

# MARKET LEADERS IN WORLD-CLASS DISTRIBUTION SERVICES



rtt.co.za



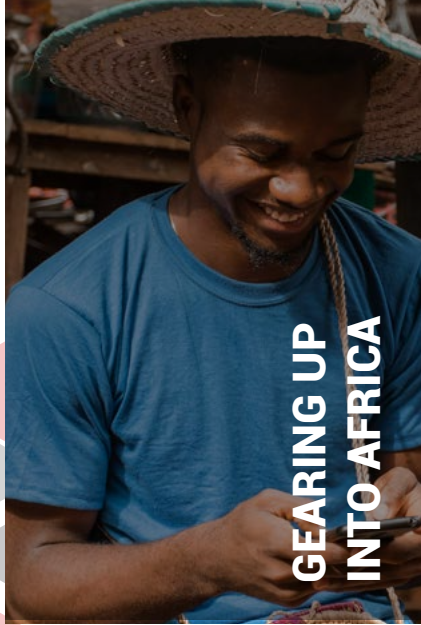
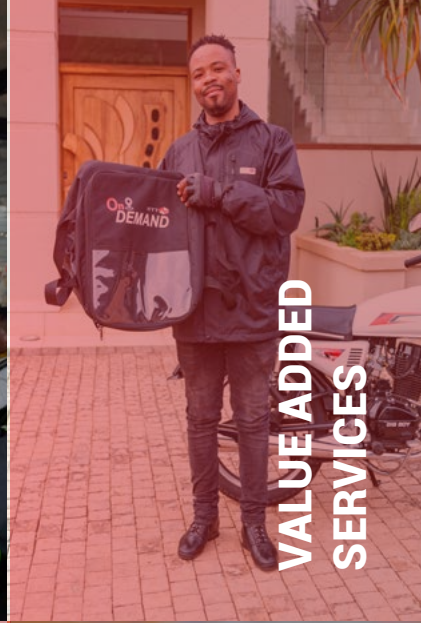
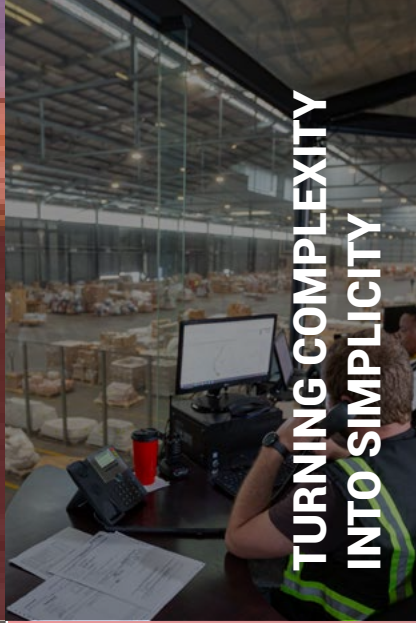
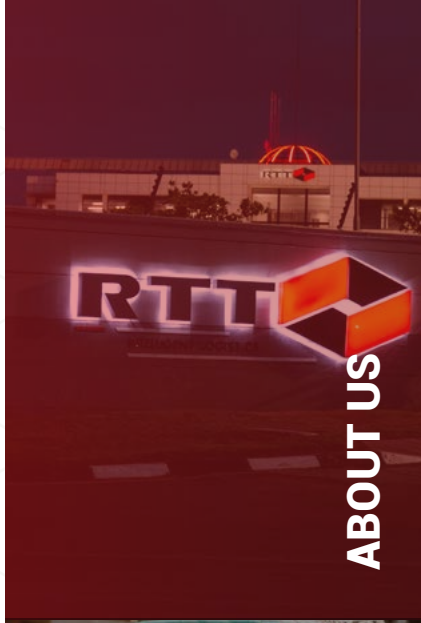
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# CONTENTS





# UNMATCHED LOGISTICS EXCELLENCE



## RTT GROUP PURPOSE

We support our clients' strategic purpose by providing specialist logistics solutions that integrate into their end-to-end supply chain

RTT was first to market with several freight protection initiatives. Our flagship risk mitigation project is the deployment of high-performance vehicles staffed with armed escort personnel, full satellite tracking, and constant communication with RTT's radio control rooms



Focus on flagship projects to assist growing market share with our clients in their top revenue stores or trade stores



