as at 30 June 2023 to R110 072 122 in 2024, or an increase of 8.99%.

This was in due part to the unbudgeted R13 million dividend declared in the RMI4Sure cell captive, which is the final dividend expected after selling our interest to Guardrisk in December 2023.

Thus, no further reward or risk to the RMI from this venture, which has proven very lucrative to the RMI over the years since 2004.

The RMI cash reserves have grown substantially during the period under review, increasing from R167 713 369 to R196 360 328 as at financial yearend.

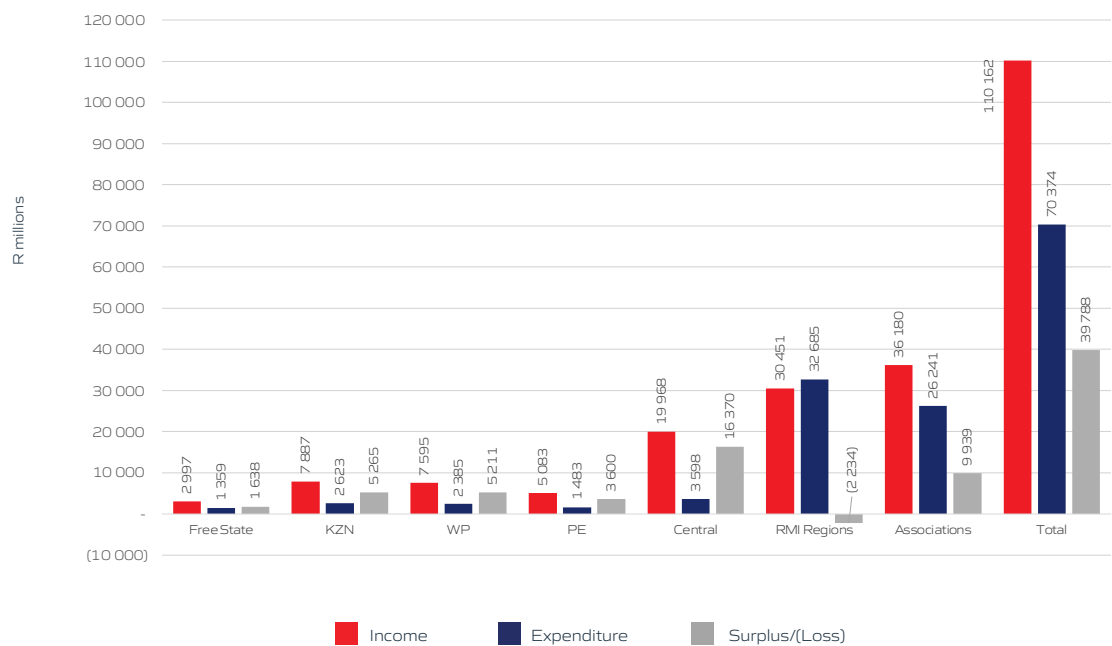
Income - RMI and Associations 30 June 2024



members in various spheres, including but not limited to training, branding and transformation.

The actual surplus achieved as at 30 June 2024 was R39 788 146. This surplus is across all regions and Associations.

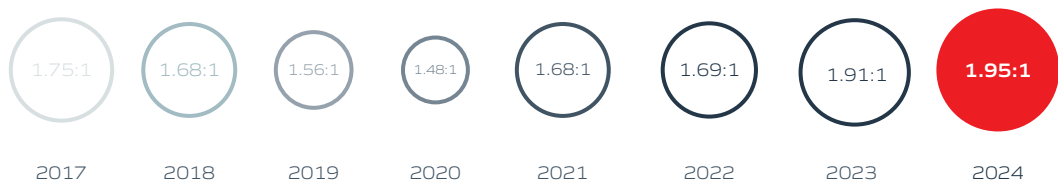
Abridged income statement RMI and Associations



Solvency

Current assets available for the payment of liabilities have increased from 191 cents in 2023 to 195 cents in 2024.

