



Power of the Past - Force of the Future

C G C S A S U M M I T

2024

Welcome

to the 2024 CGCSA Summit

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CHEP	Takealot
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Ombud (CGSO)	Tracepack
Dignify Afrobeauty	Urban Surfers
Fliz Cosmetics	W&RSETA
FoodFoward SA	Workforce Staffing
KGK Business Holdings	xPac
Liyana Beauty	Yellow Door Energy
Local Village	Youth Employment Service
LTL Group and Associates	(YES)

33/ SUMMIT SPONSORS

Advantage	Lindt
AMKA	Nestle
Clicks	PepsiCo
Coca-Cola	RFG
Consumer Goods and Service	SAB
Ombud (CGSO)	Tiger Brands
Foundation FSSC	TrustedSource
Kellanova	W&RSETA
KFC	Woolworths



Zinhle Tyikwe

CEO of GS1 South Africa | The Consumer Goods Council of South Africa (CGCSA)



A word from our CEO

It is a great pleasure to welcome you to our calendar event of the year, the CGCSA Summit, under the theme “Power of the Past – Force of the Future”. I am particularly thrilled with the overwhelming response from our members who registered to attend the summit, which as in previous years is packed with insightful, thought provoking topics that our invited speakers and guests will address or speak on. The summit also offers an opportunity for members to reconnect, or establish new connections, which is critical to forge or strengthen partnerships and business relations.

We are meeting against the background of renewed optimism ushered in by the Government of National Unity (GNU) which has promised to continue to pursue business-friendly policies and address key structural issues facing the economy. It is against this background that the theme of the summit captures this optimism that indeed, the future is beginning to look brighter than what we have experienced particularly during the past decade which has been characterised by among other challenges, tepid growth, electricity shortages and inefficient rail and port infrastructure.

I am under no illusion that the road ahead will not be easy; but equally, there is no other way than to embrace what the future holds and this requires bold leadership by both government and business. Our sector, which is one of the largest in the country by both contribution to GDP and formal employment, stands ready to put the shoulder to the wheel and partner with the government and other social partners to achieve sustainable and inclusive growth.

Our members have and continue to be committed to investing for growth, creating employment and ensuring the supply of goods and services to their consumers. But we need a conducive and predictable regulatory and policy environment for our members to continue to grow and thrive. We have on several occasions stressed the critical need for policy certainty, for more inclusive and consistent collaboration with the government. This is particularly important where the government is formulating policies that affect our sector, and we cannot stress enough the need for a government that listens and acts on recommendations from our sector and the wider business community in general.

We therefore look forward to working with the GNU government to achieve national objectives of addressing the triple challenges of poverty, inequality and unemployment. There is unity in collaboration to achieve a common purpose, and the future can be shaped by the decisions and actions we take as a collective. Let us use the power of past achievements to forge ahead to grow the economy.

Finally, it would be remiss of me not to thank our valued sponsors and partners who have made this summit successful. I also wish to recognise the hard work put by the CGCSA staff to organise the summit; your efforts are greatly appreciated.

Enjoy the summit and let's make the event yet another memorable one.

Zinhle Tyikwe

Summit Agenda

09 October 2024

07:00 Registration

08:50 Company Video

09:00

MC Remarks



Ms. Zanele Morrison
Independent Consultant

09:10

The year that's been at CGCSA- Q&A with Gareth Ackerman



Gareth Ackerman
CGCSA Co-Chair
Pick n Pay Chairman

09:30

Keynote Panel: Power of the Past – Force of the Future

Facilitator:



Zinhle Tyikwe
Chief Executive Officer
GS1 South Africa | CGCSA

Panellists:



Busi Mavuso
Chief Executive Officer
Business Leadership
South Africa (BLSA)



Chichi Maponya
Chief Executive Officer
Maponya Group



Nicole Roos
Managing Director
East & Southern Africa Region
Nestle

10:15

Topic: Sustainability in Action

Speakers:



Matlou Setati
Executive Food Safety &
Sustainability Initiative
CGCSA



Andra Nel
Marketing Manager:
Brand and Purpose
KFC South Africa



George Kuyler
Chief Executive Officer
Skimmelkrans
Boerdery CC

Topic: Unified Commerce: Legacy Digital Growth Equation

11:00

(Traffic x Conversion x Average Order Value x Purchase Frequency = Revenue Growth) is under duress. Easy growth levers viable; how can data driven hypothesis unlock (unleash) exponential growth.



Dr. Lebogang Mosupye-Semenya
Senior Lecturer
Johannesburg Business School

11:30

Topic: Lessons from an independent retailer

Moderator:



Zanele Morisson

Panellists:



Suhail Bayat,
Director
Super Save
Supermarket



Jason Perreira,
Director
Unitrade Management
Services (Pty)Ltd

12:15 LUNCH

13:00

Topic: A Past that is Uniting Business, Government, and Communities for a Future Premised on Shared Prosperity

Facilitator:



Abdullah Verachia
Global Strategist
& Keynote Speaker

Panellists:



Michelle Chandler
Chief People Officer
Pack n Stack



Josta Sekgota
Owner of
Kinross Fuel



Gugu Khoza
Owner of
Honey Business Hub



Dwayne Leonard
Group L&D
Senior Manager
Massmart

13:45

Topic: FSSC 24000: From Risk to Opportunity

Elsabe Matthee
Technical Director
Foundation FSSC

14:15

Topic: The future of Retail FMCG: Collaboration & Innovation**Moderator:**

Dylan Piatti
Advantage Group

Panellists:

Banu Erkorkmaz
Managing Director
Jacobs Douwe Egberts
SA



Mark Bunn
Vice President -
Commercial
PepsiCo SA



Unathi Mhlatyana
Managing Director
Southern, Central and
East Africa
Mondelez

14:45

Topic: Relevance of the Ombudsmen Office in the world of AI & Customer Experience

Queen Munyai
Chief Executive Officer
Consumer Goods & Services Ombud

15:15 Member Recognition Awards

15:30

Closing Remarks: Better Together, leading into the future**Speakers:**

Johann Vorster
CGCSA Co-Chair
Chief Executive Officer
Clover



Zinhle Tyikwe
Chief Executive Officer
GS1 South Africa | CGCSA

15:45 Cocktails! Networking! Cocktails! Networking! Cocktails! Networking



Our Summit

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Abdullah Verachia



Abdullah serves as the CEO of The Strategists where he leads a world class team that play an active role in assisting companies and organisations craft competitive future strategies and innovation. He is also senior faculty at GIBS, head of faculty for strategy, sustainability and digital and head of the Harvard Business School Senior Executive Programme for Africa.

Abdullah Verachia is a highly regarded and sought after global strategist and advisor known for his expertise in helping companies navigate complexity, disruption, and change. With significant expertise in strategy, innovation, and disruption, Abdullah facilitates numerous high-level strategy sessions and breakaways for companies and governments and is an authoritative speaker on the world stage regarding these matters.

He has served in senior executive and board roles, led teams that have crafted competitive strategies for some of the leading companies globally, lectured at some of the top business schools, and co-founded several disruptive companies.



Andra Nel



She is currently the Marketing Manager: Brand and Purpose for KFC South Africa, a role she assumed in August 2022, and focuses on implementing strategies to unlock potential through KFC's CSI initiatives. Prior to that she built an impressive resume in sports, including taking on the role of Marketing & Corporate Communications Manager at Lions Cricket Board.

Andra Nel is an accomplished brand communications professional passionate about unlocking that magical space where people and brands come together to create purposeful and memorable experiences.

Throughout her career, Andra has held key roles in both multinational corporations and start-ups, where she has consistently proven her ability to identify and capitalise on business opportunities. Her expertise lies in developing and implementing innovative strategies that drive operational efficiency, improve stakeholder experiences, and fuel sustainable growth.



Banu Erkorkmaz



Banu Erkorkmaz is an Industrial Engineer who has 20 years of experience in the FMCG industry. She has held various commercial and project management roles in the world's leading FMCG companies, such as Procter & Gamble, Mondelez International and Jacobs Douwe Egberts (JDE), before moving into the 'General Management' field.

She worked as Country Manager in JDE Turkey, and then in the Baltics region before moving to South Africa with her family. Currently she is working as Country Manager South Africa where she drives JDE's growth in South Africa and its 10 export markets. She is passionate and intentional about 'women empowerment' and one of the founding members of 'LEAD Network Turkey'. The mission of the LEAD (Leading Executives Advancing Diversity)

network is to attract, retain and advance all women in the retail and consumer goods industry, creating sustainable business value. Banu is married to Baha and mom of Poyraz (12Yrs) and Deniz (3Yrs). She loves travelling and exploring new countries and cultures. As she highly enjoys adrenaline boosting activities, she has flown a plane in Turkey, swam in a frozen lake in Lithuania and experienced a 70 metres free fall in South Africa.



