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Food Service, HMR & Deli

**New innovations, SA favourites
& global influences**

Packaging, Labels & Scales

**A 2024 look at
current trends &
future outlook**

International Storewatch

**Migros, Switzerland
... Living well is simple!**

Delight your Customers

**So, February is
the Month of Love**



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FEATURES

Packaging, Labels & Scales

These play crucial roles in shaping customer behaviour and driving sales. South Africa's packaging industry is estimated to be worth over R80 billion, with plastic constituting a significant portion of the materials used. We delve into the current trends and future outlook of these key element, against a backdrop of continued economic challenges and political change.

Designed by macrovector / Freepik



HMR, Food service & Deli

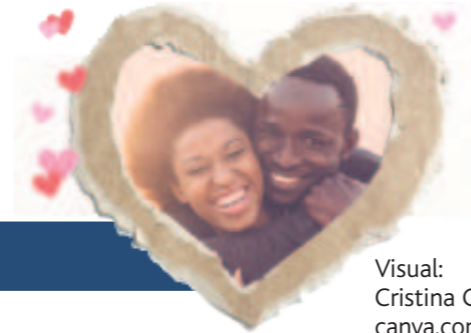
It's not only about ease and convenience. Nutrition, taste, and value for money are also key purchase decision drivers here. Thinking creatively is a must. As much as consumers crave the reliability

Contents

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and comfort of traditional favourites, they are also eager for tastes, textures, snacking and meal solutions that are fun, exciting, new, or different.



Visual: Cristina Gorski, canva.com

COLUMNS

Delight your customers

Aki Kalliatakis and the Month of Love. On the whole, in retail customers' most basic psychological needs are sorely neglected in the pursuit of efficiency. A few decades ago we had Abraham Maslow's Hierarchy of Needs that described how once our basic physical needs for food, shelter and safety were met, we felt a deep longing to love and be loved.



STOREWATCH

Living well with Migros in Switzerland

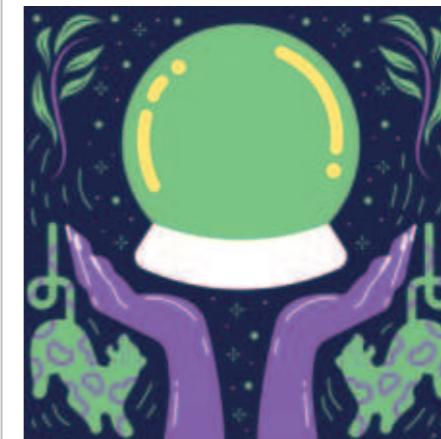
This cooperative is the second largest distribution chain in Switzerland (behind Coop), one of the most prosperous and structured companies in the country, a powerful private employer which,

in 2022, surpassed 31 billion euros (R635 billion) in sales. Its footprint extends into Liechtenstein and some French regions (Provinces of Ain and Haute-Savoie).

NEWS

Chicken rebates offer welcome relief

Local shoppers have reason to celebrate, as the International Trade Administration Commission (ITAC) has confirmed that it is lifting punitive tariffs on imported chicken.



Creating with Bron, canva.com

The future of retail technology

With technology constantly on the move, the retail industry has no choice but to adapt to keep pace and up to speed with the broader changing face of consumer expectations.

How ERP is transforming manufacturing

It's crucial to underscore that embracing cloud-based ERP isn't merely a discretionary choice – it's a strategic imperative with far-reaching implications.





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29 May A pivotal date is on the horizon



Helen Maister

Will this mark a turning point? If the ANC loses its power, brace for upheaval. They'll obstruct any attempts to revitalise our ailing state, municipalities, and economy. Should their plundering persist, what will remain of our beloved country in just four years?

It's time to act decisively. Commencing the journey to relegate the ANC to a mere footnote in our history won't be without challenges, but it's a crucial step forward.

Packaging, Labels and Scales

South African supermarkets and retailers are constantly challenged to evolve the shopping experience. From the moment customers step through the doors, their decisions are influenced by a multitude of factors, including product



presentation, information accessibility, and even the tools they use to make their selections. In this dynamic space,

packaging, labelling, and in-store food scales play crucial roles in shaping customer behaviour and driving sales. In this feature, we'll delve into the current trends and future outlook of these key elements in the coming year, against a backdrop of continued economic challenges and political change.

HMR and Food Service

It's no secret that today's consumer has an exceptionally soft spot for their local – or further afield – HMR and Deli counters. Whether shoppers are looking to save time, cater for a crowd, enjoy a welcome respite from meal preparation, have a 'treat' night, or just get someone else to do all



the hard work, local food service, HMR and deli options are their go-to.

But it's not only about ease and convenience. Nutrition, taste, and value for money are also key purchase decision drivers here. For category managers and menu planners alike, thinking creatively is a must. As much as consumers crave the reliability and comfort of traditional favourites, they are also eager for tastes, textures, snacking and meal solutions that are fun, exciting, new, or different. South African shoppers are also keen to explore international flavours and menus.

Helen Maister

Helen Maister

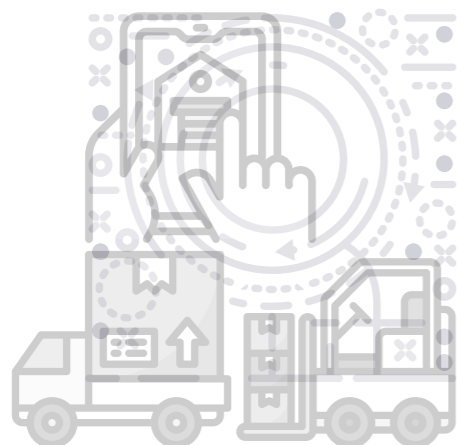


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SNAPSHOT OF THE WAREHOUSING & LOGISTICS SECTOR

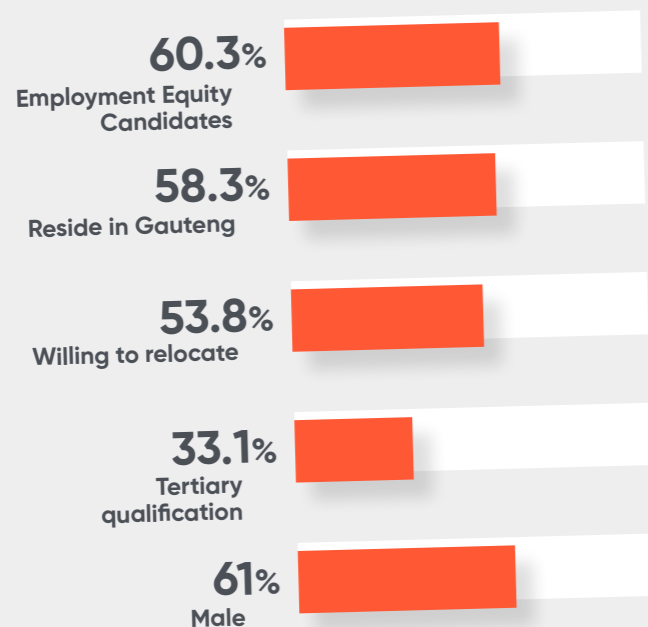


The role of data in recruitment has emerged as a crucial factor in staying competitive and relevant. By understanding the challenges unique to the Warehousing & Logistics sector, businesses can leverage data-driven recruitment to ensure a steady pipeline of qualified candidates and reinforce their position in a competitive market.

Pnet, South Africa's leading online recruitment platform, provides **data-driven and sector-specific insights into recruitment and employment trends** to give local businesses a comprehensive summary of the trends shaping the local recruitment market.

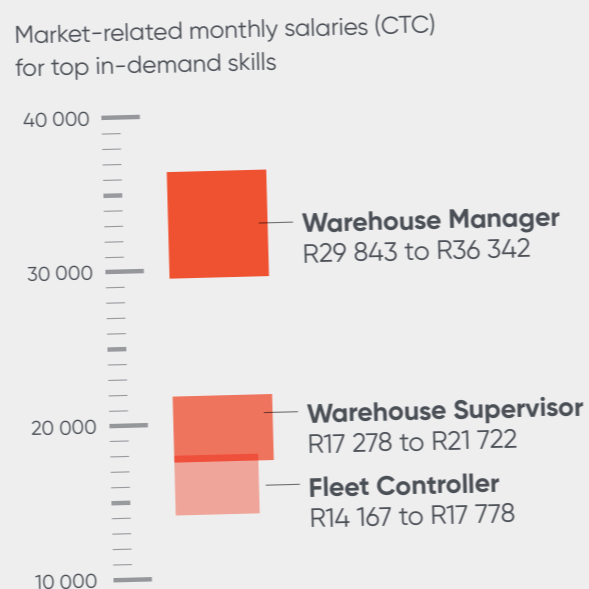


CANDIDATE TRENDS FOR WAREHOUSING & LOGISTICS



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So, February is **the** Month of Love

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

Aki Kalliatakis

aki@leadershiplaunchpad.co.za

As I sit now in my mid-sixties, I'm not so comfortable with having romance and passion relentlessly assaulting me around every corner. Quite frankly, as I sit at home in my Crocs (which must be one of the greatest turn-off for women ever invented), I'd much prefer to watch a documentary in my tracksuit and fall asleep on the couch than go out for a romantic dinner. The idea of billions being spent on cards, flowers and chocolates transforms me into a self-conscious (albeit guilty) hermit-husband who finds the idea of Valentine's Day awfully cringeworthy.

And it probably explains why I love this little Valentine's Day poem ...



Visual: Ivan Mikhaylov, canva.com

Roses are red, violets are blue,
sugar is sweet, and so are you.

But the roses are wilting, the violets are dead,
the sugar bowl's empty, and diabetes has spread.



Visual: Alonkelakon, canva.com



Caricature: Gary Brown, www.sciencephoto.com

Drawing: www.thescandoreview.com



Maslow's Hierarchy of Needs

It is a psychological theory about what drives human behaviour and what makes humans feel fulfilled.

It represents five key human needs that people must meet in order to achieve well-being.

They are ...

- Physiological needs (such as food and water)
- Safety needs (security and stability)
- Love and belonging (relationships, feeling accepted)
- Esteem needs (self-confidence and respect)
- Self-actualisation (reaching one's potential).

Definition courtesy of
www.medicalnewstoday.com/

Nevertheless, the month of love does give us an excuse to remember that in retail it's all about customers who are desperate for some love to be shown towards them. Please don't get me wrong – I do like doing some of my routine transactions efficiently on my screens, and order groceries that arrive in 60 minutes and, occasionally, with a nice little free chocolate sweet.

But on the whole, customers' most basic psychological needs are sorely neglected in the pursuit of efficiency. A few decades ago we had Abraham Maslow's Hierarchy of Needs that described how once our basic physical needs for food, shelter and safety were met, we felt a deep longing to love and be loved.



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More recently, in the work by David Rock on his SCARF Model, we've been able to tap into the human emotional needs that motivate us to buy. SCARF stands for status, certainty, autonomy, relatedness (or, as I prefer, relationships and love) and fairness. We'll look at certainty, autonomy and fairness in another article, but for this one I want to focus on relatedness, and how the sense of being wanted and loved also boosts customers' status.

Rock defined relatedness as our ability to connect with others. When it's missing, it leaves your customers feeling lonely, uncertain and isolated, and leads directly to a lack of willingness to transact with you and your business. But when we connect with others we are rewarded with an instant rush of oxytocin, the so-called 'love hormone', that makes us feel less vulnerable, more trusting and, well ... loved. Your job is to maximise that because it makes your customers more willing to buy.

