



SABS

South African Bureau of Standards

Briefing by the SABS on its Financial and Non-Financial Performance for Q3 FY2023/24
A presentation to the Parliamentary Portfolio Committee on Trade, Industry and Competition
12th March 2024

Lungelo Ntobongwana – CEO (Acting)



Opening Remarks – Board Chairperson

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- Acting CEO Dr Sadvir Bissoon's term ended in January 2024
- Appointment of Mr Lungelo Ntobongwana as the Acting CEO from 1 February 2024
- Process for the recruitment of SABS CEO underway
- Board Strategy Planning session held in November 2023
- Strategic objectives outlined and incorporated in the draft Corporate Plan for FY2024/25 to FY2026/27
- 64% achievement of targets for quarter 3, a slight decrease compared to quarter 2 results
- 69% YTD overall achievement of agreed objectives
- Implementation of actions to close performance gaps and acceleration of the infrastructure renewal programme
- Commitment by the Board to continue providing guidance and exercising oversight to SABS



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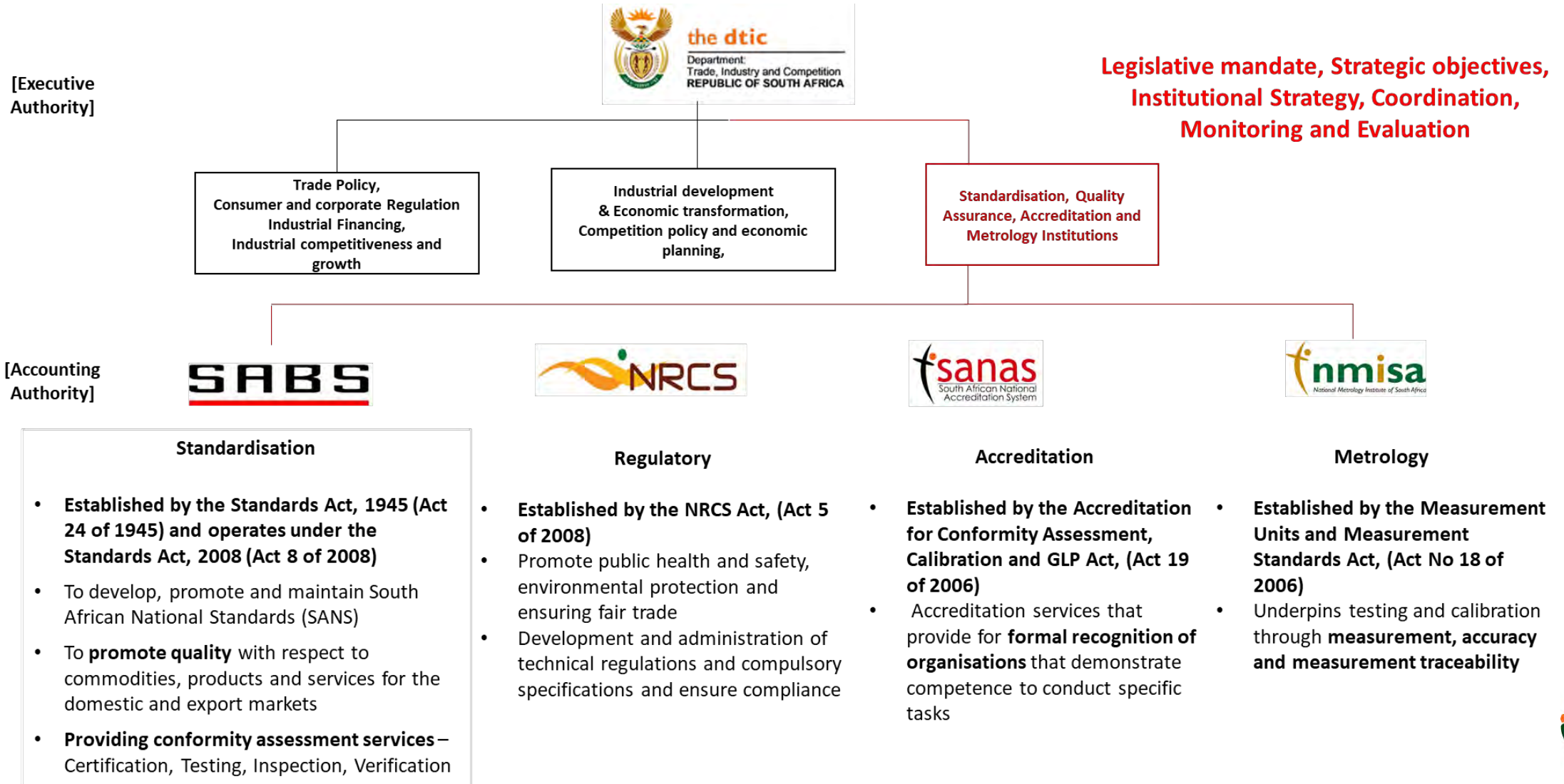
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Legislative mandate

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Legislative mandate – Products and Services

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- The SABS is a Schedule-3B Entity under the PFMA
- SABS Commercial provides Conformity Assessment Services, which includes:
 - Certification of **product** and **management system** Certification
 - **Testing** services, and
 - **Consignment Inspection**
- Open competitive market for conformity assessment services
 - More than 35 Certification bodies accredited by SANAS,
 - Over 1,000 Testing Laboratories operating in South Africa, and
 - More than 200 Inspection Bodies.
- The SABS is an independent Third-party Certification Body and Testing House with its own laboratories



Non-Financial Performance – Q3



Develop, promote, and increase the use of standards **SABS**

Output and key performance area	Target (FY2023/24)	Target (Q3)	Actual (Q3)	Status
SANS supporting reimagined industrial priority sectors	Eighty (80%) standardisation commitments	Eighty (80%) standardisation commitments	Fifty-two percent (52%) of standards published	<ul style="list-style-type: none"> Thirteen out of twenty-four standards (or 52%) of Q3 targets were achieved. The relevant technical committees have been engaged to fast track the progress of outstanding publication commitments for Q3. It is worth noting that four (4) additional standards targeted for Q4 publication have been achieved. The YTD publication commitment status is at 64%
Government, SOE, regulatory and related public sector engagements	Ten (10) x Stakeholder engagements	One (1) x Stakeholder engagement	Eight (8) YTD Stakeholder engagements	Target met
Report on support provided by the SABS on key identified developmental policy interventions or any other Ministerial directives	Four (4) x Reports	One (1) x Reports	Three (3) YTD reports	Target met



Provide integrated conformity assessment solutions

SABS

Output and key performance area	Target (FY2023/24)	Target (Q3)	Actual (Q3)	Status
Customer Satisfaction Survey (CSS Rate)	75%	60%	76% CSS Rate	Target Met
Number of new products, services, solutions launched	Introduce four (4) x new online courses	Introduce 3 new online courses YTD	Introduced two (2) new online courses YTD	The completion and launch of two online courses will be fast tracked in Q4 to enable attainment of the target
	Introduce one (1) x new certification scheme	--	-	Annual Target Training on Energy Performance Certification is in progress & appointment a of scheme developer has been finalised. Target will be achieved in Q4.
	Introduce two (2) x new tests methods	Introduce 1 new test method	Introduced 5 new test methods YTD	Target Met