Busi Mavuso

Busiwe Mavuso is a Certified Chartered Accountant, qualified with the Association of Certified Chartered Accountants (ACCA -UK) and holds two Master's Degrees, a Master's Degree of Philosophy in Applied Business Leadership and Management (UCAM - Spanish University), and another Master's Degree in Business Leadership (UNISA), a Postgraduate Qualification in Management (GIBS) and a B. Compt in Accounting (UNISA). Busi is currently completing her PhD.



Busi is the Chief Executive Officer at Business Leadership South Africa (BLSA) and Non- Executive Director of Business Unity South Africa (BUSA), Business Against Crime South Africa (BACSA) and Resultant Finance (a PIC investee company). She serves on the Human Resources Development Council (HRDC) and Council of Social Justice Champions (COSOC).

Busi is a member of the IoDSA, ACCA and YPO.

She was awarded the '2020 Influencer of Influencers Award' by the Africa Brand Summit in October 2020 and was named second runner up for 'Businessperson of the Year' by Daily Maverick in 2021. In 2022, the Women in Economic Development Leadership Forum awarded Busi a Certificate of Acknowledgement to recognise the years of dedication to the field of business leadership and economic development in South Africa. In 2024, Busi received the runner up 'Business Leader of the Year' Award, from the Future Leader Forum.



Chichi Maponya

Chichi Maponya is an accomplished business leader with a diverse portfolio spanning multiple industries and sectors. As the Board Chairperson of the Maponya Group, a renowned family-owned business, she steers a diversified enterprise with a strong legacy.



In addition to her leadership role at the Maponya Group, Chichi is a Board Member of the Consumer Goods Council of South Africa (CGCSA), and she co-founded and serves as Chairperson of Africa Travel Retail, a company specialising in distribution, retail, and customer experience advisory at airports.

Chichi's influence extends to the international stage, where she is an active member of Airports Council International - Africa (ACI Africa) and serves on the Advocacy Board Committee of the Middle East Africa Duty Free Association (MEADFA). She is also the Vice President of the World Investment and Trade Organization (WITO), further cementing her global presence. Chichi is a Board Member of Barloworld Maponya and a Director of both Maponya Medical Solutions and Nalesa Investment Holdings.

In addition to her corporate roles, Chichi is deeply committed to philanthropy and development. She is a Trustee of the Nalesa Family Trust, the Dr. Richard Maponya Institute for Skills and Entrepreneurship, the Marina Maponya Memorial Fund, and the Kgalema Motlanthe Foundation.

Her passion for the arts is reflected in her role as Chairperson of Opera Africa. Chichi also serves as a Director of several private companies.

Chichi's previous leadership positions include serving as the Deputy Chair of the South African Council on International Relations (SACOIR), where she contributed to shaping the country's international relations strategies. She is the former Chairperson of Brand South Africa, the agency responsible for promoting the nation internationally, and has held board positions with South African Tourism, the African Entrepreneurs Council (AEC), and 4 Africa Exchange (4AX).

With a career marked by dedication to business growth, social development, and international relations, Chichi Maponya continues to be a prominent figure in South Africa's business landscape.



Dylan Piatti

Advantage

Dylan is MD for Advantage Group International in Africa. His team is delivering on projects across SA, EA, NA and CA working with clients to enhance DDD (Data-Driven-Decisions) by focusing on specific aspects of their upstream and downstream partner value chain.

During his tenure, Advantage SA has won Highest Growth Emerging Market of the Year, and Most Efficient Market of the Year. He has over 20 years' experience working in start-ups, to SMME's and corporate. Dylan is a Board Director and VP of the Italian-South African Chamber of Commerce representing over 144 business's. He is an Advisory Board member and VP for Inhlanyelo Hub, an entrepreneurial development and investment arm of UNISA. Dylan is Ex Deloitte Africa, the former Board Chair of the Ecommerce Forum Africa, previous founding co-chair of Mobile Monday in SA, and has sat on the SA ICT working group on Ecommerce.

Dylan has represented Africa on the global stage numerous times, including on the Global DTN (Digital Trade Network, sponsored by the ICC), and has presented at, and led Executive Private Sector & Government sessions in Africa, Europe and the US with the UN, WTO, AU, SADC and SA Gov. Previously he has led campaigns for retail & FMCG clients (SaaS company), launched a niche retail store, a skin care brand and international magazine.



Elsabe Matthee



Elsabe Matthee is the Technical Director at Foundation FSSC, where she strives to ensure that the FSSC Schemes and related Programs remain robust, trusted, impactful and leading in the consumer goods industry.

Her current role involves knowledge management and providing technical support to both internal and external stakeholders, including certification bodies, and liaising with accreditation bodies. She is also actively involved in technical working groups and broader industry forums, including ISO and IAF, contributing to the development and implementation of industry standards and practices.

She started her career in the South African Food Industry, and then joined the world of auditing and third-party food safety certification, where she worked for 15 years at two large international Certification Bodies, responsible for and managing third party food and agricultural certification across the majority of GFSI schemes, as well as local schemes. A key part of the certification responsibility included scheme management, interaction with global partner offices, managing auditors, interaction with accreditation bodies and scheme owners, as well as maintaining the QMS for ISO 17065 and ISO 17021-1.

Her background in the food industry, auditing, and certification, provides the foundation for her current role and contributing to delivering the Foundation's vision of Creating a Better world.



Gareth Ackerman



With a career spanning over 37 years of dedicated service, Gareth Ackerman is a name synonymous with leadership and excellence. Gareth is the Chairman of Pick n Pay Stores Ltd.

He has been an integral part of the company in various roles, among them being an executive director, joint group managing director and managing director of Pick n Pay Group Enterprises.

He also served as Chair of Pick n Pay Holdings Limited from 2002 to 2010 and became the non-executive Chairman of Pick n Pay Stores Limited in 2010. His commitment extends beyond the boardroom and is co-chair of the Consumer Goods Council of South Africa (CGCSA). In addition, Gareth serves as a trustee of the Masisizane Fund and chairs the Ackerman Family interests.

He is also the previous co-chair of the International Consumer Goods Forum and was a member of the international board of the Young Presidents' Organization (YPO).





George Kuyler

Born on August 21, 1976, George Kuyler has dedicated his life to the advancement of agriculture in South Africa. After matriculating from Outeniqua High School in 1994, he pursued his passion for farming by earning a National Diploma in Agricultural Management from Nelson Mandela Metropolitan University (NMMU). His global agricultural exposure expanded when he participated in the prestigious International Agricultural Internship Programme at Ohio State University

George's professional journey includes hands-on experience at Red River Dairies in Arizona, USA, before returning to South Africa to join the family farm in 1999. His leadership and vision for sustainable farming practices culminated in his appointment as CEO of Skimmelkrans Boerdery CC in 2012, where he continues to make significant contributions to the agricultural industry.

He has held various leadership roles, including Chairman of the Milk Producers Organisation (MPO) in the Western Cape, Vice Chairman of MPO South Africa, and Chairman of the Board for MPO South Africa. Additionally, George serves as Vice Chairman of MILKSA and contributes to numerous other boards and school governing bodies.

George's career highlights include winning the National Stewardship Awards, a recognition of his commitment to conservation and sustainable farming. His leadership has also led to consistent accolades for his personnel, who regularly excel in the Shoprite/Checkers Farmworker of the Year awards.

Despite his professional achievements, George considers his greatest joy to be his family. He is married to Lizl, his most cherished companion, and together they are raising three children: Lukas (18), Luzandri (15), and Elri (10).



Gugu Khoza

Nestled in the vibrant heart of Etwatwa, Honey's Beauty Hub is a premier salon/store dedicated to providing top-notch beauty solutions. The establishment boasts a diverse range of beauty products, including skincare essentials, hair care luxuries, makeup selections, and trendy clothing and accessories.



Their extensive services cater to every beauty need, offering meticulous nail services, flawless makeup application, captivating eyelash enhancements, intricate braiding styles, classic Barber cuts, indulgent spa treatments, and customised skin therapies.

Honey's Beauty Hub sets itself apart with its unparalleled commitment to excellence and attention to detail. The skilled staff members are experts in their craft, ensuring each customer receives personalised care and leaves feeling rejuvenated and radiant. Whether seeking a quick beauty fix or a full pampering session, Honey's Beauty Hub is a sanctuary of elegance and relaxation, where clients can escape the hustle and bustle of daily life and immerse themselves in a world of beauty and self-care.



Johann Vorster

After graduating with a BComm from RAU (now the University of Johannesburg) in 1985, Johann spent four years with Ernst & Young as a Senior Manager while completing his honours through Unisa in 1986 and his CA in 1987. He spent the next three years with SARS as the Assistant Director of Operational Research. He completed his MBA through Wits before joining East Rand Plastics (Pty) Ltd in 1992 which later became Astrapak.



As Financial Director of Astrapak he was responsible for the company's listing on the JSE in 1997. He became joint MD of the Film Division of Astrapak before accepting an offer as Chief Financial Officer from the Clover Group in October 2000.

He became Chief Executive in 2006, where he faced a huge challenge to convert Clover the co-op to a commercial orientated entity. After the co-op members approved the restructuring proposal the company was listed on the JSE in 2010. His main task was to convert the culture from managing costs to generate profits by investing behind profitable brands and products, and using technology to support the business.