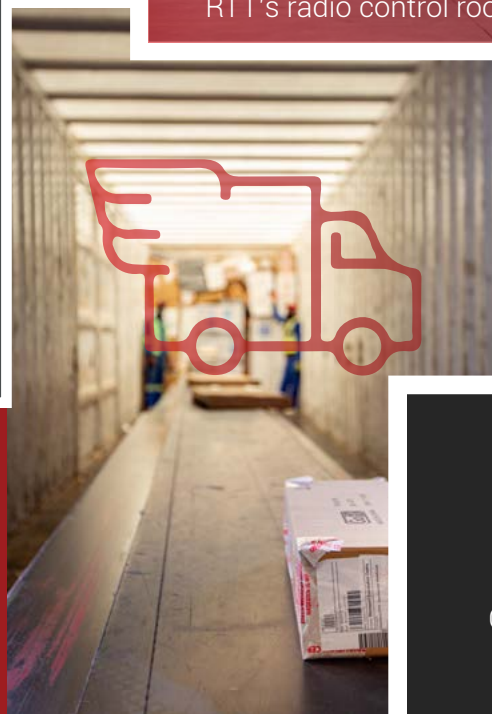
Level 3  
B-BBEE  
contributor



RTT offers closed loop distribution, a dedicated fleet, high-value low-volume solutions, and multi principal high volume consolidation



Wealth of skill, scale and experience realised from our multi-principal accrue to benefit all clients in our network

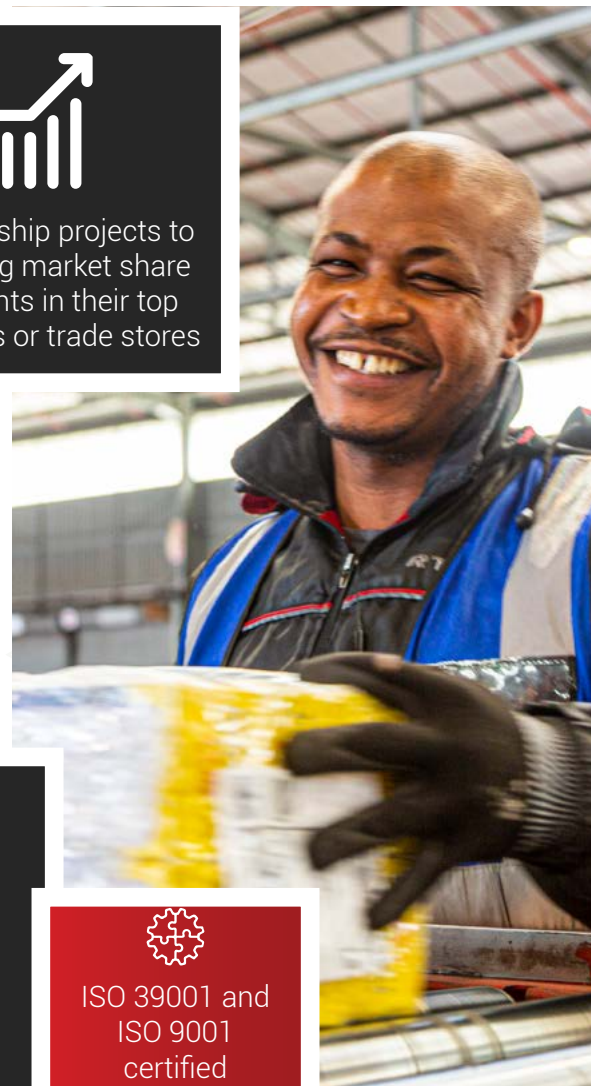


Omni-channel fulfilment options under one roof



ISO 39001 and  
ISO 9001  
certified

Client centric technology solutions coupled with in-house IT integration capabilities allow innovative collaboration regardless of client systems



# ABOUT RTT DISTRIBUTION

RTT is a leading multi-channel distribution logistic partner that offers a variety of world-class supply chain excellence. RTT has been an intelligent leader in the specialist logistics and supply chain industry by offering services beyond that of traditional logistics.

With over 40 years of industry expertise, we remain at the forefront of business innovation and specialist solutions that integrate into our clients' end-to-end supply chain.

We are market leaders in providing world-class distribution and reverse logistics solutions across our extensive network in South Africa. We have earned our clients' trust by connecting them to their customers on time, every time. For years we have continued to respond to our clients' needs in South Africa, Botswana, Lesotho, Namibia, Swaziland, Zimbabwe, and Zambia, enabling them to deliver on their promises.

Through our extensive experience in B2B, B2R, and B2C deliveries, we have optimised our distribution routes to move any fit freight from our clients in various industries. All our dedicated closed circuit distributions are designed to meet the fast-paced delivery demands of our clients.

We place client engagement at the forefront of our business. To illustrate this, we have designed a web-based client interface which provides full visibility into supply chain activities by allowing our clients to log in and manage their accounts. For clients who prefer personal customer service over digital, we have dedicated agents at our national client service centre to manage individual accounts.

We offer our clients greater peace of mind by knowing that their freight is in capable hands.