Provide integrated conformity assessment solutions

SABS

Output and key performance area	Target (FY2023/24)	Target (Q3)	Actual (Q3)	Status
Employee engagement rate	Rating of 3 out of 5	-	-	Annual target The annual survey will be conducted in Q4
Economic participation of women, youth, and people with disabilities	48% of women supported	48.0%	48.5% of women supported	Target Met The current process of staff placements into the new structure has been prioritised prior to external recruitment being considered
	23% of youth supported	23.0%	19.5% of youth supported	
	2.0% of people with disabilities supported	2.0%	1.6% of people with disabilities supported	



Financial Performance – Q3



Achieve and maintain financial sustainability

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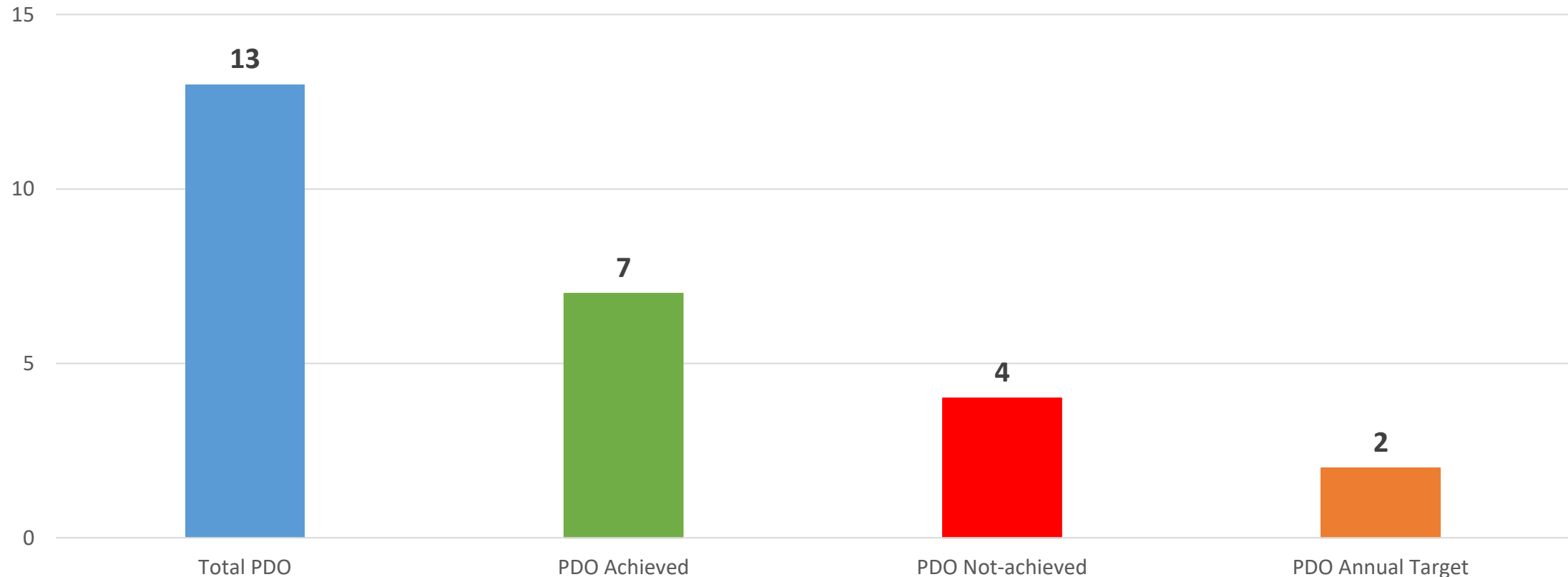
Output and key performance area	Target (FY2023/24)	Target (Q3)	Actual (Q3)	Status
Net profit of SABS Group	Profit of R1.6 million	Profit of R1.6 million	Profit of R63.0 million	Target met
Cost-to-income-ratio of SABS Group	103.7%	103.9%	96.7%	Target met



Summary of Q3 Performance

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Quarterly Performance against Pre-Determined Objectives (PDO)

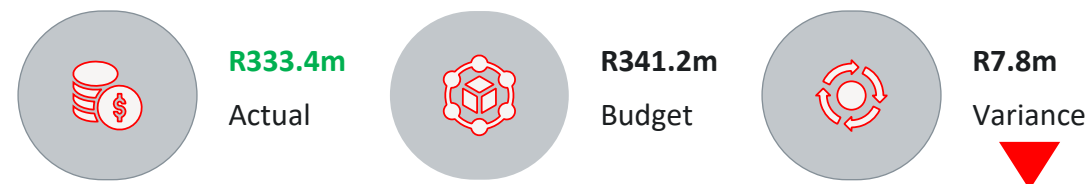


Financial Performance Q3

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SABS GROUP - DECEMBER 2023	YTD				
	Actual	Budget	Prior year	Variance against budget	Variance against prior year
	Rm	Rm	Rm	Rm	Rm
Commercial Revenue	333.4	341.2	332.3	(7.8)	1.1
Laboratory Services	95.5	105.3	97.4	(9.7)	(1.9)
SMME	-	-	0.1	-	(0.1)
Certificate of compliance	7.7	10.5	10.1	(2.8)	(2.4)
Business solutions and advisory services	5.8	10.8	7.5	(5.1)	(1.7)
Product and system certification	198.4	189.2	192.1	9.2	6.3
Sale of publications	26.1	25.4	25.0	0.6	1.1
Other Income	21.7	35.5	28.3	(13.8)	(6.6)
Rental Income	9.5	9.7	14.2	(0.2)	(4.7)
Other income recognised	3.6	14.5	3.2	(10.9)	0.4
Sundry Income	8.6	11.3	10.8	(2.8)	(2.2)
Government Grant	216.7	227.8	204.4	(11.1)	12.4
Government grants	216.7	227.8	204.4	(11.1)	12.4
Total income	571.9	604.5	564.9	(32.7)	6.9
Administrative and operating expenses	(510.6)	(569.7)	(473.1)	59.0	(37.6)
Employee benefits	(308.4)	(329.5)	(297.6)	21.1	(10.8)
Other Expenses	(202.2)	(240.2)	(175.4)	37.9	(26.8)
Profit/(Loss) from Operations	61.2	34.9	91.9	26.3	(30.7)
Depreciation	(34.7)	(48.7)	(37.1)	14.0	2.4
Government grants in respect of assets	13.5	12.3	14.1	1.2	(0.6)
Finance Income or Costs	47.4	15.3	23.3	32.1	24.1
Gains/Losses On Investments	7.2	7.0	1.9	0.2	5.3
Other Income -recovery	1.2	-	1.5	1.2	(0.3)
Other non-operating expenses	(22.8)	(19.2)	(18.6)	(3.6)	(4.2)
Profit/ (loss) before corporate charges and tax	73.0	1.6	76.9	71.4	(3.9)
Taxation	(10.0)	-	-	(10.0)	(10.0)
Net profit/ (loss) for the period	63.0	1.6	76.9	61.5	(13.9)