For all his efforts, Johann won the EY World Entrepreneur Award for Southern Africa 2015 for the Master Category and represented South Africa at the EY World Entrepreneur Award in Monte Carlo in June 2016.

An accolade of the most Reputable Company in South Africa three years in a row says a lot about the integrity Johann demands from the business.



Josta Sekgota

With a robust background spanning 20 years in Chemical Engineering, Josta Sekgota has made a remarkable transition into the retail sector, currently a Retailer with few fuel Stations alongside a Spar franchise. His journey showcases a seamless blend of technical expertise and entrepreneurial acumen.

Throughout his career, he has been instrumental in spearheading a diverse array of projects, particularly focusing on strategic consulting and engineering solutions aimed at driving growth and implementing sustainable cost optimization strategies.

His adaptability and adeptness in navigating different sectors underscore his versatility as a leader across FMCG, Petroleum, engineering Consulting and Energy.

Throughout his long career, Josta has amassed a strong portfolio of achievements. Noteworthy accomplishments include multi-million cost reductions, orchestrating remarkable turnarounds for underperforming entities, facilitating rapid growth for start-up ventures, and driving substantial improvements in quality, productivity, and efficiency.

Josta Sekgota's journey from chemical engineering to successful entrepreneurship epitomizes resilience, adaptability, and unwavering commitment to excellence. His blend of technical expertise, strategic vision, and leadership prowess positions him as a formidable force in both the engineering and retail sectors, poised to continue making significant contributions to industry advancement and business success.



Dr. Lebogang Mosypye-Semenya

Dr Lebogang Mosypye-Semenya is a Senior Lecturer at the Johannesburg Business School. She holds a PhD in Business Management from the University of Johannesburg, an MBA from Wits Business School, and a Bachelor of Science in Chemical Engineering from the University of the Witwatersrand.

At the Johannesburg Business School, she teaches courses on Digital Technologies and Disruptive Technologies in Industry Sectors. Her Digital Technologies course explores the strategic use of digital technologies for informed decision-making, while her Disruptive Technologies course examines the transition of various sectors through the disruption of emerging technologies.

With 15 years of experience as an Engineer in the water sector, Lebogang brings a blend of practical expertise and academic insight to her current position. Her scholarly contributions include research publications focusing on the Fourth Industrial Revolution, digital technologies, and innovation. She has authored numerous journal articles, book chapters, and conference papers, and has presented her findings on international platforms, including in Egypt, Santo Domingo, and Italy.

Lebogang has also played pivotal roles on national and international committees and task teams, contributing to initiatives aimed at advancing research in digital technologies, innovation, and sustainable development. Notably, she has been involved with the Namibian 4IR Task Team and a TVET digital education project funded by the European Union.

Outside of her professional activities, Lebogang values quality time with her husband and 5-year-old daughter, enjoying activities such as hiking. She also has a passion for boxing.



Mark Bunn

Mark is the Vice President, Commercial for PepsiCo South Africa. Mark joined Unilever where, over eight years, he worked across all Unilever categories in various sales, category management and shopper customer marketing roles.



He also spent time in Indonesia and Philippines with Unilever. His last role was that of Customer Marketing Director for the Margarine and Ice Cream Businesses. Mark then joined Beiersdorf as the Sales Director for Sub Saharan Africa where he was part of a team that opened up new markets and grew brands such as NIVEA & Eucerin to various market leadership positions over two years.

Mark was then promoted to Sales Vice President for Africa, Middle East and Asia. In this role, he headed up the Sales and Shopper Customer Marketing functions for the region as well as steered the Global Distributor management function for Beiersdorf. After two years, Mark was then moved to New York in the capacity of Vice President Sales for North America. Here, Mark gained experience working with Global giants such as Amazon, WalMart, Target, Costco and worked on various projects with META, Google and YouTube. Mark and his wife then decided to move back home to South Africa to start a family. He then joined Pioneer Foods as the sales executive before taking the role as Managing Director for FUTURELIFE.



Matlou Setati

Michelle Chandler is the Chief People Officer of the PnS Group, which provides a broad range of retail solutions and services in the sector. She has 25 years of experience in human capital management spanning the financial services and retail sectors

Matlou Setati is the Executive for the Food Safety & Sustainability Initiative (FSSI), a division of the CGCSA. The FSSI is responsible for advocacy and liaison of sustainable initiatives, forums, projects and/or programmes within the precincts of food science, safety, quality, nutrition, health & wellness, sustainability, regulatory and related matters for the consumer goods and retail industries.

Matlou has over 20 years of experience in the South African food and agricultural industry, which includes various food production companies, and ten (years of service in public office at the Department of Agriculture, Forestry and Fisheries, where she served as Chief Agricultural Food and Quarantine Technician (Food Quality Inspector) and Chief Food Safety & Quality Assurance Officer (Food Regulations).

She actively participates in national and international food regulatory bodies such as the Business Unity South Africa, NEDLAC, various Food Legislation & Trade Advisory Groups at National Government. She has also participated at the United Nations Economic Commission for Europe (UNECE), where she was Vice Chairperson of the Dry and Dried Produce Standards Committee from 2014 – 2016 in Geneva, Switzerland.

Matlou has in-depth knowledge of the food industry from raw material, processing, quality control and assurance, and food legislation. Her public service experience has equipped her with a vast understanding of the national and international food law spheres such as national food control, Codex Alimentarius and World Trade Organisation agreements such as the Technical Barriers to Trade (TBT) and sanitary and phytosanitary (SPS).

Matlou holds a National Diploma in Food Technology from Pretoria Technikon, a Bachelor of Technology in Food Technology from the Tshwane University of Technology, a Post Graduate Diploma Applied Science from the Lincoln University, New Zealand and a Master's Degree in Food & Nutrition Security from Stellenbosch University and Post Graduate Diploma in General Management (International Leadership Development Programme – ILDP) with GIBS/University of Pretoria. Matlou joined the CGCSA in 2017, from the Department of Agriculture, Forestry & Fisheries.



Michelle Chandler

Michelle Chandler is the Chief People Officer of the PnS Group, which provides a broad range of retail solutions and services in the sector. She has 25 years of experience in human capital management spanning the financial services and retail sectors



Her career trajectory led her to cultivate extensive expertise in human capital strategy and practice. Over her career, Michelle has also served in retail operations and generalist commercial roles; but her true calling lies with people; empowering individuals and unlocking potential. She is passionate in the pursuit of understanding how individuals and organisations interact and develop, and the complex systems which they leverage to deliver value and innovate. She holds a Bachelor's Degree in Industrial Psychology, and MBA and is currently a student in the Doctoral Programme of the Management College of Southern Africa.



Nicole Roos

Nicole ROOS was appointed as the Chairperson & Managing Director for Nestlé (South Africa) (Pty) Limited, East and Southern Africa Region, effective 1 November 2022, a region comprising of 23 countries. Nicole began her career with Nestlé over 20 years ago as a Marketing Trainee.



Good Food, Good Life

Since then, she has held various positions, from Brand Manager of the former Eastern African Region (2002 to 2006) and Category Marketing Manager of the Eastern and Southern Africa Region (2006 to 2008), before expatriation to the United States market as the Category Marketing Manager for Gerber when it was acquired in 2008. She returned to South Africa as Country Business Manager Infant Nutrition in 2010, an executive leadership position she held for 6 years.

Prior to assuming the Chairperson & Managing Director position, Nicole was the Business Executive Officer for Coffee and Beverages (2016 to 2022). She grew the business into one of the most successful in the Zone, despite the challenges of operating across multiple Markets which are very different to each other.

Nicole holds an Honours Degree BSC Dietetics (University of Pretoria, South Africa) and a Global Master's Degree in Business Administration & Digital Transformation (University of Barcelona, Spain)

Nicole's passion lies in developing young talent, advancing inclusivity in the workplace, circularity and sustainability across the value stream and of course digital transformation.



Queen Munyai

Queen Munyai is an accomplished Chief Executive Officer with over 20 years of experience in the Financial sector, specialising in financial services, auditing, internal controls, and over 10 years in Alternative Dispute Resolution. Her expertise is in financial management, corporate governance, and consumer affairs.



Queen holds an MBA from the University of South Wales, a BCom in Financial Accounting from the University of Pretoria, and Postgraduate Certifications in Taxation, Forensic Auditing, and Commercial & Contract Law.

She is actively involved in various professional bodies and previously served as a Board member at the Direct Marketing Association (DMASA), and currently at the Southern African Faith Communities' Environment Institute (SAFCEI).

In addition to her professional accomplishments, Queen is passionate about leadership development and community service, dedicating her free time to mentoring youth, particularly girls, through her Vhaswa Mentorship Foundation.



Suhail Bayat

Suhail brings 20 years of experience in the independent trade, demonstrating a deep understanding of the industry. He holds an Executive MBA from Hult Business School in Dubai, adding a strong academic foundation to his professional expertise.