## Supported by...



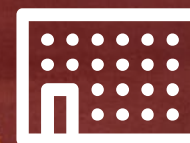
**21 national  
branches**



**Over 40 years'  
experience**



**5 000  
vehicles**



**>98 000sqm  
floor space**



**Over 6000  
employees**



# OUR SERVICES

As the largest division within the RTT Group, RTT Distribution, is also one of the more versatile, offering comprehensive distribution solutions across a broad range of industries. Our geographical network is extensive, well structure and capable of accommodating freight of various dimensions and weight.

At RTT Distribution, we aim to be the preferred provider of last mile logistics, taking our clients to their customers wherever they may be. Our distribution routes are optimised for smart logistics including fine and bulk distribution and reverse logistics.

Our dedicated closed loop distributions are designed to meet the fast paced delivery demands of our clients. We know that only by fully understanding the business of our clients, can we truly add value through initiatives that continually improve and enhance our service offering. We therefore believe in working side by side with our clients as we integrate our solutions into their broader supply chain.



**90 000  
parcels per day**



**30 000  
waybills per day**



**1.5 million kg  
moved per day**



## Our services



Dedicated  
Fleet  
Solutions



Full Truck  
Loads



Specialised  
Retail



Small Parcel  
Express



Contract  
Logistics



Same-Day  
Express



Day Definite  
Express



Time Definite  
Express



Express

# NATIONAL COVERAGE AND FOOTPRINT

**RTT has an extensive geographical network centred around South Africa and the immediate cross-border countries.**

*There are over 21 physical branches across this network.*

**As a group, RTT is proud to be able to follow their clients almost anywhere they go.**



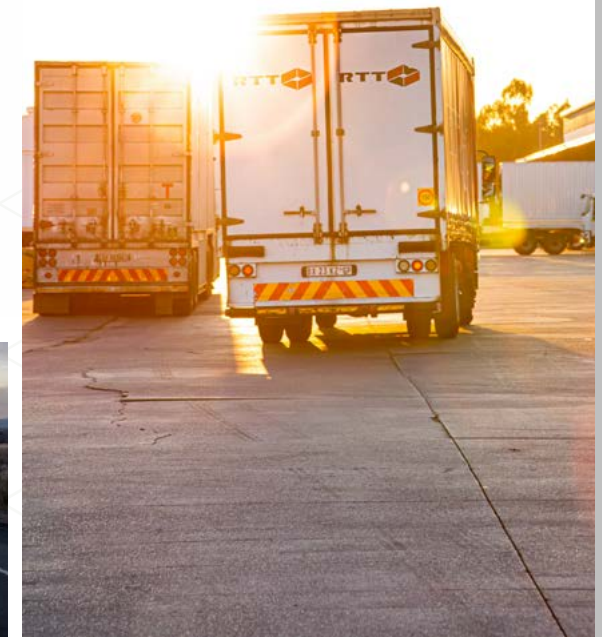
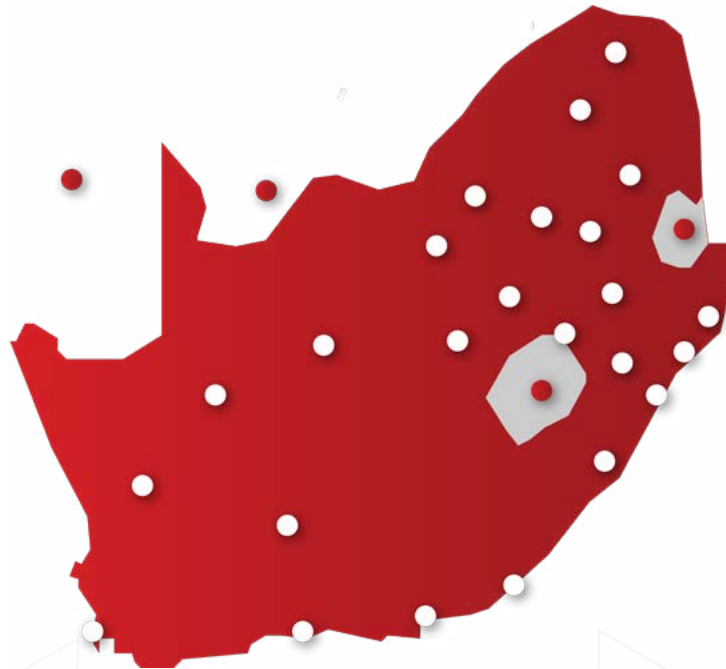
We practice route and freight optimisation, to cover a significant portion of the African continent and provide an enviable international network.



The current distribution network operates as a hub and spoke system encompassing a tried and tested method of deliveries either directly to clients, end-users, or retailer distribution centres.



