

SHOPPING & retail

July 2017 // Volume 5 No 7

Southern Africa





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contents

editor's note



What's in store for retailers this festive season?

Yes it's that time of year again!

Most retailers are well advanced with their strategies and plans for the forthcoming Festive Season, not to mention Spring fashions, and the new definition of "Seasonality" as being four to six weeks.

Whilst the well-worn clichés of "despite tough economic conditions" and "political and fiscal instability" still hold strong, the swings and roundabouts we discussed a month or two ago are still the name of the game.

With the sad demise of Stuttafords recently we see the enormous roller-coaster success of H&M unfolding. According to a report by Fin24's Nellie Brand-Jonker, H&M's sales increased by a whopping 62% in the first half of the year as it opened several new stores in the country. In addition the group is set to open a new megastore in Cape Town's Canal Walk Shopping Centre in Cape Town in November, right on time for the Festive Season.

H&M has opened eleven stores in South Africa since October 2015 and, in addition to Canal Walk, will be opening a further four stores in the next six months: in Cavendish Square and Table Bay Mall in Cape Town; Highveld Mall in Witbank; and in the Boardwalk Inkwazi Shopping Centre in Richards Bay.

In a recent interview with Business Day TV, Derek Engelbrecht, consumer products and retail sector leader at Ernst & Young noted that H&M "Have demonstrated a very different supply chain agility, with the the mind-set of literally introducing new things on a monthly basis and our local retailers have seen this happening to them over a two- or three-year period. And there's no doubt that they're learning as fast as they can, but of course the big international brands have been doing it for a decade so there are going to be some school fees to be paid."

So the burning question remains, how will our retailers fare in these tumultuous times, leading up to, and during this coming festive season? Time alone will tell.

John



Image: holidaybug.co.za

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	Cover Story
Cover Front	Fidelity Cash Solutions
	Security
3	Introducing true sense alert
4	The G4S end-to-end cash management solutions
	News
6	RCS unveils the latest innovation trends at its inaugural Retail Summit
8	CNN explores Massmart's growth in Africa
9	Lewis Stores selects Metacom as exclusive communications provider
10	Pemba Shopping development in Mozambique opens
11	New B2B marketplace to slash e-Commerce costs for retail sellers
	Retail
12	Fourways Mall's poised to become a Super Regional Mega Mall
14	Saphila 2017: Smart solutions for smart shoppers
15	China turning to shopping malls to gauge spending
16	All Gold's new jam-packed innovation
17	Vaal Mall's fresh new retail attracts shoppers plus double digit growth
	Technology
18	The future is near
19	The six big trends in retail payments Wuhu! Unilever South Africa takes Mobile Couponing to the next level
	Breaking News
20	Cyber attacks: is our retail sector prepared?

Printed editions of *Shopping & Retail SA* reach decision makers in the following arenas, which is complemented by our electronic reach in these categories:

- Market research consultants
- Property developers
- Project managers
- Security, technology and ITC managers (including analytics)

Shopping centres and malls

- Property owners
- Shopping centre management
- Facility management companies
- Property fund management companies
- Leasing Agents
- Financial institutions
- Mall marketing and theme concept originators
- Listed property portfolio managers

Retail sector

- Locally based regional and international retail groups
- Store managers
- Restaurateurs and restaurant groups
- Franchising groups
- Buyers and procurement managers
- Security managers
- Merchandising, marketing and promotion managers
- IT managers
- Financial managers
- Warehouse and logistics managers



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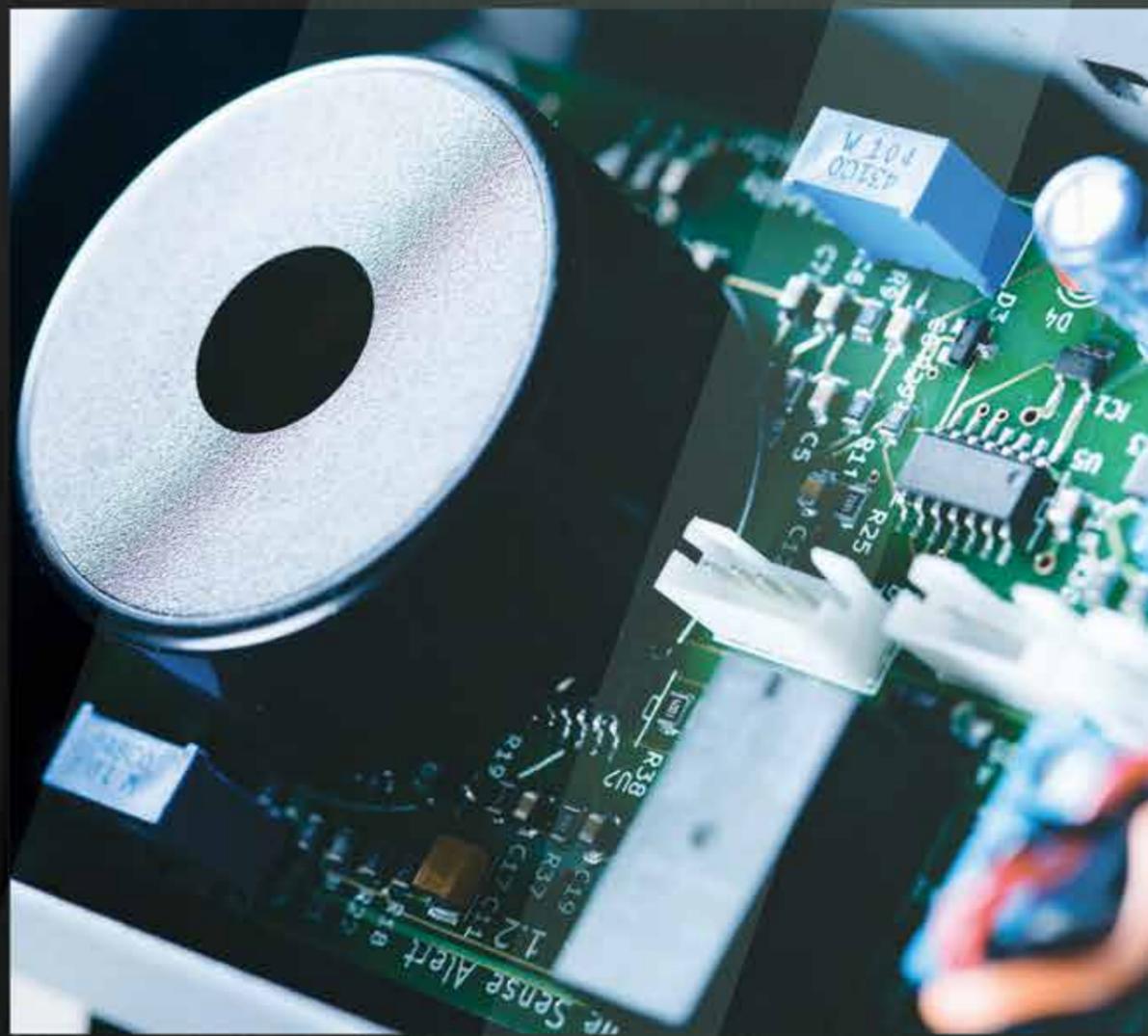
The device can detect strikes from hammers, chisels or sledgehammers as well as detecting cutting and drilling attempts.

The unit provides a standard alarm contact which can be used to connect to a standard alarm system or to a GSM modem for a remote alarm signal which is processed by the safe backend system. A rechargeable battery provides back up power should the mains supply be disconnected.

The True Sense Alert picks up the vibrations caused by an attacker either drilling, grinding or hammering the safe. As far as possible software on the device filters out the vibrations due to normal activities on the safe, i.e. depositing cash. The True Sense Alert then sends a signal to the GSM modem (either the normally fitted modem or an additional modem if required) which in turn will send a message to the Safe Backend. If the

normal modem is used then the standard events and statistical information are also processed by the same modem and backend.

The Backend will in turn send a SMS message alert to a Security Control Room. After verification, a response team will be dispatched to the customer site to investigate the incident.



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The True Sense Alert can be fitted to just about anything though some fine tuning will be needed for new products .



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THE G4S END-TO-END CASH MANAGEMENT SOLUTION



G4S is the leading global integrated security company specialising in the provision of security products, services and solutions.

G4S has a strong presence in all nine provinces in South Africa with branches strategically located to provide the high level of service customers require. They are one of the largest private sector employers, providing employment to more than 13,000 screened, security-vetted and highly-trained personnel countrywide.

They are proudly South African in their approach, giving customers the best of both worlds – an unrivalled combination of international quality and standards, with local knowledge and expertise.

The range of security services offered by G4S to the retail sector include:

- Cash-in-transit
- Cash online
- Cash processing
- G4S Deposita – CASH360 retail solution
- Electronic solutions
- Insurance
- Manned security services
- Risk solutions
- Secure monitoring and response

In an economy where the speedy processing of cash amounts to increased cash flow and less

risk, G4S offers a total cash management solution.

As the country's leading cash management company, G4S has the expertise and experience to provide efficient and secure solutions throughout the cash handling cycle.