A dedicated family man with two children, Suhail also has a passion for fitness, which reflects his commitment to maintaining a balanced and active lifestyle. Nestled in the heart of Pietermaritzburg, Supersave Foodtown stands as a beacon of success in the FMCG industry in South Africa. Founded 40 years ago, this independent retailer has transformed into a powerhouse through a combination of keen market insight and unwavering customer focus. Under the visionary leadership of Suhail Bayat, Supersave Foodtown has emerged as the top independent retailer in the country, boasting impressive double-digit year-on-year growth. Bayat's expertise in the FMCG sector has propelled the Supersave group to expand by opening the second store, Supersavers Foodtown in Scottsville Pietermaritzburg and Bosco Foodtown in Newcastle.

Under Bayat's diligent watch, all three stores are at the forefront of retail innovation, redefining consumer experiences with a strategic focus on quality and efficiency. Known for its meticulously curated selection of products and exceptional customer service, The Supersave Group has built a reputation for reliability and excellence. Suhail Bayat's strategic acumen has driven the retailer's expansion into new regions, capitalising on emerging market trends and customer preferences. His commitment to sustainability and ethical practices has not only enhanced the brand's image but also fostered strong community ties. The sophisticated use of technology for inventory management and personalised marketing continues to set it apart from competitors. With each passing year, Bayat's leadership ensures that the Group remains a dynamic force in the FMCG industry, while maintaining its core values and are hungry to open more stores with aspirations to become the best retailer in the industry.



Unathi Mhlatyana

Unathi is the Managing Director for Southern, Central and East Africa at Mondelez International. He is responsible for the definition of the long-term commercial roadmap, development of strategic initiatives in market advancement and revenue growth.



His earlier work experience includes a stint in project engineering at HJS Automotive, with specific focus on robotics programming; eight years at the Eveready/Gillette Group in process engineering, quality control and manufacturing; 10 years at SAB/AB InBev where he fulfilled various leadership roles in sales, marketing, distribution, general management and projects; three years as Senior Director and General Manager South African Snacks (Simba) at PepsiCo. Prior to joining Mondelez, Unathi was a Managing Director at McCain Foods.

His noteworthy experience is being a director at board level in the FMCG industry for local and multinational CPG organisations such as Cadbury South Africa Holdings (UK registered) as well as private companies such as Chapelat-Humphries Investments (Pty) Limited and Tolo Capital Holdings.

His qualifications include a Btech Quality, a degree in Labour Law & Industrial Engineering and an MBA from Nelson Mandela University.



Zanele Morrison

Zanele Morrison is a true hyphenate experienced in corporate across various industries, as an executive, board member, broadcaster, fundraising director and expert conversationalist.



Her fascinating journey thus far has taken her into boardrooms across the spectrum and helped develop Zanele's trademark insights, industry expertise and skill in extracting the right conversations. With wit, warmth and a winning personality, she is the perfect person to host conversations with leading figures in the social, developmental and corporate environments. This adds a wealth of experience to her ability to moderate business and social issue conversations whilst sharing her vast expertise. Her current role as a Fundraising Director for the Nelson Mandela Children's Hospital, Board Member for CII Africa and Business Anchor on CNBC Africa.

Zanele is passionate about always adding value, making a difference, and striving for world class standards in collaboration with others. The first decade of her career, while studying, she chose the entrepreneurial path, consulting across various industries. These include Media and Management, Television, Facilitation, Leadership, Change and Transformation.

These second part goes in to local and global companies, starting with Vodacom, Accenture, EY, Mindcor Consulting and ultimately with the Johannesburg Stock Exchange (JSE) as the Director of Marketing and Corporate Affairs.

As a true hyphenate she has the unique ability to participate in various business pursuits, thus, there is plenty to talk about. The continent of Africa belongs to its people, who know what it needs, and can solve for themselves. Her Purpose and Dream is to give Hope, to Share Africa's narrative and help inspire those who must grow the continent, In Conversation with Zanele Morrison.



Zinhle Tyikwe

Zinhle Tyikwe is the Chief Executive Officer of GS1 South Africa | The Consumer Goods Council of South Africa (CGCSA).



Prior to her appointment as CEO, Zinhle was the Executive in charge of Human Resources and Communications and has been with the GS1 SA | CGCSA since 2013.

She holds two honours degrees in Human Resources Development and Industrial Psychology and Organisational Development, all from UNISA, as well as an MBA from the University of South Wales. Zinhle has more than 20 years of human resources and strategic management experience.

She also currently serves on the boards of the Wholesale and Retail SETA and Steve Biko Academic Hospital. She's a mom to Wongalamasengwa and Zimkitha. She's passionate about family, unearthing potential and development and seeing growth in people.



South Africa

INDABA
'25

**SAVE
THE DATE!**

MORE EVENT DETAILS
TO FOLLOW

08 APRIL
TUESDAY, 2025

THE POWER OF 24 YEARS



of Skills Development, A Force of the Future

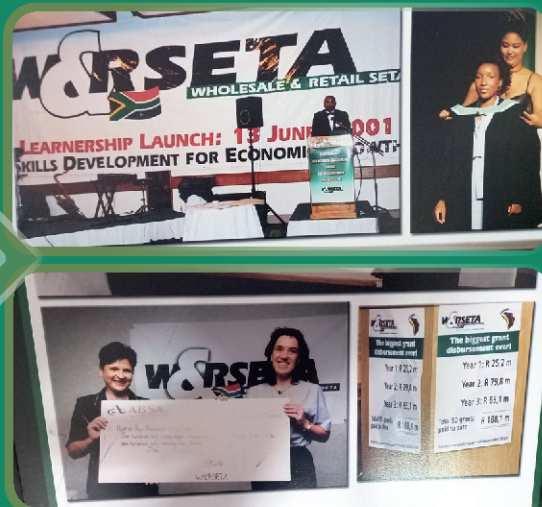
As South Africa marks 30 years of democracy, the W&RSETA reflects on its journey and its pivotal role in transforming the South Africa Wholesale and Retail Sector. The W&RSETA's 24-year journey has been marked by trailblazing and innovative programmes that have entrenched the SETA as the premier authority in skills development in the sector and empowered many lives.

During this period, the W&RSETA has solidified its efforts of bridging the critical skills gaps through strategic partnerships with various stakeholders, contributing towards positioning the Wholesale and Retail Sector as one of the main drivers of the South African economy.

THE W&RSETA'S SKILLS DEVELOPMENT JOURNEY:

NSDS I (2000-2005) From humble beginnings

- About 20 000 registered companies
- Grant disbursements of R26.3m
- First learnerships with 500 learners



NSDS II (2005-2010) Introduced:

- International Leadership Development Programme
- SMME development programmes
- Collaboration with TVET colleges



NSDS III (2011-2020) Introduced:

- Retail Management Development Programme
- Bursary Scheme
- Informal Traders and Micro Enterprises Development.
- Workplace experience programmes



NSDP 2030 (2020-current) Pioneering in skills development to include innovative programmes

- Over 130 000 registered companies
- Youth Entrepreneurship Development Programme
- Annual uptake of 12 000 on learning programmes
- Over 13 billions in grant disbursements

NSDP (2025 TO 2030) - THE FUTURE OF SKILLS DEVELOPMENT

- Adapting to technological advancements
- Green Skills for a Sustainable Future
- Innovation in learning by incorporating modern strategies, technologies, and approaches to develop new skills and knowledge in the W&R sector
- Expanding opportunities in rural areas
- Contribute to NDP goal of 11 million jobs through SMME development

The W&RSETA remains committed to addressing the challenges of an ever-evolving economy and wholesale and retail landscape. Amid technological advancements, the W&RSETA's focus is to prepare workers and young people for the workforce of the future, with a strong emphasis on digital skills, sustainability, and inclusivity.



012 622 9500



wrseta@wrseta.org.za



**higher education
& training**
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



www.wrseta.org.za



Wholesale and Retail SETA



company/w&rseta



@WRSETA



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WRSETA1





Our Summit

Exhibitors

Summit Exhibitors

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AssureCloud



AssureCloud is Southern Africa's largest and most comprehensive food safety, environmental, veterinary, and occupational hygiene laboratory group. Our goal is to prevent illness and injury caused by occupational hazards and food safety issues by identifying and monitoring risks that may cause disease or other workplace or food-related risk.

Why choose AssureCloud as your Food and Occupational Health and Safety partner?

Farm to Fork Assurance

AssureCloud has the expertise, tools, and accreditation to enhance food safety at every point of the value chain, from the manufacturing of animal feed, to agricultural best practices, transport and storage. We track how food is handled and stored at the manufacturer and retailer, how it's prepared in a hospitality or catering environment, and provide testing services for allergens, bacteria, and quality compliance.

Peace of mind

For over 20 years, leading local and global organisations have trusted AssureCloud to handle their occupational health and food safety testing and training needs. We guarantee confidentiality, impartiality, competency, and responsibility.

Chabi's Ginger



Chabi's Ginger delivers a specialised powder product that gives you the completed gemere package with only the addition of cold water. We deliver excellence, so you have the power of our expert gemere blend conveniently available to add flavor to your event. Our commitment to your satisfaction in each product, rests your peace of mind on the integrity of our name.

