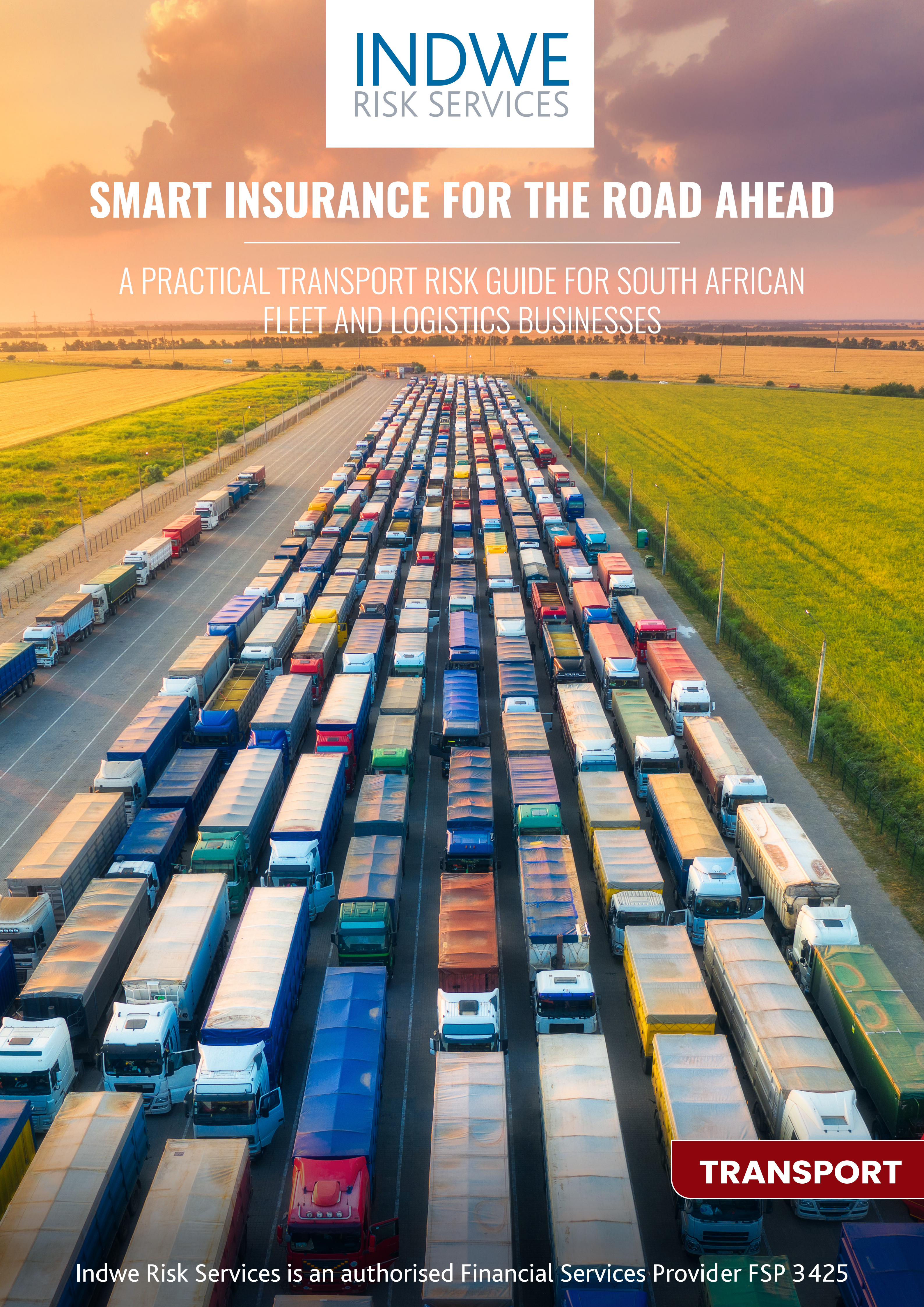
INDWE
RISK SERVICES

SMART INSURANCE FOR THE ROAD AHEAD

A PRACTICAL TRANSPORT RISK GUIDE FOR SOUTH AFRICAN FLEET AND LOGISTICS BUSINESSES



TRANSPORT

INTRODUCTION

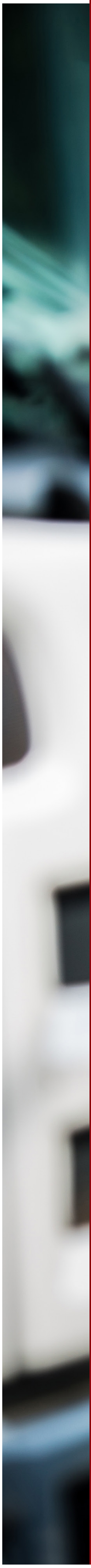
Transport businesses do more than move goods. They support deadlines, contracts, client relationships, revenue and reputation.

In a demanding operating environment, one incident can affect more than a single vehicle or delivery. A breakdown, hijacking, cargo loss, accident or compliance issue can create wider disruption across your operation.

This guide is designed to help South African transport businesses take a closer look at their risk exposure, identify possible gaps, and understand when it may be time to speak to an expert transport insurance advisor.

Keep your business moving forward. Safeguard your cargo, fleet and business with expert insurance solutions.

The right insurance starts
with a **conversation.**
It starts with **Hello Indwe.**



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WHY TRANSPORT RISK IS NOW A BUSINESS-CRITICAL ISSUE

South Africa's transport and logistics sector keeps key parts of the economy moving, from agriculture and mining to manufacturing, retail, e-commerce and industrial supply chains. But the environment transport operators work in is becoming more complex, more connected and more exposed. Cargo theft, hijacking, road accidents, infrastructure disruption, compliance pressure, driver safety, client expectations and operational downtime are no longer isolated operational concerns. They are business risks.

For transport businesses, this means the question is no longer only: "Are our vehicles insured?"

The better question is: "Is our business prepared for what happens when something goes wrong?"

When a truck is taken off the road, the impact can stretch far beyond repair costs. Deliveries may be delayed. Cargo may be lost or damaged. Drivers may be placed at risk. Contracts may be affected. Clients may lose confidence. Cash flow may come under pressure.