The hub and spoke network enables the RTT Group to provide efficiencies and cost-effectiveness by the consolidation of freight received from multiple principles through to one delivery point.



# SUPPLY CHAIN ROUTE TO MARKET



Long haul -  
direct loads



B2B/B2R/DC  
execution



Export and import  
clearing

Specialised risk  
management  
solutions



Supply chain  
consultancy



Warehousing



Material handling  
(MHE)



Inter-branch  
transfers



Fine distribution  
(B2B)



Bookings into  
distribution centres



Distribution into  
Africa



Express  
courier



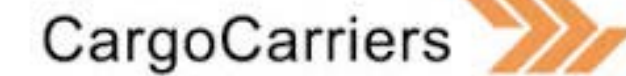
Fragile goods  
handling



Reverse  
Logistics



e-Commerce





# TURNING COMPLEXITY INTO SIMPLICITY

Strategic positioning and intent within the broader supply chain value chain through business intelligence



Dashboard/Alerting



Enterprise Reporting Database



Middleware and Order Management Tool



Assist in demand planning, order planning, and sales input



Input to Address and Order Management tool: Customer master is data assigned and order status managed



Transport planning: Business intelligence is used to optimise planning for delivery waves



Cross-docking or picking from warehouse is optimised through Warehouse Management System



Products are split by brands and various options then scanned through SKU and coloured tagged



Vehicle tracking is completed throughout the entire distribution cycle



Drivers are assisted with on-route navigation



ePOD Live and sign-on-glass debrief



# GAIN TRUE INSIGHT INTO YOUR DISTRIBUTION

RTT offers PowerBI, an inspiring solution that provides business critical information to our clients, without them having to invest in infrastructure or in-house skills. It's a solution that provides real-time visibility of information, converting supply chain information into relevant and business critical information that can be used to determine almost anything related to a client's business from tracking sales, inbound/outbound logistics processes to debtors outstanding.

The sheer intelligence of the system lies in its simplicity. Clients are able to enjoy a general overview of their supply chain information, yet can easily drill down into detailed specifics when necessary. This allows users almost instant access to information on how well business sectors and areas are performing. The information can also be used to fine-tune service levels for optimal performance, enhancing profitability and customer experiences.

## OUR TECHNOLOGY INNOVATION OFFERS



### Accessibility

Web-based, user friendly, available to authorised users 24/7



### Agility

Speedy access to information in real time, allowing for real time business decisions



### Transparency

Clear view of all areas of your business at a simple glance



### Integration

Able to integrate into any system to provide end-to-end intelligence

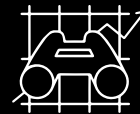
## USING WEB-BASED APPLICATION, CLIENTS ARE ABLE TO..



Perform scenario planning and business modelling



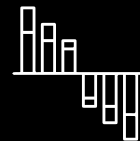
Access a wealth of information about their supply chain in real time



Forecast opportunities or challenges



Use supply chain information to make sound business decisions



Proactively identify trends that may affect any area of their business



# BE RESPONSIVE WITH DYNAMIC DASHBOARDS

PowerBI is geared towards incorporating transactional and other meta-data from various sources through the use of advanced data capturing and importing routines. RTT regularly integrates client data to provide a progressive transactional view right from order inception through to order completion. The solution offers a set of responsive dashboard modules that help clients turn their supply chain data into tools for effective decision making.



## SUPPLY CHAIN LIFE-CYCLE AND DETAIL

View orders received, picked, shipped, en-route and delivered for any client defined time period. Information is available in current status, historical data or for a specified time period.



## INBOUND LOGISTICS

Track and manage sales orders received, matched to inbound supplier orders. Offers in depth views of orders received, goods fulfilled, manufactured goods as Work in Progress and goods warehoused.



## OUTBOUND LOGISTICS

Manage distribution data per customer channel and enjoy detailed insight into distribution trends. Exceed customer service levels through real time service level management metrics.



## REVERSE LOGISTICS

Manage the return of goods with a focus on optimising reverse logistics. Analyse the root causes of reverse product and related distribution trends.



## WAREHOUSING

Complete inventory visibility of detailed warehouse activities.



## KEY PERFORMANCE INDICATORS

Examine critical performance criteria such as raw and comparative conformance measurements. Immediately investigate KPI measurements and exceptions through advanced drill down filters.



## DEBTORS SUPPLY CHAIN

In depth analytics of debtor's management. On demand view of number of client invoices issued, invoices approved and delivered, settled invoices and invoices past due.

# MANAGE LOGISTICS EASIER WITH PERSONAL DIGITAL ASSIST SOLUTION

Working to make logistics management even easier, RTT has invested in innovative robust mobile devices running RTT developed mobile operating software. This PDA (Personal Digital Assistant) solution has been specially designed to meet the required legislative compliance for RICA, FICA and the Consumer Protection Act.