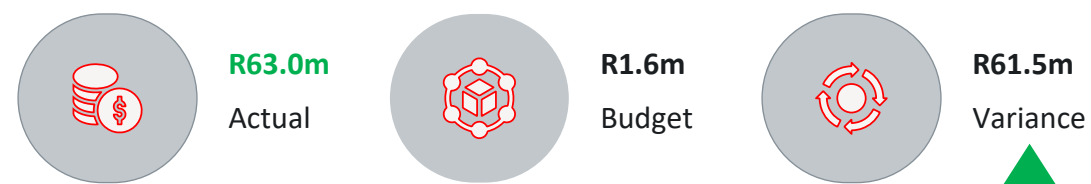
Revenue



Expenses



Profit



SABS contribution to the dtic group output targets



Contribution to the dtic output targets

SABS

Outcome	Outputs	Output Indicators	FY2023/24 (Target)	Q3 Target	Q3 (Actual)
R40 bn additional local industrial output: in manufacturing and productive services output, measured on a gross basis, from projects that are championed by the dtic family or through social compacting; which will include three categories: actual increased output in the financial year, based on commitments and investments made in the current or prior years; and new projected increased output in the following five financial years, based on commitments secured in the current financial year	Local Content Verification (LCV) Audits	Percentage of LCV projects that are submitted by government entities to the SABS to be completed	80% of LCV projects that are submitted by government entities to the SABS to be completed	50% of LCV projects that are submitted by government entities to the SABS to be completed.	40% of LCV projects have been completed.
		Percentage of LCV projects tender value that are submitted by government entities to the SABS to be completed	80% of LCV projects tender value that are submitted by Government entities to the SABS to be completed	50% of LCV projects tender value that are submitted by government entities to the SABS to be completed.	86% of LCV projects tender value that are submitted by government entities to the SABS have been completed.
New jobs created through interventions a. 65 job opportunities (not permanent)	SABS Annual Internship Programme (Employment for a 12-month period only)	Number of non-permanent jobs created for an annual period only (12 months) through the SABS internship programme	Sixty-five (65) Interns employed for the 2023/24 period only (12-month period)	No target for Q3	60 Interns have been employed YTD
Invest in black industrialist (BIS)	Promotion of the SABS standardisation and quality assurance services to Black Industrialists	Host an open day for Black Industrialists to promote SABS standardisation and quality assurance services	Host the SABS Open Day for Black Industrialist	SABS Open Day for Black Industrialist hosted	• SABS will invite BI to our next Roundtable regarding the Mining Industry



Contribution to the dtic output targets

SABS

Outcome	Outputs	Output Indicators	FY2023/24 (Target)	Q3 Target	Q3 (Actual)
Support programmes in areas outside the 5 x main metros	Outreach and advocacy initiatives on Standardisation and Conformity Assessments	Conduct 5 outreach initiatives to promote standardisation and quality assurance in specific districts outside of the 5 metros	Five (5) Outreach initiatives completed	2 Outreach initiatives completed	2 Outreach initiatives completed <ul style="list-style-type: none"> Ventersdorp Estcourt
Support programmes for SMMEs	SMME support on standardisation and conformity assessments	R2 million worth of certification/ inspection testing/ training/ advisory services provided to SMMEs	R2 million SABS services provided	R1.0 (m) on SABS services spent	R1.6 million vouchers issued to qualifying SMME's
	SMME support through procurement spend	Rand value of annual procurement spend in support of SMMEs	R74.3 million procurement spend in support of SMMEs	R50M procurement spend in support of SMMEs	R65.6 million (year to date) or R23.9 million (for the quarter) procurement spend in support of SMMEs
Support programmes in labour absorbing sectors	Publication of standards to support the Agricultural and Mining Sector	Number of standards published in the Agricultural and Mining Sectors	Four (4) Standards published	2 Standards published	3 Standards published YTD
	Conformity Assessment certificates/permits in the Mining sector	Number of certificates/permits issued in the LCV/ Energy Management/ Environmental Management/Product certification scheme in the Mining Sector	10 certificates/ permits issued in the LCV/ Energy Management/ Environmental Management/ Product certification scheme in the Mining Sector	3 certificates/ permits issued in the LCV/ Energy Management/ Environmental Management/ Product certification scheme	Eight (8) issued: five (5) certificates and three (3) permits issued
Market Inquiries	Management of the WTO Technical Barriers to Trade (TBT) Agreement	48-Hour Turnaround time on the WTO/TBT enquiries enquiry point (e.g., Access to standards or regulations)	48- Hour Turnaround time to respond to requests for information	48- Hour Turnaround time to respond to requests for information achieved	48- Hour Turnaround time to respond to requests for information



Contribution to the dtic output targets

SABS

Outcome	Outputs	Output Indicators	FY2023/24 (Target)	Q3 Target	Q3 (Actual)
SEZs: 2 new SEZs designated	Collaboration with SEZs for the provision of standardisation/ conformity assessment services	Agreement (MoU) concluded between SABS and SEZs on the provision of standards/conformity assessment services	MoU concluded with one SEZ on the provision of standardisation/ conformity assessment services	Conclude one MOU with an SEZ	MoU with Tshwane Automotive SEZ, Saldana Free Port and Richards Bay IDZ are under review.
Hosting of Black Industrialist Conference	Promotion of SABS Quality assurance and conformity assessment services to Black Industrialists	Participate in the Black Industrialist Conference through the SABS exhibition stand or other marketing/promotional opportunities	SABS exhibitions stand or other marketing/ promotional opportunities at the Black Industrialist Conference	SABS Exhibition stand or other marketing/ promotional opportunities at the Black Industrialist Conference	SABS will invite the Black Industrialists to our next stakeholder round table discussion scheduled for the Mining Industry
Hosting of BRICS Ministerial meeting	Collaboration of BRICS national Standards Bodies on Standardisation and Conformity Assessment services	Hosting of the BRICS Heads of National Standards Body (NSB) Forum 2023	Hosting of the BRICS Heads of NSB Forum	Hosting of the BRICS Heads of NSB Forum	Successfully hosted the BRICS Head of NSB Forum in November 2023
		Finalise the content of the BRICS MOU on Standardisation	Draft MOU on cooperation between the BRICS NSBs	Draft MOU	Draft MOU concluded for further input by BRICS NSBs
Hosting of AGOA Forum	Participate in the dtic coordinating committee/working group for hosting of the AGOA Forum 2023	Convene a standardisation/ quality infrastructure event at the AGOA Forum 2023	Convene a Standardisation/ quality infrastructure event at the AGOA Forum 2023	Convene a Standardisation/ quality infrastructure event at the AGOA Forum 2023	Standardisation side event entitled <i>“Partnership on Standards and Quality Assurance in support of increased Intra-Africa trade and trade with the United States of America”</i> was successfully hosted by SABS in November 2023
Energy a. Establishment of Energy One-Stop Shop projects supported	Standardisation services in support of Energy Sector	Number of standards published annually within the scope of energy efficiency (new, revised standards).	Five (5) Standards published	Publish 3 Energy Efficiency Standards	4 Energy Efficiency Standards published