Recreating that taste of home brings back incredible memories and sets the stage for rich new traditions. Perhaps our ginger beer reminds you of the best in gemere you found over the years of your gatherings. Or perhaps, it's a new concept, and offers a surprisingly refreshing spin on a cold drink. Either way, our ginger specialises in the special!

CHEP



A Brambles Company

CHEP helps move more goods to more people, in more places than any other organisation on earth. Its pallets, crates and containers form the invisible backbone of the global supply chain and the world's biggest brands trust CHEP to help them transport their goods more efficiently, sustainably and safely. As pioneers of the sharing economy, CHEP created one of the world's most sustainable logistics businesses through the 'share and reuse' of its platforms under a model known as 'pooling'.

CHEP's ambition is to create a positive impact on the planet and society, pioneering regenerative supply chains. CHEP primarily serves the fast-moving consumer goods (eg. dry food, grocery, and health and personal care), fresh produce, beverage, retail and general manufacturing industries. CHEP employs approximately 11 500 people and believes in the power of collective intelligence through diversity, inclusion and teamwork.

CHEP owns approximately 345 million pallets, crates and containers through a network of more than 750 service centres, supporting more than 500 000 customer touchpoints. CHEP is part of the Brambles Group and operates in approximately 60 countries.

Visit the [**CHEP website**](#).



Coca-Cola



The Coca-Cola Company is a total beverage company with products sold in more than 200 countries and territories. Our company's purpose is to refresh the world and make a difference. We sell multiple billion-dollar brands across several beverage categories worldwide.

Our portfolio of sparkling soft drink brands includes Coca-Cola, Sprite, and Fanta. Our hydration, sports, coffee, and tea brands include Dasani, smartwater, Powerade, Costa, Georgia, Gold Peak, Honest, and Ayataka. Our nutrition, juice, dairy, and plant-based beverage brands include Minute Maid, Simply, innocent, Del Valle, fairlife, and AdeS.

We're constantly transforming our portfolio, from reducing sugar in our drinks to bringing innovative new products to market. We seek to positively impact people's lives, communities, and the planet through water replenishment, packaging recycling, sustainable sourcing practices, and carbon emissions reductions across our value chain. Together with our bottling partners, we employ more than 700,000 people, helping bring economic opportunity to local communities worldwide.

Learn more about us and follow us on **Facebook** and **LinkedIn**

Consumer Goods and Services Ombud (CGSO)



Who We Are

The Consumer Goods and Services Ombud is an impartial, independent dispute resolution scheme established in 2013 in terms of section 82(6) of the Consumer Protection Act (CPA). The office of the Ombud is mandated to receive and mediate consumer complaints relating specifically to the consumer goods and services sector. We report to the National Consumer Commission, the Department of Trade, Industry and Competition and our board of directors. Our services are free of charge for consumers.

What We Do

We are mandated to

- Mediate disputes and ensure that industry players abide by the Consumer Goods and Services Industry Code of Conduct
- Educate consumers about their rights and redress should an industry member breach the CPA or the Code
- Offer guidance to participating companies around compliance with the CPA.

Our Contact Details

- | | |
|--|---|
| <ul style="list-style-type: none"> • Direct call: +27 (0) 11 781 2607 • Sharecall: 0860 000 272 • WhatsApp: +27 (0) 81 335 3005 • Email: info@cgso.org.za • Website: www.cgso.org.za | <ul style="list-style-type: none"> • Office address: 292 on Surrey, 292 Surrey Avenue, Ferndale, Randburg, 2125 • Postal address: PO Box 3815, Randburg, 2125 |
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- | | |
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| <ul style="list-style-type: none"> • X (Twitter): @cgsombud • Facebook: Consumer Goods and Services Ombud • LinkedIn: Consumer Goods and Services Ombud | <ul style="list-style-type: none"> • Instagram: cgso_sa • YouTube: Consumer Goods and Services Ombud2125 |
|---|--|

Dignify Afrobeauty



At Dignify AfroBeauty, we believe that everyone deserves to love and care for their natural hair. We manufacture products that are designed to be gentle on natural hair, and we share positive, educational information about African beauty standards. We believe that natural hair is beautiful, and we want to help our customers embrace all expressions of their natural beauty.

In addition to our products, we also offer deep conditioning treatments that can help improve the health of natural hair. We invite Salon owners to be stockists of our products as well.

You are worthy, and you have the power to define your own beauty.

Natural hair is beautiful. It is strong and yet fragile, and it is unique to each individual. We are here to learn alongside you and dispel the myths of what natural hair should be. We want to help you find the best ways to care for your natural hair so that you can feel confident and beautiful. Together, we can create our own standards of what is beautiful.

Our Products

All our products are professionally tested and are available on our ecommerce enabled [website](#) and Takealot. These include shampoos, conditioners, hair food, and oil. Ownership: 100% Black Female Owned and established in 2019.

Fliz Cosmetics



Fliz cosmetics is a fragrance manufacturer and a proudly South African brand based in Ennerdale South of Johannesburg.

The fragrance will last up to 24 hours.

#Smellssogood

We recently won the award for being the best fragrance manufacturer of the year in 2024.

FoodForward SA



A South Africa without hunger. To reduce hunger in South Africa by safely and cost-effectively securing quality food and making it available to those who need it. Millions of people across South Africa experience food insecurity and malnutrition, while one third (10 million tons) of all the food we produce is lost and wasted.

FoodForward SA is the largest NPO in South Africa addressing food insecurity and food waste. We recover edible surplus food, which may not be sellable but is still perfectly edible, from farmers, manufacturers, retailers and other representatives across the food system.

More than 2 500 vetted beneficiary organisations (BO's) receive nutritious food each month from FoodForward SA. These organisations offer vital community services and healthy meals to almost 1 million vulnerable people.

KGK Business Holdings



Ginger Beer, (Gemere, as popularly known in South Africa), was a drink that brought joy to the South African feasts. It was customary to have a ginger drink during birthdays, anniversaries and wedding celebrations or even funerals.

It was a sign of "Botho" humanness, to contribute some food that would be served to the guests during the feasts, and ginger drink was the most popular food product contributed. This made traditional celebrations enhance people skills and indirectly enabled people to show off their skills.

My mother was known as the best gemere maker in our community, and that made me, as her first child and her only daughter, to develop an interest in her footsteps. She used to give our neighbours bottles of gemere as gifts during Christmas time.

I carried the culture with me into my adulthood, and my neighbours loved my gesture, encouraging me to start this business.

"A celebration is not complete without Gemere"

Liyana Beauty

Liyana Beauty is an inspirational venture by the mother-daughter team Siyavuya Bandezi and Nozi Rataza. The Liyana Beauty story began in 2020 when Siyavuya sought to address her struggle with a moisture-thirsty afro. This journey led her to the discovery of shea butter.



After extensive research, the duo recognised its incredible benefits for both hair and skin, chose it as the hero ingredient and started mixing shea butter with plant oils in their kitchen to create a hair oil blend and hair balm blend- the results were great and they decided they could commercialise it. The duo sold their newfound product on social media and on their e-commerce store, marketing it on various social media platforms.

Fast-forward to 2024, and the Liyana Beauty range can be found at selected Dis-Chem pharmacies nationwide and Namibia.

Liyana Beauty is empowered to continue innovation and growing in the personal care space.

Local Village



Local Village is a social enterprise in the FMCG sector with a For Profit and a Non-Profit Company. We aim to be amongst the foremost African FMCG organisations by delivering on our quality promise while never compromising on our social and environmental commitments and responsibilities.

A critical focus area is community socio-economic development which is prioritised by making it part of our supply chain strategy. As such we have adopted the Village Model to initiate and support community-based supplier enterprises with additional positive environmental outcomes.

We source uniquely African raw materials farmed in rural communities and create food product offerings for health-focused and socially-conscious consumers starting in Africa, but with ambitions to reach global markets.

LTL Group and Associates



Your Trusted Partner in Safety & Quality Management Solutions

Since 1996, LTL Group of Companies has proven itself as a leading provider of comprehensive safety and quality management solutions. With a specialisation in Food Safety Audits for the Retail and Food Service Industry, as well as unmatched expertise in Quality Assurance, Health and Safety, Environmental standards, and Laboratory analysis, we have built a reputation for excellence in the industry.

What sets us apart is our qualified and competent team of professionals who are dedicated to delivering outstanding results. Our quick turnaround time, exceptional value for money, and unwavering passion have been instrumental in our success and our clients have come to depend on us as their trusted partners in achieving their safety and quality management goals.

Our Vision

LTL Group of Company's vision is to be the leading FSMS, QMS, Health and Safety and EMS Company in Africa, providing our clients with a totally Integrated SHEQ management approach.

Marsh



Marsh McLennan Boilerplate

Marsh, a business of Marsh McLennan (NYSE: MMC), is the world's top insurance broker and risk advisor. Marsh McLennan is a global leader in risk, strategy and people, advising clients in 130 countries across four businesses: Marsh, Guy Carpenter, Mercer and Oliver Wyman.