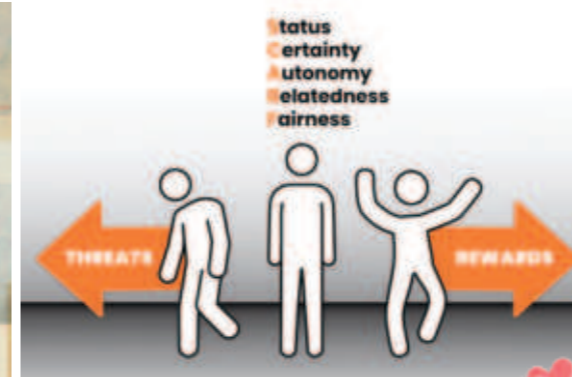
So actually I love Valentine's Day, because it gives us all an excuse to show other people – and customers in particular – that we care. Even people who share no romantic connection can use this day to be kind and helpful, to smile a little bit more, to reach out to other human beings – even at the risk of spending a bit of money or being a little bit silly.

My friend Greg's wife gave birth on Valentine's Day last year and, after all the excitement was over, he asked the nurse for a headache pill for himself. She said just because his baby was so beautiful and because it was Valentine's Day she would give him a neck massage.



Dr David Rock, Co-Founder and Chief Executive Officer, NeuroLeadership Institute

Illustration: www.psychologytoday.com



Graphic: <https://themarketingsalesgroup.com/>

The SCARF Model

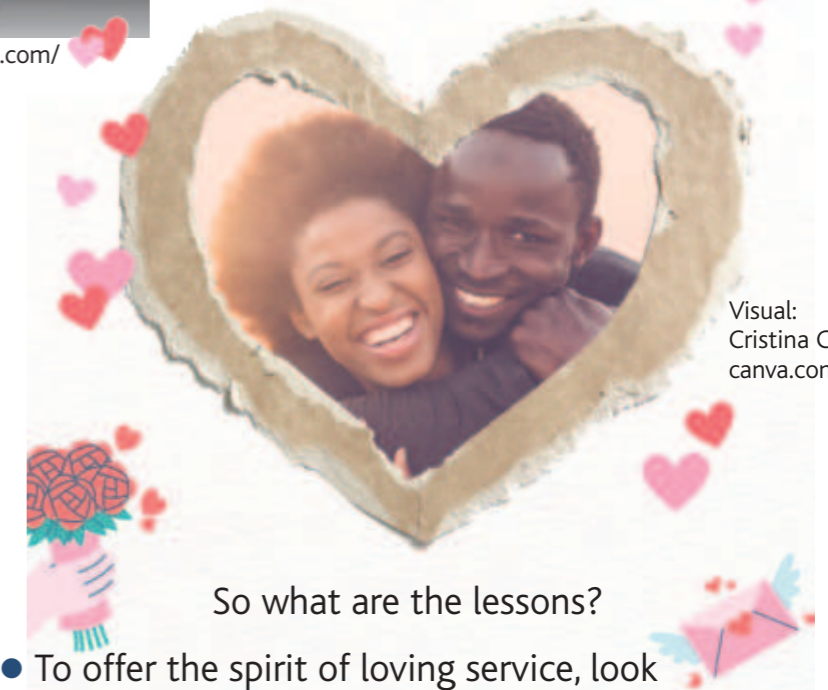
Much of our motivation driving social behaviour is governed by an overarching organising principle of minimising threat and maximising reward, and social needs are treated in the brain in much of the same way as our need for food and water.

<https://themarketingsalesgroup.com/>

On a recent visit with my specialist surgeon, it was all very efficient and businesslike, just like you'd expect any doctor's visit to be, but then right at the end of the consultation he said, "Aki, last time you were here you had a bit of a problem with your swollen legs. Let's take a quick look at that now." All it took was 90 seconds extra, but I left there on an absolute high.

One year in while working and holidaying in Mauritius, the waiter at the resort came to share information with us about the weather and the temperature of the ocean water and the swimming pool every day as he poured coffee and cleared plates during breakfast. But on Valentine's Day he recited some romantic poems for all of the ladies. They loved it.

At the same hotel, a laundry worker wrote a small note complimenting me on the fine fabric of my suit and the elegance of my ties. The note was pinned gently to the clothes before they were hung back in our cupboards. Memorable moments indeed!



Visual: Cristina Gorski, canva.com

So what are the lessons?

- To offer the spirit of loving service, look beyond your customer's requests to identify their true desires and turn-ons. What you can offer may be different, and more effective, than what they have requested. Listen for unspoken needs, not just spoken words.





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- What is 'your thing'? Is it the personal note you attach to customer's packages? Is it the enthusiastic tone in your voice on the phone? Is it your pride in teaching customers or colleagues something new? Is it as simple as the colourful clothes you wear, the newspaper articles or jokes that you share with others, or your passion for indoor plants that makes the people around you marvel at who you are? Or perhaps it's the fact that you pay them simple little compliments that make them smile.
- If all else fails, how about saying something like, "Nice to see you again." (In 90% of cases you will probably be right and, even if you are wrong, and they have never seen you before, they will still appreciate the effort.)

- Whatever it is that turns you on, find and do your own thing. Then take it one step further. Turn 'your thing' into something special – to the advantage and enjoyment of others and make them smile.

The difference between the people in the examples I've shared and the rest of us is that they love their customers and, now that you've read about them, why don't you use this Valentine's Day as an excuse to start doing something special for your customers? They will be overwhelmed by your kindness, instantly become a supporter ... and will never forget what you did to make them feel special. **SR**



Visual: Oxana Stoyantseva, canva.com



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

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Decoding the Aisles

A 2024 look at South Africa's packaging, labelling and in-store food scales

South African supermarkets and retailers are constantly challenged to evolve the shopping experience. From the moment customers step through the doors, their decisions are influenced by a multitude of factors, including product presentation, information accessibility, and even the tools they use to make their selections.

In this dynamic space, packaging, labelling, and in-store food scales play crucial roles in shaping customer behaviour and driving sales. In this feature, we'll delve into the current trends and future outlook of these key elements in the coming year, against a backdrop of continued economic challenges and political change.

Packaging: Sustainable, functional & personalised choices

South Africa's packaging industry is estimated to be worth over R80 billion, with plastic constituting a significant portion of the materials used.

Source: Packaging SA, 2023

However, consumer attitudes towards sustainability are shifting, and this is reflected in a number of current packaging trends:

The rise of eco-friendly options: consumers are increasingly seeking out products packaged in recycled, recyclable, or compostable materials. Paper, cardboard, and bioplastics are gaining



A number of local businesses are turning to paperboard cartons for their water packaging. One such brand is Ripple Water. The packaging offers a viable, more environmentally conscious alternative, to plastic bottled water. It is made from majority plant-based materials which makes it 61% renewable and 100% recyclable. www.nampak.com/

Consumer attitudes towards sustainability are shifting, and this is reflected in a number of current trends

traction, with South Africa witnessing a 20% growth in the production of bio-based plastics in 2022. Source: Bio-Based & Biodegradable Industries Association, 2023

According to Vanessa von Holdt, National Marketing Manager for the Institute of Packaging, the packaging industry and brand owners need to apply the principles of designing for recycling.

"Packaging materials should be easy to separate and be reclaimed for recycling to have a better

chance of being recycled and not ending up in landfill." Von Holdt continues ...



Vanessa von Holdt

“These principles need to be communicated to consumers with clear information on what to do with the packaging after it has fulfilled its primary role.”

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“Consumers also need to be educated, encouraged and engaged to ensure that packaging has the best chance of getting into the recycling stream,” she says. “This is often as simple as explaining dry and wet waste separation.”

Functionality reigns supreme: Packaging is no longer just about aesthetics; it needs to serve a purpose. Resealable pouches, portion control containers, and easy-open features are becoming increasingly popular, catering to busy lifestyles and reducing food waste.

“Functionality also links back to the sustainability question,” says Von Holdt.

“The strong consumer perception that paper is easier to recycle and more ‘eco-friendly’ will see brand owners using more paper-based packaging where feasible, and while this trend is not necessarily new, we expect to see more brand owners shying away from single-use plastic packaging and products in the coming year.”

Personalisation takes centre stage: Customised packaging that caters to specific dietary needs and preferences is gaining momentum. Products with QR codes linking to personalised recipes or nutritional information based on individual health goals talk directly to shoppers and encourage engagement with the brand.

That said, according to Von Holdt, on-pack communication will become a growing challenge, driven by legislation and the need to inform

Graphics courtesy of <https://fibrecircle.co.za/>



consumers facing increased financial constraints, the informal market is poised for significant expansion, outpacing the formal market fivefold.

“This is indicative of shifting consumer preferences towards more affordable and accessible retail options,” says Van der Walt.

“Wholesalers need to adapt by exploring innovative packaging solutions that cater to the diverse needs of informal market consumers, while ensuring product quality and affordability.”

Labels: Informing & engaging customers

With South Africa’s rising health consciousness, clear and informative labelling is no longer a luxury, but a necessity.

Here’s what’s trending ...

Clean label movement:

Consumers are demanding simple, easily understandable ingredients lists.

This translates to shorter labels with familiar terms, free from artificial additives and preservatives.

Reuben Naidoo, General Manager at Sign & Seal Labels, says the online shopping trend is driving the design of labels that are easy to understand, and also quickly identifiable for both customers and ‘personal shoppers’ for online orders

consumers about the contents and packaging .

“Brand owners and packaging designers are going to have to make some tough decisions about how and what they communicate on pack, all the while working towards creating more customised packaging for consumers.”

New market opportunities: One area of growth that packaging companies, suppliers, retailers and wholesalers should be looking at more seriously this year is the informal market.

Terence van der Walt, Marketing Manager at Nampak Paper and Plastic, says that with



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on the shopfloor and in the tracking of products as they leave the store. Naidoo says ...



Reuben Naidoo

“ We’re already working with major retailers to help them track deliveries using variable customised QR code tracking labels. We also need to ensure that seals are tamper-proof, with evidence markers for customers. ”

South Africa’s online grocery sector is experiencing a significant surge, driven by convenience, safety concerns, and changing consumer habits. This market is expected to reach R60 billion by 2025, doubling its 2021 size. Groceries are the fastest-growing online retail category, with 23% of South Africans now buying groceries online, and 63% of online grocery purchases being made on smartphones.

Sources: PwC, 2023 and World Wide Worx, 2023.

Nampak’s Van der Walt adds that ...



Terence van der Walt

“ As consumers increasingly prioritise convenience and accessibility, retailers must prioritise packaging and labels optimised for e-commerce fulfilment, including secure packaging for safe transit and eco-friendly materials that align with sustainability concerns. ”



South Africa’s Consumer Protection Act emphasises transparency, making this a crucial aspect for businesses.

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Photo & caption: www.nampak.com/

“Legislation will play a big role in determining what information must be carried on-pack going forward,” says Von Holdt. “The draft food labelling legislation, R3337, and the campaign for Front-of-Package Warning Labels for certain food products (initiated by the Department of Health and the HEALA campaign – HEALA is a coalition of civil society organisations advocating for equitable access to affordable, nutritious

“Brands should adopt a holistic approach to sustainability, ensuring that environmental considerations permeate every aspect of their operations,” he says.