Contribution to the dtic output targets

SABS

Outcome	Outputs	Output Indicators	FY2023/24 (Target)	Q3 Target	Q3 (Actual)
Trade Agreements: TBA (UK, EU, SADC, AfCFTA)	Support the implementation of the AfCFTA agreement through active participation in regional standards bodies i.e., ARSO and AFSEC	Participation in ARSO Technical Harmonisation Committees to develop African Regional Standards and conformity assessment guidelines	Participation in 35 Technical Harmonisation Committees of ARSO	Participation in 33 Technical Harmonisation Committees of ARSO	Participation in 35 Technical Harmonization committees of ARSO
Climate initiatives: TBA (White Paper on EV, and Carbon tax border adjustment measures)	Support the EV industry through the publication of national standards & establish conformity assessment services within the scope of EVs	No of standards published on EVs and supporting technologies	10 Standards published	5 Standards on EVs published	4 Standards on EVs published Seven (7) draft standards are at the final stages of publication, Three (3) standards have been prepared for public enquiry.
		Establish testing/certification/inspection capabilities for EVs and supporting technologies	Complete a feasibility study on conformity assessment services on EVs	No target for Q3	Certification – Draft Feasibility report completed.
		Establishment of a Technical Committee and publish standards in support of Hydrogen Technology	Establish a technical committee on Hydrogen Technology and finalise the Standard Development Business Plan on Hydrogen Technology	Technical committee on Hydrogen Technology established and the Standard Development Business Plan on Hydrogen Technology completed	Technical Committee on Hydrogen Technology has been established, National Secretary & members appointed. Business Plan finalised



Contribution to the dtic output targets

SABS

Outcome	Outputs	Output Indicators	FY2023/24 (Target)	Q3 Target	Q3 (Actual)
Red tape reduction interventions	Digital enablement of SABS operations	Implement digital solutions to improve operational efficiency	Implement 2 digital solutions to improve operational efficiency	1 digital solution implemented	<ul style="list-style-type: none"> Board Information Management System implemented iPads issued to Board and SABS EXCO
	Improve the time for the development of standards	Average number of days to publish standards	320 average days to publish standards	320 average days to publish standards	YTD Average days to publish standards in Q3 is 304 days
Profiling of success stories impacted by SABS products/services on stakeholders	Case studies on success stories	Number of case studies	20 case studies on success stories	15 case studies	15 case studies completed for the year



Customer Case studies



Case Study - Revive Electrical Transformers (Pty) Ltd

SABS

Background on the company

Revive Electrical Transformers (Pty) Ltd, established in 1997, has positioned itself as one of Africa's predominant Medium Voltage Distribution Transformer manufacturers. With specialties in Oil, Cast Resin Transformers, and Mini Sub Stations, Revive has earned a reputation for quality, affordability, and punctuality.

Funding/support provided

To remain at the forefront in a competitive market, Revive acknowledges the imperative of adhering to both domestic and international standards. This acknowledgment sparked the necessity for alignment with customer-specific standards and specifications, especially those of significant partners like ISO.

Key collaborations with domestic partners such as Eskom, Siemens, ABB, and a growing international clientele, stand as a testament to the company's excellence. Revive Electrical Transformers is unwavering in its commitment to electrifying South Africa by championing quality, innovation, and customer-centric solutions.

Impact of the support/funding provided

The upward trajectory of Revive Electrical Transformers is palpable, reflected in the increasing market share, numerous accolades, and expanded African footprint. The company's dedication to standards and quality has fostered unparalleled trust among its clientele. As a pivotal player in the electrical transformation sector, Revive's future strategy incorporates these standards, with the objective of optimizing customer satisfaction and catalyzing growth. Their commitment to delivering South African certified products fortified with the SABS mark underscores their dedication to quality and local industry enhancement.

- 25% growth in domestic market share over the past five years.
- 15% enhancement in customer retention since the adoption of new standards.

Periodic performance reviews revealing positive trends in quarterly stakeholder meetings.

Comments by Owner/Employee(s)

"Our association with the SABS is a reflection of our dedication to excellence."

Sector

- Civil/Electrical
- Location: South African
- Advantage: Improved Quality
- South African Bureau of Standards



Case Study - Zone Chemicals (Pty) Ltd

SABS

Background on the company

Zone Chemicals (Pty) Ltd was established in February 1997 by two friends, Etienne de Beer and Laurence van Niekerk, who had a vision for manufacturing and supplying chemical solutions that were of high quality, yet still affordable. They set out as a two-man team, and today, Zone Chemicals (Pty) Ltd employs more than a hundred people and have a national footprint with branches in Pretoria, KwaZulu-Natal, and Cape Town.

Initially specialising in the manufacture and distribution of specialised industrial chemical products to the metal-, paper- and water treatment industries, they now have an extensive range of products to serve any industry. In addition, they are uniquely positioned to develop tailor-made and specific product solutions for our clients' various individual problem areas. Their product range also includes a wide choice of consumables which ranges from brush ware to paper products.

Funding/support provided

Legislative changes, financial, finding financial resources to implement changes, raw material changes, inconsistency in quality of raw material and fluctuations in prices. Load shedding impact on suppliers of containers and raw materials. Product certification to meet customer requirements.

Impact of the support/funding provided

Zone Chemicals has found that having standardised products that are tested and certified give us the following advantages: Consistency of production, Consistent quality, Customer complaints, Minimal product returns, Customer focus, Product trials, customer support.

SABS to notify clients proactively about changes to standards and legislation related to clients' products. Zone Chemicals is very happy and satisfied with SABS' auditing.

Comments by Owner/Employee(s)

I believe that SABS Has the knowledge of our products and understands the Manufacturing Environment extensively in order to make key decisions in the relevant Standards/Auditing/Testing and reporting.

Sector

- Chemical Manufacturing
- Location: South African
- Advantage: Improved Quality
- South African Bureau of Standards



Case Study - Corobrik (Pty) Ltd

SABS

Background on the company

Corobrik (Pty) Ltd was established in Durban in 1902. From small beginnings, Corobrik has evolved into the major South African manufacturer, distributor and marketer of clay bricks, clay pavers and a range of building materials. With factories around South Africa, Corobrik is geared to distribute more than five million products each day and has a footprint in every major centre throughout South Africa. Corobrik has been manufacturing bricks for 121 years and the products range from face brick, paving to concrete masonry units.