With annual revenue of \$23 billion and more than 85 000 colleagues, Marsh McLennan helps build the confidence to thrive through the power of perspective.

For more information, visit marsh.com, or follow on [LinkedIn](#) and [X](#).

Motswako ezee vegan



Silvermoon Enterprise was legally registered in 2013 and is now 11 years in business.

Silvermoon Enterprise PTY LTD trading as Motswako ezee vegan which offers Catering services, manufacturing of spices, vegan sauces including Harissa, Cheese sauce without the cheese, and Onion chutney.

Motswako ezee vegan, MEV for short, specialises in innovative and sustainable vegan/plant-based dishes. We are passionate about sustaining the environment, we have even made it our mission to share and demonstrate how easy and doable plant-based eating habits can be achieved.

Our wholesome delectable gourmet vegan food helps health-conscious people, who want to live healthy, by providing meals that are tasty, flavourful and freshly prepared using organic ingredients. Unlike most readily available vegan food, our products are made from 100% organic locally sourced ingredients, ensuring that we sustain our environment and give our customers delectable gourmet vegan food.

Takealot



Takealot: South Africa's Leading eCommerce and Entrepreneur Empowerment Platform

Since its launch in 2011, Takealot.com has grown into South Africa's largest online retailer, offering products across 30 departments and serving over 4 million customers. Known for great value, nationwide delivery, and convenient pickups, Takealot continues to expand its reach.

The Takealot Marketplace, launched in 2014, has empowered over 12 000 small businesses nationwide, offering a direct path to millions of customers. This platform supports SMEs by providing access to a vast eCommerce infrastructure, helping them overcome business challenges and achieve growth.

Through initiatives like the Takealot Township Economy Initiative, Takealot fosters inclusive growth, turning townships into economic hubs and creating employment opportunities.

With a focus on collaboration, Takealot is committed to shaping the future of eCommerce and entrepreneurship in South Africa.

Tebello Ya Rona



Tebello Ya Rona Group was registered in 2018 and has been in business since 2020. 100% Black Female owned business, managed and directed by Nombeko Felicia Dlabongo. Nombeko holds a Bachelor Degree in Financial Management, she worked in the Mining Sector for 21 years before fully embarking into the business world. Her first position in 2001 was a Security guard, she later went into Human Resources, then became a Hostel Manager. In 2023 she left the Mining sector to focus on the business sector which now has 14 full time employees and 5 ad hoc part-time employees.

Tebello Ya Rona Group is a cleaning chemical manufacturing business, we manufacture quality household and industrial detergents. We manufacture and supply cleaning chemicals and material, render cleaning services and are a registered security company. The Director has vast experience in the mining industry. We work with DRD Gold Mine in Carletonville, Harmony Gold Mine and Sibanye Stillwater.

TechnoGirl



TechnoGirl Trust leads the transformative TechnoGirl Programme, dedicated to empowering young women from disadvantaged backgrounds to pursue careers in Science, Technology, Engineering, and Mathematics (STEM).

Focused on bridging the gender gap in STEM, the programme offers structured career exposure through three key components. Job Shadowing provides girls in Grades 8 to 12 from Quintile 1 to 3 schools with practical STEM career insights through workplace visits and virtual mentoring.

Post-School Mentorship supports participants from their first year of higher education until graduation, guiding them toward career readiness. Additionally, Digital Skills training equips unemployed youth with essential 4IR skills like coding and robotics, preparing them for the evolving job market.

Together, these components enable young women to thrive in STEM fields and unlock economic opportunities.

Tracepack



TracePack is a premier equipment provider for marking, coding, labelling, and inspecting your products, offering solutions from the exit of filler, flow wrapper, form fill, or seal machines to palletisation. In response to the rapidly growing counterfeiting industry, TracePack helps manufacturers protect their brand reputation through item-level identification, authentication, and track-and-trace systems. As the Ultimate Industry Solution Provider, TracePack ensures products are conveyed, packed, coded, marked, tracked, scanned, verified, and authenticated.

What sets TracePack apart is its cost-effective inkjet marking and coding systems, which feature low running and maintenance costs. Their extensive range of labellers and print & apply systems cater to clients' end-to-end marking, identification, and coding needs. TracePack's in-house automation solutions include custom-built conveyors and tailored systems for seamless production line integration. Their user-friendly industrial laser solutions and large-character printing systems further enhance their offerings, providing versatile and efficient solutions for various industrial applications.

Urban Surfer



Urban Surfer is a dynamic social enterprise dedicated to transforming waste management through sustainable, community-driven solutions.

By empowering micro recycling businesses, Urban Surfer provides innovative, zero-cost waste management services to corporates, while uplifting local waste reclaimers. The organisation's approach focuses on reducing waste at the source, training and managing reclaimers, and creating circular economies within communities.

Urban Surfer's solutions not only help businesses reduce their waste costs but also contribute to positive social and environmental impact, supporting both local livelihoods and responsible waste management.

W&RSETA



The Wholesale and Retail Sector Education and Training (W&RSETA) is the skills authority in the South Africa's fourth biggest economic contributor – wholesale and retail. Established in 2000, the W&RSETA facilitates education and training through implementation of learning programmes, disbursement of skills development grants, quality assurance of learning, SMME and entrepreneurship support and enabling access to higher education through bursaries.

Vision

To be the leader in skills development in the country.

Mission

To develop a skilled, capable, competent and professional workforce to transform the Wholesale and Retail Sector.

Workforce Staffing



We are a market leader in the Staffing and Recruitment industry, offering you a legally compliant, fully managed solution across all industries for all categories and levels of staff and labour.

Our services extend beyond staffing to offering turnkey, tailor-made outsourcing solutions, including all aspects of human capital management such as payroll, industrial relations, human resources, employee benefits, training and employee healthcare. We are passionate about people and are committed to transformation, skills development and job creation, reflected in our LEVEL 1 – B-BBEE rating. Our footprint spans over the 9 provinces in South Africa and is spreading over the African continent, the UK and South America.

We are a subsidiary of Workforce Holdings Limited which is listed on the AltX board of the JSE, with over 50 years of experience in the Temporary Employment Services Industry employing over 1 100 permanent staff and paying approximately 35 000 temporary contractors weekly.

xPac

xPAC Technology offers full business-process analysis, customisation, and bespoke application development. We are also an accredited Microsoft partner, making use of the Microsoft Azure, .NET and the Microsoft Dynamics 365 (Customer Engagement) platforms to deliver transformative and cost-effective solutions – tailored to your needs.



Yellow Door Energy



Yellow Door Energy (“YDE”) is an independent power producer (“IPP”) that provides cost-competitive renewable energy solutions to leading organisations in South Africa and the Middle East. With flexible contract terms in the power purchase agreements (“PPAs”), we deliver projects swiftly, safely and sustainably.

Nestlé, Mondelez, and Ekaterra are amongst our food manufacturing customers. We also power leading companies like Unilever, DHL, Honda, and ETG. In South Africa, we deliver solar power and battery energy storage solutions (BESS) to Waterberg Boerdery, a prominent commercial potato farm in Limpopo. Additionally, we offer solar wheeling solutions for large energy consumers from our massive solar parks in North West, providing significantly discounted electricity rates.

Through our solar PPA’s, companies substantially reduce their electricity costs and contribute to a cleaner environment. Backed by strong B-BBEE credentials, we are committed to helping businesses secure their energy supply, lower electricity costs and advance South Africa’s Just Transition.

Youth Employment Service (YES)



The Youth Employment Service (YES) is a private sector-led national movement of over 1 800 businesses tackling the country's biggest crisis by creating or sponsoring jobs for unemployed youth. In return for putting youth into jobs, businesses gain up to two levels on their B-BBEE scorecard and/or integrate YES job creation into their ESG strategies, while developing a future talent pipeline.

YES is youth-focused and business-led. YES works with leading businesses in various sectors to provide 12-month quality work experiences for unemployed young people to be economically active citizens, future managers, skilled professionals, and entrepreneurs who will drive the economy forward.

YES has already proven itself to be one of the true innovators in South Africa, generating over R8 billion in youth salaries and more than 156 000 jobs in just five years, with no government funding. Find out more by [visiting our website](#) and say YES to co-creating a better future for all South Africans. Through our solar PPA's, companies substantially reduce their electricity costs and contribute to a cleaner environment. Backed by strong B-BBEE credentials, we are committed to helping businesses secure their energy supply, lower electricity costs and advance South Africa's Just Transition.

SAVE THE DATE TO NEXT YEAR'S

CGCSA Women Colloquy!

28 AUGUST 2025



**consumer
goods council
of south africa**

Helping members trade better.