## RTT'S PDA offers clients



Real time legislative information (RICA/FICA) via scanning of ID barcode and proof of address



Real time delivery information as POD is signed on the device then transmitted directly to the client



Paperless deliveries through electronic delivery instructions and PODs



Ability to conduct customer surveys on the device at time of collection/delivery





# MPOD: DELIVERING THE POWER OF PROOF

RTT's mPOD (Multiple Proof of Deliveries) solution allows clients to manage multiple PODs in real time, making it easier to resolve your potentially numerous POD queries and accelerate debtor settlement. mPOD is a simple, scalable solution that can be easily deployed and integrated. The system also fits neatly together with PowerBI and RTT's PDA (Personal Digital Assistant) solution to provide a comprehensive overview of the your supply chain.



## PUTTING POD INTELLIGENCE AT YOUR FINGERTIPS!



A 360 degree business tool



Configurable POD applications to meet your needs and the needs of your customers



Configurable filtering and grouping methods i.e. by customer store or business unit



High performance POD query handling



Fast and efficient POD search and retrieval



Autonomous consignment and collection query functionality



Export of images to common industry file types



High capacity, high volume capability ensures scalability for peak volumes



# VALUE ADDED SERVICES

e-Commerce is not only a buzzword in the industry anymore. Online retail and shopping has become the norm for shoppers and retailers alike. Retailers have to ask themselves “do they have the capability and access to multiple markets across sub-Saharan Africa?”

Through extensive investment in technology, RTT has refined the process for managing B2B, B2R, and B2C deliveries. This includes an improved first time delivery hit ratio and fraud mitigation, ultimately leading to an enhanced customer experience.

The traditional method of managing B2B, B2R, and B2C deliveries through a call center is outdated and reliant on extensive human resources to manage and book deliveries with the end user.

To this end, RTT is able to offer our clients the following as value added services:

## On Demand

This same day dedicated delivery service is collected within 90 minutes from the clients' warehouse or retail environment and delivered directly to the customer. The service is available in big cities across the country, but should the client only access the web portal the day following dispatch, the service can be selected for the Cape Town and Durban local areas for direct delivery from the RTT hub.

## Next Day Time Slot

Clients may select a 2 hour delivery time slot (next day) in which to receive their delivery, enabling them to plan their day more effectively. This service is available for the main center areas of Gauteng, Cape Town and Durban. The service is unavailable for outlying/rural areas.

## PARGO

A clients' order can be delivered to one of 2 000 conveniently located delivery points, where the order can be collected at their convenience.

## Next Scheduled Delivery Day

A client's order will be delivered on the next scheduled delivery day, during working hours and would be the preferred service option as an alternative to the PARGO service. The selection of the “On Demand” and “Next Day Timeslot” service is available at a nominal increase in cost to the consignee.

## Retail, Marketing, Franchise and Dealer Distribution

As part of the RTT solution, we have systemised the required documentation per retailer and provide our drivers with pre-printed instructions around document requirements. For deliveries supported via PDA devices, the driver is required to confirm at point of delivery that each document is correctly managed. Additionally, when the driver is de-briefed, returned documentation presented is captured into the central RTT driver debriefing system inclusive of all endorsements.



## Stock Recall and Used Reverse Distribution

Similar to the previous reverse distribution process, the driver is required upon collection at the store to check the terminal IMEI/serial numbers (where terminal barcodes are unavailable to scan) and confirm the correct IMEI/serial number is being collected. As there may be multiple terminals collected on a single collection instruction, the barcoded seal process has not been implemented for these collection types. The store is however required to seal the shipper cartons with their own security tape before the driver leaves the store.

Where discrepancies are encountered, the driver selects on the handheld device, the discrepancy reason for the collection not being collected from a pre-defined drop down list of reason codes. In cases where the driver notices damage to the terminal/s, photos of the damage are captured which are stored against logged collection number.

Serialised parcel tracking labels are placed on the carton/s being collected which are scanned by the driver using the handheld device, and automatically linked to the selected collection. The parcel barcodes are confirmed through our system driven de-briefing process, upon the driver's return to the delivery depot. Should any discrepancies be noted during the de-briefing process, e-mail and SMS notifications are sent to the respective branch manager, prompting further investigation.

## Swap Outs (Collect on Delivery)

An essential part to the RTT courier solution is the ability to collect goods as per client requirements using a number of tried and tested technology solutions ranging from through our integrated technology ecosystem. This system, like our LEAP portal, allows for real-time tracking parcels.