That is why the right insurance starts with understanding the full risk picture.
Transport cover should not be treated as a once-off purchase or a generic policy. It should be part of a broader risk conversation about your fleet, cargo, routes, contracts, people, operations and growth plans.

At Indwe, we help transport businesses make more informed insurance decisions through specialist broker advice, tailored transport insurance solutions, proactive risk guidance and claims support.

> **Transport risk is no longer just about what happens on the road.**
>
> **It is about how quickly your business can recover when operations are disrupted.**

8 RISKS THAT CAN DERAIL YOUR TRANSPORT BUSINESS

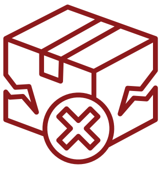
A stronger transport risk approach starts with knowing where your business may be exposed. Below are eight common risk areas that transport operators should review regularly.

Motor Fleet Risk

What it means: Your vehicles may be exposed to accidents, theft, hijacking, breakdowns, fire, vandalism or weather-related damage.

Why it matters: If a vehicle is out of operation, the cost is not only the repair. It may also affect delivery commitments, revenue and client service.

Ask yourself: Do we know how long our business can absorb a vehicle being off the road?



Goods in Transit Losses

What it means: Cargo may be damaged, stolen, lost or compromised while being transported.

Why it matters: Cargo loss can create direct financial claims, client disputes and reputational harm. Different industries and cargo types may need different levels of protection. Fresh produce, high-value stock, cold-chain goods, heavy machinery and hazardous materials all create different risk considerations.

Ask yourself: Is our cargo cover matched to what we carry, where we carry it and how often we carry it?