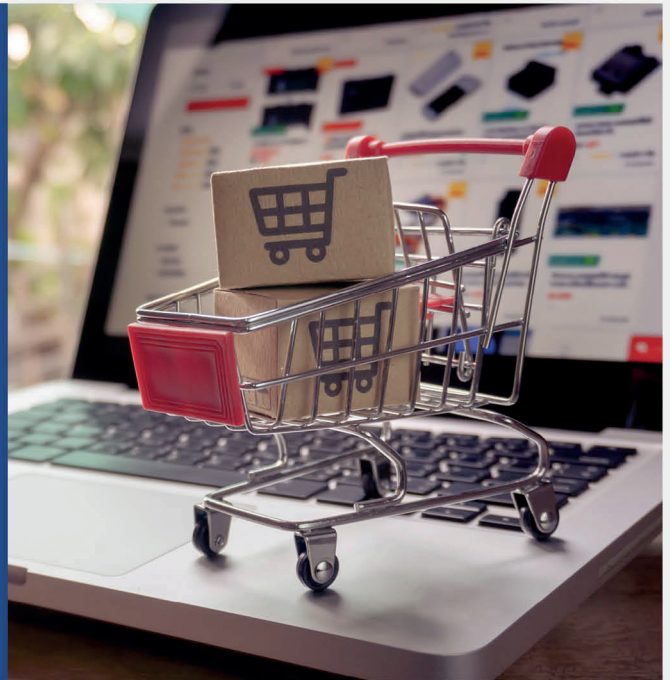


CONSUMER GOODS
& SERVICES OMBUD

Fairplay between consumer & supplier

WHO WE ARE

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VISION STATEMENT

“To be the trusted champion for resolving Consumer Complaints to promote fair trade.”

WHAT WE DO

We are mandated to

- mediate disputes and ensure that industry players abide by the Consumer Goods and Services Industry Code of Conduct
- educate consumers about their rights and redress should an industry member breach the CPA or the Code
- offer guidance to participating companies around compliance with the CPA

OUR CONTACT DETAILS

- **Direct call:** +27 (0) 11 781 2607
- **Sharecall:** 0860 000 272
- **WhatsApp:** +27 (0) 81 335 3005
- **Email:** info@cgso.org.za
- **Website:** www.cgso.org.za
- **Office address:** 292 on Surrey, 292 Surrey Avenue, Ferndale, Randburg, 2125
- **Postal address:** PO Box 3815, Randburg, 2125

FOLLOW US

- **X (Twitter):** @cgsombud
- **Facebook:** Consumer Goods and Services Ombud
- **LinkedIn:** Consumer Goods and Services Ombud
- **Instagram:** cgso_sa
- **YouTube:** Consumer Goods and Services Ombud



Our Summit

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Summit Sponsors

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Advantage



Advantage Group International is the leading advisor in business-to-business engagement solutions globally. Trusted by many of the world's leading brands, Advantage Report has become the gold standard for improving performance between suppliers and retailers in over 50 countries.

Established in 1989 and headquartered in Canada, Advantage Group acts as an integral link between supplier and retail partners in the world of fast-moving consumer goods. We use data, feedback and strategy advisory support to illuminate opportunities for mutual growth, strengthen relationships and provide invaluable insight, helping people and organizations work better together.

Advantage creates better insight, better business and better lives.

AMKA



Amka Products was established by the Kalla family as a small trading operation near Pretoria in the 1950s.

From the outset Amka has been focussed on the unique needs and opportunities inherent to Africa's emerging markets. Today, Amka is a major manufacturing and marketing enterprise with specialised expertise in Africa.

Amka has:

- 1 000 employees.
- Four manufacturing plants.
- 400 products.
- 20 leading brands.
- Sold in 35 African countries.
- Been consistently rated as one of the top 10 empowerment companies in South Africa.

Amka's Key Performance Areas include:

- People
- Innovation
- Flexibility
- Reliable Service Network.





The group is a leader in the South African healthcare market, with Clicks being the foremost health and beauty retailer and UPD the leading full-range pharmaceutical wholesaler. Clicks Group is listed in the Personal Care, Drug and Grocery Stores sector on the JSE.

Founded over 55 years ago in 1968, the group has been listed on the JSE since 1996.

Following changes in South African legislation in 2003 to allow corporate pharmacy ownership, the group entered the retail pharmacy market with the opening of the first Clicks pharmacy in 2004.

Today the group is a leader in the healthcare market, in both retail pharmacy through Clicks and pharmaceutical wholesaling through UPD.

Our values

- We are truly passionate about our customers
- We believe in integrity, honesty and openness
- We are disciplined in our approach
- We cultivate understanding through respect and dialogue

Our Footprint

Stores outside South Africa are in the neighbouring countries of Namibia, Botswana, Eswatini and Lesotho

As at 29 February 2024

Stores	South Africa	Rest of Africa
Clicks	847	50
Including Pharmacies	713	5
Clicks Baby	5	
The Body Shop	57	4
Sorbet	7	
Retail DCs	3	
UPD distribution hubs	5	

Read more about us

Coca-Cola



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We're constantly transforming our portfolio, from reducing sugar in our drinks to bringing innovative new products to market. We seek to positively impact people's lives, communities, and the planet through water replenishment, packaging recycling, sustainable sourcing practices, and carbon emissions reductions across our value chain.

Together with our bottling partners, we employ more than 700 000 people, helping bring economic opportunity to local communities worldwide.

Learn more at www.coca-colacompany.com and follow us on Twitter, Instagram, [Facebook](#), and [LinkedIn](#).

Consumer Goods and Services Ombud (CGSO)



Who We Are

The Consumer Goods and Services Ombud is an impartial, independent dispute resolution scheme established in 2013 in terms of section 82(6) of the Consumer Protection Act (CPA). The office of the Ombud is mandated to receive and mediate consumer complaints relating specifically to the consumer goods and services sector. We report to the National Consumer Commission, the Department of Trade, Industry and Competition and our board of directors. Our services are free of charge for consumers.

What We Do

We are mandated to

- Mediate disputes and ensure that industry players abide by the Consumer Goods and Services Industry Code of Conduct
- Educate consumers about their rights and redress should an industry member breach the CPA or the Code
- Offer guidance to participating companies around compliance with the CPA

Our Contact Details

- Direct call: +27 (0) 11 781 2607
- Sharecall: 0860 000 272
- WhatsApp: +27 (0) 81 335 3005
- Email: info@cgso.org.za
- Website: www.cgso.org.za
- Office address: 292 on Surrey, 292 Surrey Avenue, Ferndale, Randburg, 2125
- Postal address: PO Box 3815, Randburg, 2125

Follow Us

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- Instagram: cgso_sa
- YouTube: Consumer Goods and Services Ombud2125

Foundation FSSC



Foundation FSSC is the global non-profit and independent Scheme owner to provide trust and deliver impact to the consumer goods industry. Based in Europe, the Netherlands, we have regional representatives for organisations across North America, Latin America, South Asia, India, Japan, Türkiye, and the Middle East. We also have a liaison in China.

At FSSC, we have been delivering impact to the consumer goods industry and related supply chain for over 15 years. We do so by supporting the industry in implementing food and social management systems that are aligned with the ISO management system approach. This approach enables organisations to achieve their business objectives and to contribute towards the Sustainable Development Goals. But that's not all. We provide continuous trust to our licensed partners and to the Certified Organizations by having a robust integrity program and an advanced Assurance Platform.

To fulfil our vision of creating a better world, over fifty professionals work on the improvement and innovation of the GFSI-recognised food safety management system FSSC 22000 and the SSCI-recognised social management system FSSC 24000.

Kellanova



Kellanova is a leading company in global snacking, international cereal and noodles, plant-based foods, and North American frozen breakfast, with iconic, world-class brands. The company is on a journey to achieve its vision of becoming the world's best-performing snacks-led powerhouse, unleashing the full potential of its differentiated brands and passionate people.

Kellanova is an innovative and agile company with promise and the possibility of continued growth, and we uphold our founder's dedication to people and their well-being. We are starting our journey from a position of strength rooted in our more than 100-year legacy. From that same legacy, we are guided by our Kellanova Better Days Promise to create better days and a place at the table for everyone through our trusted food brands.

KFC



KFC has been in South Africa for over 53 years and has more than 1,100 stores across the country. The first KFC restaurant in South Africa opened in 1971 in Orange Grove, Johannesburg. KFC is the leading quick-service restaurant brand in South Africa with just under a third of market share, according to Brand Image Tracker. KFC serves more than 20 million customers a month and we work hard to ensure that no matter which of our restaurants they walk into, they will get that distinctive KFC flavour and have a great experience. KFC's Original Recipe® Chicken was first made by Colonel Harland Sanders in 1940 when he perfected his secret recipe of 11 herbs and spices at his restaurant in Kentucky. Today, KFC is the world's most popular chicken restaurant, still preparing our chicken with the Colonel's secret recipe to his exact standards. Every KFC restaurant follows the same global processes and procedures to ensure that our customers get great-tasting food, every time.



Lindt

Today, quality chocolate products by Lindt & Sprüngli are made at 12 of its own production sites in Europe and the USA. They are distributed by 32 subsidiary companies and branch offices, in about 500 own stores, and also through a comprehensive network of more than 100 independent distributors around the globe, all working towards one goal: to enchant the world with chocolate.