Services are carried out by security professionals, who have undergone specialised training to meet high industry standards. Their vehicles are the most sophisticated and secure in the industry. G4S operates a fleet of fully-armoured vehicles equipped with electro-mechanical interlocking and immobilising systems all of which are tracked and monitored by a central, National Control Centre. The G4S armoured fleet drives the equivalent of three times around the world every day while servicing more than 25,000 customers.

G4S uses e-Viper, a web-based solution that tracks and traces the bar-coded security bags that are transported in a range of cross pavement carriers (CPCs) which are fitted with ink and dye technology. If the CPC is stolen or forced open, the ink stains the banknotes rendering them useless to robbers.

Having secured the transportation of cash, G4S invests in the latest processes and technologies implemented in the most efficient network of cash centres in South Africa. As a result of the partnership G4S





They offer a customised, secure and reliable “end-to-end” solution for businesses operating in the retail, sectors as well as sectors such as banking, self-service and payment.

The innovative G4S Deposita system ensures that customers enjoy complete peace of mind regarding the effective management of their cash.

Using locally developed software, the system manages all aspects linked to the G4S Deposita devices, including transaction recording, user activity, physical and component monitoring, as well as reconciliation, settlement and management reports.

The range of devices offered by G4S Deposita cater for all operators within the retail sector and the development and growth of SMMEs in South Africa and across the African continent is critical to its future prosperity. SMMEs are not only key drivers of wealth creation and employment, they are also powerful agents of change in supporting innovation and social mobility.

In 2014 the South African government recognised the importance of SMMEs with the creation of a new Ministry of Small Business Development. The Ministry’s work has been to examine the barriers to SMME development, defined by Global Entrepreneurship Monitor as being access to finance; poor infrastructure; low levels of research; lack of skills in the workforce and high levels of crime. Access to finance and credit in particular stems from conservative lending practices, low levels of collateral against which to secure credit, lack of credit histories amongst entrepreneurs and poor business planning.

G4S has long worked with SMMEs in South Africa, historically in securing and transporting cash but more recently through providing in-store cash management systems that count, secure and reconcile cash before crediting a customer’s bank account via technology that remains on site.

The financial cost and personal risks inherent to securing cash in small businesses are often dwarfed by the hidden costs of handling it.

Whether it’s time spent counting and reconciling, staff theft or the lost opportunity cost in having cash unavailable as working capital, the efficiencies available to small business to focus on what matters, are considerable.

has developed over the years with leading commercial banks, G4S is uniquely positioned to work in partnership with our customers to bring them significant business benefits.

For those who place importance on the pinpoint control of their cash, G4S Online provides a secure, effective and convenient web-based solution for businesses utilising the G4S cash centres to make cash deposits and withdrawals.

This online system is easily adapted and customised to suit the needs of customer’s – whether you are a high-volume retailer and wholesaler or a micro, small or medium-sized (SMME) business.

The G4S Deposita CASH360 retail solution is crucial in the end-to-end management of cash.

G4S Deposita is South Africa’s market leader in the development, manufacturing and supply of technology that facilitates the collection, processing, safeguarding, recycling and dispensing of cash.



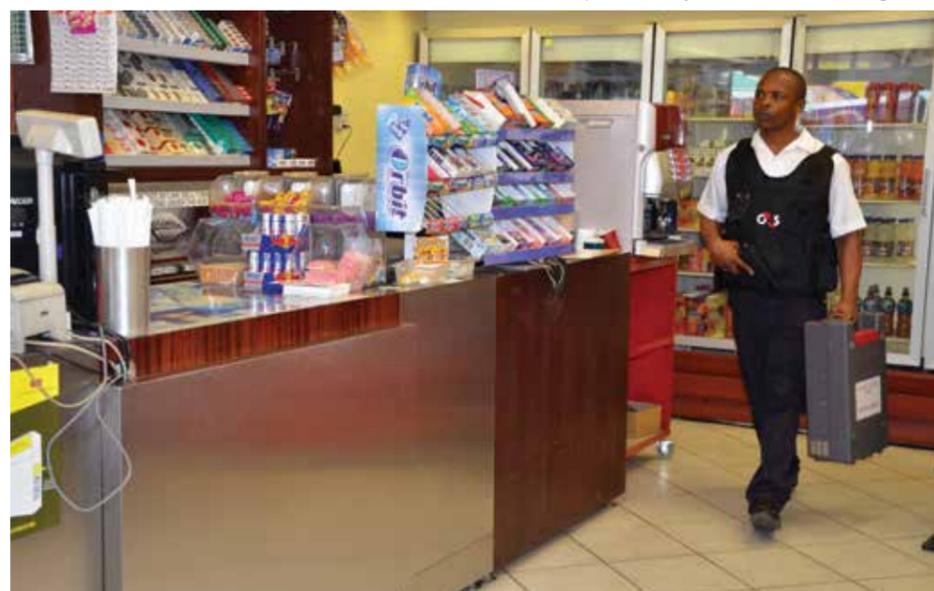
G4S recently launched the Mini-Pay device, the latest addition to its market-leading range of cash-storage and processing devices.

G4S Deposita Mini-Pay is the smallest system in the range, offering the unrivalled benefits of larger devices at an entry point attractive to smaller businesses that deal with more infrequent cash transactions.

G4S Deposita International President, Christo Terblanche, commenting on the launch of the G4S Deposita Mini-Pay, said: “Mini-Pay is a cost-effective solution for improving working capital and visibility over cash flows which also enhances the security of the customer’s money.

financial institutions, retail and wholesale customers to reduce costs and the risks of managing cash. The systems allow users to have real time visibility of their cash while ensuring the integrity of all transactions.

Christo Terblanche further commented on the G4S Deposita offering, “Our international expansion is a major opportunity for G4S to bring innovative cash automation services through CASH360 to our existing and new international customers. We currently operate in 23 markets globally through our G4S footprint, each of which relies heavily on cash for transactions. The efficiency of transactions is an often unacknowledged but vital aspect of economic productivity that we are working hard



Mini-Pay represents the best of G4S Deposita at a size to suit the small business owner.”

Mini-Pay is a smart safe system that holds up to 1,200 banknotes, registering each note securely within it, reconciling multiple deposits through proprietary G4S cash management software. The business owner can run the software via a USB on a laptop or PC and view cash reports or print receipts.

The G4S Deposita range significantly reduces retailers’ cash processing costs whilst enhancing security. It incorporates the option of same day credit into the customer’s bank account without the cash leaving the premises, or automatic credit to the customer’s bank account, once the G4S team collects the cash.

G4S now has over 6,000 Deposita devices deployed, servicing companies through some of South Africa’s largest retail banks. G4S has developed Deposita as a total cash management solution which combines hardware, software and services to assist

to help improve through our technology offering.”

For further information on a cash management solution or to set up an appointment to view the G4S range of CASH360 retail devices, email **G4S – cash@za.g4s.com** To view all of the services offered by G4S South Africa, visit **www.g4s.co.za**.

Contact telephone numbers:
G4S Cash Solutions - +27 (0)10 001 4500
G4S Deposita - +27 (0)11 729 3300





Retail Summit guest experiencing the New Tech Village

RCS unveils the latest innovation trends at its inaugural Retail Summit

The RCS Group (RCS), South Africa's leading financial services provider in the retail credit market, has joined forces with Echangeur, the dynamic business unit of BNP Paribas Personal Finance, to bring South African retailers the latest retail and customer experience innovations. RCS, which is owned by BNP Paribas Personal Finance, the largest consumer finance business in Europe, hosted two sessions of The Retail Summit this week in Cape Town and Johannesburg respectively.

Echangeur has over two decades of experience helping retailers leverage technological and service trends to differentiate themselves, using immersive and innovative techniques to build customer relationships. By analysing the latest trends in retail from across the globe they are able to anticipate the impact on commerce.

"We analyse technological and marketing trends in customer relations in order to anticipate transformations and patterns in the commerce of tomorrow," says Nicolas Diacono, a technological trends expert for Echangeur.

With some 40 technological partners, 200 business cases studies and 12 000 consumers interviewed per year, Echangeur believes that retailers need to understand their customers correctly in order to innovate effectively.

RCS, an ardent supporter of digital innovation, was proud to bring these insights to its retail shopping network partners, including Massmart, Edcon, Pick n Pay and Sanlam, amongst others.

"We are in the midst of the digital revolution," said Regan Adams, Chief



Mattieu Jolly, Services and Innovation Manager, Elisabeth Menant, Technological and Services Trends Expert, Nicolas Diacono, Technological Trends Expert and Nicolas Rousseau, Sales Director



Regan Adams, RCS Group CEO and BNP Paribas PF SUN Region CEO, Benoit Cavalier

Executive Officer (CEO) for the RCS Group "In the next three to five years we'll see more change in the retail space than we've seen in the last few decades combined. The RCS Retail Summit aims to support our business partners by changing the way that they look at their business with the view to enhance their customer experience."

The Retail Summit focused on two themes namely 'Commerce Reloaded' and 'Innovation of Services'. The event also included a 'New Tech Village' showroom where attendees were able to test some of the latest technologies from virtual reality to facial recognition technology, and discover how they can be integrated into the retail experience. The key takeout from the session was the fundamental role that customer experience

plays in the retail space, and the importance of investing in this area to distinguish a retailer. In a competitive market, price is no longer the only differentiator. It is through building and sustaining key customer relationships that will ultimately lead to an increased brand following.