Funding/support provided

Some of our clients (B2B) require that the product we supply, that has the SABS Approved Mark. Our SANAS accredited laboratory utilises the SABS laboratory for cross referencing of physical test results. The SABS Benefits are not measured, however there is a constant request from customers asking Corobrik relevant factories for SABS Mark certificates and there have been clients asking for our ISO 9001 verification of the ISO 9001 certification.

Impact of the support/funding provided

The SABS mark has been approved on certain products at the various manufacturing institutions and audits are being conducted by the SABS at these facilities twice a year led to:

- Improvement of Quality
- Higher production

Comments by Owner/Employee(s)

Please note the answers were given in context of the audit service that SABS is providing in terms of the SABS Mark Scheme. To establish the importance and impact on the business is difficult to measure, however the business does understand the importance thereof.

Sector

- Civil Industry
- Location: South African
- Advantage: Improved Quality
- South African Bureau of Standards



Case Study - Swan Plastics

SABS

Background on the company

Swan Plastics are the largest converter of PVC in South Africa, manufacturing pipe and fittings to the highest quality while embracing technological advances and industry trends.

The company holds some of the industries most trustworthy brand names, including DPI Plastics, Plumbeasy, Amanziflo, and Aquaflor; all delivering on the standards set by an experienced management, sales, and production team.

Funding/support provided

Swan Plastics had encountered some difficulties due to SABS Laboratory not being able to test products in a timely manner. We engaged with SABS for a sounder relationship going forward.

The SABS Representatives has insured that testing would be done much more efficiently and with more support from them. Swan Plastics has always been engaged with SABS and we believe that SABS holds ground in our Market.

Impact of the support/funding provided

The SABS Representatives has insured that testing would be done much more efficiently and with more support from them. Swan Plastics has always been engaged with SABS and we believe that SABS holds ground in our Market. Increased growth in domestic market share over the past five years. Improved Quality and increased productivity. Performance reviews revealing positive trends in quarterly stakeholder meetings.

Comments by Owner/Employee(s)

I believe that SABS Has the knowledge of our products and understands the Manufacturing Environment extensively in order to make key decisions in the relevant Standards/Auditing/Testing and reporting.

Sector

- Civil/Electrical
- Location: South African
- Advantage: Improved Quality
- South African Bureau of Standards



Case Study - SME Lightning Protection and Earthing

SABS

Background on the company

SME Lightning Protection and Earthing has built a strong reputation over more than 35 years in the industry, not only Aqualf for a specialist company with the technical skills and extensive industry experience, but also for a company with integrity and the highest quality of installations on projects, valued by industry-leaders in different sectors from electrical consulting engineers, leading mining and petrochemical companies, architects, ITC companies, commercial property managers to residential owners and solar PV developers.

SME Lightning Protection and Earthing is the only SABS - ISO 9001:2015 certified specialist company in the industry, specializing in all aspects of lightning and earthing protection, in accordance with the relevant SANS codes of practice.

This Quality Management Standard provides comprehensive risk management and quality assurance to our clients. SME provides operational support nationwide and have completed projects across the African continent. The company prides itself in operational excellence ensuring that clients receive comprehensive risk management protection solutions.

Funding/support provided

SME Lightning Protection and Earthing was challenged by unforeseen industry and business factors in the recent past. SME Lightning Protection and Earthing also had a lack in a structured approach We needed a better understanding of our business risks, and how we should be managing these risks. We also understand that all businesses ultimately face the same challenges, however we felt that our business would benefit from having a SANS/ISO 9001 certification.

Impact of the support/funding provided

Having a certified SANS/ISO 9001 approach would not only give us options on how we could implement changes to assist with business challenges, but ultimately improve our production and quality. We chose SABS as it is a all-South African business with great legacy and understanding of our local business environment.

Comments by Owner/Employee(s)

We encourage businesses to take their business to the next level through support from the SABS, and implementing the ISO9001 standards, as this becomes the heart of a successful business.

Sector

- Civil/Electrical
- Location: South African
- Advantage: Improved Quality
- South African Bureau of Standards