Ask yourself: Are our routes, cargo types, tracking systems and driver protocols reviewed regularly?

Theft, Hijacking and Cargo Crime

What it means: Trucks, cargo, routes and depots may be targeted by organised crime or opportunistic theft.

Why it matters: Cargo theft can affect stock, people, delivery timelines, client trust and insurance costs. Cargo theft in South Africa is increasingly sophisticated, including tactics such as impersonation, GPS jamming, fraudulent documentation, insider enablement and cyber-enabled theft.

Third-Party Liability

What it means: Your business may face claims linked to collisions, injury, property damage, environmental incidents or employee actions while on duty.

Why it matters: Liability claims can be costly and complex, especially when legal costs, clean-up, rehabilitation or contractual claims are involved

Ask yourself: Do we understand where our liability exposure begins and ends?

Operational Downtime and Loss of Use

What it means: Disruption may stop vehicles, depots, warehouses, routes or delivery schedules from operating as planned.

Why it matters: Disruptions such as accidents, theft, hijacking, cargo damage, fire, natural disasters, vandalism or civil unrest can halt operations and affect cash flow.

Ask yourself: If operations stopped tomorrow, what costs would continue and what income would be affected?

Regulatory and Compliance Exposure

What it means: Transport operators must manage licensing, roadworthiness, weight limits, driver hours, cargo requirements, labour obligations and contractual insurance requirements.

Why it matters: Non-compliance can lead to penalties, delays, legal disputes and loss of client confidence. Compliance with roadworthiness, weight limits and properly insured cargo are important considerations for transporters.

Ask yourself: Are our insurance arrangements aligned to our legal, operational and contractual obligations?

Employee and Driver Safety

What it means: Drivers and support staff may face fatigue, roadside crime, injury, trauma, warehouse accidents or unsafe working conditions.

Why it matters: Your duty of care is both a business and human responsibility. Incidents involving employees can affect operations, morale, legal exposure and reputation.

Ask yourself: Are our people protected through the right combination of safety protocols and insurance support?

Financial, Credit and Reputation Risk

What it means: Delayed payments, disputed deliveries, cargo loss, missed deadlines or repeated service failures can place pressure on revenue and trust.

Why it matters: In transport, reputation is built load by load. Once clients lose confidence, it can be difficult to win back.

Ask yourself: Do we know how a major claim or delayed payment would affect our cash flow?

One incident can spiral.

The right preparation can help limit the fallout.

The smartest operators do not just respond to risk. They prepare for it.
Want a quick reference guide for your team?

Download the Indwe transport infographic and keep the key risks front of mind across your business.

DOWNLOAD INFOGRAPHIC

WHERE INSURANCE GAPS OFTEN APPEAR

Every transport business moves differently.

Some run long-distance routes. Some carry high-value cargo. Some transport refrigerated goods, machinery, fuel, building materials, agricultural produce or fast-moving consumer goods. Others manage mixed fleets, subcontractors, depots, cross-border routes or demanding delivery schedules.

That means a standard insurance approach may not fully reflect the way your business actually works. Cover gaps can appear when the business changes, but the insurance programme does not change with it.

Common areas to review

1. CARGO VALUES ARE OUTDATED

If cargo values have increased, or if the type of cargo has changed, goods in transit cover may no longer be aligned to the real exposure.

2. VEHICLES ARE BEING USED DIFFERENTLY

A vehicle added for one purpose may later be used for different routes, cargo or contracts. This may affect the appropriateness of the cover.

3. SUBCONTRACTOR ARRANGEMENTS ARE UNCLEAR

If subcontractors are used, it is important to understand where responsibility sits and whether their cover aligns with your expectations and client obligations.

4. BUSINESS INTERRUPTION IS OVERLOOKED

Some businesses insure assets, but do not fully consider the financial impact of downtime, delayed deliveries or interrupted operations.