Various trends such as mobile personal assistants, the use of artificial intelligence in-store, and drone delivery of product, amongst other innovations were showcased.

The RCS Retail Summit featured compelling content which was brought to life by the engaging experiential technology that was on show in the New Tech Village.

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Mail & Guardian

CNN explores Massmart's growth in Africa

Eleni Giokos, host of 'CNN Marketplace Africa', looks at how Massmart's growth has been much slower than anticipated, further to Walmart acquiring a controlling stake six years ago.

The \$2.4bn deal raised expectations for Walmart to dramatically alter the retail market in South Africa. Giokos meets Anton Hugo, Director, Leader Retail & Consumer, PwC who describes the anticipation around the acquisition: "The expectation certainly was that Walmart would expand aggressively across the continent. Massmart was operating in 12 countries across the continent and had over 370 stores. It's grown from around 25 stores outside of South Africa to around 35 stores."

Hugo goes on to explain how Walmart's slow expansion in Africa reflects a changing economic environment: "If you look at the environment at that stage, I think the theme was one of African rising. You had seven of the ten fastest growing economies in the world in Africa. One looks at the context, when you see slightly slowing economies in South Africa and Nigeria and other parts of Africa over the last few years."



ghanastar.com



Mail & Guardian

The programme reveals that Walmart is now increasing its expansion and wants to open 58 stores in two years, 11 of which will be in markets outside of South Africa.

Massmart says Walmart has brought supply chain expertise and helped refine local sourcing of goods. Kuseni Dlamini, Massmart Holdings, Chairperson tells Giokos: "People like to see local products, especially when it comes to food to the extent that you can partner with local farmers."

Marketplace Africa learns that Massmart has a diversified portfolio of products - selling everything from food, electronic equipment, to building material. Over the years, South Africa has been the source of more than 90% of the company's turnover. lately, however, Massmart's sales have taken a hit as South Africa fell into a recession earlier this year.

Dlamini discusses diversifying further into the continent: "Nigeria is very much at the core of our strategy. We are growing our business in Nigeria, we're growing in Ghana. We are looking at growing our footprint in markets such as Kenya. We're looking at Uganda, Tanzania. We're looking at scaling in those markets, building more stores so that we can grow our presence in those markets."

When asked about the criticisms that the company hasn't been expanding quickly enough and how it will progress Dlamini responds: "We're very committed to growing our business on the African continent. We see massive opportunity there for us to be part of modernizing the retail industry, to be part of contributing to growth and development across Africa. We're following a very disciplined approach. We don't just open stores for the sake of opening stores. Our business is about sustainability. It's about being there for a long time. It's easy to open a store today and find that tomorrow it's actually not sustainable. So, we have a very rigorous, systematic, calculated approach that we use to decide where and when we open a store."

Giokos explains how she reported on the Walmart Massmart deal in 2011 and asks Dlamini how things have evolved over the last six years. Dlamini says: I think the relationship has matured over the years... and has been mutually beneficial. One of the positive

impacts... is our supplier development programme... we've managed to create new entrepreneurs that are now part of the supply chain, whose goods you find in our stores. And those entrepreneurs have created new jobs that were not there before. We try and identify opportunities for us to source from local African entrepreneurs... When it comes to talent on the African continent, we employ locals in most of the market. Over 95% of our staff across Africa comprises local associates."

Dlamini goes on to explain the obstacles and the prospects that are ahead: "There are challenges around logistics, infrastructure, clearing customs, officiating ports. So, those create opportunities for us to innovate. For example, when it comes to supply chain in some of the African markets we have to carry a bulk of stocks of agreements in our supply chain so that we make sure that our shelves are never empty. And that's the promise we have to the customer. So, it's exciting to do business in Africa, things are continuously getting better."

www.cnn.com/marketplaceafrica



Kuseni Dlamini





Lewis Stores selects Metacom as exclusive communications provider

Lewis Stores, leading retailer of household furniture and electrical appliances, has selected Metacom as its exclusive South African communications service provider. The retailer has an impressive South African footprint of more than 645 stores nationwide with a further 116 stores in Botswana, Lesotho, Namibia and Swaziland, which Metacom has already been managing for the past year.

Metacom beat out several other service providers thanks to its commitment to customer service, reliable connectivity and delivering an extensive product offering.

Gregg Abrahams, General Manager IT, Lewis Stores, says: "The experience we've had with Metacom has been exceptional, and this played no small part in the selection process. On more than one occasion their commitment to going the extra mile and resolving our connectivity challenges has surpassed our expectations."

Metacom will be providing Lewis Stores with a full managed WAN connectivity solution that will make use of Fibre, ADSL or satellite as primary communication medium, with LTE as

failover default. All stores will have primary and failover WAN connectivity and Metacom will deliver significant technical WAN management expertise alongside a 1GB fibre into the retail outlets backend. The system is designed to assure Lewis Stores of comprehensive and reliable connectivity across the country.

"Lewis went through a thorough due diligence process whereby Metacom was awarded some of their most challenging stores across SADEC to operate for more than a year," says Metacom MD, Réan van Niekerk. "We like to think of our commitment to exceeding customer expectation as The Metacom Way."

The Metacom Way is an ethos that has permeated throughout the company, and is something upheld by every employee, leader and decision. A can-do attitude is part and parcel of Metacom's service delivery, as is their commitment to solving a problem, no matter how complex it may seem at first. It is this focus that made an impact on the company's relationship with Lewis Stores.

For Abrahams, Metacom's hands-on approach is crucial: "Their ability to make a plan is

extraordinary. Last year we were about to open a store in Opuwo in Namibia when our service provider let us know they couldn't do it. We asked Metacom if they could make a plan. Their engineer got in a car that very afternoon and had the site up and running in a matter of days. We were very impressed."

The Metacom team will do whatever it takes to ensure customers are happy, and proactive steps are always taken to ensure that communications are reliable 24 hours a day, 365 days a year.

"Service excellence is a part of our DNA and as leaders, we not only expect nothing less of our people, but we expect even more from ourselves," says van Niekerk. "Lewis Stores have full access to management any time of the night or day – if they have a problem at 1am, I'll be on the phone making a plan to resolve and provide solutions. From experience to accessibility to commitment – this is the Metacom way."

"There is a superb synergy between the two companies and we share a vision of an immersive retail experience, building a loyal brand community through opportunities to

introduce innovative interactive media, using retail video, retail audio and Wi-Fi technologies. This shared vision, together with common goals when it comes to connectivity, collaboration and a commitment to customer service excellence, makes for a great business partnership" concludes van Niekerk.

Metacom delivers any data, anywhere in the world, reliably, securely and cost effectively. The company operates in 22 countries around the world and eighteen countries in Africa.

Custom designed hardware and software provides seamless connectivity across converged communications platforms. Metacom integrates a wide range of wired and wireless technologies including GSM, satellite, short-range radio and fixed-line systems such as Fibre, ADSL, Diginet and Frame Relay.

All Research and Development, manufacturing and remote engineering support is based at Metacom's head office in Cape Town, with support capability in all major centres serving local and cross-border clients.



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Pemba Shopping development in Mozambique opens

Leading property developer and investor Atterbury has successfully completed the first-phase development of the USD20 million Pemba Shopping in Mozambique's north-eastern port city of Pemba, the capital city of the Cabo Delgado province.

Shopping officially opened to the public on 29 June 2017.

The new Pemba Shopping is one of three shopping centres that Atterbury is delivering across the African continent in 2017.

Atterbury developed the world-class 18 500 m² modern Kumasi City Mall for its owners, Delico Kumasi Limited, which opened in Ghana in April 2017. In partnership with Tradehold, Atterbury is also developing the 27 000 m² Dunes Mall in Walvis Bay, Namibia, which is scheduled to open in October this year.

Pemba Shopping is anchored by a 3 500 m² Shoprite supermarket, the first of its kind in the city. OK Furniture and Pep also opened at the centre. In addition, it features over 4 000 m² of retail space in some 20 stores, incorporating a food court to be opened in the near future. The potential of a filling station will add even more convenience to the centre.

Designed by architects Aevitas Group, the top-notch retail asset has a superb location, generous on-grade parking in 250 bays, security and guaranteed 24/7 power including reserve generators.

Cobus van Heerden of Atterbury Property Development says: "The city of Pemba has enormous economic potential and we are proud to invest in its future with this key development. Doing business in Mozambique, and in Pemba specifically, has been an immensely positive experience."



Gerhard van der Westhuizen and Tagir Carimo

Atterbury Asset Management (SA) are the Asset Managers who will ensure the operational effectiveness and drive the remainder of the leasing with the project team. Pemba Shopping is currently over 60% let and since the official opening interest from prospective tenants has sparked and a few offers are on the table. An adjacent petrol station to be completed in the near future will add more convenience to the centre.

The new retail centre benefits from an excellent location with direct access from the city's main ring road, just off the Av. da Marginal. It is also well positioned for local residents in an area in an area that has been enjoying a population growth rate of 6,2% a year. It is less than 3kms from the city's airport, at the heart of the city's hotel and hospitality

industry, and ideally situated to provide tourists with an outstanding shopping experience.