Specific to Collect-on-Delivery, we are able to capture and record the product details directly into the RTT central courier solution which including the cross referencing detail to the original delivery. This procedure will ensure that our clients' request is tracked and managed throughout the Collect-on-Delivery process.

Should the RTT PDA solution be deployed, all delivery and collection data is uploaded into the driver's device and at each driver drop point, the device is

used to manage deliveries and collections. Importantly, each completed transaction is transmitted in real-time to RTT's central courier solution and depending on a client's level of integration.

## Parcel Tracking

RTT clients enjoy full visibility of shipments as they move through the logistics lifecycle by being able to track their parcels at any time, on any device.

As per RTT's security access protocols, the RTT Track-and-Trace (Leap portal) solution requires users to be registered and functionality is enabled according to their specific profile. Once registered, clients are able to track and trace their consignments via an intuitive web interface by using the RTT consignment number or their own reference numbers as captured into the RTT distribution system. From this tracking interface the client is able to query all relevant data pertaining to a certain consignment from creation on the RTT distribution system, up to the point where they can download any scanned proof of delivery documents to their local computer as images.





# GEARING UP INTO AFRICA

Africa is home to the fastest growing middle-class economy in the world. Foreign investment has reached extraordinary levels in recent years and the business has recognised that these opportunities would demand smart logistics and supply chain expansion.

*RTT is both a leading distribution partner in South Africa but also a provider of export services to various countries in Southern Africa. It provides a one stop solution for local and international shipping needs.*

RTT's experienced export team help and guide clients through the export process to ensure entering new markets is made simple and accessible.

## Our Export Services Include

- A dedicated team to ensure effective freight movement, delivery deadlines as well as regular shipping updates.
- Effective management of export documents and POD's. (Documents are scanned and uploaded to the SLE platform for ease of access).
- Compliant and timeous management of the export customs clearing process.
- Tailor-made supply chain solutions for ad-hoc projects.
- Review of operational costs and delivery lead-times.

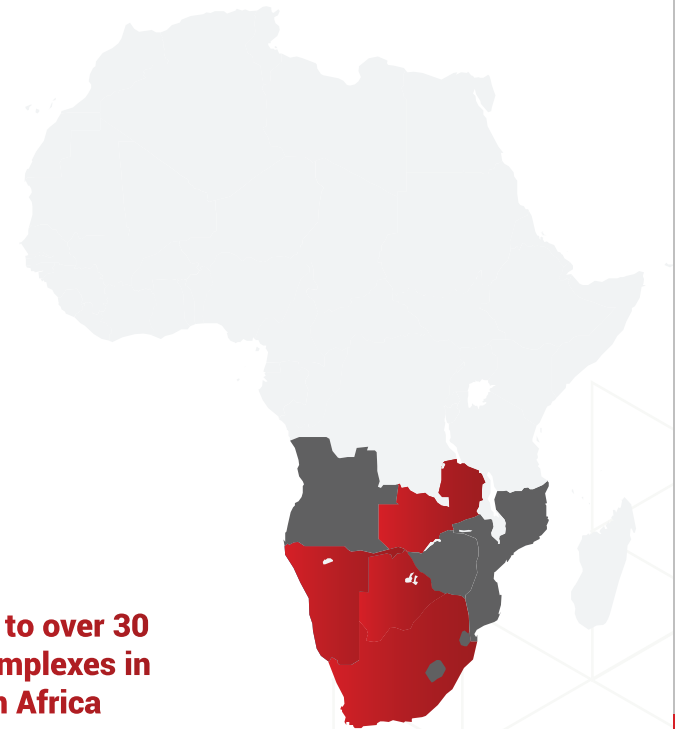
## Established Export Network

### Branches

- South Africa
- Namibia
- Botswana
- Zambia

### Service areas

- Mozambique
- Malawi
- Zimbabwe
- Lesotho
- eSwatini (Swaziland)



**RTT delivers to over 30 shopping complexes in Sub-Saharan Africa**



**RTT are meeting the needs of more than 200 stores across 30 retail brands.**



**More than two million packages delivered across Sub-Saharan Africa**



# RISK MITIGATION

RTT's security, risk management, and investigative resources provide a secure chain of custody throughout client supply chains. Our rapid response teams provide the fastest possible reaction times for hijackings or similar occurrences. RTT's technical security (transmission and accessibility of data) is state of the art and in line with global security, firewalling and intrusion detection/ prevention software and hardware. The Group boasts a hijack and loss ratio of 0.002%, well below the industry norm of 0.09%. These stringent security structures and processes are considered a material differentiator for the RTT brand in the market.

RTT was first to market with several freight protection initiatives. Our flagship risk mitigation project is the deployment of high-performance vehicles staffed with armed escort personnel, full satellite tracking, and constant communication with RTT's radio control rooms.