“This may involve sourcing eco-friendly materials, optimising production processes to minimise waste, and implementing responsible logistics practices. By aligning sustainability efforts with broader company values and culture, brands can amplify their impact and contribute to positive environmental stewardship beyond packaging initiatives.”



<https://heala.org/campaigns/>

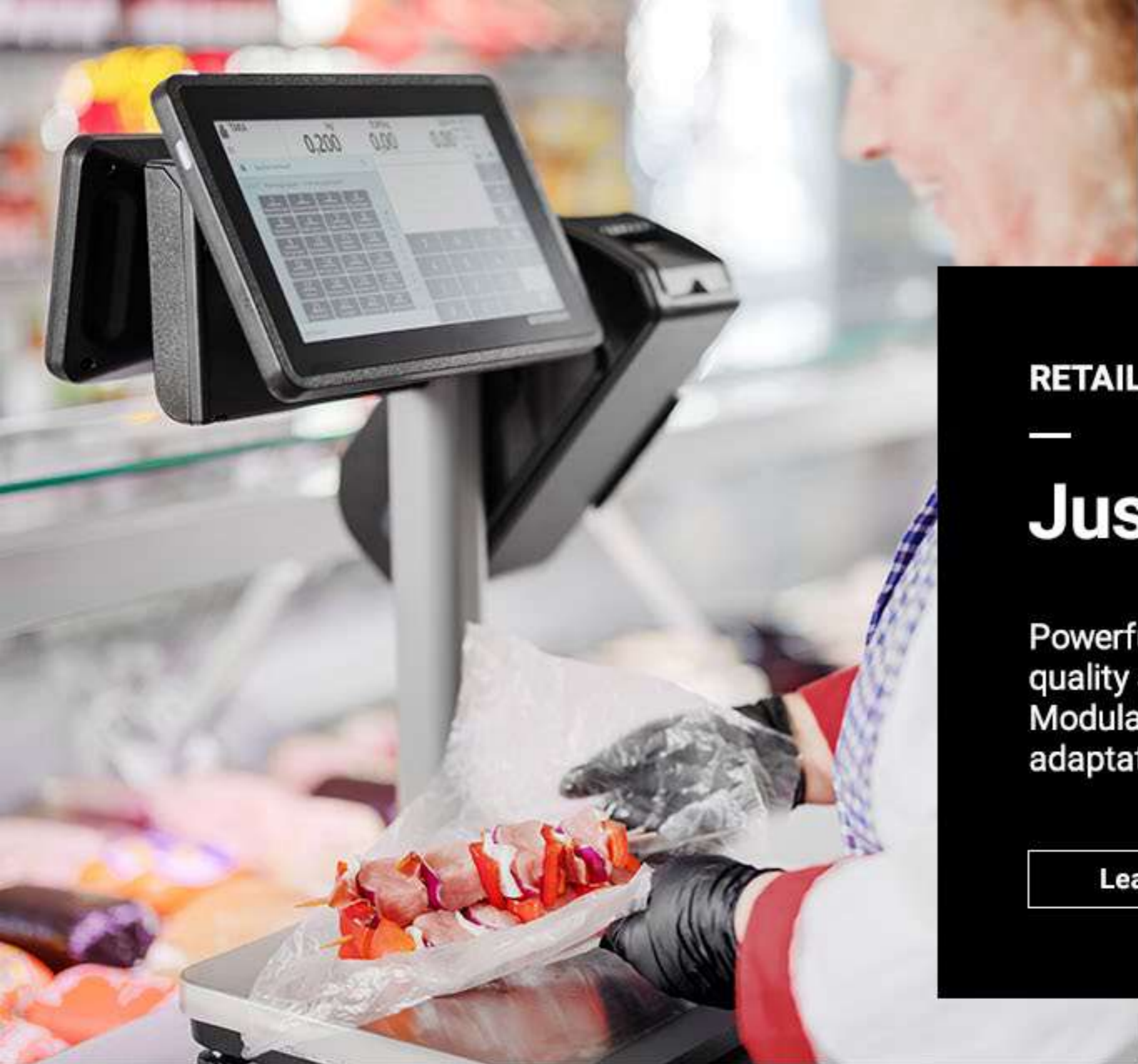
Spotlight on transparency:

Labels are going beyond listing ingredients, offering details about origin, ethical sourcing, and environmental impact.



food through a more just food system) will be a very visible change to how information is to be presented on packaging.”





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Visual courtesy of www.signseal.co.za/



Improved label printing technology:

From a production perspective, it's important to marry consumer demand and government legislation with the ability to produce new, innovative labels that both inform the customer and meet compliance standards.

"The current trend leans heavily towards digital printing for producing quick, cost-effective produce labels with the least waste," says Sign & Seal Labels' Naidoo. "Digital printers can produce labels much faster than conventional methods since they don't require tooling or the creation of polymer plates prior to printing," he says.

"One of the digital machines we recently procured has the option of variable colour printing, the first of its kind in Africa, which allows us to create a print of different labels of the same

substrate in one continuous run. This results in massive cost and waste reductions, with the added benefit of more consistent colour accuracy for branding."

Sustainable labelling: Labels are often not taken into consideration when it comes to creating sustainable packaging, and so the onus is on label printers and brands to specify recyclable label materials that don't need to be separated from the packaging for recycling.

"On a practical level, we need to see more labels that are easy to separate from the packaging,

Visual: [Zeljkosantrac, www.canva.com/](http://Zeljkosantrac.www.canva.com/)



and greater use of 'eco-friendly' adhesives, inks and coatings," explains Von Holdt.

"Brand owners may be looking for drastic ways to demonstrate their commitment to sustainability, such as the recent move by Coca-Cola to



Graphic courtesy of <https://fibrecircle.co.za/>





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Visual courtesy of Yuliya Furman, www.canva.com/

Did you know?

Paper recycling does not 'save trees'? Trees for paper are grown sustainably and specially farmed for productive purposes – in other words, they are planted and grown to be harvested, and paper is not made from indigenous forests. <https://fibrecircle.co.za/>



remove all the labels from their Sprite bottles globally," she adds.

"This is unlikely to see widespread application in South Africa, however, given the draft food labelling legislation which will demand more detailed information to be communicated on packs."

Naidoo concurs but says that label printers are becoming more innovative in the pursuit of sustainability goals. "We recently introduced a product called Clean Flake, an adhesive that is recyclable with all polypropylene containers and bags. We've also introduced an LDPE label for the packaging of soups, with a special adhesive that can be recycled along with the label."

Nampak's Van der Walt says that it's imperative for brands to steer clear of vague or ambiguous language that may contribute to greenwashing, the misleading use of environmental claims to enhance a product's appeal.

"Terms like 'biodegradability' are often misused and misunderstood," he says. "Brands should exercise caution and ensure a thorough understand-

ing of terminology before incorporating it into their packaging messaging. Transparency and honesty about sustainability efforts are crucial in building consumer trust and credibility."



Visual courtesy of <https://fibrecircle.co.za/>

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In-store food scales: Empowering informed choices

In-store food scales are no longer just about measuring produce. They're evolving into powerful tools that empower informed choices, combat food waste, and enhance the overall customer experience.

For example, scales with tare functions and portion size guides empower customers to buy only what they need, reducing food waste, which is a major concern in South Africa with over 10 million tons wasted annually, according to CSIR (Council for Scientific and Industrial Research). That's why a 2023 Checkers initiative showcased scales that can recommend recipes based on selected ingredients, inspiring customers to reduce waste.

Scales with unit pricing capabilities further allow customers to compare prices more effectively, making informed choices based on value rather than only on package size.



Visual courtesy of Syda Productions, www.canva.com/

Scales with built-in nutritional calculators or recipe suggestions can be invaluable for customers with specific dietary requirements or portion control needs. Last year Woolworths introduced a pilot programme of scales with built-in calculators or linked apps that can display calorie counts, allergen warnings, and portion sizes, catering to specific dietary needs.

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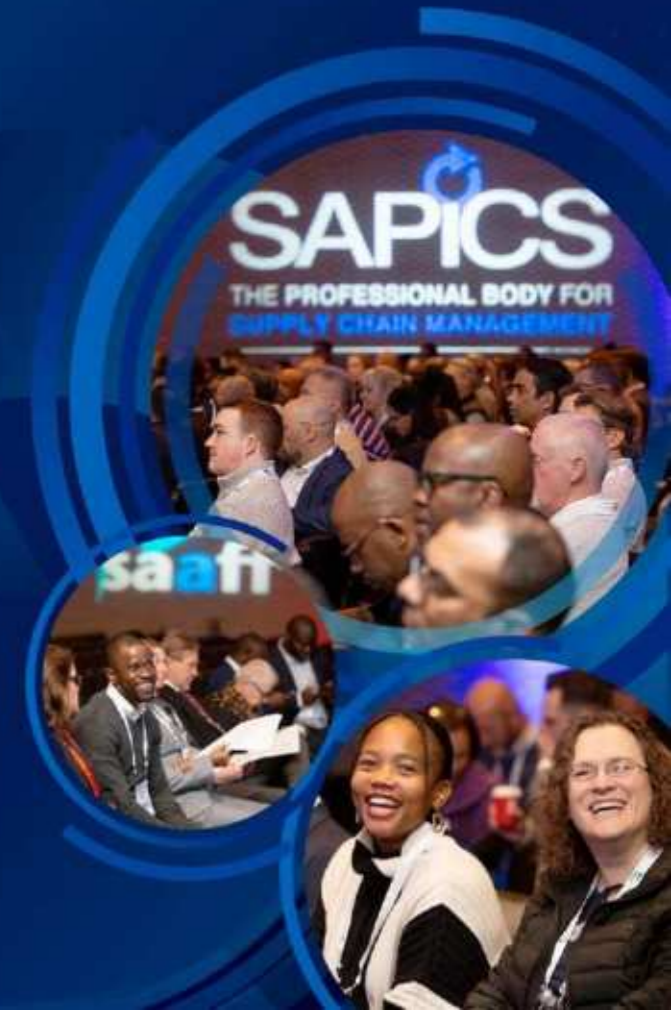
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Looking ahead, the next frontier for in-store scales is artificial intelligence (AI). Imagine that instead of having to hand over food packs to a scale teller or looking up one food item among many at a self-service scale, you can instead just put your produce on the scale and have it automatically recognised, weighed and priced for your customer.



Visual: www.bizerba.com/

This exact technology is already being rolled out by scale manufacturers like Bizerba, which recently partnered with a developer and distributor of solutions for AI-based object recognition, whose technology will be integrated into Bizerba's RetailApp Object Recognition in the future. The new partnership will enable customers in the

retail sector to automatically recognise fruit and vegetables on Bizerba self-service scales.

For a more hands-on approach, companies like Avocet Scales have introduced twin-monitor scales that let customers see exactly which products are being weighed and what they cost, right at the till counter.

With high-resolution displays, customers can visually track the weighing and packaging of their selected products during checkout, and even interrogate their purchases further with interactive content from the scale screen.

Visual courtesy of <https://seam.co.za/>



Embracing the future of retail

The future of retail packaging and labels is all about bold innovation and sustainability.

Firstly, ditching traditional design and embracing eye-catching graphics, vibrant colours, and impactful messaging becomes paramount. Think eye-grabbing cartons with exciting packaging types like Seam Coffee's partnership with Nampak that was announced last year, which is a South African made range of coffee packaging that is both recyclable and low impact. Product versatility and coffee and water combo. eco-friendly solutions are in the spotlight.