Pemba is also perfectly placed to benefit from massive business growth. One of the biggest discoveries worldwide of offshore gas in the decade is in Mozambique's Rovuma Basin, which is offshore from the port city. Plans to explore these vast offshore gas resources are well advanced in line with the Rovuma Basin domestic gas tender, where the Mozambique government has selected Yara International, Shell Mozambique and GL Energy Africa to work on the gas development projects of the country.

The Pemba development includes 8 000 m² of future expansion potential, which has been earmarked for a second phase of offices.



Cobus van Heerden

Pemba Shopping is a joint venture between Atterbury and TradeHold Africa. It has created an 8 000 m² shopping centre, which is a top-notch development that adds a new level of retail convenience for the city. The centre's inaugural opening took place 28 June and it was officially opened by President Filipe Nyusi. The event was attended by the Mayor of Pemba, several community leaders and some 2 000 public supporters. Pemba





New B2B marketplace to slash e-Commerce costs for retail sellers

"E-Commerce Marketplace, XAfricaMart.com launched in Johannesburg on 11 July 2017. The online B2B service offers companies marketing to the retail sector a new platform to build its brand, promote its products and negotiate and sell online to businesses nationally.

"What's more is that this service offers businesses the opportunity set up and host an online shop and to trade online for a sales transaction fee of only 1.2%," says XAfricaMart.com's CEO, Stephen Oehley.

Launching to small, medium and micro-sized enterprises (SMMEs) servicing the retail sector in South Africa, XAfricaMart is set to change the face of online business in the country. It offers sellers and their customers a trade secure payment platform that mitigates online trading risks and non-delivery.

Order payments are simply made to the PASA-approved TradeSafe escrow trust account. The customer takes delivery, inspects the merchandise, accepts it online, and then the payment is immediately made to the seller: a safe and fuss-free transaction for both sides.

"We invite small and growing businesses that offer products to the retail sector to register on XAfricaMart.com as soon as possible so that they can start reaping the benefits that this marketplace offers," says Oehley.

The e-Commerce platform is not only a new B2B marketplace, but it is also a sales and distribution channel on steroids. Sellers registering on the site receive a number of benefits that usually come at a premium. These include the ability to negotiate deals, agree terms, lock and exchange contracts, configure packaging, price packs by minimum order quantities, display unlimited products, manage leads, have access to automated orders and

invoices, integrated delivery services and financial reports.

Says Oehley: "We are excited to offer a place for owners of small businesses to sell their goods online without the usual restrictive costs involved to set up shop online."

XAfricaMart.com connects companies across supply chains and assists international exporters looking for importers, importers looking for agents and distributors, suppliers of input products to manufacturers, manufacturers looking for sales agents and channels and suppliers of industrial and consumer products looking to increase sales into new local business markets affordably.

XAfricaMart has a number of well-respected sponsors, associates, and supporters. Visit the website to view this list, to find out more about the benefits of registering as a seller: www.xafricamart.com.

"CEO of Digital Planet, Neil Watson, said: 'The percentage of B2B buyers completing their work-related purchases online, will hit 56% by 2017', it is, therefore, clear that online trading is essential, especially as our economy continues to battle".

"XAfricaMart holds all the right ingredients especially for SMEs seeking new markets and growth nodes," ~Elton Plaatjes: Brandenburg Small Business Engineering.

To register as a seller and add products, go to www.xafricamart.com/Home/BecomeSeller



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ZEAG's next generation parking system offers reliability, flexibility as well as exceptional durability. Combined with JMS, their latest multi-platform management software, the system caters for solutions ranging from a simple car park to multiple sites linked into a centralised control room. All this supported by a company celebrating two decades in the Southern African parking market.

Fourways of the future – an architects rendering of the proposed Fourways Mall development and expansion. Due to be completed mid-2018.



Aerial image showing the scale of the development and expansion *June 2017



Fourways Mall's poised to become a Super Regional Mega Mall

Fourways Mall, one of the most popular shopping hubs in the Northern suburbs of Johannesburg, is on target to complete its development and expansion project by mid-2018.

The mammoth three-year project will see the current mall transform into a 170 000 m² super regional mall and one of the largest in South Africa. The ambitious expansion plans will see the surrounding centres such as Fourways View and the existing Game building, being connected to Fourways Mall to create one space under roof that will become the mega mall. The existing structures will be refurbished and upgraded, and an estimated R280 million is set to be invested in the expansion and upgrading the adjacent road infrastructure.

The extensive project is the first of its kind for the area. Andrew Costa, COO of Accelerate Property Fund says, "These days there is a greater demand from consumers for convenient and easily accessible shopping, entertainment and lifestyle locations. We plan to provide Fourways residents with a world-class mega mall to ensure that everything they need is on offer close by."

With phase one already complete, shoppers can now see the newly renovated Lower Level, previously known as the "Lake Level" that now boasts the Food Court and the Centre's current main entertainment hub for the whole family. The fantastic Bounce Fitness Trampoline concept has a new home at Fourways Mall with

a state of the art trampoline arena featured in a 4 500 m² store.

The expanded Food Court has introduced many exciting new tenants to tantalize the shoppers taste buds and offer them a variety of fast food outlets and several sit down restaurants.

The developers are hugely excited to be the first centre on the continent to have a KidZania which is coming to Fourways Mall as part of the expansion project. KidZania is an indoor city, run by kids! Kids can independently choose from more than 60 real-life entertaining activities in one safe and secure space. It is fuelled by a child's natural desire to create, explore and collaborate, KidZania is equal parts entertainment and education.

Shoppers will have easier access into the mall with the nearly completed new eight level parkade being made available to customers from late 2017.

Costa concluded, "Fourways Mall has been a central part of the area for the past 20 years and is now moving into a new era to better cater for the Fourways community. It's the perfect location for South Africa's newest mega mall to rival any other in the province."

The extensive expansion and refurbishment plan is expected to be completed in mid-2018 and will complement plans to position Fourways as a new CBD.

Fourways Mall has got your taste buds covered...

As many locals to the area will know, Fourways Mall is going through an extensive redevelopment and expansion project that is estimated to be completed during mid to late 2018, the first phase of the development is the lower and mezzanine level Food Court which offers shoppers a chance to either have a quick bite, or take a seat at a selection of the new 'sit down' restaurants.

You will find a range of outlets to tantalise all tastes from burgers to Asian, and Mexican to Greek! With a fabulous newly refurbished Ocean Basket and a brand new Toula's Greek

Family Restaurant, it caters for the whole family.

To add to this, the entertainment offering is now complete! A brand-new signature Bounce Inc opened in December, and an awesome new Fun Company is opening soon, this adds to the already cool Adventure Golf, and a Star Kinekor for those looking for a quiet night out.

There is loads of new convenient undercover free parking located on 5 levels, with direct easy access to the Food Court and the rest of the mall.

To keep up to date, follow Fourways Mall on FB, Instagram and Twitter!