## Material differentiator

- Biometric fingerprint scanning
- Magnetic lock
- In cab high decibel alarm systems (Sound bombs)
- Smoke generators
- Custom designed covert GPS based load tracking and unit retrieval system
- Custom designed vehicle tracking unit installation which allow for engine cut off upon unauthorised removal of unit

## Mitigation of risk

- Specialised risk services
- Industry-first privatised in-field asset protection
- Advanced risk technology investment



## Remote and emergency distribution

- High density percentage of informal delivery
- Available systems and process for emergency distribution
- Adaptable and scalable fleet infrastructure





# ACCOUNT METHODOLOGY

RTT has adopted a holistic approach to account management that covers all possible touch points between the client and RTT. This comprehensive account management structure focuses on the elements below. This framework is designed to provide a consistent and in-depth understanding of both RTT and the client to enable a positive and strategic relationship.

## Continuous Improvement initiatives

### Business Operational Excellence

- Effective and efficient operations staff at all levels that ensures high resource utilisation levels
- Effective distribution of products. Using optimised routing thereby increasing responsiveness to customer demand and repeat and re-plan order cycles
- Exceeding the agreed service levels whilst looking at methods of optimising the cost structure

### Leveraging Technology

- RTTs use of various technological advancements inclusive of Power BI, RTT Group will provide necessary supply chain platforms for MIS value enhancements
- Provision of monthly reports/data allowing for a focused based on information accuracy, trend analysis and data interrelation
- Supply chain enhancements that will allow the reduction in lead time – essentially focus will be placed on 'Fit for purpose rate to execution required'

### Supply Chain Optimisation

- The use of supply chain modelling tools to model ideas and strategies in terms of servicing new customers, increased volumes, and internal channel changes. The knowledge and provision of inventory management, product launch capability and optimisation that, in partnership with can be used to decrease the investment in inventory whilst improving availability and service.
- Benchmarking - continuously seek out leading industry practises that will add value

### Management Control

- Rigorous performance monitoring programmes and use of management systems tailored to the needs of the client
- A structured continuous improvement program driven off measures, reports and benchmarks.
- Risk minimisation at both implementation and operations because of the highly skilled and experienced teams focused on these areas.