The stated intention of the RMI Board to have six months' worth of Opex Reserve has been achieved. We currently have 47 months of reserves *including* the Associations and 26 months of reserves *excluding* the Associations.



Equity

The Statement of Changes in Equity from 1 July 2018 to 30 June 2024, reflects a positive change in equity holding of R132 227 333. This trend would explain the improvement in reserves.

Retail Motor Industry Organisation and Constituent Associations
Registration number LR2/6/3/45 | Consolidated Financial Statements for the year ended 30 June 2024.

Statement of Changes in Equity

Figures In Rand	Revaluation of Land and Buildings Reserve	Special Training Reserve	Other NDR	Total Reserves	Accumulated Surplus	Total Equity
Balance at 01 July 2018	5 774 714	4 169 890	3 544	9 948 148	70 372 232	80 320 380
Changes in equity						
Interest on special training reserve	-	258 322	-	258 322	-	258 322
Surplus for the year	-	-	-	-	9 815 348	9 815 348
Total changes	-	258 322	-	258 322	9 815 348	10 073 670
Balance at 01 July 2019	5 774 714	4 428 212	3 544	10 206 470	80 187 580	90 394 050
Changes in equity						
Surplus for the year	-	-	-	-	14 370 138	14 370 138
Transfer from special training reserve	-	-4 662 269	-	-4 662 269	3 898 678	-763 591
Interest on special training reserve	-	234 057	-	234 057	-	234 057
Transfer from reserves	-	-	-3 544	-3 544		-3 544
Transfer to non-current asset held for sale	-	-	-	-	-256 610	-256 610
Total changes	-	-4 428 212	-3 544	-4 431 756	18 012 206	13 580 450
Balance at 31 July 2020	5 774 714	-	-	5 774 714	98 199 786	103 974 500
Changes in equity						
Surplus for the year	-	-	-	-	15 114 000	15 114 000
Transfer from special training reserve	-3 177 079	-	-	-3 177 079		-3 177 079
Total changes	-3 177 079	-	-	-3 177 079	15 114 000	11 936 921
Balance at 30 June 2021	2 597 635	-	-	2 597 635	113 313 786	115 911 421
Changes in equity						
Surplus for the year	-	-	-	-	17 578 347	17 578 347
Total changes	-	-	-	-	17 578 347	17 578 347
Balance at 30 June 2022	2 597 635	-	-	2 597 635	130 892 133	133 489 768
Changes in equity						
Surplus for the year	-	-	-	-	39 269 799	39 269 799
Total changes	-	-	-	-	39 269 799	39 269 799
Balance at 30 June 2023	2 597 635	-	-	2 597 635	170 161 932	172 759 567
Changes in equity						
Surplus for the year					39 788 146	39 788 146
Total changes					39 788 146	39 788 146
Balance at 30 June 2024	2 597 635			2 597 635	209 950 078	212 547 713