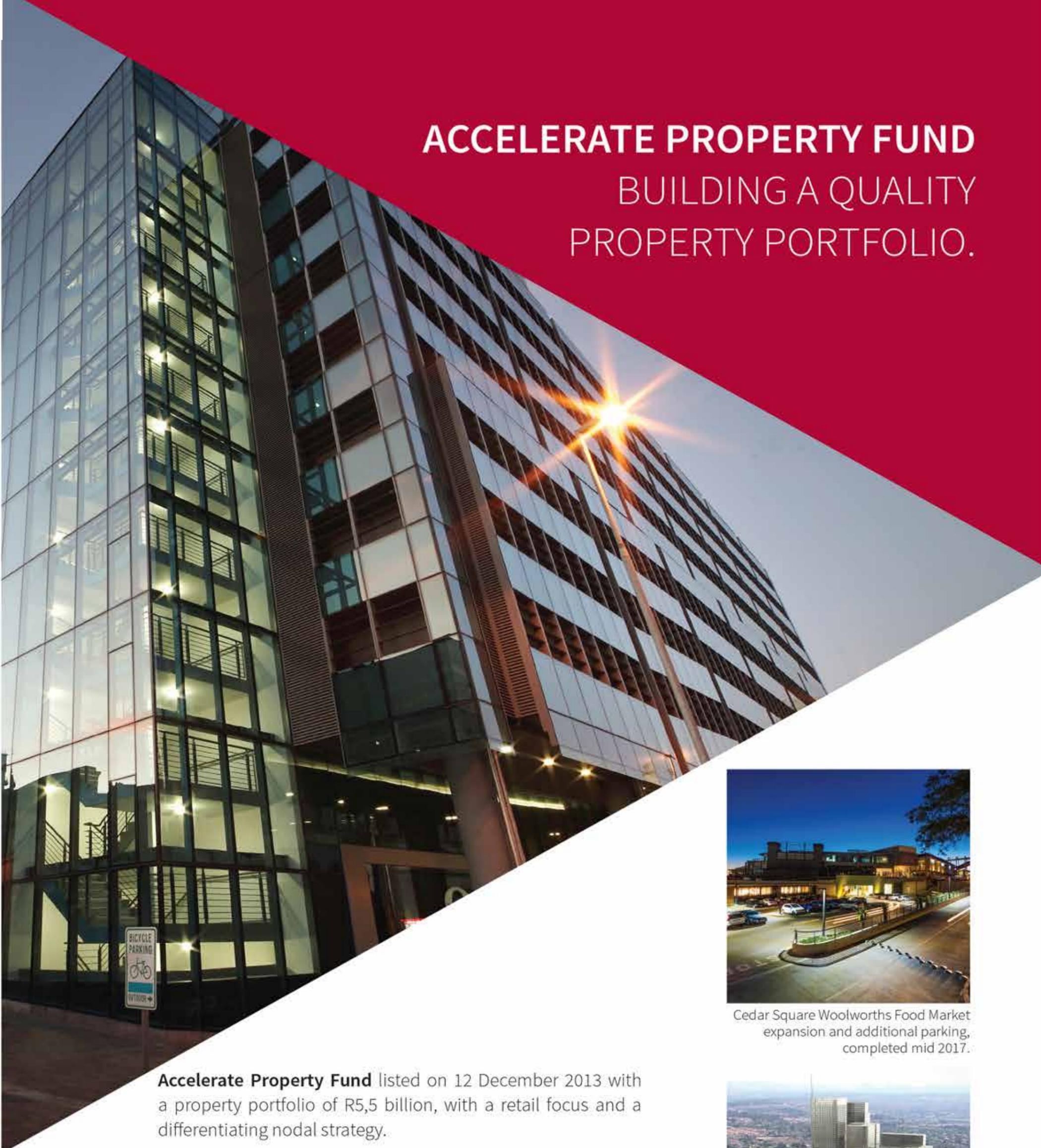
www.fourwaysmall.com



Food Court

ACCELERATE PROPERTY FUND

BUILDING A QUALITY PROPERTY PORTFOLIO.



Accelerate Property Fund listed on 12 December 2013 with a property portfolio of R5,5 billion, with a retail focus and a differentiating nodal strategy.

By implementing this retail focus and nodal strategy, we have grown to a R 11.6 billion quality portfolio in 2017.



Cedar Square Woolworths Food Market expansion and additional parking, completed mid 2017.



Fourways of the Future,
*Architects rendering.

Pick n Play



Image: estart.co.za

Saphila 2017: Smart solutions for smart shoppers

Loyalty programmes are aimed at enhancing the customer experience, keeping existing customers committed, drawing in more customers and improving the turnaround of a retail store.

The Pick n Play's Smart Shopper loyalty programme was launched in 2011 and, says Chris Shortt, general manager: Information Services at Pick n Play, the retailer made use of SAP HANA and the SAP Loyalty Engine to meet and exceed the needs and demands of its real-time, high volume loyalty programme.



Shortt spoke about the solution to delegates attending Saphila 2017 – the African SAP User Group's (AFSUG) biennial conference for SAP users held at Sun City in June.

He says that expectations for Pick n Play for the 2018 financial year included lower everyday prices on key grocery items, exceptional value through more private labels, a leaner operating model across stores and better front-line service. Other plans outline a leaner and fitter head office, emphasis on customer service training, more stores and a focus on providing the best value in the market, as well as extending Pick n Play's geographic footprint beyond SADC borders to Ghana and Nigeria.

"Pick n Play has launched over 1 700 new and repackaged private label products over the past two years and our private label participation has increased by three percent since the 2015 financial year to 18 percent of turnover in the 2017 financial year. Private label growth is well ahead of the market in a number of categories and our convenience range continues to see strong growth," he says.

Pick n Play currently boasts 1 500 stores, with more than 750 of these being supermarkets. "Our investment in technology was aimed at improving productivity and the customer experience, and it's paying off," states Shortt.

He explains that the retail giant has seen an improved productivity through its integrated warehouse management systems and also improved replenishment and availability through better forecasting and replenishment systems, Wi-Fi in stores and its mobile stock management app. "The customer front-line experience has also improved and Pick n Play is the first major retailer to launch Tap & Go, with improved bank card processing time for all transactions," he says.

Shortt adds that lower operating costs were realised through the in-house development of its Brand Match system and in-sourced Smart Shopper loyalty engine.

"The Smart Shopper loyalty programme is now more personal, with more instant rewards. It now offers weekly personalised discounts tailored specifically to each individual Smart Shopper – three million unique coupon combinations are sent via e-mail each week. This is powered by a



system which processes 600 million transactions involving six billion products across 11 million customers – to identify what you are most likely to buy next," highlights Shortt.

Focusing on the recent SAP project, he says the retailer decided to run the project because – amongst others - savings were to be had in both the Information Services (IS) and Smart Shopper team of between 15 million and 20 million per annum. Improved efficiencies could be gained, for instance call centre agents could access the data. In addition, better customer journeys were needed when interacting with the Smart Shopper programme, such as voucher redemptions and mobile usage, and Pick n Play also wanted to improve responsiveness for support-related matters.

"The project had three major tasks: in-source the points and campaign management engine into the SAP CRM on HANA; in-source programme management into the smart shopper team; and in-source more basic analytics and customer segmentation into the Smart Shopper team," says Shortt.

He notes that the challenge was to ensure the following principles: to ensure that no customer was offered less benefits than they

had access to before the retailer made the change in systems, and to provide flexibility to run multiple, real-time loyalty dimensions with agile and quick development.

Pick n Play partnered with UCS Solutions and completed the project in 16 months using the Sap ASAP combined with the Pick n Play methodology, that is a Waterfall and Agile mix.

"Areas where our project was particularly innovative and successful included the fact that we were the first in the world to implement real-time processing for central earnings and redemption of loyalty points, and although the design included extensive customisations, we used SAP architect and SAP development teams to verify the approach," says Shortt. "Also, our use of a pilot store as an internal go-live prior to release to the general public ensured a smooth external go-live."

"This project illustrated that if business and IT are closely aligned around a clear business case they are engaged to deliver the same results," concluded Shortt.



China turning to shopping malls to gauge spending

Beijing - China is turning to shopping malls and convenience stores to better gauge spending in the world's largest consumer market, the latest step toward upgrading its economic indicators.

This is according to the following recent report by Bloomberg News.

The gauges measure operations for those businesses on a scale of 0 to 100, in which 50 is the dividing line between improving and deteriorating conditions, with sub-gauges that include manager expectations and the overall business environment, the Ministry of Commerce said in a statement.

It will publish the data in the first month of each quarter to reflect activity in the prior three-month period. "As China's retail sales keep expanding, innovating and updating at a faster pace, shopping malls and convenience stores stand out as the most rapidly developing brick-and-mortar models," Sun Jiwen, a

ministry spokesman, said at a briefing in Beijing.

The new readings show the government pushing ahead with efforts to track to consumption, which is increasingly replacing smokestack industries as the dominant economic driver.

Consumption contributed 77.2% to economic expansion in the first quarter, up from 64.6% the prior year, according to data from the National Bureau of Statistics.

National scope

The mall index covers 58 cities in 26 provinces, while the convenience store indicator is compiled from surveys conducted in more than 30 cities, the ministry said in its statement.

The ministry has contracted with the China Chain Store and Franchise Association, a



Beijing-based industry group, to compile the index, Sun said. The organization has more than 1 000 members with 300 000 outlets, according to its website.

The convenience store index indicated rapid expansion with a 72.2 reading for the last quarter, though he didn't provide any historical comparisons. Cities such as Shenzhen, Taiyuan and Changsha showed the fastest growth in the small shops, he said.

The ministry didn't release first quarter data for malls. It said it will publish that reading and both second-quarter indicators next month.

"The gauges will provide more information and help us understand the economy better," said Zhao Hongyan, Hong Kong-based China economist at Huatai Financial Holdings.

"Consumption has been a new growth driver, and it has been steady. We hope that it can be a more important pillar of the economy."



Cremora celebrates its original taste

The original Cremora taste you know and love is back, bringing fresh memories along with it.

Cremora is one of South Africa's best-loved brands. Since its launch in 1970, it continues to touch South Africans from all walks of life in different ways.

"Thanks to its ingenuity, Cremora as a brand has gone beyond being merely a coffee creamer – it tells a story, unites us and looks to enhance the simple pleasures in life such as sitting down with a good friend and a rich, smooth and creamy cup of coffee, says Marketing Manager Nithal Soni-Ramjee.

Everyone has their own memory of the original Cremora taste. Some remember drinking coffee with Cremora on frosty winter mornings or sharing

a cup while chatting with a loved one. The taste of Cremora captures the feeling of comfort. In its new campaign, Cremora celebrates this feeling of nostalgia and happy memories being passed from one generation to the next.

Cremora is celebrating its return to the original creamier, smoother taste with a heart-warming new TV advert, on screens across South Africa. The advert entrenches memories of a time when we knew our neighbours and were part of a strong community. The advert challenges us to connect as communities.

Cremora is more than just a coffee creamer. It's part of our fondest memories beyond a cup of coffee. Cremora with the original taste is now available in stores throughout the country.



All Gold's new jam -packed innovation

Through the years and the cherished occasions, one great brand has stood the taste of time ... South Africa's flavour-filled favourite, All Gold Jam! Crammed with the goodness of real fruit, All

packaging that is convenient to store and simple to use, over and over again.

