

# SILVER MEMBERSHIP



| Benefit                                                     | Service Offering                                                                                                                                                                                                                   | Value Function              | Value Type         | Frequency                       |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------|---------------------------------|
| <b>Escalation Management</b>                                | Root cause analysis via the SAAFF ticketing system to determine corrective action — including formal escalation platform access, issue classification and prioritisation, and limited root-cause assessment where evidence allows. | Industry Representation     | Escalation Service | Ongoing                         |
| <b>Regional Networking Invitations</b>                      | Invitations to regional networking events across KZN, GP, WC, and EC — keeping you connected to the right people in your region.                                                                                                   | Network & Visibility        | Service            | Ad Hoc                          |
| <b>ICFF Membership Discount</b>                             | Enjoy a 15% discount on Institute of Customs and Freight Forwarders (ICFF) annual membership fees — an enhanced saving for Silver tier members.                                                                                    | Cost Benefit                | Financial          | Ad Hoc                          |
| <b>FIATA e-Waybill Access</b>                               | Access to digital FIATA e-Waybills to streamline your international freight documentation and support a paperless workflow.                                                                                                        | Legal & Compliance Support  | Service            | Ad Hoc                          |
| <b>Regional Pulse, FESARTA &amp; BUSA Reports</b>           | Monthly access to Regional Pulse, FESARTA, and BUSA reports — keeping you informed on broader trade, transport, and policy developments across the region.                                                                         | Regulatory Intelligence     | Information        | Monthly                         |
| <b>Lobbying, Advocacy &amp; Working Group Participation</b> | We engage Government, SARS, and all relevant authorities on your behalf. Silver tier members are also included in select member forums, projects, and working group discussion groups.                                             | Industry Representation     | Representation     | Continuous                      |
| <b>Legislative &amp; Regulatory Updates</b>                 | Stay ahead of the curve with regular updates on legislative and regulatory changes affecting the logistics and freight forwarding sector.                                                                                          | Regulatory Intelligence     | Information        | Daily Updates (Email / Website) |
| <b>Government Gazettes</b>                                  | Receive timely dissemination of official government notices relevant to your business.                                                                                                                                             | Regulatory Intelligence     | Information        | Ad Hoc                          |
| <b>SAAFF Membership Certificate</b>                         | Official accreditation confirming your membership in good standing with South Africa's leading freight forwarding association.                                                                                                     | Accreditation & Recognition | Credential         | On Payment                      |
| <b>Daily Supply Chain Intelligence</b>                      | Access daily supply chain reports to keep your operations informed and agile.                                                                                                                                                      | Operational Intelligence    | Information        | Daily                           |
| <b>Cargo Movement Report</b>                                | Stay on top of cargo movement trends with regular reporting tailored to the industry.                                                                                                                                              | Operational Intelligence    | Information        | Weekly                          |
| <b>SAAFF Newsletter</b>                                     | Receive our member newsletter packed with industry news, updates, and insights.                                                                                                                                                    | Industry Communication      | Information        | Ad Hoc                          |
| <b>SAAFF WhatsApp Communications</b>                        | Be part of the SAAFF Nationals WhatsApp group — real-time industry communication at your fingertips.                                                                                                                               | Industry Communication      | Information        | Daily                           |
| <b>Standard Trading Terms &amp; Conditions</b>              | Access to SAAFF's Standard Trading Terms and Conditions to support your contractual framework.                                                                                                                                     | Legal & Compliance Support  | Service            | On Payment                      |
| <b>Crisis Management Communications</b>                     | Receive timely communications during industry disruptions so you can respond quickly and keep your clients informed.                                                                                                               | Risk & Crisis Management    | Information        | Ad Hoc (WhatsApp)               |
| <b>Training &amp; Certification Discounts</b>               | Member rates on all SAAFF training courses, workshops, and FIATA-linked certifications for your entire staff.                                                                                                                      | Learning & Development      | Service            | Ongoing                         |