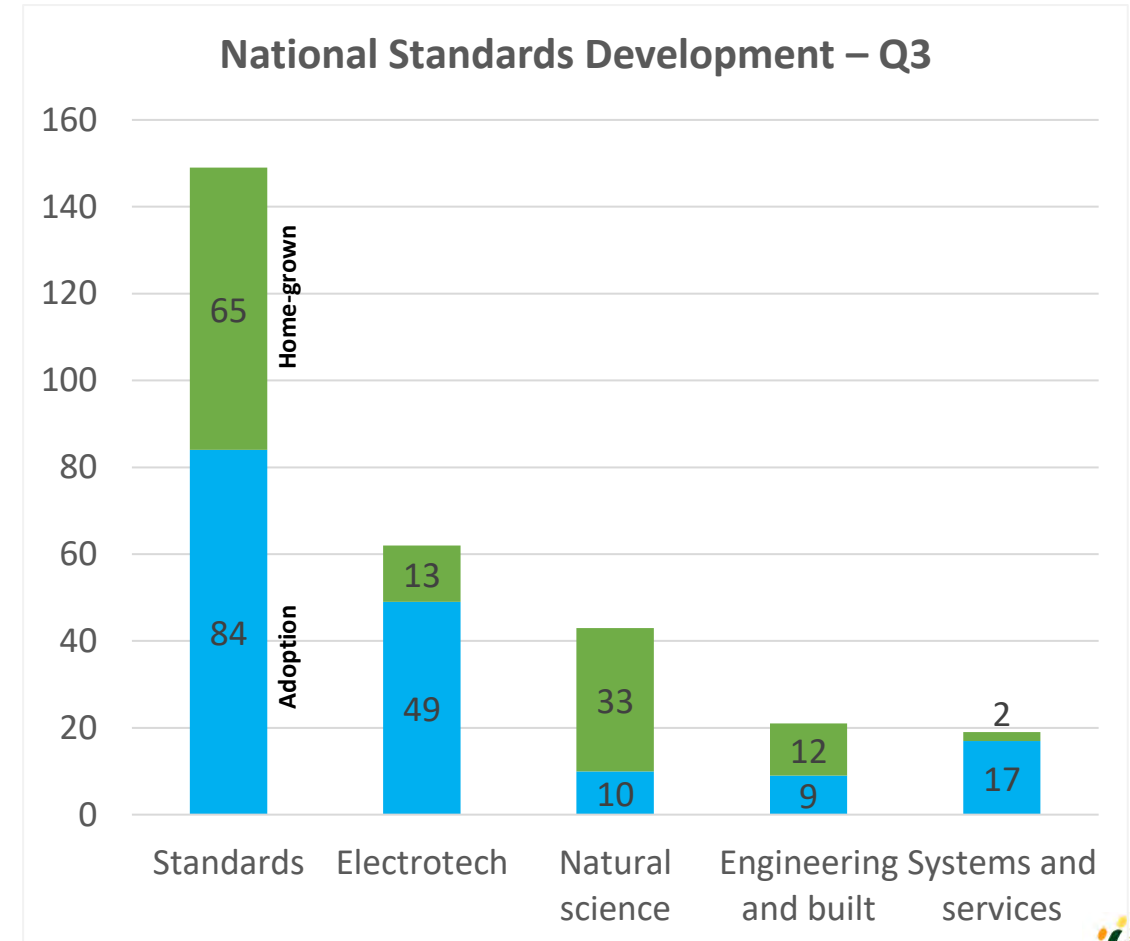
Operational Summary



Standards division

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- During the third quarter, the SABS published **145 national standards** of which **60 are home-grown** publications and **85 are national adoptions** of ISO, IEC and other International Standards.
- Standards published in **Quarter 3** are distributed within the following sectors, Electrotechnical (62); Systems and Services (19); Natural Sciences (43); Engineering and Built Environment (21).
- The committee and working group meetings have been planned and convened through virtual platforms and **113 planned meetings** have been convened year-to-date
- The **average turnaround time** to publish standards at the end of Q3 was 304 days which is below the target of 320 days.

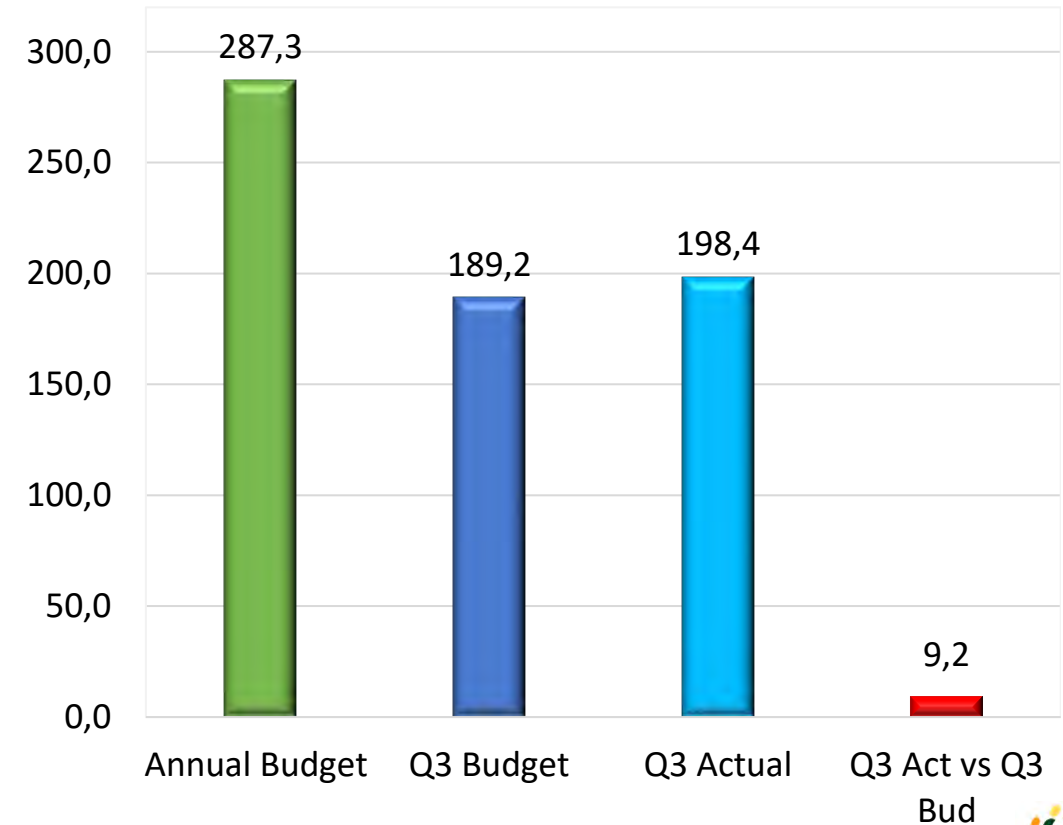


Certification

Key performance achievements for the quarter under review include:

- One **3rd-party audit** was conducted by RvA (Raad voor de Accreditation) in December.
- **Certification Pricing Project [CPP]** has begun, and its outcome is intended to ensure completeness of revenue.
- CPP expected to be completed by end March 2024.
- This will provide a picture of where there is over or under recoveries, which will be followed by an appropriate action.

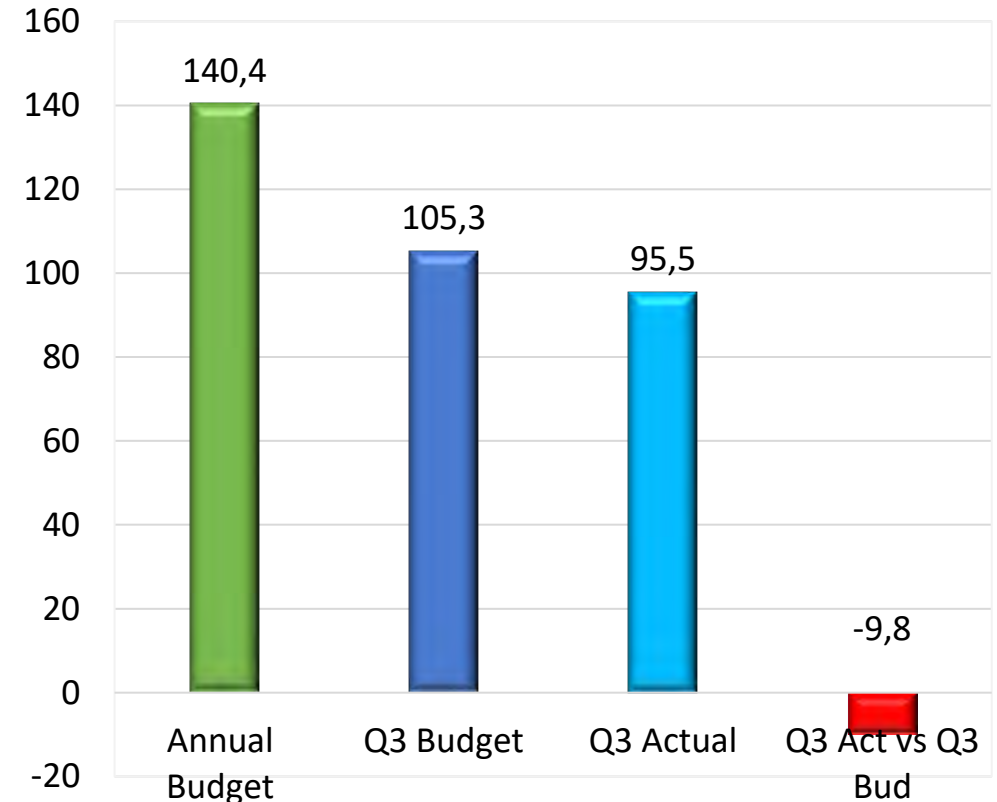
Certification Division – Q3 revenue



Key performance achievements for the quarter under review include:

- Three (3) laboratories - **assessed by SANAS** and continued accreditation recommended, subject to clearance of non-conformances. These include Civil testing, Secunda and Newcastle. Civil testing managed to submit their non-conformance responses within six working days after they were raised.
- Five (5) laboratories were **assessed by Internal Accreditation**. These include East London and GLP Chromatographic services and were found compliant with the ISO 17025 standard, however in Mechanical Testing 27 non-conformances were raised & the outcome points to non-adherence to the QMS, Microbiology and Radiation Metrology were also assessed.
- Two (2) Labs that were **re-assessed by SANAS**, each received less than 10 non-conformances relating to adherence of the QMS
- Progress is being realised on the CAPEX rollout for the division, one CAPEX project commissioned, two projects whereby infrastructure material have been delivered, five projects have vendors appointed, while 26 are in the supply chain stage.