Innovatively designed and crammed with the goodness of real fruit, All Gold Skweezi Jam tastes real good, and recently made its entrance to the marketplace, offering four great flavours: strawberry, pear & mango, apricot & peach, and mixed fruit (pear, guava, plum, apple, peach). All Gold is confident this one-of-a-kind jam packaging will be a crowd pleaser of note.

Available from all leading retail outlets, the recommended retail price for the All Gold Skweezi Jam Pear & Mango, Apricot & Peach and Mixed Fruit starts at R23,99. The All Gold Skweezi Jam Strawberry retails at R32,99.

A Palate-Pleaser For Flavour Connoisseurs

All Gold Connoisseurs Jam has exciting additions to their premium range. Made from the finest fruit, the All Gold Connoisseurs range of jam has always catered to those wanting the most delicious of jams, offering a variety of exotic and artisanal jam flavours. The All Gold Connoisseurs range has expanded to include three new tantalising flavours: Raspberry, Blueberry and Mixed Berries (raspberry, strawberry and blueberry). Crammed with real fruit pieces, these variants are set to become firm favourites amongst everyone –

young and old, as well as chefs and home cooks. The possibilities are endless ... imagine delicious blueberry jam on toast, mixed berry jam on crumpets or raspberry jam blended into your breakfast smoothie. Summon your inner master chef by whipping up delectable muffins with a secret mixed berry jam centre, or by drizzling a blueberry jam dressing over a salad of fresh mixed greens, and the ultimate would be to top a cheesecake with a slashing of mixed berries jam!

On the Lighter side of Life ...

For those who love to walk on the 'lighter' side of life, the new range of All Gold Connoisseurs Lite Jam – made with up to 37% less total sugar, is endorsed by the Low GI Foundation and Diabetes Associations, offering South Africans the opportunity of satisfying their sweet cravings without the guilt. Best of all, there is no compromise on taste when choosing this healthier choice! Opting for All Gold Connoisseurs Lite Jam is a first step in the right direction!



Gold Jam always delights, and brand loyalty sees young and old coming back to savour that authentic, proudly South African jam.

Super-easy Simple Skweezi!

Recent research conducted by the brand highlighted the importance of convenience to consumers, with particular mention of the hassle in opening and decanting jam out of tins. All Gold Jam responded by creating a South African 'first' on the supermarket shelves, the all-new All Gold Skweezi Jam range. The fruit of All Gold Jam's findings is the launch of innovative packaging that offers consumers the same great taste they've come to expect from All Gold Jam, leader in the jam market segment, with the added convenience of an easy-to-use, simple-to-store squeeze bottle.

Gone are the days of transferring your favourite All Gold Jam and storing it in a different container in the fridge, often forgotten. With All Gold Skweezi Jam, you simply flip open the lid, tip the Skweezi and squeeeeeze out the lip-smacking goodness of All Gold Jam! Child friendly, hassle free



The new range of All Gold Connoisseurs Lite Jam is available in Strawberry and Apricot flavours, and will retail at R31,99. The new All Gold Connoisseurs Berry Jam variants are set to retail at R41,99 and are available in Blueberry, Strawberry and Mixed Berry flavours.

New Flavour Combination Addition a Winner!

South African's long standing love affair with All Gold Apricot jam and the desire to meet the taste needs of an ever-growing population, has resulted in All Gold introducing an Apricot & Peach combination variant to the All Gold Jam family in tins. To top it all, All Gold's easy-to-open, ring pull lids ensure that the tinned jam range is a breeze to use! All flavours are available in 900g, 450g and 225g tins at recommended retail selling prices of R26,99 - R27,99 for the 900g tin, R18,99 for the 450g tin and R12,99 for the 225g tin.

Marketing support for the new All Gold Jam launches includes enticing packaging revamps, a 20 second TV ad, digital, PR and social media campaigns, and in-store POS announcement material.





Aerial and exterior views of Vaal Mall

Vaal Mall's fresh new retail attracts shoppers plus double digit growth

The addition of an array of exciting new tenants has secured Vaal Mall an 18% increase in shoppers over the past year and an impressive 11% increase in the last six months alone to ensure its place as the shopping and entertainment capital of the region.

Shoppers can now enjoy the offerings of X-trend, Footgear, weFix and Gold Rush Bingo which all opened their doors in March and April, as well as Browns Jewellers which made its debut at the centre on 1 June.

Above and beyond a new and vibrant retail selection, Vaal Mall also underwent a green makeover through the installation of a state-of-the-art solar plant. The innovative plant spans some 390 parking bays to provide green energy to the mall, while at the same

time cleverly creating covered parking for Vaal Mall's shoppers.

This March marked one year after Vaal Mall completed its revamp and expansion extending the mall by 15 000 m² and boosting trade throughout the centre. The significant expansion saw the introduction of Mr Price Sport, Legit, Cotton On, Due South, Factorie, Bogart Man, Soda Bloc, Studio 88, Crafters Market, Rage, Sorbet, Typo, and Fishaways as well a brand new Ster Kinekor cinema complex.

Vaal Mall General Manager, Shana Maree-Paraskevopoulos says: "We are delighted at the positive trading accomplished throughout the mall over the past year, showing continued double digit growth with an average of around 15%, with an achievement of over 18% growth in the last 6 months."

"The excellent performance of Vaal Mall shows that our continuous efforts in giving our customers a bigger, better, more complete shopping experience that caters to every taste, deems to be successful," she adds.

Various retail categories continue to perform well at the mall with anchors such as Pick n Pay and Woolworths showing significant growth, while fashion and shoes remain firm favourites with some retailers reporting between a 35 and 50% increase in April 2017 compared to the same period last year.

"Our restaurants also show similar growth, along with electronics and phone services, as well as the books, cards and stationery categories which have all enjoyed double digit growth over the past year. We're also thrilled that as a relatively new addition to Vaal Mall



Shana Maree-Paraskevopoulos, General Manager - Vaal Mall

Ster Kinekor reported their highest turnover to date this past April," notes Maree-Paraskevopoulos.

Vaal Mall, the heart of Vanderbijlpark and the Vaal Triangle offers 135 fabulous stores and is open seven days a week.

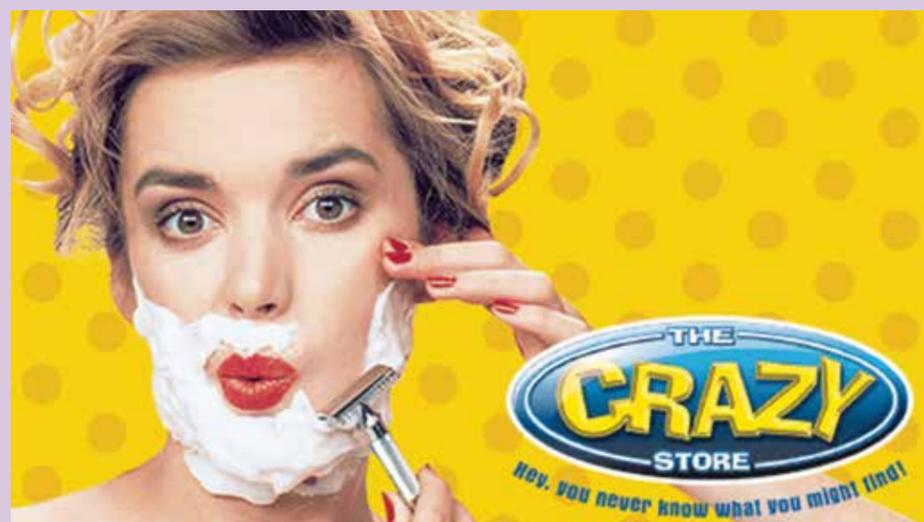
The Crazy Store sets up shop in Waterkloof

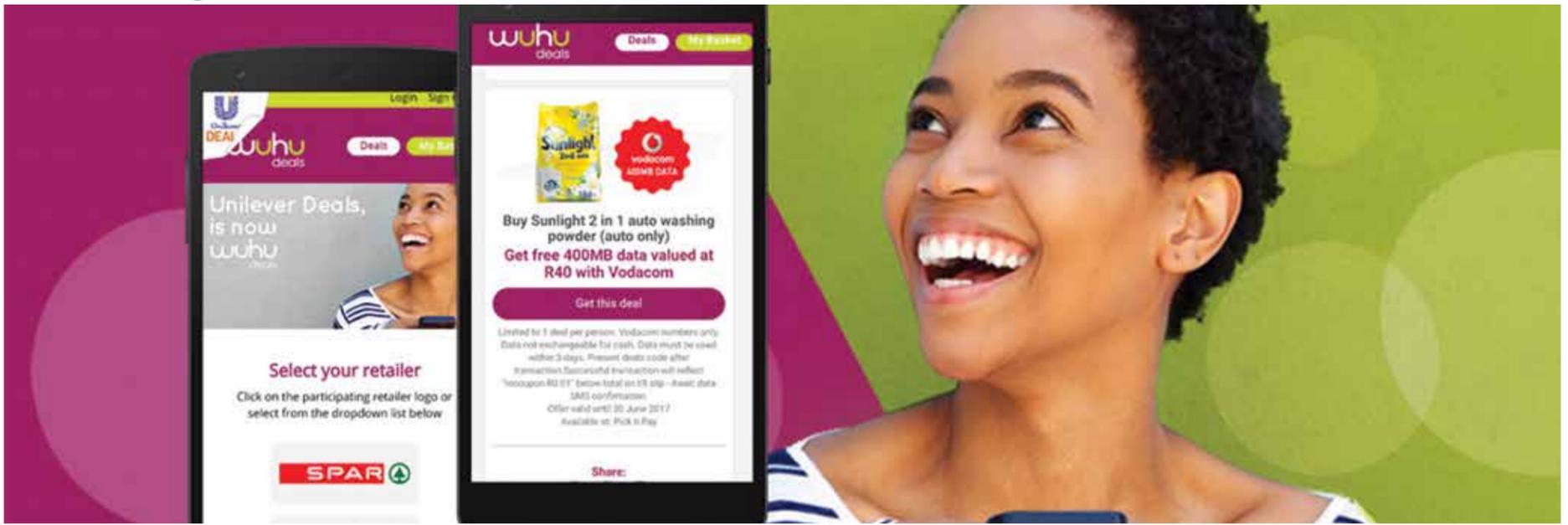
The Crazy Store, South Africa's biggest discount variety chain, has today opened an outlet in Waterkloof Corner Shopping Centre, Pretoria.