5. CONTRACTUAL OBLIGATIONS NOT REVIEWED

Client contracts may include insurance requirements, liability clauses or service obligations that should be considered when reviewing cover.

6. CLAIMS REQUIREMENTS ARE NOT UNDERSTOOD

A claim can become more difficult if the right documents, evidence or reporting steps are not in place.

7. HIGH-RISK ROUTES ARE NOT DISCUSSED

Routes, delivery patterns and cargo types can influence risk. These should form part of the insurance conversation.

8. GROWTH HAS OUTPACED COVER

New clients, routes, vehicles, depots, cargo types or contracts can change your risk profile. If cover is not reviewed, gaps may develop.

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Insurance gaps often appear when the business changes, but the cover stays the same.

WHAT STRONGER TRANSPORT RISK PLANNING LOOKS LIKE

Strong transport risk planning starts before a claim happens.

It is not only about buying cover. It is about understanding your exposure, making informed decisions and reviewing your insurance as your business changes.

A stronger approach includes six practical principles:

1. Know what is exposed

Start with the basics: vehicles, trailers, cargo, depots, warehouses, routes, contracts, drivers, subcontractors and third-party obligations.

The more clearly you understand what is exposed, the easier it becomes to identify where cover may need to be tailored.

2. Understand where downtime would hurt most

Not every disruption has the same impact. One vehicle may be easy to replace. Another may be central to a contract, route or revenue stream.

Identify the parts of your operation where interruption would cause the most financial and operational pressure.

3. Match cover to how the business actually operates

Your insurance should reflect your fleet size, vehicle usage, cargo types, route profile, delivery commitments, contractual obligations and growth plans.

4. Plan for claims before they happen

A claim is not the time to discover missing documents, unclear responsibilities or misunderstood exclusions. Prepare by knowing:

- Who reports incidents
- What evidence is needed
- Which documents must be kept
- How drivers should respond
- Who contacts the broker
- What clients need to be told

5. Use insight to improve decisions

Claims history, telematics, maintenance data, driver behaviour, route performance and cargo loss patterns can all help identify recurring risks.

This information can support better conversations with your broker and insurer.

6. Review cover as the business changes

Transport operations rarely stay the same. New clients, new cargo, new routes, new vehicles, new depots or new contracts can all change your risk profile.

Regular reviews help ensure your cover continues to support the business you are running now, not the business you used to run.

Claim readiness checklist

Before an incident happens, make sure your business knows where to find:

- Vehicle and trailer details
- Driver details and licence information
- Route and delivery documentation
- Cargo description and declared value
- Photos, tracking reports or incident evidence
- Police case number, where applicable
- Client communication records
- Maintenance and inspection records
- Policy documents and broker contact details

The right insurance conversation starts with how your business really moves.

SELF-ASSESSMENT: HOW EXPOSED IS YOUR TRANSPORT BUSINESS?

Self-Assessment: How Exposed Is Your Transport Business?

Tick one answer for each question:

Yes / No / Not Sure

1 Fleet & Asset Protection

	Yes	No	Not Sure
Do we have an up-to-date schedule of all vehicles, trailers and key transport assets?	☐	☐	☐
Is our fleet cover aligned to how each vehicle is used in the business?	☐	☐	☐
Do we have a clear process for breakdowns, accidents, theft or hijacking?	☐	☐	☐

2 Goods in Transit

	Yes	No	Not Sure
Is our goods in transit cover matched to the cargo types we carry?	☐	☐	☐
Do we understand any exclusions, limits or conditions that apply to high-value, refrigerated, hazardous or specialised cargo?	☐	☐	☐
Are our cargo values reviewed regularly to avoid underinsurance?	☐	☐	☐

3 Liability & Compliance

	Yes	No	Not Sure
Do we understand our third-party liability exposure across vehicles, depots, drivers and cargo operations?	☐	☐	☐
Are our insurance arrangements aligned to client contracts and industry requirements?	☐	☐	☐
Do we regularly review licensing, roadworthiness, driver compliance and load requirements?	☐	☐	☐