LSD Division - year-to-date revenue



Customer Partnering

SABS

Customer Partnering **consists** of Marketing and Communications, Sales and Customer Services departments. The Division **seeks to** create awareness of the SABS products and solutions; to improve customer experience; and to enhance the financial sustainability of the Bureau through customers' retention and acquisition.

Date	Name	Objective	Outcome
19 Oct 23	Roundtable Fluid Technology	Close Engagement with top 50, specialists, customers and potential customers	Engagement with over 55 stakeholders. Opportunity for leadership thinking and future prospect
25-26 Oct 23	Manufacturing Indaba	Engage with SABS Stakeholders and exhibit SABS Solutions	Well attended expo and opportunity to create MQL and SQL
25-27 Oct 23	IMESA AG	Engage with IMESA members and exhibit SABS Solutions	Well attended expo and opportunity to create MQL
03 Nov 23	AGOA Summit	Engage with SA manufacturers, related to AGOA	Awareness of SABS Solutions regarding the AGOA members
29 Nov 23	BRICS Standards Bodies	Engagement with BRICS members' Standards bodies	High level engagements with NSB's
30 Nov 23	Roundtable Civil Industry	Engagement with top 40, specialists, customers and potential customers	Engagement with over 30 stakeholders. Opportunity for leadership thinking and prospect



Certification & LSD	
LSD Automotive	
LSD Civil & Mechanical, Material & Installation	
LSD Condom Testing	
LSD Electrotechnical	
LSD Fluid Technology	
Certification & LSD Radiation Protection Services	
System Certification	
Product Certification	



Human Capital

SABS

Staff Placement Process:

- The process of placing employees into the new organisational structure has been concluded
- The recruitment drive has started to fill the remaining vacant positions on the organisational structure, focusing on the critical positions
- 47 Graduate Trainees & Interns were absorbed permanently as part of populating the new organisational structure

Learning & Development Interventions:

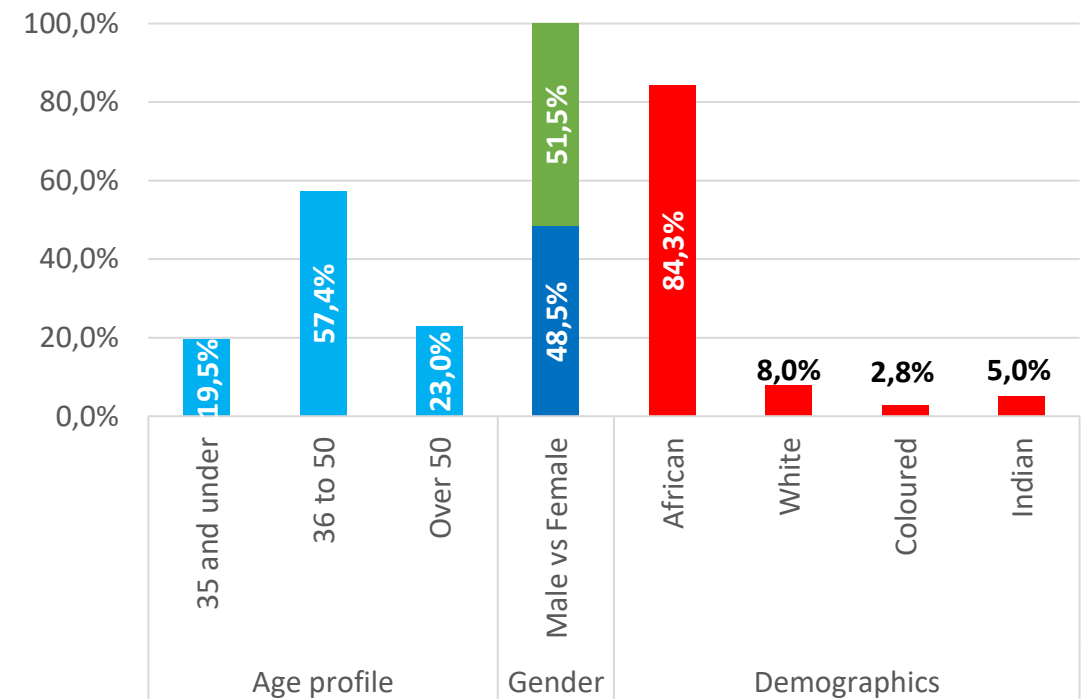
To empower employees for their new roles, and as part of continuous development, we have implemented various learning and development interventions, which include:

- 50 employees attending the leadership development programme through the Wits University partnership
- 24 employees awarded with bursaries for 2024 academic year
- 59 interns being exposed in the different areas of the SABS business

Employee Relations

- A comprehensive Employee Wellness Programme (EWP) is in place to assist employees with health and psychological related challenges.
- There is a healthy relationship with Labour Union. The current one-year wage settlement agreement expires in March 2024.