Nestlé South Africa

For 100 years, **Nestlé South Africa** has delivered on its Good Food, Good Life promise to consumers, ensuring continued access to an ever growing range of established and well loved brands. Through a spirit of innovation, the company continues to deliver new and exciting products in response to the evolving needs of its customers. By building a solid reputation for quality, nutritious food and beverages, Nestlé South Africa has created a steady increase in demand for its products.

The company understands that customers, consumers and employees choose the Nestlé brand as one they can trust. Consumers can enjoy Nestlé products from early in the morning with a bowl of Nestlé cereal and coffee, to a mid-morning chocolate break, and ending off the day with a comforting hot beverage. The Nestlé brand is a promise that reflects the reliability and trustworthiness of quality products, great service and inspired people.

Nestlé's efforts are aimed at achieving its corporate ambition of being recognised as the leading Nutrition, Health and Wellness Company while Creating Shared Value in the communities where it operates. The company's core values of diversity, trust, integrity and quality continue to guide its commitment to making a meaningful contribution to the lives of employees, consumers and all its stakeholders.

Good Food, Good Life



Good Food, Good Life

PepsiCo

PepsiCo products are enjoyed by consumers more than one billion times a day in more than 200 countries and territories around the world. PepsiCo generated more than \$79 billion in net revenue in 2021, driven by a complementary beverage and convenient foods portfolio that includes Lay's, Doritos, Cheetos, Gatorade, Pepsi-Cola, Mountain Dew, Quaker, and SodaStream.

PepsiCo's product portfolio includes a wide range of enjoyable foods and beverages, including many iconic brands that generate more than \$1 billion each in estimated annual retail sales.

In South Africa, the company's brands include Weet-Bix, Simba, Liqui Fruit, Lay's, SASKO and White Star.

Guiding PepsiCo is their vision to Be the Global Leader in Beverages and Convenient Foods by Winning with PepsiCo Positive. PepsiCo Positive is their strategic end-to-end transformation that puts sustainability and human capital at the centre of how they create value and growth by operating within planetary boundaries and inspiring positive change for the planet and people.

Visit their [website](#) for more information.



Pick n Pay



The Pick n Pay Group is a retail business in the fast-moving consumer goods industry. We operate through multiple store formats under three brands – Pick n Pay, Boxer and TM Supermarkets. Pick n Pay also operates one of the largest online grocery platforms in sub-Saharan Africa. Our honorary life president and consumer champion, Raymond Ackerman, purchased the first four Pick n Pay stores in Cape Town, South Africa, in 1967. Today, the Pick n Pay Group operates over 2 200 stores across multiple formats in eight countries across Southern Africa, including a 49% investment in TM Supermarkets in Zimbabwe.

Customers are at the heart of our business. Consumer sovereignty informs everything we do, from how we source and buy our products and the product range we offer, to how we design and run our stores to give customers great value and service. Putting the customer first means we always work hard to understand their diverse and changing needs and how we can serve them better.

Pick n Pay's strong and unique family values – and the belief that 'doing good is good business' has guided the business over the past 50 years, providing a solid foundation for growth, innovation, service excellence and generosity.

RFG



RFG is an internationally recognised producer of convenience meal solutions for customers throughout South Africa, sub-Saharan Africa and in major global markets.

Since being established as a canned fruit and jams producer in 1896, the group has grown into a multinational food producer that both packages premium private label product ranges for key retailers plus houses numerous flagship brands including the much-loved Rhodes Quality, iconic Bull Brand, Hinds Spices, Magpie, Today, Mama's and Big Jack.

South African Breweries (SAB)



The South African Breweries (SAB) is part of the social fabric of South Africa and is home to over 5 700 employees. SAB is committed to creating sustainable investments; and driving real, tangible growth for the economy. South Africa has been the home of SAB for centuries tracing all the way back to Charles Glass and the Castle Brewery that he started in 1895 and since then we have grown into a landmark South African company.

The company's beer value chain:

- SAB has a total of 3 739 suppliers.
- SAB supports over 140 000 jobs.
- Our high-quality ingredients are procured from more than 1 277 local farmers.
- From farm to bottle, SAB beers are 95% locally sourced.
- SAB supports over 1 million livelihoods throughout its value chain.

SAB's dream is to build the most aspirational company in South Africa, one that supports its people, creates jobs, and empowers communities.

Tiger Brands



Tiger Brands is one of Africa's largest listed manufacturers of fast-moving consumer goods (FMCG). Our core business is the manufacture, marketing and distribution of everyday branded food and beverages.

Our iconic brands are well-known in South Africa, and our products cater for every meal and occasion. Our portfolio also includes leading brands in the home and personal care segments, and we have a growing presence in Africa. Our purpose is to nourish and nurture more lives every day. The Tiger Brands product range remains consumer favourites year-after-year including brands like Koo, Fattis and Monis, Jungle Oats, All Gold, Purity, Oros, Ingrams, Doom and Tastic Rice.

Visit our website for more information.

TrustedSource



TrustedSource is a provider specialising in product information management. Formed by a team of highly experienced, innovative and motivated individuals, we have a proven track record of taking complex business problems and translating them into simple, practical business practices that help our clients to operate better. With decades of experience in FMCG, Food & Beverage, and Alcoholic Beverages, and expertise in GS1 and GDSN standards, we deliver comprehensive and effective solutions for enhancing customer experiences.

In collaboration with Bluecode, our IT innovation partner, we guide brand owners through complex data challenges and design and develop tailored digital solutions to support and advance their technology and data strategies.



Why Manage your Product

It is becoming increasingly important for organisations to create, maintain and share good product information must be consistent from the supplier, to the customer, and to the consumer. GS1 standards ensure that trusted product data exchanged between trading partners is accurate and follows universally supported specifications.

To be confident in product marketing an organisation needs and streamline systems to aggregate, validate and communicate product information. Any gaps in meeting these challenges can lead to inefficiencies among trading partners, an inconsistent web presence, retailer/regulatory fines and consumer harm which affects your brand and bottom line.

Our Services

- Advisory, Including Digital Product Passport
- Digital Information
- Global Data Synchronisation
- Master Data Management
- Product Information Management
- Implement 2D GS1 Digital Link
- Systems and Application Development



We advise



We build



We create

W&RSETA



The Wholesale and Retail Sector Education and Training (W&RSETA) is the skills authority in South Africa's fourth biggest economic contributor – wholesale and retail. Established in 2000, the W&RSETA facilitates education and training through the implementation of learning programmes, disbursement of skills development grants, quality assurance of learning, SMME and entrepreneurship support and enabling access to higher education through bursaries.

Our Vision

To be the leader in skills development in the country.

Our Mission

To develop a skilled, capable, competent and professional workforce to transform the Wholesale and Retail Sector.

Woolworths



The first Woolworths store opened its doors to the public in Cape Town in October 1931. It was founder Max Sonnenberg who captured the public's imagination with dynamic store policies that set Woolworths apart from its competitors.

Three years later, a second branch opened in Durban, with another two in Gqeberha (Port Elizabeth) and Johannesburg a year later. Since then we've been building on our reputation for superior quality, exciting innovation and excellent value.

1. FIRST TO OFFER EMPLOYEE BENEFITS.

Keen to attract and retain the best retail professionals, Woolworths was among the first local retailers to offer employees a pension fund, medical aid and maternity leave.

2. FIRST IN ADVANCING TECH.

Not just a forward thinking employer, Woolworths was also an early adopter of technology. A lease agreement for the first computer was agreed to with National Cash Registers (NCR) in the late 60s and Woolworths was already using a computerised merchandising system by the early 1970s.

3. FIRST TO INTRODUCE SELL BY DATES.

This dynamic thinking extends to Woolworths product offering. In 1974, Woolworths became the first South African retailer to introduce 'sell by' dates on food packaging. Convenience, too, has long been a watchword at Woolworths - we were the first South African retailer to offer pre-washed lettuce and machine-washable wool clothing to consumers.

4. OUR GOOD BUSINESS JOURNEY.

In April 2007, we launched our Good Business Journey – a bold plan to make a difference in eight key areas on our journey towards sustainability: Energy, Water, Waste, Sustainable Farming, Ethical Sourcing, Transformation, Social Development and, Health and Wellness.



*Solar and BESS Plant at
Waterberg Boerdery in Limpopo*

Save Money and Future-Proof Your Energy Strategy

Learn about our Power Purchase Agreements (PPAs) with:



Solar wheeling capacity,
available for businesses



Time-shifting battery energy
storage system (BESS) solution



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consumer
goods council
of south africa
Helping members trade better.

The retail and manufacturing member companies represented by the CGCSA stand against **GENDER BASED VIOLENCE (GBV).**

Our members are in the forefront fighting against GBV and **DECLARE** all operations **GBV FREE.**



TO REPORT ANY INCIDENTS CALL THE:

CGCSA GBV Hotline: 0800 014 856

National GBV Helpline: 0800 150 150

See you at next year's Summit

*Save **The** Date*

08 October 2025

We hope to hear from you

Contact Us



011 777 3300



@CGCSA1



www.cgcsa.co.za



The Consumer Good Council of South Africa (CGCSA)



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