"2017 has been a milestone year for The Crazy Store," says Managing Director, Kevin Lennett, "We celebrated our 300th store opening earlier this year, and now, with over 300 stores, we have cemented our place as South Africa's largest trusted discount variety retailer."

The Crazy Store group has shown phenomenal growth since its first outlet (then known as the R20 store) opened in Edenvale, Johannesburg in 1995. With such a huge footprint, The Crazy Store offers convenience, affordability and quality to their shoppers.

The South African retail chain offers goods in 18 core categories, from toys to cleaning products to hardware, personal care and even fashion





Wuhu! Unilever South Africa takes Mobile Couponing to the next level

Unilever South Africa has relaunched the popular Unilever Deals as a cash back or cash off rewards and loyalty platform with a new name, social media support and Vodacom as a strategic partner.

Unilever Deals is now Wuhu!

Wuhu is a mobile coupon and rewards site where shoppers get vouchers delivered to their phone entitling them to savings on a particular product. With Vodacom as a strategic partner, consumers can now look forward to receiving data as well as discounts as well as other rewards when shopping for their favourite Unilever brands.

The new name, Wuhu, is that natural exclamation that consumers make when they

know they have acquired a great bargain. The re-branding of Unilever Deals to Wuhu is intended to make the site more consumer-focused and will pave the way for Wuhu to become the biggest FMCG deals and rewards platform in the region.

In 2013, Unilever South Africa partnered with digital agency, Thumbtribe, to develop a mobile coupon service to deliver real-time digital rewards to consumers, allowing Unilever to convert online consumers to offline sales.

“Since inception, the platform has realised significant return on investment for Unilever brands, and earned numerous awards while building up the number of retailers to include Checkers, Shoprite, Pick n Pay, Dischem and Spar,” said Lunga Ngcime, Digital Marketing Lead: Africa – Unilever South Africa. “The platform has also built nearly 700 000 subscribers that are returning on a monthly basis to get their favourite deals.”

In 2016, Unilever Deals was refreshed with the addition of Rewards - an alternative to cash discounts – by partnering with Ster Kinekor,

Debonairs, Uber and many more rewards partners. Unilever Deals is now taking the next step by putting the consumer at the heart of the platform. The re-brand launch, in partnership with Vodacom, is officially live.

“We are excited about our partnership with Vodacom” said Lunga Ngcime, Digital Marketing Lead: Africa – Unilever South Africa, “Working with a brand like Vodacom means we can extend more meaningful rewards to our loyal customer base.”

The future is near

Bill Gates once said: “We are changing the world with technology”. In the past 10 years, we have experienced some of the most defining life-changing evolutions the human race has ever experienced. Imagine the next ten years? What can we expect?

According to acclaimed futurist, strategist, best-selling author and academic Graeme Codrington, individuals, brands and corporates need to evolve to keep up with this change. Codrington presented a thought-provoking talk on ‘Leading in a Changing World’ recently at the South African Council of Shopping Centre’s (SACSC) Western Cape Chapter Networking Breakfast at the Radisson Blu Hotel in Granger Bay, Cape Town.

Attended by many Cape-based industry professionals, the Primedia Unlimited Malls-sponsored event, offered deep insights into the not-too-distant-future. According to Codrington, technology and associated infrastructural advancements are progressing faster than we think. “In just 10 years, many life-changing things have happened. A simple example would be smart phones. Ten years ago, smart phones were things seen only in movies, nowadays most people have access to smart mobile devices and this is definitely life-changing. All the forces of change come together at the same time to create a pivotal moment in history. I believe that we are living in this pivotal period right now,” he said.

Codrington spoke about, what he considers, one of the most defining disrupters that is fast approaching the changing world-autonomous

vehicles. “I urge everyone to look beyond their horizons. Back in the day, men and women used horses as transportation.

Then motor cars were invented and people were mind blown. Now, we have taken it even further-cars that drive themselves. It is seriously not restricted to our imaginations only. It’s already being implemented in parts of the world-where automated cars transport people from airports to transport hubs. By late 2030, early 2040, autonomous vehicles will be a part of our lives. It will change many industries.”

“Autonomous vehicles reduce road risks by up to 90 percent which means that insurance companies will be impacted because if there are less accidents on our roads, how will they make profits? Shopping and retail will change because this takes online shopping to a whole new level. Autonomous vehicles will be used for instant deliveries-people order online and then an autonomous car will be dispatched with orders.

Furthermore, autonomous cars won’t need to park, in the traditional sense-shopping centres can reclaim parking bays which make up to 15 percent of the property. Now retail can expand or use the space for entertainment. We need to be more proactive and less reactive. The world is changing and we need to be ahead of this,” he said.

Five points Codrington considers valuable in order to stay ahead of this changing world:

1. Switch on your ‘radar’ – Read, research and keep yourself informed about what aspects of the world are changing. Be informed about

new technology, new forms of energy and new ways of streamlining ways of doing things. Also change your sources of information-surround yourself with forward thinkers. Stay away from ‘fake news’.

2. Be curious – Ask better questions and don’t be afraid to ask these questions.
3. Experiment more – If you are in a position to make key decisions then experiment a little. Try new ways of attracting new business-trial and error. You have nothing to lose.
4. Embrace difference – The world is changing. Do not be afraid to change-it forms part of our evolution.
5. Confront your ‘limiting orthodoxies’ – Do not limit yourself. Confront your inhibitions.

Codrington added that retailers and shopping centres are likely to witness some of the most significant disruptive changes of almost any industry. “Retail automation is fostering faster than any other industry at the moment. So, I think what retailers should be doing is firstly, ‘switching on their radars’. You have got to be ‘eyes open’ in this world. You have to know what trends are coming. To get yourself ahead of the change, you have got to understand it-no matter which industry you are in. You got to ask better questions. Retailers can also experiment more.

To have an experimental mindset is the most valuable thing you can have and this is not only for the CEO, it’s for everyone. On the other hand, consumers too, need to ‘switch on their radars. They need to be careful not to be taken for a ‘ride’. Don’t run for every new toy that comes up. The latest gadget, the latest version of your phones and you stand in line for three



Graeme Codrington, renowned author and researcher

days to make sure you get it-I see it as a trap there. Consumers, need to become more purposeful and more deliberate of how we live our lives,” he concluded.

These quarterly networking breakfasts hosted by the SACSC take place in Cape Town, Durban and Johannesburg and are attended by retail, property and industry representatives who make up SACSC’s membership database. SACSC CEO Amanda Stops said she was delighted to have Codrington as a guest speaker for Cape Town. “Graeme Codrington is a renowned author and futurist and his insights about the changing world will be invaluable to our members. These types of events give everyone in the retail and shopping centre industry a chance to network and equip themselves with thought-provoking information,” she added.

The six big trends in retail payments

Image: paymentsnext.com

Every month, South African retailers receive billions of Rands in payments from their customers. Behind the scenes, payments technology plays a critical role at retailers, ensuring a fast and smooth shopping experience for consumers like you. It's a crucial part of our financial backbone, that most of us take little notice of, even though we interact with it daily at stores, online and on our mobile phones. Dave Glass, Managing Director at Electrum, South Africa's hottest retail fintech provider shares his top retail payments insights:



Image: Samsung

Get ready for new payment methods

Tech savvy consumers are demanding quicker, more convenient and more engaging ways to pay. It's clear that to stay ahead, South African retailers need to support payment methods other than cash and card. Emerging payment types include QR codes such as Snapscan, Masterpass, Zapper; NFC cards/phones such as Contactless; digital wallets like Paypal and Apple Pay.

- international airtime top ups; and
- a wide variety of bill payments (traffic fines, municipal bills, insurance policies, DStv etc.).

The benefits to the retailers are clear in terms of increased footfall, customer loyalty and commission revenue.