Secondly, sustainability takes centre stage with South Africa's new EPR (Extended Producer Responsibility) legislation. Retailers can make a real difference by actively supporting and collaborating with PROs (Producer Responsibility Organisations) and recycling initiatives.

This demonstrates environmental responsibility, builds trust with consumers, and enhances brand reputation. Embrace the change, get creative, and be a leader in responsible retail practices.

As many retailers and wholesalers kick their collective financial year into gear, South Africa's supermarket and wholesale landscape will continue to evolve. By embracing sustainable packaging, transparent labelling,

and innovative in-store tools like food scales, businesses can stay ahead of the curve and create a shopping experience that resonates with today's informed and engaged consumer.

Remember, packaging, labelling, and scales are not just about products; they're about building trust, fostering loyalty, and ultimately, driving success in the ever-competitive retail and wholesale environment. **SR**



Guy Lerner, writer and photographer, writes across diverse topics in business, technology, and retail, including consumer technology, telecommunications software, user experience technology, security, and power systems. He has worked with multinational companies in South Africa and Australia and is currently based in Cape Town. Guy holds a B.Sc. Honours degree from the University of Witwatersrand). Contact Wilkins Ross Communications (www.wilkinsrossglobal.com) or guy@wilkinsross.co.za.



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FMCG's Guru Report on 'The Future of Naturalness' suggests the global functional beverage market will be worth upwards of \$208.7 billion by 2027.

Healthy products are increasingly important. According to our survey, two-thirds of South Africans value companies that offer healthier choices, and they are prepared to pay a premium for healthier, more nutritious, and organic options.



Serving up freshness

New innovations, South African favourites, and global influences provide a blend of the new and the traditional in Food Service, HMR, and Deli

It's no secret that today's consumer has an exceptionally soft spot for their local – or further afield – HMR and Deli counters. Whether shoppers are looking to save time, cater for a crowd, enjoy a welcome respite from meal preparation, have a 'treat' night, or just get someone else to do all the hard work, local food service, HMR, and deli options are their go-to.

But it's not only about ease and convenience. Nutrition, taste, and value for money are also key purchase decision drivers here.

For category managers and menu planners alike, thinking creatively is a must. As much as consumers crave the reliability and comfort of traditional favourites, they are also eager for tastes, textures, snacking and meal solutions that are fun, exciting, new, or different. South African shoppers are also keen to explore international flavours and menus.

Developing or stocking a range that includes traditional favourites and new-generation food that satisfies all your customer's needs – from at-home entertaining, Ready to Eat (RTE), Ready to Heat (RTH), and Ready to Cook (RTC) – is no small feat. But for consumers who are increasingly strapped for time, convenience is, as always, king. In addition, retailers must account for vegetarian,



Visual courtesy of Turkkub, www.canva.com/

plant-based, and better-for-you diets. HMR and deli can cater for a variety of dining experiences and for a variety of consumer needs.

Retail food service: Embracing the plant-based revolution

Local restaurants are adding more plant-based options to their menus, and with good reason. More South Africans are becoming comfortable with plant-based options and meat-free alternatives, and they want their HMR, deli and fast-food offerings to reflect this.



Wikus Engelbrecht

ProVeg South Africa, a subsidiary of ProVeg International, a food awareness organisation working to transform the global food system, has been tracking the rise of plant-based diets across the country, and the data speaks for itself. Wikus Engelbrecht, ProVeg South Africa Communications Manager, says ...

“The South African market has a steady appetite for fast food. Challenges such as the Covid pandemic and the ongoing crisis of loadshedding have contributed to a considerable increase in fast-food consumption by South Africans, with a 33.1% rise since 2019.”

This local market growth reflects a global shift in consumer choices “towards more healthy,

Serves: 4
Preparation time: 45 minutes
Cooking time: 20 minutes



INGREDIENTS

Chicken:

1 x pack County Fair Breast Fillets (4 breasts)
1 ½ cup (375ml) buttermilk
100g flour
2 tsp (10ml) cayenne pepper
2 tsp (10ml) garlic powder
1 tsp (5ml) smoked paprika
1 tsp (5ml) dried herbs
Salt and ground black pepper
Oil for frying

For the dressing:

150ml buttermilk
15g basil
15g parsley
2 Tbsp (30ml) lemon juice
2 Tbsp (30ml) honey
2 Tbsp (30ml) mustard

Salad:

180g crunchy salad leaves
1 avocado, sliced
50g crispy onion
4 burger buns, sliced in half
1/3 cup (80ml) mayonnaise
3 Tbsp (45ml) wholegrain mustard
400g slaw mix
4 square slices of cheese
2 pickled jalapenos, thinly sliced

BUTTERMILK FRIED CHICKEN BURGER WITH MUSTARD

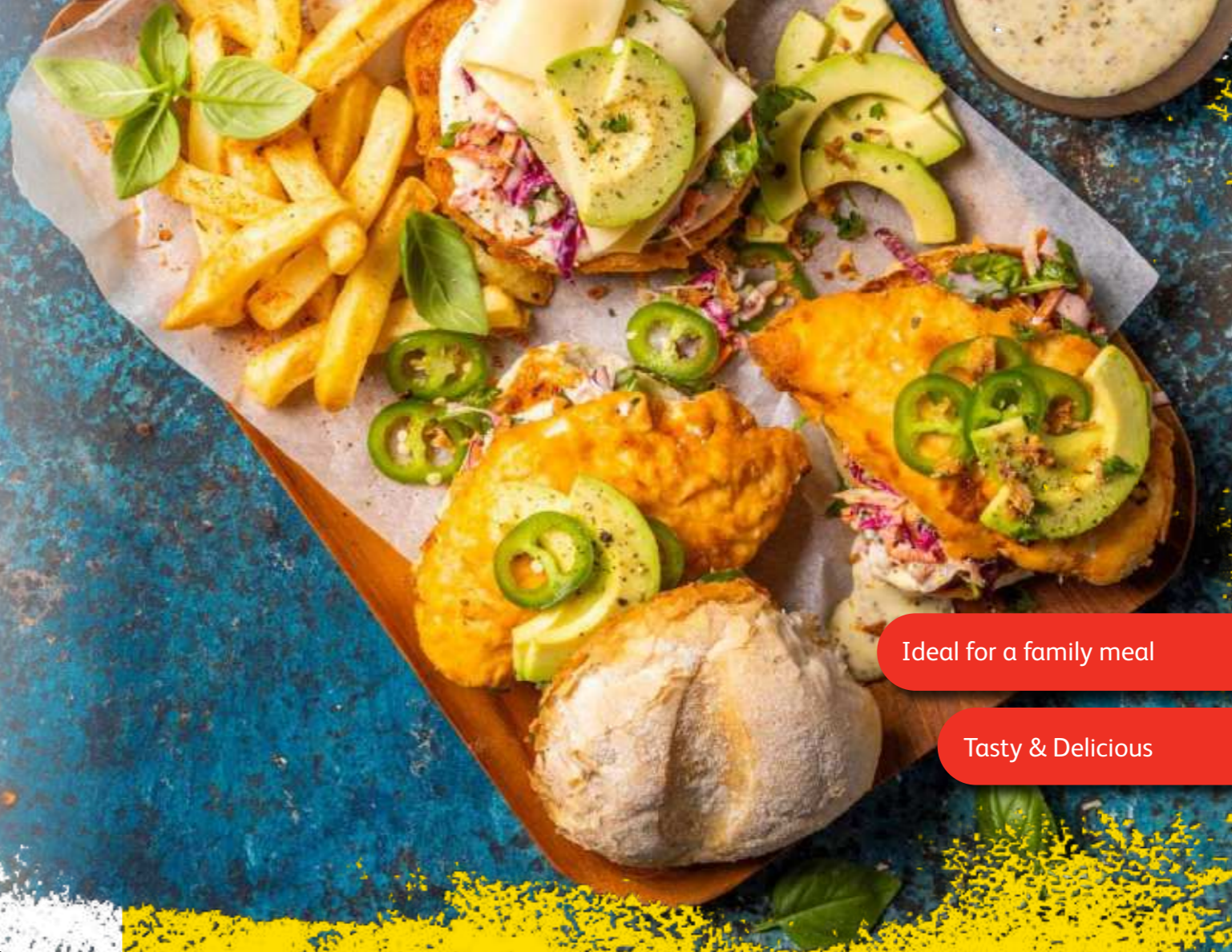
Try our “better than take-out” chicken burger!

Method:

For the chicken: Place the chicken breasts between 2 pieces of cling film and bat out with a rolling pin to an even thickness of about 2cm. Place into a bowl with the buttermilk and allow to chill for a minimum of 4 hours, but ideally overnight. In a bowl, mix the flour, cayenne pepper, garlic powder, smoked paprika and dried herbs with a big pinch of salt and pepper. Remove the chicken breasts from the buttermilk shaking off excess and dip into the flour mix, ensuring that each is evenly coated, and place them on a tray.

Fill a pan with cooking oil, about 3cm deep, and place over medium heat. Heat to 180°C.

Fry off the chicken in two batches, cooking on each side for about 5 minutes, until golden brown and cooked through. Remove from the oil and drain on kitchen towel. Prepare the salad: Place the buttermilk, basil, parsley, lemon juice and honey in a blender. Blend until smooth and stir through the wholegrain mustard. Season to taste with salt and pepper. Place the crunchy lettuce into a bowl and add the sliced avocado. Pour over the dressing and gently toss. Top with crispy onions. Slice the burger buns in half and set aside. Mix the mayonnaise and mustard and smear a generous dollop on each burger bun. Mix the remainder of the mayo and mustard through the slaw. Place the pickled jalapeno slices on the bottom halves of the buns, followed by the fried chicken. Top the hot chicken with a slice of cheese, followed by a generous spoonful of slaw. Place the bun lid on top. **Serve the burger alongside the fresh sala.**



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Serves: 4
Preparation time: 20 minutes
Cooking time: 30 minutes



INGREDIENTS

Chicken:

- ½ cup (125ml) mayonnaise
- 2 cloves garlic, finely minced
- ½ cup (125ml) sundried tomatoes in oil, drained
- 1 cup (250ml) grated mozzarella
- 1 x box County Fair Frozen Crumbed Chicken Burger
- 4 ciabatta buns
- 30g rocket
- 10g basil

CRUMBED CHICKEN CAPRESE BURGER WITH MELTED MOZZARELLA

Two classics are combined in this recipe
– a staple Italian salad and a well-loved burger.

Method:

Preheat the oven to 180°C.
Mix the mayonnaise and garlic together and set aside.
Finely chop the sundried tomatoes and set aside.
Place 4 crumbed chicken burger patties on an oven tray and cook until golden, turning halfway. Remove from the oven.

Turn the grill on the highest setting. Spread the chopped sundried tomatoes over the top of each crumbed chicken burger patty, followed by a slice of mozzarella.

Place under the hot grill and cook until the cheese has melted and is golden. Remove from the oven. Slice the ciabatta buns in half. Spread the aioli over the cut sides. Top each base with a small handful of rocket leaves. Place a patty on each, followed by some fresh basil leaves. **Serve warm.**

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ethical and environmentally friendly lifestyles.” According to ProVeg, the vegan, vegetarian and flexitarian consumer embodies this shift, making up to 10-12% of the South African consumer base for 2023. Responding to this demand, national fast-food chains have quickly and innovatively adopted plant-based options, providing exciting new food choices.