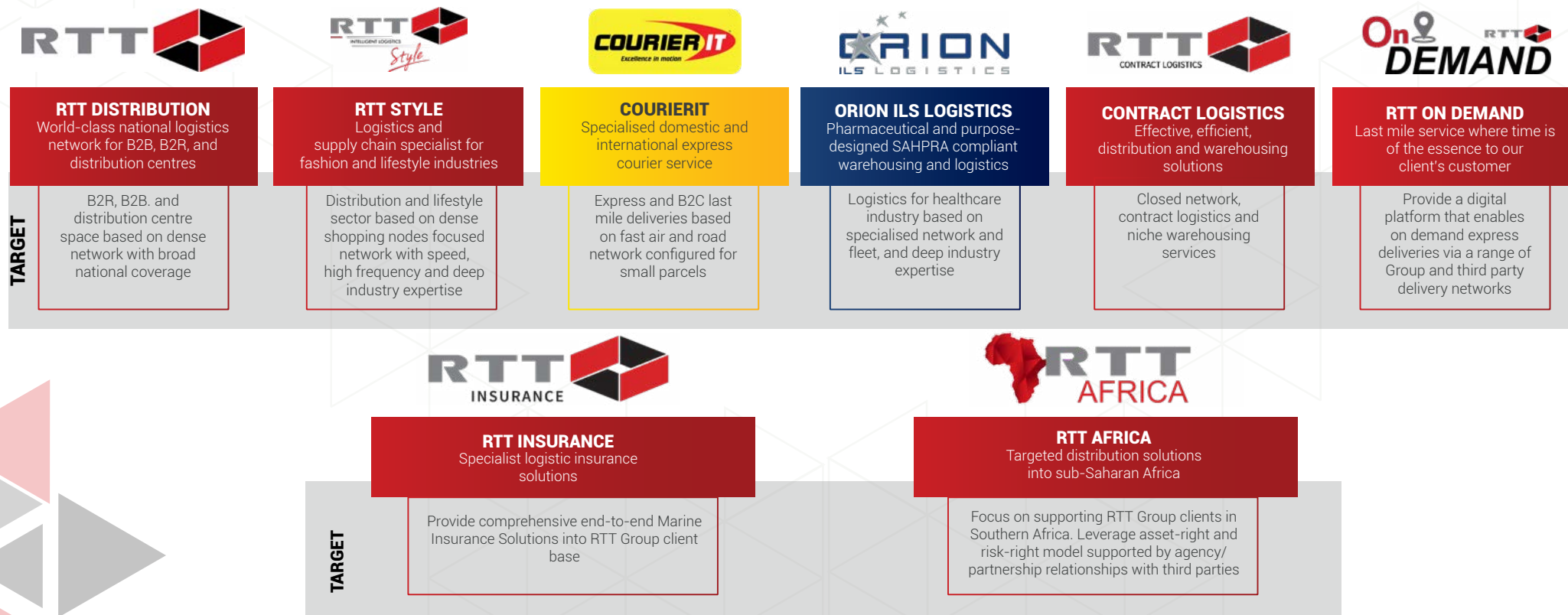




# RTT GROUP IN FOCUS

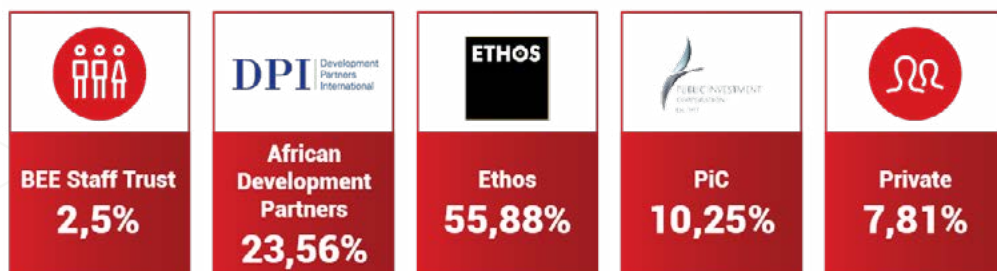
RTT is a leading multi-channel distribution logistic partner that offers a variety of world-class supply chain excellence. With over 40 years of industry expertise, we remain at the forefront of business innovation and specialist solutions that integrate into our clients' end-to-end supply chain.

The magnitude of the RTT Group's networks, infrastructure, and innovative technological solutions, allows us to exceed our clients' expectations in delivering freight on-time and in-full.



## Ownership

RTT is in the hands of private equity and is led by group consortium ethos.



## Black Economic Empowerment

RTT Group is a certified Level 3 contributor to B-BBEE.

As a Group, RTT is fully committed to implementing Broad Base Black Economic Empowerment within the company. We have taken a firm stance to try and correct the inequalities of the past, as it is pivotal to continuous business growth to ensure sustainable performance and add shareholder value.

By adopting a B-BBEE policy and putting it into action RTT can contribute to social transformation within South Africa, trickling down to both black communities and businesses. Initiatives include diversity awareness drives, leadership programs, targeted recruitment, and training supported by a specific EE and AA plan. RTT is proud to have implemented learnerships up to the NQF5 level. These learnerships specifically address the skills requirements of those individuals and provide for potential learning and career progression.

The Group intends to sustain and improve our BEE supplier profile relationship through specific procurement strategies when entering into new or extending supplier contracts and to engage Black and Black Women-owned businesses, particularly QSEs and EMEs, RTT is proud of the contributions of the RTT Group BEE Trust; and the efforts of the RTT Foundation and the RTT Group Wellness Programme in delivering meaningful change and uplifting the quality of life of the targeted beneficiary communities and groups.



## Environmental Sustainability

The RTT Group continuously seeks to minimise our impact on the environment and to operate responsibly and consciously. This concept of sustainability extends not just to the environment, but also the economic and social context of the organisation. We are passionately committed to improving our environmental management and reducing our carbon footprint. Substantial investments in terms of staff time and financial resources have been made to ensure an effective carbon reduction strategy.

We have embarked on replacing our fleet with euro-compliant motors. Furthermore, route planning and optimisation have resulted in a significant reduction in fuel usage and our delivery footprint is continuously analysed for the best vehicle utilisation to carry capacity. The driver training program contributes to fuel efficiency and reduction and downtime. Branches have also engaged with staff on implementing behavioural change campaigns, and RTT is working on a best practice approach using proven methodology.

RTT continues to explore ways to minimise the impact it has on the environment through water and energy-saving initiatives, carbon emission awareness, and overall waste management.

### **We have made a commitment to a better, stronger, and more sustainable Africa**

*In 2021, RTT managed to act responsibly by accomplishing*

**28%** Reduction in our electricity

**13%** Reduction in vehicle emissions

**10%** Reduction in our carbon footprint







# GET IN TOUCH

The partnership between RTT and our clients stretch over four decades and we have institutionalised the knowledge and practices of agile supply chain and logistics in South Africa and neighbouring countries.

RTT has been a loyal and committed partner to the our top clients and have unlocked value over many years through an ever growing network that provides cash cycle reducing velocity and revenue boosting on shelf availability.

**Contact us today to start a key and strategic partnership for your distribution logistics solutions.**

## Contact

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