Cash Flow

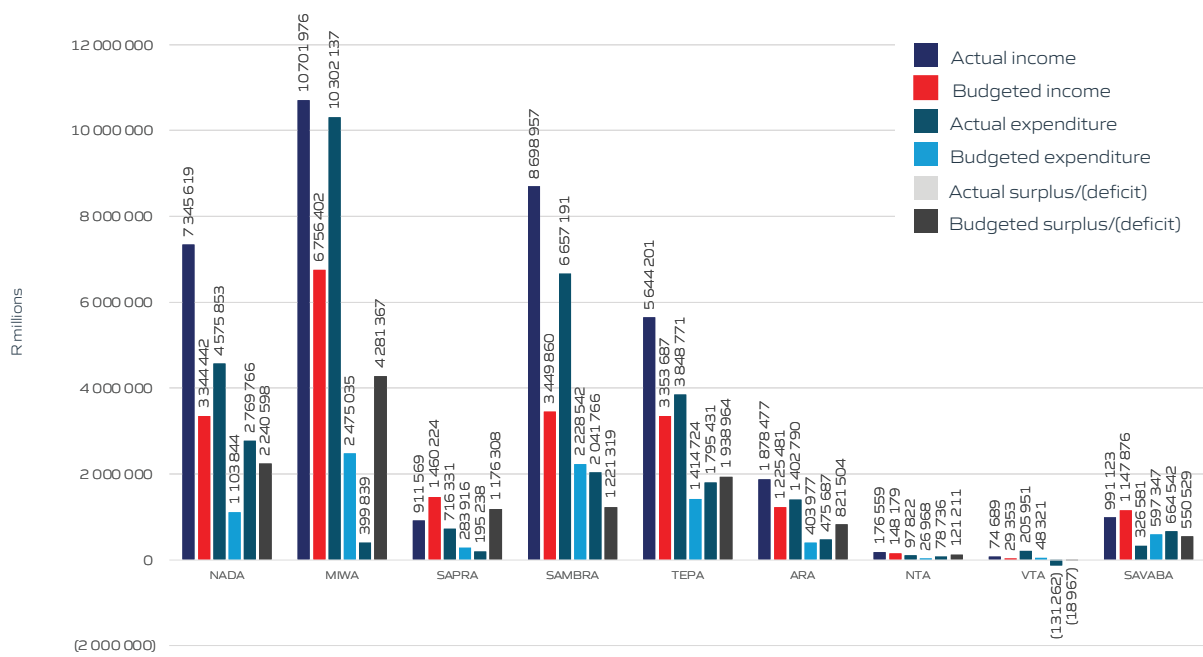
The RMI is arguably in its strongest financial position since inception. This is very encouraging given the uncertain times we are experiencing. The RMI would be in a far more negative situation if these reserves were not available to carry us through difficult times.

Cash Flow (Operating Activities)		
Date	Balance	Movement
1 July 2012	23 540 420	-1 216 629
1 July 2013	22 323 791	-1 082 248
1 July 2014	21 241 543	12 221 275
1 July 2015	33 462 818	11 785 551
1 July 2016	45 248 369	14 801 909
1 July 2017	60 050 278	15 091 073
1 July 2018	75 141 351	6 497 550
1 July 2019	81 638 901	9 072 700
1 July 2020	90 711 601	22 213 477
1 July 2021	112 925 078	14 333 777
1 July 2022	127 258 855	40 454 514
1 July 2023	167 713 369	28 646 959
1 July 2024	196 360 328	

Associations

It is pleasing to note that all the Associations, with the exception of VTA, achieved surpluses for the financial period ended 30 June 2024. This trend will probably reverse for SAPRA and continue for VTA during the next period as they have been identified as special membership growth projects, unless the envisaged growth is beyond expectation. These special projects are set to continue until 30 June 2025.

Abridged financial statements for Associations 30 June 2023





RMI is the major employer representative of the Motor Industry Bargaining Council, playing a significant role in labour negotiations as well as the industry's social benefit schemes, dispute resolution processes and exemption procedures.

RMI Office Bearers

For the period ended 2023/2024



RMI BOARD MEMBERS

Jeáanne Esterhuizen	President - Non-Executive Director
Ferose Oaten	Vice President
Jakkie Olivier	Non-Executive Director
Sandra Singh	
Brandon Cohen	
Chris le Roux	
Teresa Spenser-Higgs	
Eugene (Dewald) Ranft	
Les McMaster	
Johann van de Merwe	
Lindsay Bouchier	
Henry van der Merwe	
Mohamed (Mams) Rehaman	
Jan Schoeman	CEO: Operations and Regulatory Compliance
Ipeleng Mabusela	CEO: Strategy and Corporate Support
Prudence Seepi	Non-Executive Director
Dev Moodley	

RMI AUDIT AND RISK COMMITTEE

Board appointees

Lindsay Bouchier	Independent Member
Saskia le Roux	Independent Member
Brandon Cohen	RMI Board of Directors' representative
Prudence Seepi	Independent Member