ProVeg South Africa, a subsidiary of ProVeg International, has been tracking the rise of plant-based diets across the country, and the data shows a considerable increase, with a 33.1% rise since 2019. This local market growth reflects a global shift in consumer choices towards more healthy, ethical and environmentally friendly lifestyles.

Donovan Will, ProVeg South Africa director, says, “The report once again highlights significant opportunities available in the plant-based space within QSRs in South Africa, such as new products that still need to be developed, gaps on menus to be filled by existing products, and ways for outlets to attract more customers.”

One of the areas the report found to be lacking for QSRs, which could be extrapolated to include retailers, was the area of robust and prominent advertising campaigns for new additions to menus. ProVeg was quick to remind QSRs that they need to keep in mind that they are targeting flexitarians and omnivores who may be curious about trying plant-based options as well.

Engelbrecht adds, “It’s clear that the plant-based market is expected to grow over the next ten years, and that fast-food chains are recognising this shift.” It’s a shift that retail food services should keep in mind and make the most of the opportunities presented in this space.



Donovan Will

The new ProVeg report looked at the number of plant-based offerings at major Quick Service Restaurants (QSRs) as a central measure for performance.

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Deli tastes and trends

Grains. Carl Cappelli, senior vice president of sales and business development for Don's Prepared Foods, in Schwenksville, USA, told DeliBusiness.com that, "The three hottest trends in deli-prepared foods for 2024 are value, convenience and unique items." He listed their grain salads as a good example of that uniqueness. "Launched in 2021, the line includes Mango Lime Quinoa, Island Grain with Bean Salad, and Roasted Corn Salad. Our new items are available in bulk, so delis can scoop out or pair with other deli items to offer customers meal solutions."

www.123rf.com/



Hot and spicy. Market trends show that things are heating up as consumers continue to up the ante when it comes to hot flavours and ingredients. Ghost peppers are

big news, but for those less

hardy souls, jalapenos, milder chillies, and spicier peppers are all gaining traction in winning over consumer tastebuds.

For local retailers, consider looking to the South African market for new chilli variants, exciting twists on Cape Malay and Durban-based curries, as well as to international inspiration from Asia and South

America. As with other FMCG categories, intriguing combinations of unexpected flavours are increasingly popular, as are fresh citrus flavours incorporated into traditional dishes to give them an interesting twist.

www.123rf.com/



Social platforms. Social media is the new playground across generations but particularly for younger consumers. Retailers should take note of the increasing number of shoppers who turn to platforms such as Pinterest, Instagram, TikTok, and YouTube for their meal inspirations. Keeping a finger on the pulse of social media food trends is becoming more important than ever.

Portion sizes. Portion sizes are also changing across FMCG categories, but this is dependent on a store's shopper base. Blue-collar workers are more likely to want bigger portion sizes, while for other consumers, less is more, but only when it's a conscious decision. It's important to analyse your customers before making changes to portion sizes. Meanwhile bite-sized treats and smaller, more extravagant desserts have increased in popularity, as are single serving meals and more calorie-conscious portions. Higher income consumers are willing to pay more for quality, but they are still mindful of what they are consuming. Overconsumption is certainly starting to take a back seat for health-conscious consumers.

Value for money. Getting your money's worth is important for consumers internationally, and one that resonates with cash-strapped local consumers. Don't confuse value with cheap – consumers want good quality ingredients in tasty, filling, and nutritious food.



Don's salads ...
 Top right: Island Grain with Bean
 Below left: Mango Lime Quinoa
 Below right: Roasted Corn.



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Shoppers want to feed themselves and their families well, without breaking the bank. Less expensive ingredients without compromising on taste and nutrition is what consumers are demanding in the current economy. Soups, stews, and plant-based protein meals are a good option here as we head towards the chillier months.

<https://proveg.com/>



Wholegrains, whole grains, fruits, vegetables, seafood, beans, and nuts. The Mediterranean Diet is gaining popularity globally. A more balanced approach to nutrition means consumers are leaning towards moderation and a more nuanced understanding of diet and 'healthy eating.' The Mediterranean Diet speaks to this, and meal plans, meal box subscription services, and social media are cottoning on fast. Retailers should take note of this for their own deli and HMR categories. Food items found in this healthy way of eating include extra virgin olive oil, walnuts, steel cut oatmeal, bean-based/plant-based pasta, lentils, sweet potato fries, cauliflower buns, blueberries, wild salmon, garlic, wild salmon, oregano, mushrooms, fennel, cauliflower crust pizza, plant-based burgers and quinoa.

<https://www.today.com/health/diet-fitness/mediterranean-diet-food>



Into the future with Food Service

The National Retail Federation hosted the NRF24 – Retail's BiG Show expo in New York City in January this year. In a blog post after the event, 7 ways foodservice technologies are redefining tomorrow's retail experience, they shared just how the food service industry is changing – and why retailers should take note.

The post states, "In an era where technology and consumer expectations constantly evolve, retail companies are increasingly turning to advanced food service technologies ... From state-of-the-art cooking equipment to AI-driven customer service, these innovations are redefining the retail landscape and showing how retailers can incorporate food service into their retail operations." Some international food service trends include ...

Photography: Jason Dixon, www.nrf.com

- Advanced cooking equipment for improved efficiency includes ventless ovens and automated cooking robots.
- IoT-supported food service operations enable real-time monitoring and management of kitchen equipment, food safety, inventory, equipment maintenance, energy usage and waste.
- AI-based store intelligence includes temperature and food case monitoring, inventory management, and customer flow analysis.
- Catering to convenience, retailers are incorporating micro markets and fresh food vending machines into their spaces. These offer quick and healthy food options, catering to the rising demand for on-the-go eating.
- Tap-to-order technologies enable fast, convenient, self-service options, and can be used in 24/7 retail opportunities.





Designed by macrovector / Freepik

Deli-cious details

When it comes to the deli counter in supermarkets, looks matter. And we're not just talking about appetising offerings that appeal to the senses. How goods are displayed, from shelving and casing right through to lighting and signage, has a significant impact on purchase decisions. Food-friendly lighting is bright enough for customers to see what's on offer – pricing and labels included – without being too harsh or causing any discolouration of products. Often, cheaper lighting options are less expensive because they have an undertone that can detract from your display.

Keeping shelves and display cases clean, well-stocked, and attractive should be common sense, but unless you're stepping round to the customer-side of the counter, you might be missing out on some of these basic steps. Attractive display options do take up time and space and cost money, but they're a worthwhile investment, particularly if you're aiming to attract higher LSM shoppers.

International deli and food service packaging innovation

Packaging that makes the customer's life easier is another trend that isn't going anywhere soon. Minimal time for food prep includes not having to decant RTC and RTH (ready to cook and ready to heat) products into alternative containers or find suitable lids or bases for microwaving or air frying. With overall market growth predicted for HMR and Deli categories globally, retailers must ensure they have the right equipment to do the job. As packaging and labelling evolves, alongside the rise of ready to eat (RTE), RTH, and RTC products, so too should your equipment.

ProAmpac, a US-based leading global packaging company with extensive knowledge of material science, has launched its latest sustainable technology in Europe – ProActive Recyclable FibreSculpt.



A high-barrier, fibre-based solution engineered for thermoforming applications suitable for various products, including chilled cooked meats, cold cuts, sliced cheese, and fish, this marks a significant step in packaging technology.

Ali McNulty, market manager for ProAmpac, says, "ProActive Recyclable FibreSculpt complies with OPRL (on-pack recycling label) guidelines and has over 90%

fibre content. It is also highly grease resistant for optimum shelf appearance with a remarkably high barrier to maintain product shelf life." She adds ...



Ali McNulty

FibreSculpt is lightweight and was engineered to maintain the thermoforming line speed, providing a higher yield per roll. It answers

consumer demand for more renewable packaging materials and is currently kerbside recyclable in the UK and Ireland, contributing to a more circular economy.



Adam West, ProAmpac's product development engineer in Europe, says, "Coupled with ProAmpac's high-barrier top web solutions with paper texture, ProActive Recyclable FibreSculpt provides customers with a more sustainable and premium flexible packaging platform."

Adam West

Olga Kriger, www.canva.com/





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Hints and tips:

- Train your HMR and deli staff to view the display from the customer’s side of the counter. They need to take a walk around to the other side and stand in the customer’s shoes.
- How does it look from a customer’s perspective when they approach the deli counter and there are multiple staff standing in the service area. Does someone step up immediately to serve?
- Bad habits. Are your HMR servers chatting among themselves, paying no attention to who is standing waiting. Yes, it does still happen.
- Do your deli and HMR staff know what is on offer? Have they tasted the food and can they talk knowledgeably about it?
- Hygiene is of paramount importance. Are your deli and HMR staff always serving with gloves and keeping the serving containers clean?

A package deal

Sustainable, recyclable, functional and aesthetically pleasing – packaging has to meet multiple criteria. Global packaging trends are already slanted heavily towards these, in addition to innovative technology that supports food safety and improves shelf life and longevity.



Signage: If you don’t tell them, your customers won’t know

If you haven’t done so already, it could be time to update your deli, food service and HMR signage. Of course interior signage is usually updated as part of an overall store upgrade, so when the time comes, choose the best possible option in terms of look and feel, quality and visibility. Several local retailers have recently

undergone a facelift, revamped flagship stores, or made a splash with international openings. Across the board, signage has been relooked at and reimagined.

Not only does good signage clearly demarcate certain areas – such as deli, food service areas, and speciality counters – it advertises those departments, constantly reminding shoppers what your store offers.

An older visual that still has impact: Florence, Italy, 2015. A vendor sells cheese at Mercato Centrale market in Florence, Italy. The market, which opened in 1874, is an ultimate Italian shopping experience.

It also aids time-strapped consumers who may be trying out a new store, or looking for something they don’t usually purchase, locate what they want quickly and easily. When you pair this with exceptional service, knowledgeable staff, and a destination store that offers something

a little out of the ordinary, your store becomes a standout that attracts return customers and shopper loyalty. Customer satisfaction means they will return to your deli, order from your food service offering and incorporate your HMR menu into their everyday lives. **SR**



Ann Baker-Keulemans writes on topics related to business, lifestyle, technology, and health, with extensive knowledge on the SA retail and wholesale landscape. Contact annbk@wilkinsross.co.za | www.wilkinsrossglobal.com





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Migros, in Switzerland ... Living well is simple!

Migros Cooperative (Migros-Genossenschaft), founded in 1925, is the second largest distribution chain in Switzerland (behind Coop), one of the most prosperous and structured companies in the country, a powerful private employer which, in 2022, surpassed, for the first time in its history, 31 billion euros (R635 billion) in sales.

Its footprint extends into Liechtenstein and some French regions (Provinces of Ain and Haute-Savoie).

Mario Irminger,
Migros CEO.



While waiting to see whether 2023 will allow it to achieve equally prestigious results, it remains objective how complex the 2022 financial year was, due to the generalised increase in inflation and geopolitical uncertainty which slowed down consumer demand.

The Zurich cooperative managed to achieve commendable results despite the market context and thus further consolidated its national influence in both the physical and online retail trade.

This success is attributable to the Migros employees, who work with admirable commitment every day, but it also reflects the clear trust placed by Swiss consumers in a commercial entity built to stand out as healthy, modern, efficient and eco-sustainable.