Retailers are stepping up their risk and compliance programmes

Retailers must protect customers' bank card information, and the Payment Card Industry Data Security Standard (PCI-DSS) must be followed. However, as the ubiquity and complexity of payments technology becomes ever greater, PCI-DSS compliance is becoming a much bigger headache for retailers. Achieving annual PCI-DSS compliance milestones is a major time and resource cost to retailers when they would rather be focusing on their core business, especially in the high-risk payments environment.

Smart retailers are moving their technology to the cloud

Cloud based technology has many well known benefits including improved reliability, lower infrastructure costs, faster on-demand technology delivery and high scalability. However, for retailers, the benefits of cloud based, software-as-a-service payments technology are even greater - it allows them to reduce the scope of the risk and compliance landscape that they need to manage. Cloud based technology also improves their ability to deliver omni-channel experiences to their customers, across all of their channels (store, online, mobile, kiosks, etc).

Online products are coming to the physical store

Retailers have been selling "virtual products" (also known as Value Added Services) such as airtime and electricity vouchers for quite a while. As they look to find new sources of revenue, they are increasingly offering other products such as e-tickets for travel and events, software licenses, subscriptions to



Dave Glass, founder and MD of Electrum

gaming services, and other types of vouchers that were traditionally only sold online. Interestingly, although everyone believes the future of retail is online, there is clearly consumer demand in bricks and mortar stores for products that are normally sold online.

Omni-channel strategies for traditional retailers as they compete with online

Online shopping is still a lot less prevalent in South Africa than in developed economies. However, competition from online retailers such as Takealot is now having a material impact on the sales of traditional brick and mortar retailers. To counteract this, traditional retailers need to ensure that customers can have a consistent shopping experience across channels that include store, online, mobile, and kiosks – this is known as omni-channel. The hurdle to this is that many retailers rely on legacy technology that is built for in-store only and cannot support an omni-channel strategy. Amazon has been experimenting with physical stores since 2015, and it's easy to imagine that we might see the same here in South Africa.



Image: Wipit's

Shoppers love in-store financial services

In the current economic environment, retailer's earnings are increasingly under pressure. They're looking for more reasons for customers to come into their stores whilst also developing new revenue streams. Electrum sees all the major retailers building their financial services offerings. Financial services that are becoming available at the most progressive retailers include:

- personalised credit offerings; CA registrations;
- domestic and international money transfer services;



Image: ecampusnews.com

Electrum is a payments technology provider and is one of South Africa's fintech success stories. Clients include two out of Africa's top three retailers, South Africa's fastest growing retail bank, and the largest healthcare retailer in South Africa. Electrum provides a cloud platform that is used by banks and retailers to accept payments, process Value Added Services transactions and enable omni-channel integrations.

Cyber attacks: is our retail sector prepared?

Global IT powerhouse Cisco, has just released the Cisco 2017 Midyear Cybersecurity Report which predicts new "Destruction of Service" attacks and an escalation in scale and impact of threats.

For the first time the report includes findings related to the retail sector.

Cisco surveyed close to 3 000 security leaders across 13 countries and found that across industries, security teams are increasingly overwhelmed by the volume of attacks.

Key industries need to improve security posture as information technology and operational technology converge

The report forecasts potential "destruction of service" (DeOS) attacks which could eliminate organizations' backups and safety nets required to restore systems and data after an attack. Also, with the advent of the Internet of Things (IoT), key industries are bringing more operations online, increasing attack surfaces and the potential scale and impact of these threats.

Recent cyber incidents such as WannaCry and Nyetya show the rapid spread and wide impact of attacks that look like traditional ransomware, but are much more destructive. These events foreshadow what Cisco is calling destruction of service attacks, which can be far more damaging, leaving businesses with no way to recover.

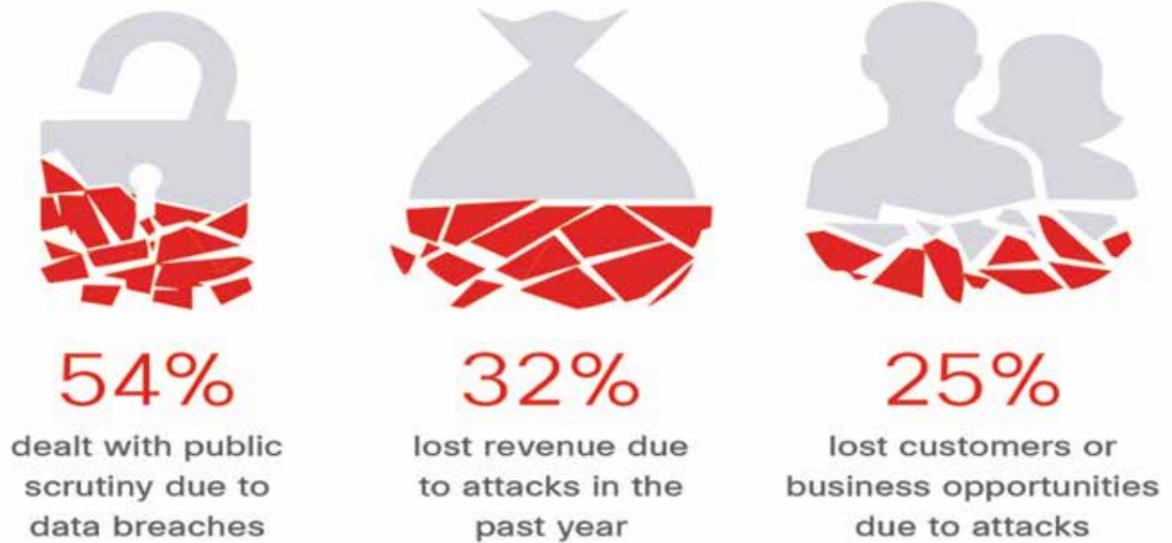
The Internet of Things continues to offer new opportunities for cybercriminals, and its security weaknesses, ripe for exploitation, will play a central role in enabling these campaigns with escalating impact. Recent IoT

botnet activity already suggests that some attackers may be laying the foundation for a

wide-reaching, high-impact cyber-threat event that could potentially disrupt the Internet itself.

Figure 65 Percentage of organizations that dealt with various consequences of data breaches

Source: Cisco 2017 Security Capabilities Benchmark Study



For more info visit: cisco.com/go/mcr2017



Figure 64 Targeted attacks and insider exfiltration are biggest concerns

Source: Cisco 2017 Security Capabilities Benchmark Study



For more info visit: cisco.com/go/mcr2017



While Cisco has seen a striking decline in exploit kits, other traditional attacks are seeing a resurgence:

- Spam volumes are significantly increasing, Cisco threat researchers anticipate that the volume of spam with malicious attachments will continue to rise while the exploit kit landscape remains in flux.
- Spyware and adware, often dismissed by security professionals as more nuisance than harm, are forms of malware that persist and bring risks to the enterprise. Cisco research sampled 300 companies over a four-month period and found that three prevalent spyware families infected 20 percent of the sample.

• Evolutions in ransomware, such as the growth of Ransomware-as-a-Service, make it easier for criminals, regardless of skill set, to carry out these attacks. Between October 2013 and December 2016, \$5.3 billion was stolen via Business email compromise (BEC), according to the Internet Crime Complaint Centre.

Important findings per industry include:

- **Public Sector:** Of threats investigated, 32 percent are identified as legitimate threats, but only 47 percent of those legitimate threats are eventually remediated.

- **Retail:** Thirty-two percent said they'd lost revenue due to attacks in the past year with about one-fourth losing customers or business opportunities.
- **Manufacturing:** Forty percent of the manufacturing security professionals said they do not have a formal security strategy, nor do they follow standardized information security policy practices such as ISO 27001 or NIST 800-53.
- **Utilities:** Security professionals said targeted attacks (42 percent) and advanced persistent threats, or APTs (40 percent), were the most critical security risks to their organizations.
- **Healthcare:** Thirty-seven percent of the healthcare organizations said that targeted attacks are high-security risks to their organizations.

- **Cisco's Advice For Organizations**
To combat today's increasingly sophisticated attackers, organizations must take a proactive stance in their protection efforts. Cisco Security advises:
 - Keeping infrastructure and applications up to date, so that attackers can't exploit publicly known weaknesses.
 - Battle complexity through an integrated defence. Limit siloed investments.
 - Engage executive leadership early to ensure complete understanding of risks, rewards and budgetary constraints.
 - Establish clear metrics. Use them to validate and improve security practices.
 - Examine employee security training with role-based training versus one-size-fits-all.
 - Balance defence with an active response. Don't "set and forget" security controls or processes.



New and dynamic meets tried and tested

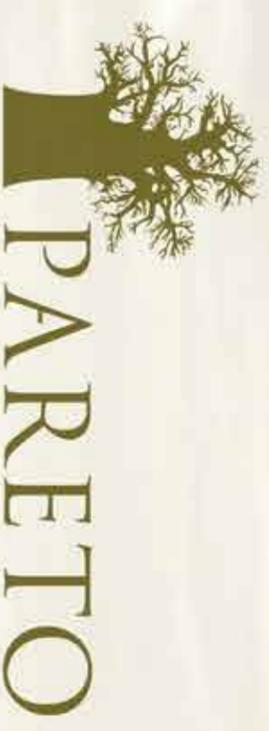
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