Management (By invitation)

Ipeleng Mabusela	CEO: Strategy and Corporate Support
Jan Schoeman	CEO: Operations and Regulatory Compliance
Tendayi Kgasoe	Company Secretary
Renee Coetsee	Financial Director

RMI LABOUR EXECUTIVE COMMITTEE

Principal	Alternate	Association
Lindsay Bouchier (Chairperson)	Mr Greg Pringle	NADA
Brett Winter		SAMBRA
Henry van der Merwe	Mr Peggie Moodley	SAPRA
Johan Botha	Mr Frank MacNicol Jnr	ARA
Teresa Spenser-Higgs (Vice- Chair)	Ms Bridget Finn	MIWA
Tenette Smit	Mr Claude Jardin	SAVABA
Frans Maritz	Mr Rajen Moodley	TEPA

NATIONAL ASSOCIATIONAL CHAIRPERSONS

Ferose Oaten	VTA
Chris Le Roux	ARA
Eugene Ranft	MIWA
Brandon Cohen	NADA
Dev Moodley	SAMBRA
Henry van der Merwe	SAPRA
Mams Rehaman	SAVABA
Johann van de Merwe	TEPA

REGIONAL CHAIRPERSONS

Eugene Ranft	Free State/Northern Cape
Ferose Oaten	Western Cape
Les McMaster	Central
Teresa Spencer-Higgs	Eastern Cape
Sandra Singh	KwaZulu-Natal

President's Committee

Jeanne Esterhuizen (President)
 Ipeleng Mabusela
 Brandon Cohen

Ferose Oaten (Vice- President)
 Jan Schoeman
 Johann van der Merwe

Belonging is Better Business

here's why

Your voice

**RMI represents
the industry at:**

Centralised wage negotiations.



Various MIBCO and Industry-related
Boards and committee structures.



Various South African Bureau of
Standards (SABS) committees
and working groups.



The National Regulator for Compulsory
specifications (NRCS), defending our
industry when compulsory specifications
and standards are compromised.



The Moto Health Care Fund,
Industry Provident Funds and the Sick,
Accident and Maternity Pay Fund.



Meetings hosted by reputable
organisations recognised by government,
big business, consumers and relevant
stakeholders like Business
Unity SA (BUSA).



Legacy and Unity



115+ yrs

retail motor industry
representation



8,400+

member businesses
our unity is our strength



With a membership of more than 8 400, we provide a *very effective collective voice* that gives considerable clout to its members. It is through this collective voice that the RMI strive to create better trading conditions for its members.

Keeps you in the know

Industry labour relations seminars.



Automobil magazine and weekly web letters.



Commenting on industry topics in the media, and participating in and hosting numerous conventions and shows.



Supports your business



Professional industrial relations advice ensuring procedural and substantive **fairness** when disciplining staff.



Facilitation of a business-to-business complaints where both parties are RMI members, with a **complaint resolution** rate in excess of 95%.



Exceptional CPA **support** at the National Consumer Commission (NCC) and the Motor Industry Ombudsman of South Africa (MIOSA).



Chairing of disciplinary hearings and **automatic entry** at the CCMA, DRC and Labour Court.



Training needs and representation via merSETA, TETA and W&RSETA.



Industry-specific products like RMI4BEE, RMI4LAW and RMI4OHS.

RMI Constituent Associations



The Retail Motor Industry Organisation (RMI) is a proactive, relevant, retail and associated motor industry organisation recognised as the leading voice in South Africa's automotive aftermarket. It serves the daily needs of its members and plays a key role in enabling motor traders to deliver a superior service to motoring consumers.

8 Associations fall proudly under the RMI umbrella. *Inter-associational business-to-business trading is encouraged* in the interests of all stakeholders.