Entrance of the Migros shopping centre in Agno, a Swiss municipality of Canton Ticino (Lugano district).



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Gottlieb Duttweiler (1888–1962), founder of Migros, in Oerlikon on 9 April, 1960. Keystone

A look at the historical record of Migros



<https://globalheartbeatravel.com/migros/> Christian Kitzmüller

Gottlieb Duttweiler pleure les dérives de sa coopérative



The claim was that Migros continued to sell to the public the image of a company whose values officially remained faithful to the vision of Gottlieb Duttweiler, its founder. However, three organisations brought a court case against Migros, rebelling against the brutal managerial policy assumed by the company that had been getting rid of staff whose seniority it considered a problem rather than an asset.

Cartoon: <https://syna.ch/geneve/actualites-ge/comment-la-migros-tue-lideal-de-duttweiler>



The Migros story began on 25 August, 1925 when Migros began operating five mobile food trucks which were able to deliver products to 178 locations in the Swiss city of Zürich. Keystone



The first self-service Migros store in Zurich in 1948.



In 1941 Migros AG became a cooperative. This photo from 1942 shows a meeting of the Migros cooperative members. Archiv, MGB_Dok. Fo._133684



A Migros truck in the village of Unterbüch in canton Valais, 2003. Keystone / Franca Pedrazzetti



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SCAN ME



The opening of a Migros supermarket in Oerlikon in 1956. Keystone



A look at the historical record of Migros



A Migros warehouse and logistics centre in Neuendorf, 2015. The automated system transports goods at -27 degrees Celsius. Keystone / Gaetan Bally



Migros is more than a retailer. In 1954 it launched Migrol, which offered cheap petrol. Keystone



Migros Bank AG opened in 1957. Originally it was only intended to handle Migros's financial transactions, but it quickly developed into a customer bank. MGB_Archive, MGB_Dok_Fo_069714

Activists demonstrate in front of a Migros in Lausanne against the sale of foie gras, 24 November 2018. Keystone / Laurent Gillieron



Since 1928, there has been a ban on the sale of alcohol in Migros branches. In June 2022, voters at Migros regional cooperatives decided overwhelmingly that Switzerland's largest retailer should not start selling alcohol. Keystone / Alessandro della Valle



Migros experimented with self-service supermarket tills in the 1960s. The aim was to eliminate long waiting times. After four years the experiment was quietly abandoned. It was not until 2011 that the idea was taken up again. MGB-Archiv, MGB_Dok_Fo_057221



During the Covid-19 pandemic, part of the non-food selection of products was declared off-limits and not for sale, April 2020. Keystone / Urs Flueeler



Kid-sized supermarket trolleys at a Migros supermarket in Zürich, 2002. Keystone / Martin Ruetschi

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Attractive



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

Alluring

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

CPU

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UP TO

8 GB DDR3L

OS

Win 7

POSReady 7

WE 8.1 Industry

Win 10 IoT





Migros gave away 4 x 4 tickets for hiking events in Madrisa-Klosters, Meiringen-Hasliberg, Moosalpregion and Sainte-Croix.

A glimpse into Migros social media pages



The social welfare organisation @ Drahtzug made shoulder bags from parts of the construction site. Migros gave away bags to everyone who answered a question correctly.

The cat is in the bag!



Together with the Swiss start-up LOXO and Schindler Aufzüge AG, Migros are testing a new type of delivery service called 'Migronomous'. The electric vehicle was developed in Switzerland and is now delivering groceries from the Migros store in Ebikon (LU) to the Schindler company campus.



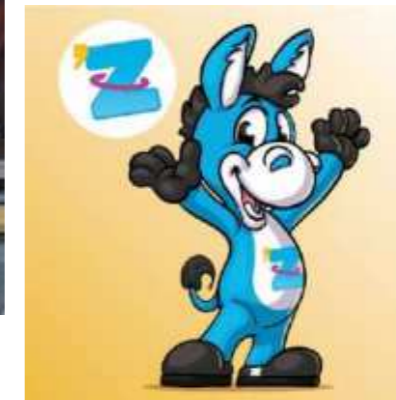
Migros was the exclusive main partner at the Unspunnen Schwinget (wrestling) in August, 2023.



At Migimat you can only buy Migros own brand products.



Play, learn, get moving, discover things and have fun with the family. Join in Signal de Bougy park mascot Zack's puzzle game. Depending on the season, you might be hunting for virtual eggs, chase witches through the park, learn the history of the region and more. To play, simply download the app to your mobile phone using a QR code and go to the starting point of the game.



The childrens play park in Grünen Grün, Münchenstein holds special appeal for children of all ages. The 1 000 m² play area has rugged play castles, rope bridges, wooden huts, thrilling slides and swings. The play park is right next to the Migros supermarket's main entrance. Entry is free.



Signal de Bougy, Bougy-Villars, offers the pacifier tree. Imported from Denmark, this concept is unique in French-speaking Switzerland. The child is invited to hang their pacifier on the tree and is then comforted by the games and animal park.



Sustainable development

The Migros Group has set itself the ambitious climate goal of reaching 'net zero' carbon emissions by 2050 ...

- Migros want to reduce the greenhouse gas emissions generated by the Group by 70% by 2030 (base: 2019) and to reduce it by approximately 27.5% along the entire supply chain.
- Similar goals have been officially validated by the Science Based Targets Initiative, as early as 2022.
- Measures to combat ecological risks and food waste.

The cooperative has taken several measures with the help of suppliers and consumers. For example, Migros Online customers can now make a voluntary contribution to the climate by reducing the carbon emissions produced by their purchases. Furthermore, investments have been made in expanding the network of electric charging stations to encourage more environmentally friendly transport.

With M-Check, Migros introduced a high level of transparency in the sustainability of its brands in 2021: the existing criteria of 'climate compatibility' and 'animal welfare' were complemented with 'environmentally friendly packaging' and 'fish from responsible sources'.

In 2022, an intersectoral agreement was signed to reduce food waste, with the main aim of halving it by 2030 (base: 2017). Participating companies have made commitments with relevant measures along the entire value chain, including the official commitment to report annually to the confederal government on the progress made.



Large fruit and vegetable department exposed to the shopping mall foot traffic – an inviting view on entering the store.



Fruit and vegetable department, with tilted shelving, allows for clear display of the fresh produce.



Migros poster operating in the Canton of Ticino (Italian-speaking), dedicated to enhancing staff communication and corporate culture. The poster says, "A corporate culture that supports the well-being of employees."



Large and well-kept fruit and vegetable department.

The strategy

The Migros Group is a diversified, vertically integrated group of companies whose core business is retail. Economic units act as independent companies, with clear objectives and roles: they are grouped into consumption categories based on their strategic focus.

The common strategic path, which has been mapped out for some time, runs along three areas that are as distinct as they are complementary: 'vision', 'values' and 'reason for being'.

If the essential 'mission' is to represent an incisive reference for improving the quality of life for users, the 'vision' consists of four important dimensions ...

- orientation towards the customer and his/her needs
- social commitment
- common focus, to align all activities
- corporate ecosystem, for an orderly structure aimed at long-term profitability.



Mouthwatering display of fresh meat cuts.



Swiss consumers are well informed about the product attributes and Migros encourages a better quality of life for its customers.



Swiss milk, a nutritious staple.



Customer of Migros shopping from a refrigerated counter.



Selection of Migros private label products.

Then there are three fundamental values that determine the ways in which internal Migros collaborators interact with customers and each other ...

- Community, understood as closeness to customers (considering everything according to their specific point of view) and as closeness to partners in the supply chain (to stay in constant dialogue and thus contribute in a lasting way to the development of the Swiss economy)
- Responsibility, to make a difference in meeting customers' needs, improving their way of life and fulfilling their commitments to society
- Pioneering spirit, to innovate and create, through new, distinctive products and services, drawing on modern business models and truly attractive working conditions for collaborators.

Finally, the 'reason for being' is the synthesis of everything ... at the same time, simple in idea, but rather complex (for anyone) in practical implementation. Its motto is ...

“ We are committed, every day, to improving society and the quality of people's lives! ”

SR



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



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



View of a Migros distribution centre, ready for dispatch to stores.



Terminal for the autonomous scanning of products, in use by loyal customers.



Merchandise from the Migros DC arrives in convenient rolling containers and is ready for shelf display.



Migros logistics fuel supply using hydrogen and electricity to power its delivery fleet.

Area with devices for 'self-scanning'. Data collected assists in planning for hourly staff productivity and the saving of time in avoiding queues at the checkouts.





Insulated Structures
Efficiency At Work

Effective solutions to reduce the cost of in-store refrigeration

Polyurethane Injected Panels

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

Cold & Freezer Rooms



Floors – Fabricated and Concrete

Fabricated Floors

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

Concrete Floor

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



Meat Rails

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

Aluminium Chequer Plate

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





Insulated Structures

Efficiency At Work



Up to 40%
Energy Saving



New or Retrofit
Existing cases



Environment
Respect

Benefits of Airshield Glass Doors

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

Airshield Glass Doors



Ways to save

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

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

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



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

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



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Chicken rebates offer welcome relief

Severe supply chain challenges remain



By Roy Thomas
Logistics & Operations Director
Hume International

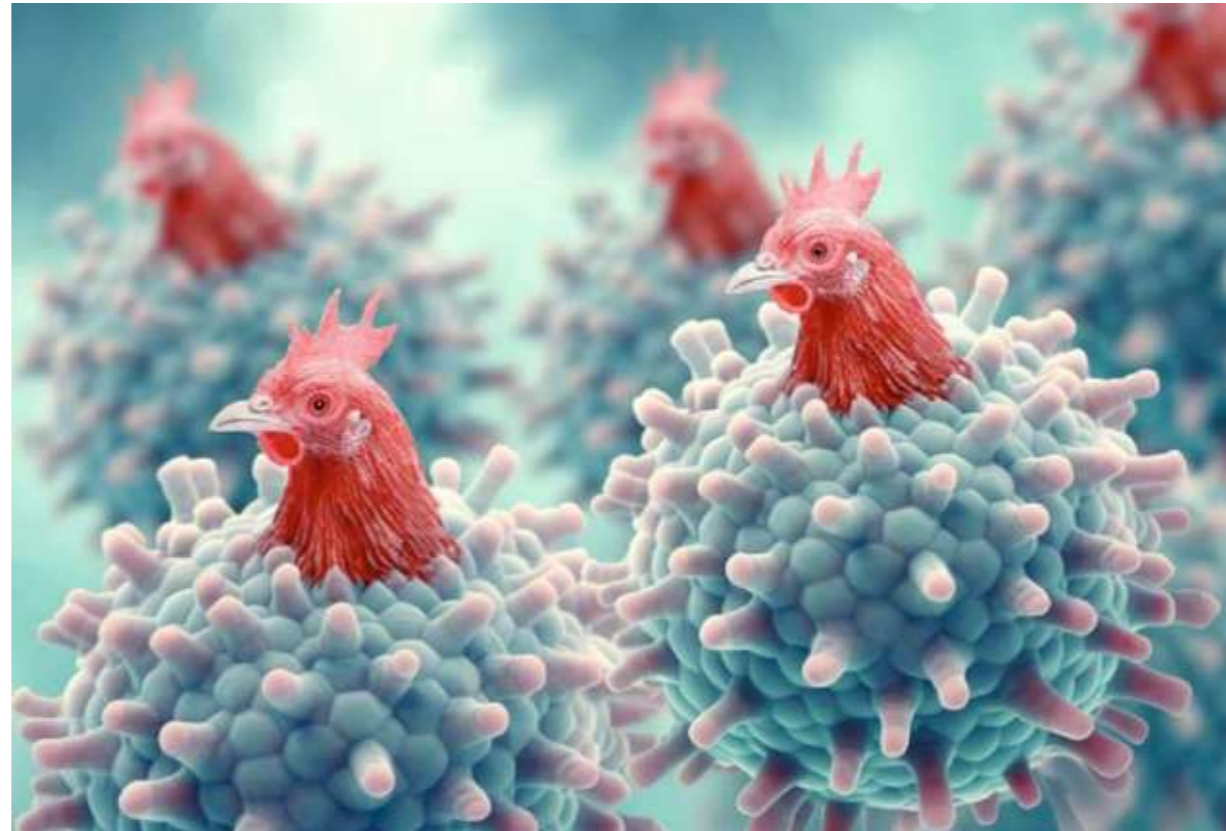
Local shoppers have reason to celebrate, as the International Trade Administration Commission (ITAC) has confirmed that it is lifting punitive tariffs on imported chicken.