The SABS Workforce at a glance



Stakeholder Engagements

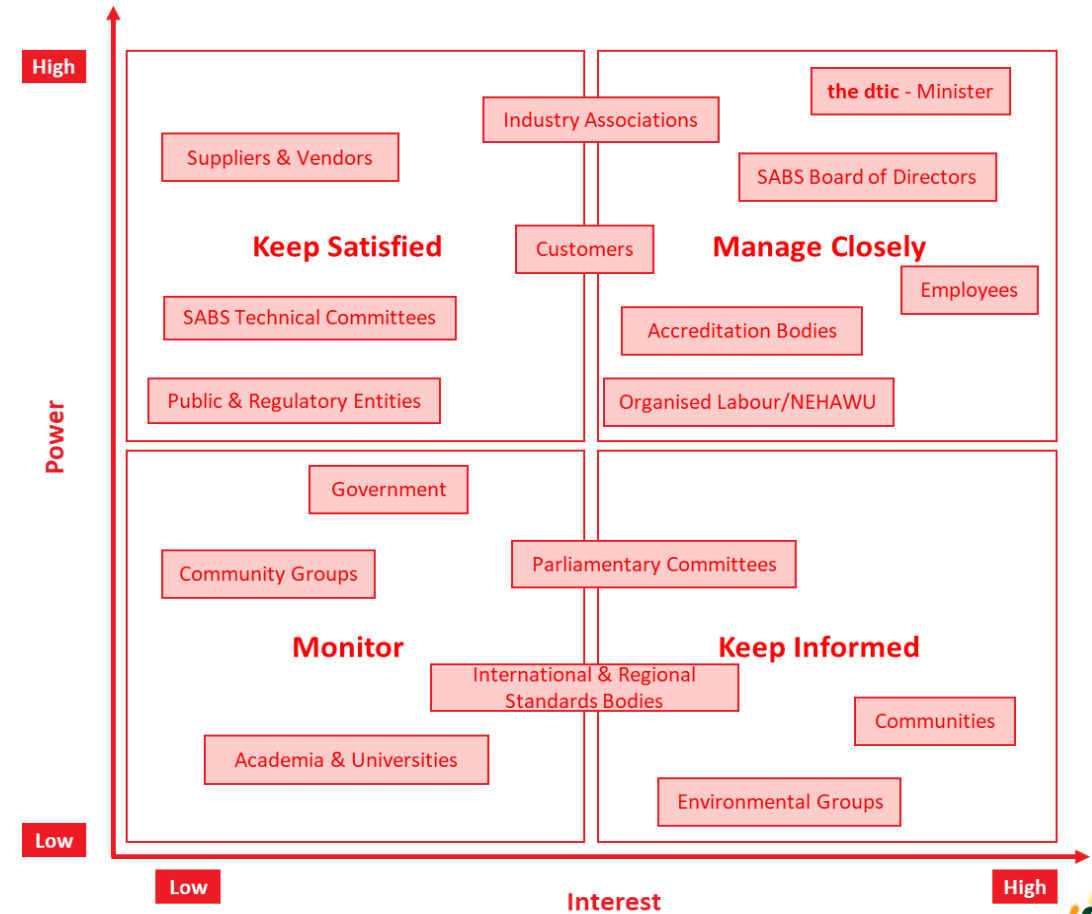


National Stakeholder Meeting Objectives

SABS

Our stakeholder strategy aims to:

- Deliver Standards and conformity assessments in support of enabling policy and regulation
- Collaboration on testing and certification services of the SABS
- Participate in SABS technical committees on the development of national and international standards
- Develop new business opportunities
- Cooperation on research opportunities with universities and those in applied research
- Want to maintaining key customer relationships
- Always promote SABS and other marketing initiatives



National Stakeholder Engagements

SABS

Keep Satisfied	Manage Closely
          	     
Monitor	Keep Informed
      	        



International Stakeholder - Meeting Objectives

SABS

- Participation in international and regional standards setting bodies to contribute and influence the development of Standards
- Influence policy and provide governance oversight at Council meetings of international and regional standards bodies
- Enhancement of skills and capabilities through training interventions
- Sharing of international best practice and relevant standardisation information
- Engage in new areas of Standardisation harnessing global best practice, in areas such as:
 - Hydrogen technology
 - Circular economy
 - Hemp and Cannabis Industry
 - Electric vehicles
 - Battery technology



International Stakeholder Engagements – Q3

SABS

Organisation	Meeting	Division
African Electrotechnical Standardization Commission		Standards
AGOA Forum	Standards & Quality Assurance in Support of Intra-Africa Trade	Office of the CEO
Botswana Bureau of Standards	Benchmarking Country visit	COO
BRICS Heads of National Standards Bodies	Annual Meeting	Office of the CEO
International Electrotechnical Commission (IEC)	Energy Storage Partnership meeting	Standards
International Electrotechnical Commission (IEC)	Secretary General Country Visit	Office of the CEO
International Electrotechnical Commission (IEC)	Secretary General visit to Actom	Office of the CEO
International Electrotechnical Commission (IEC)	Secretary General visit to CBi	Office of the CEO
ISO - International Organization for Standardization		COO
Kenya Bureau of Standards	Benchmarking Country visit	COO
Rwanda Standards Board	Benchmarking Country visit	COO
Smarter Mobility	Africa Summit	Office of the CEO
Zambia Bureau of Standards	Benchmarking Country visit	Office of the CEO



ISO & IEC Technical Committee Meetings – Q3

SABS

Date	Committee Name	Committee Name and Scope	Meeting Type	Host City	National Representatives
02-06 Oct	IEC TC 2	Rotating machinery	Virtual Meeting	Paris, France	Calvin Khakhuse and Jan De Kock
30-01 Oct	IEC TC 34	Plenary and Group meetings (Lighting)	Virtual Meeting	Virginia, USA	Sekwanele Kubeka
09-13 Oct	ISO TC 176	Quality management and Quality Assurance	Virtual Meeting	Kigali, Rwanda	Thembi Sepeng, Xolani Mpahlwa and Mmakgabo Maheya
23-27 Oct	ISO TC 204	Intelligent Transport systems	Virtual Meeting	Singapore, Singapore	Mr Neil Frost
8 Nov	ISO TC 0234	Fisheries and aquaculture works	Virtual Meeting	Oslo, Norway	Maphuti Kutu, Denvor Petersen, Linda Saharin, John Foord & Nthuseng Lefa
18-20 Oct		SyC Smart Cities Plenary meetings	Virtual Meeting	Cairo, Egypt	Mr J Hunsley
16-18 Nov	IEC TC 23 SC23B	Maintenance of IEC 60884-2-5: Plugs and socket-outlets for household and similar purposes - Part 2-5: Particular requirements for adaptors	Virtual Meeting		Mr John Dlamini
16-18 Nov	IEC TC11	Overhead lines, Plenary Meeting	Virtual Meeting	Paris, France	Mr Igor Djurdjevic Mr John Dlamini
13-17 Nov	ISO TC 197 SC1	Hydrogen Technologies WGs and Plenary	Virtual Meeting	Vienna, Austria	Seaton Carolus, Mmakgabo Maheya
14-17 Nov	ISO TC 34/SC 17 (WG11)	Plenary Meeting, food safety management system	Virtual Meeting	Singapore, Singapore	Ms Anya Knoetze
13-17 Nov	ISO/IEC JTC001 (WG 1)	Plenary, Information Technology	Virtual Meeting	Berlin, Germany	Mr Max Blecher, Mr Tshepo Segoko
30-04 Nov		Forum for World Traditional Medicine	Virtual Meeting	Shanghai, China	Mr Thabo Hlongwane



Conclusion

SABS

- Approval of strategic objectives, corporate plan and planning for the next financial year [2024/2025]
- Implementation of actions to close performance gaps during the fourth quarter [Q4]
- Acceleration of the CAPEX programme to enable achievement of agreed objectives
- Recruitment and filling of prioritized roles [capacity and capabilities enhancement]
- Continued engagement and alignment with relevant stakeholders [Board, dtic, PPC, employees, customers, industry associations etc]



SABS