4 Business Continuity

	Yes	No	Not Sure
Do we know which vehicles, routes, clients or contracts would cause the greatest impact if disrupted?	☐	☐	☐
Have we considered how lost income, continued expenses and client penalties would be managed after a major incident?	☐	☐	☐
Do we have a plan for keeping operations moving if a key vehicle, depot or route becomes unavailable?	☐	☐	☐

5 Claims Readiness

	Yes	No	Not Sure
Do we know what documents and evidence would be required to support a claim?	☐	☐	☐
Is there a clear internal process for reporting incidents quickly and accurately?	☐	☐	☐

5 Insurance Advice & Cover Review

	Yes	No	Not Sure
Have we reviewed our transport insurance in the last 12 months or after a major operational change?	☐	☐	☐
Do we have a specialist advisor who understands transport risk, not just general business insurance?	☐	☐	☐
Are we confident that our current cover reflects our fleet, cargo, routes, contracts and growth plans?			

"If you are unsure about your exposure, your insurance may not be keeping up with your operation.

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WHAT YOUR ANSWERS MAY MEAN

Your answers can help you identify whether your current risk approach is structured, developing or in need of review.

Mostly Yes

Your risk approach appears more structured. You likely have important controls, processes and insurance considerations in place.

However, transport risk changes quickly. New routes, cargo types, contracts, vehicles, depots and client requirements can all affect your exposure. Regular reviews with a specialist transport insurance advisor can help ensure your cover continues to reflect your business.

Your next step:

Schedule a periodic review to confirm that your current insurance programme still matches your operating reality.

Mixed Yes / No / Not Sure

Your business may have some risk controls in place, but there may also be gaps that could expose you to avoidable loss, delays, disputes or underinsurance.

This is common in transport businesses that have grown quickly or added new vehicles, clients, cargo types or routes without reviewing their cover in detail.

Your next step:

Speak to a transport insurance advisor to identify where the gaps may be and whether your current cover is still fit for purpose.

Mostly No / Not Sure

Your business may be carrying significant uninsured or underinsured risk.
This does not mean something will go wrong, but it may mean that if something does happen, your business could face a more difficult recovery than expected.

A specialist advisor can help you assess your risk profile, understand your current policies, identify gaps and explore tailored insurance options.

Your next step:

Book a transport insurance consultation and start with a practical risk review.

Important areas to review

Consider speaking to an advisor if:

- You have added vehicles, routes, depots or contracts recently
- You carry cargo with changing or high values
- You are unsure what is excluded from your current cover
- You use subcontractors but are unclear on their insurance responsibilities
- You do not know what would happen if a key vehicle was off the road
- Your drivers are unsure what to do after an incident
- Your client contracts have changed, but your cover has not been reviewed
- You have not reviewed your transport insurance in the last 12 months

WHAT TO DO NEXT

Transport businesses operate in a world where timing, trust and continuity matter.

When your fleet, cargo, people and operations are exposed, the right insurance advice can help you make better decisions before risk becomes a claim.

Indwe's specialist transport insurance advisor can help you:

- Review your fleet, cargo, routes and operational exposure
- Identify possible gaps in your current cover
- Understand where underinsurance may exist
- Explore tailored transport insurance solutions
- Strengthen claims readiness
- Support business continuity planning
- Make informed insurance decisions as your business grows

At Indwe, we do not believe transport insurance should be generic. Your cover should reflect the way your business actually moves.

Whether you operate a small fleet, manage high-value cargo, transport specialised goods or run a complex logistics operation, the right advice can help you protect what keeps your business moving.

SPEAK TO AN EXPERT TRANSPORT INSURANCE ADVISOR.

The right insurance starts with a **conversation.**
It starts with **Hello Indwe.**

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Indwe Risk Services is an authorised Financial Services Provider FSP 3425