This decision was made in response to the impacts of the Highly Pathogenic Avian Influenza (HPAI), also known as bird flu, which has ravaged both global and local poultry supplies. Heeding calls and warnings from importers and businesses such as Hume International regarding the serious consequences of the outbreak on the cost of chicken, ITAC's tariff rebate represents a welcome reprieve for consumers – especially low-income households.

Tellingly, despite claims that bird flu had little impact on supplies or prices on shelves last year, Statistics South Africa's latest inflation figures reveal that ...

“ In 2023, the price of eggs surged by 38%, chicken giblets by 18.3%, fresh chicken portions by 14.6%, whole chicken by 8.4%, and individual quick frozen (IQF) portions by 6.4% – all above average inflation for the year. ”

<https://scitechdaily.com/>



These price increases clearly reflect the ongoing impacts of bird flu both locally and abroad, in addition to the effect of new import tariffs implemented in August last year.

The reality is that while local chicken producers remain hopeful of receiving government approval for a vaccine by the end of February, South Africa does not produce enough chicken to supply local demand. Imports therefore serve as an important complement and price regulator in the local market.

This said, South Africa's food supply chain is staggering beneath the weight of several serious breakdowns with severe consequences for shoppers at the till. Left unattended, these issues could spell trouble, if not disaster for cash-strapped consumers and the economy in general, painting a gloomy picture for the year ahead.

A multitude of hurdles

The first is the ongoing headache of loadshedding, which has dire impacts on business operations and particularly cold stores. According to the Outlier, there were 335 days with loadshedding in 2023, and some experts predict that 2024 could be even worse.

To offset the effects of ongoing power cuts, Hume International installed solar panels and generators on all our buildings and cold store facilities. As a major importer and food distributor,



this has removed the risk to our frozen products and, in turn, our clients and end-consumers. Likewise, we now include solar panels in all our development planning.



Graphic by Banuaa, canva.com

“Then there are the severe water shortages that struck the Eastern Cape, driven by a combination of drought and poor infrastructure, forcing businesses like Hume to sink boreholes to survive.”

While these seem like simple solutions on the surface, they introduce an additional cost factor that many companies in our position have never previously had to consider – and one that translates into higher prices in food baskets.

But loadshedding is just the start of the troubles. Many food importers are grappling with ongoing delays and backlogs at ports, and expect this to continue well into the first quarter of the year. This has a very real and direct impact on the industry’s ability to deliver products in a timely and cost-effective manner.

For example, some products that were scheduled to be on shelves before Christmas have only arrived in January. And, of course, the ongoing conflict in the Red Sea is playing havoc on the global shipping schedule and, expectedly, pricing.

All this and bureaucratic backlogs

With all these pressures being brought to bear upon food prices, the import tariff rebate on chicken offers real cause for optimism.

Many of Hume’s products are largely geared towards lower-income households, who are extremely price-sensitive and rely on the availability of cheaper protein such as chicken. This consumer base represents a large percentage of the South African market, and is the driving force behind our dedication to eliminating – or at least mitigating – these destructive price forces. However, the efficiency of the administrative processes for rebates remains to be seen, as bureaucratic backlogs further represent a significant hurdle. For example, Hume applied for an ITAC permit on 14 December, yet only received the permit on 23 January – three weeks into the validity of the permit.

Keeping an eye on the ball

Faced with these risks, businesses involved in food supply chains cannot sit by complacently as a crisis looms. We must be proactive and agile in the face of new challenges, drawing on lessons from the pandemic.

We also hope that government will hear the clarion call, and assist both food producers and importers by providing mechanisms and legal provisions that will speed the passage of food from our congested ports through to retailers.

Without urgent attention and a collective effort to address these problems, many more cupboards could soon run bare. **SR**

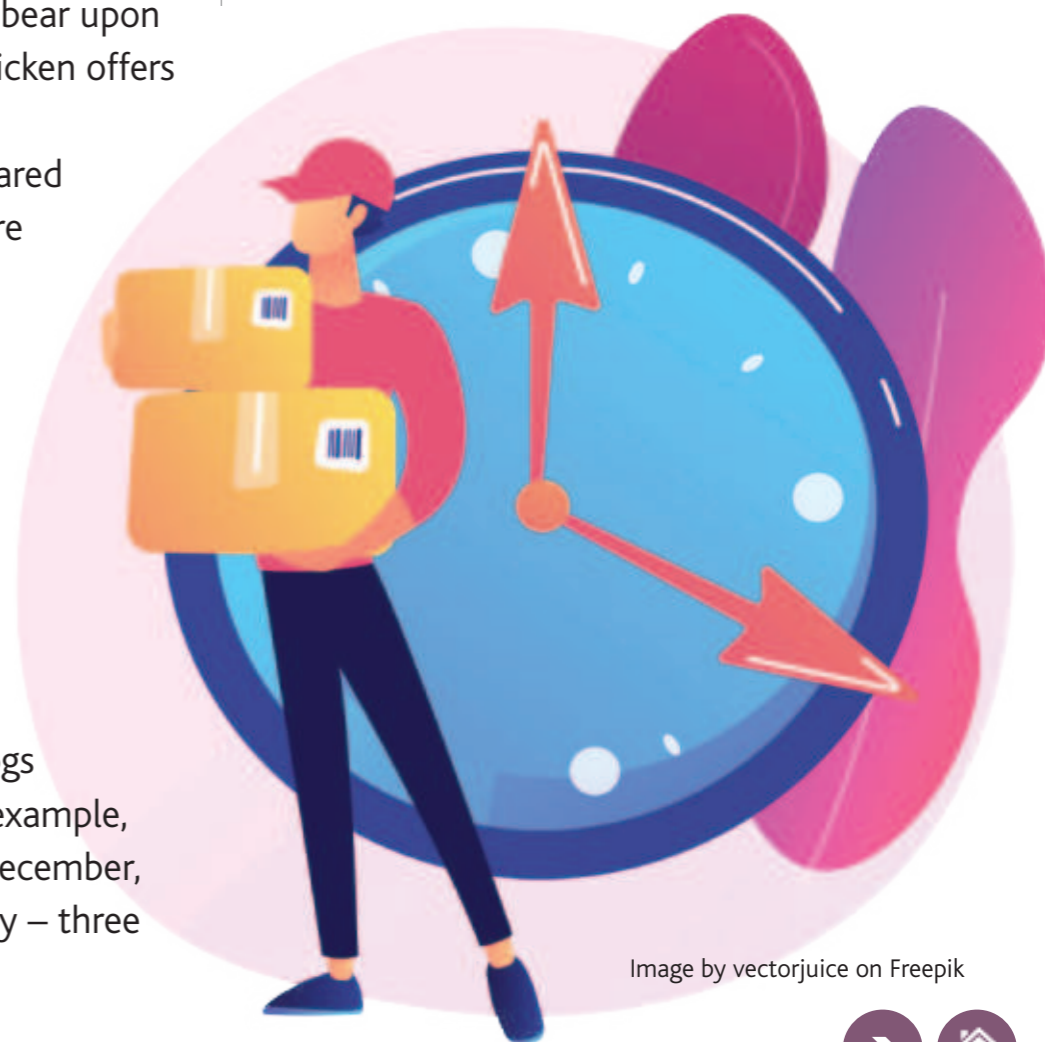


Image by vectorjuice on Freepik



Once upon a time (literally like last week!) a shopper popped in for a quick pre-holiday shop ...

Welcomed by a Bot that offered personalised suggestions based on previous purchases – a hassle free push to make their experience ‘more than’. Drawn into the clothing section, smart mirrors gave them the option to virtually try on different outfits – mixing and matching, changing colours plus the option to share their looks with friends for their opinions. Casually tapping their smartphone at the automated checkout, the cherry on top. Engaging, accessible and valuable – offering an experience based on their unique preferences and habits.

Mike Smollan, Chief Growth Officer at Smollan gives a high level of how tech partnered and reshaped the retail industry last year and where we are headed in 2024 ...

What to expect in 2024



Mike Smollan

“ With technology constantly on the move, the retail industry has no choice but to adapt to keep pace and up to speed with the broader changing face of consumer expectations. In 2023, this included advancements in AI, AR, contactless payments, data analytics, and omni-channel integration and the convenience of shopping from anywhere, at any time. ”

Add to the mix ... on the one hand hyper personalisation and, on the other, the reality of growing supply chain complexities.

Retailers and brand owners that capitalise on these trends and meet the challenges head on, can unlock enhanced opportunities for growth, putting them ahead in an increasingly competitive market. The complexity of which is seen not as a single innovation but a broader network of advancements that shape the future.

Admittedly, easier said than done yet an iconic chapter in retail history that cannot be ignored.

According to www.n-ix.com, investments in retail technology soared to an impressive \$109Bn in 2021 alone. Further entrenching the competitiveness of it all, McKinsey reported that omnichannel customers spend 1.7 times more than single-channel shoppers.

In addition, a recent Forbes article highlighted the fact that the narrative isn't that the retail industry needs to adopt technology; it's that as a whole retailers and brand owners are becoming technology companies. Where the shift is not merely operational but cultural, requiring continuous learning and adaptability in the face of change.



Creating with Bron, canva.com



A Thales' recent survey confirms that 2 in 3 European citizens intend to use new EU-backed wallet for secure storage of ID cards, licences and official documents on smartphones. Starting with a pilot phase in 2023, every member state must by 2024 offer citizens a Digital ID Wallet that can be used throughout the EU. Regarding User Experience (UX), 34% of people surveyed currently find it difficult to prove their identity when renewing an ID document, 30% have problems when making a high value purchase, and 29% encounter troubles when applying for financial services. However, among the 40% who face such issues, the figure falls to just 5% or below when a digital format is used. www.thalesgroup.com/

A future both from a customer facing perspective and also within organisations, where technology acts as a bridge between the digital and physical words, creating a retail ecosystem that is efficient, personal and above all, inclusive.

At a glance, from the 'first month refreshed vantage point' that a new year offers, in terms of emerging tech trends that will disrupt the retail space as we settle into 2024, according to www.retail.com include – driverless deliveries by robots and drones; a combination of IoT, AI and ML (a subset of AI that involves training machines to learn from data and make predictions or decisions) powered solutions to control supply chain and

inventory management processes; re-platforming faster, safer and convenient ways of making payment such UPI payments and contactless cards; personalised product offerings using tech like ML and data analytics and, further enhancing hybrid and omnichannel customer journeys.