The Automotive Remanufacturers' Association represents the remanufacturing

trade sector. This includes component remanufacturers involved in safety-critical components, inclusive of, but not limited to vehicle cooling, turbocharger and braking systems; automotive engineers who machine and remanufacture engine components by way of expert engineering – ultimately rebuilding engines to its original specifications, and specialists in the repair, servicing and remanufacturing

of diesel fuel injection systems fitted to diesel engines in earth moving equipment, highway trucks, stationary engines and passenger vehicles.

ARA promotes the responsible reuse of remanufactured engine components for a 'greener' environment (carbon footprint). Its members are dedicated to providing consumers with only the best advice, finest service delivery, and highest quality workmanship.



The Motor Industry Workshop Association represents general repairs, auto electrical; air

conditioning; accessories and fitment as well as transmission and driveline workshops, while striving to remain ahead of the ever-changing technologies and best practices of the aftermarket motor industry. MIWA encourages members to support inter-associational, business-to-business trading with a view to strengthen the RMI. MIWA remains the leading resource for members ensuring continued relevance and sustainability.



The National Automobile Dealers' Association represents the interests of business people who own or operate new motor vehicle and motorcycle

franchise dealerships and qualifying used motor vehicle and motorcycle outlets.

NADA is committed to the image enhancement of the retail motor business, facilitating the interface between dealers and OEMs, importers and distributors, building relationships between dealers and customers and bringing relevant industry issues to the attention of government. NADA is the respected voice on all matters relating to motor vehicle and motorcycle dealer business.



The South African Motor Body Repairers' Association is the pre-eminent motor body repair association in South Africa

representing the majority of accredited motor body repairers.

SAMBRA's grading system, which was introduced over 30 years ago, regulates repair standards in the motor body repair industry in South Africa and instils confidence in consumers and industry stakeholders alike. The Association works in close collaboration with various key industry stakeholders including Insurers, Original Equipment Suppliers, paint and equipment suppliers, the labour department and trade unions, as well as related SETAs – to maintain industry sustainability and development. It ensures the provision of technical and business management skills training in order for members to meet the demands of the industry.



The South African Petroleum Retailers' Association represents the interests of all petroleum retailers in South Africa.

Its aim is to improve growth and profitability for the investor. SAPRA plays an important role in tracking global and local trends that affect

sustainability and help retailers remain relevant in an ever-changing business environment.

Retailers voice concerns through one of the seven regional chairs strategically located around the country, into a National Executive Committee (NEC), where strategy and solutions are developed. This bottom up approach is a fundamental SAPRA imperative.



The South African Vehicle and Bodybuilders' Association members are professional, certified and regulated vehicle body builders in South Africa who manufacture commercial vehicle body applications (tanker, coal, refrigerated trucks and trailers) and bus bodies (commuter and tourist type).

Members manufacture using the latest equipment and highly trained staff to ensure strict compliance with NRCS regulations; SABS standards and all other legal specifications and requirements.



The Tyre, Equipment, Parts Association represents tyre dealers, garage and workshop equipment and tool importers and distributors, auto part wholesalers, retailers and independent operators in the aftermarket motor parts industry as well as manufacturers and importers of parts for the automotive aftermarket.

The members of TEPA represent, promote, sell and endorse the use of legitimate, bona fide, quality branded products. TEPA members also export parts, equipment and components into Africa and other countries in the world. TEPA encourages at all times inter-associational RMI business-to-business trading, intent on strengthening the RMI Organisation as a whole. TEPA is seen as the mark of integrity and fair trade for the consumer, the business operator and the government. The Association is the legitimate voice of the tyre, equipment, and parts industry in South Africa and is positioned as an intermediary between government, business, and the consumer.



The Vehicle Testing Association represents private vehicle testing stations that are committed to operating within the law in accordance with the Road Traffic Act and the relevant SANS standards.

In this highly regulated environment, the association represents the interests of its members at government level working groups and is committed to enhancing the reputation of the industry in all the spheres.

Contact Details

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The RMI Team



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SAPRA and TEPA
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Jeffrey Molefe

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Renee Coetzee

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Louis van Huyssteen

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SAMBRA Director



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