Looking ahead in terms of physical stores, new technologies will shape the store of the future. As detailed by www.thalesgroup.com this includes – image recognition where for example you walk into a café and your preferred order is filled just by scanning your face; phygital retail services such

as click and collect; AR and VR helping customers visualise products when tried on; push notifications as customers walk into a store highlighting deals on favourite products; automated stock replenishment and, cashier less shops.



Neil Coetzee

Closer to home, practicalities force adaptation and innovation, the most obvious being the continued battle that is loadshedding. Over and above that, Head of engineering at redPanda, Neil Coetzee writing for www.bizcommunity.com said that ...

“ While technology will power great innovation it needs to be ambient and ready to enrich an experience, as opposed to being explicit and in one's face. Furthermore, he gave a nod to the great deal of local innovation in South Africa (SA), with our long history of leapfrogging entire generations of technology out of circumstance and necessity. ”

At the other end of the scale he cautioned against 'catchphrase fatigue' in the market, the likes of AI and RFID, with many businesses looking the other way instead of bringing workable solutions to the table. That said ...

Technology in retail is revolutionising shopping in SA as retailers and brand owners invest in the future where convenience, efficiency and personalisation hits the sweet spot all round. **SR**



Artificial Intelligence (AI) refers to the simulation of human intelligence in machines that are designed to think and act like humans.

Dustick, canva.com





By Marius Wessels
Manager, Professional Services
for SYSPRO Africa

How the shift to cloud-based ERP is transforming the manufacturing landscape

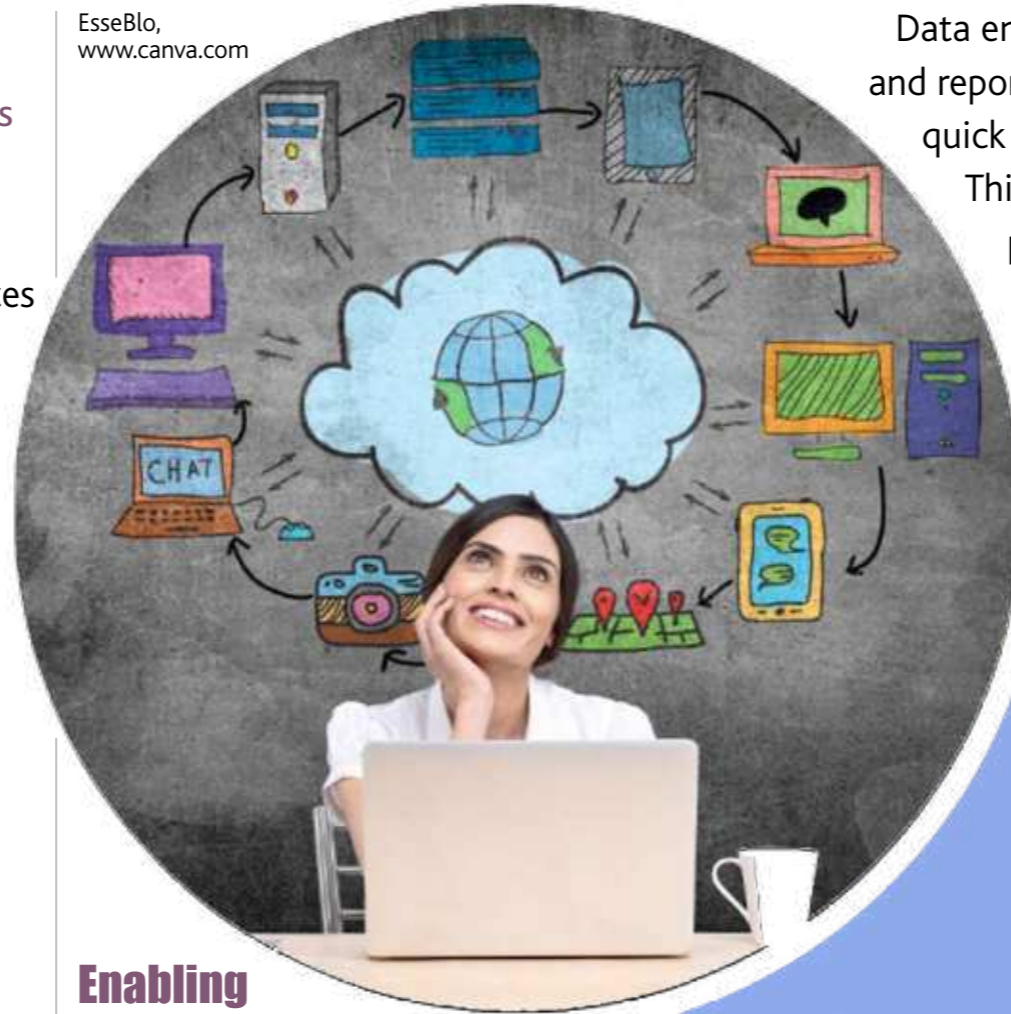
In today's dynamic manufacturing landscape, the imperative of digital transformation resonates louder than ever. Yet, amidst the myriad priorities vying for attention, the migration to cloud-based Enterprise Resource Planning (ERP) often remains relegated to the backburner for many industry players.

There is hesitance or oversight surrounding cloud migration among manufacturers engrossed in day-to-day operations. However, it's crucial to underscore that embracing cloud-based ERP isn't merely a discretionary choice – it's a strategic imperative with far-reaching implications.

The advantages of cloud-based ERP are manifold, promising enhanced agility, scalability, and efficiency for manufacturers. Those who delay or neglect this transition risk falling behind their industry counterparts, jeopardising their competitive edge in an increasingly digitised marketplace.

Let's delve deeper into the transformative power of cloud-based ERP within the manufacturing sector, illuminating its potential to catalyse innovation, streamline operations, and unlock new avenues for growth.

EsseBlo,
www.canva.com



Enabling accessibility and collaboration

A significant advantage of cloud ERP, particularly for manufacturers with a geographically dispersed footprint, is that cloud-based ERP systems are accessible from any connected device, whether a laptop, tablet, or smartphone. This allows different teams to seamlessly collaborate across geographically spread-out facilities without the need for a dedicated VPN.

Data entered using cloud ERP is immediately visible and reported throughout the organisation, facilitating quick and efficient responses to evolving needs.

This ensures business continuity and maintains productivity, empowering remote and distributed teams. Real-time visibility across all internal and external data points that affect operations is vital for fostering a responsive management culture and facilitating quick and efficient responses to evolving needs.

Cloud-based ERP fosters a collaborative environment by breaking down silos and enabling cross-functional teams to access and share real-time information effortlessly. This promotes synergy across departments, enhances decision-making processes, and accelerates time-to-market for new products or innovations. In essence, cloud ERP transcends physical barriers,

fostering a culture of collaboration and innovation essential for staying competitive in today's fast-paced manufacturing landscape.

Cost-effectiveness

The cost of implementing an on-premise ERP system poses a significant barrier to adoption, particularly for smaller manufacturers. However, cloud ERP Software-as-a-Service (SaaS) eliminates



the need for expensive on-site hardware and the necessary infrastructure and manpower to manage and maintain it.

Cloud-based ERP democratizes access to essential resources like computing power, data storage, scalability, and affordability for smaller ERP companies. It equips manufacturers with the ability to harness big data in real-time across their business operations, providing agility and invaluable insights into market movements. This heightened efficiency enables manufacturers to swiftly adapt to shifting consumer habits and optimize inventory management practices.

Moreover, the scalability of cloud-based ERP empowers manufacturers to flexibly adjust to changing workloads, ensuring optimal resource utilization and operational performance. Subscription-based pricing models further offer manufacturers the flexibility to scale up or down in response to market demands, providing price transparency to effectively manage budgets and maintain fiscal discipline. With Cloud ERP, companies only pay for the resources they require, eliminating unnecessary overhead costs.

Additionally, by entrusting upgrades, patches, and fixes to the vendor, cloud ERP liberates manufacturers from the burden of IT maintenance, enabling them to focus their resources and expertise on core business operations. This shift in responsibility enhances operational efficiency, allowing manufacturers to allocate resources more strategically and drive sustainable growth in a competitive market landscape.

Michail Petrove-96, www.canva.com



ERP platforms undergo continuous monitoring by security experts to uphold rigorous standards of application, database, and physical security.

By migrating to the cloud, manufacturers gain access to enterprise-level security infrastructure that surpasses what many could afford to implement on-premise. This transition enables

Greater security and ease of compliance

Security concerns have long been a deterrent for manufacturers considering the adoption of cloud-based solutions, particularly when it comes to safeguarding sensitive financial data. However, contrary to common perceptions, cloud-based ERP offers enhanced security compared to on-premise systems.

Cloud ERP vendors benefit from economies of scale, allowing them to allocate greater resources towards maintaining robust security measures. Using advanced encryption, firewalls, backups, and zero-trust security protocols, these vendors ensure the utmost protection of their customers' data. Moreover, as vendor-hosted services, cloud

them to adopt best practice standards around security and governance, bolstering their resilience against cyber threats and ensuring compliance with industry regulations.

The perpetual challenge of keeping pace with evolving regulatory frameworks poses a significant burden for manufacturers relying on on-premise systems. However, cloud ERP vendors proactively address this challenge by automatically incorporating updates to regulations into their systems. This proactive approach not only alleviates the compliance burden on manufacturers but also enhances their agility in adapting to regulatory changes, thereby mitigating compliance risks and promoting operational efficiency.

Kavitaws,
www.canva.com



Keeping up with technological advances

Among the manifold advantages of cloud ERP, perhaps one of the most compelling is its capacity to keep pace with technological advancements. In an era where technology evolves at an unprecedented pace, staying ahead of the curve can confer a decisive competitive advantage to manufacturers. Conversely, lagging behind can consign manufacturers to grappling with legacy infrastructure ill-suited to meet modern demands.



Graphic by Freepik.com

Cloud ERP empowers manufacturers to leverage the latest features and functionalities seamlessly, without enduring downtime or disruptions.

more sophisticated analytics, precise insights, operational streamlining, and predictive capabilities to anticipate market dynamics.

Cloud-based ERP heralds a transformative paradigm for manufacturing, enabling streamlined operations, seamless supply chain integration, enhanced business agility to scale operations in response to market fluctuations, and expedited introduction of new product lines to sustain competitive relevance.

Harnessing the power of cloud ERP not only amplifies operational efficiency but also engenders cost-effectiveness and, critically, cultivates business agility and responsiveness. As an increasing number of manufacturers transition to cloud-based ERP, those clinging to on-premise infrastructure risk falling behind, unable to match the pace of innovation and adaptability requisite for success in today's dynamic marketplace. **SR**

Cloud ERP empowers manufacturers to leverage the latest features and functionalities seamlessly, without enduring downtime or disruptions. The potential for disruptions inherent in on-premise systems often impedes timely software upgrades, leaving manufacturers stuck with outdated versions. Cloud ERP vendors typically ensure superior uptime and security, as their business viability hinges on the continuous availability of their services.

The integration of advanced analytics, artificial intelligence, machine learning, and other cutting-edge innovations enables manufacturers to harness the vast troves of data inherent in their operations. This facilitates

