


c o r p o r a t e p r o f i l e





The Afri-Services Group, established in 1998, is an industry leader that offers an array of specialised service solutions to clients in the commercial, retail, industrial, hospitality, education, healthcare, automotive and other industries. Our diverse range of complementing services offers clients the convenience of effective, integrated solutions that are proprietary and customised to their needs and preferences.

VISION

To be the best corporate service provider

MISSION

We are determined to advance the level of service beyond world-class, into a class of its own, thereby setting new standards in the service industry.

OUR PROMISE

- We will meet and exceed the expectations of our clients
- We will build good working relationships with clients and suppliers through the highest standards of service, value, integrity and fairness
- We will provide a capable workforce and take accountability in all we do
- We will respect and enrich the communities in which we do business
- We will lead by example through open and honest communication and fair labour practices

AFRI-SERVICES GROUP DIVISIONS







- Registered with NBC, PSSPF, PSIRA, Service SETA
- Complies with all legal requirements
- Valid Letters of Good Standing
- Valid tax clearance certificate

LEGISLATIVE COMPLIANCE



- Products used are SABS certified
- Green options available
- Experienced, dedicated supervisors and managers
- Regular inspections, evaluation, training and discipline
- Standards and discipline kept through monitoring and evaluation, continuous training

SUPERIOR QUALITY



- FEDHASA, ISSA, PSIRA and NCCA
- Registered with all required governing bodies
- Labour Relations Act regulations incorporated in all operational activities
- Salaries paid according to latest published rates in the Government Gazette
- Annual bonuses are paid in accordance with the prescribed legislation
- Registered with the Department of Agriculture

REGISTRATION AND INDUSTRY COMPLIANCE



- Exclusive e-mail address for customer support – **support@afrix.co.za**
- Regular inspections with customer satisfaction reports
- Dedicated Relationship Managers
- Long-term relationships formed through equal levels of dedication, values and integrity
- Increased wages as per request and agreement with the client can be accommodated

CUSTOMER CENTRIC APPROACH



- Central point of control
- Centralised payroll system
- Effective management of compliance in terms of legislated requirements
- Complaints attended to immediately
- Relief staff and back-up inventory available
- Cutting-edge technology for monitoring and accurate reporting
- Contingency plans and policies in place

FAST TURNAROUND TIMES

STAFF

Afri-Services believes in enriching the communities in which we operate and therefore recruit directly from these communities. High levels of discipline are maintained by closely monitoring and evaluating processes, procedures and staff. An effective incentive scheme and equal growth opportunities for staff members motivate individuals to excel and reduces staff turnover to a minimum.



Afri-Services embraces the ideals for Broad Based Black Economic Empowerment – proven in our B-BBEE contributor level

Actively train, educate and develop previously disadvantaged individuals (PDIs) at various levels in our respective divisions

Black female-owned enterprise with 100% involvement in daily operations

A certified copy of the latest certificate is available upon request

COMMITTED TO
EMPOWERMENT



Formal interviews conducted for all positions

Reference, criminal and credit checks as well as psychometric testing, when required

Selected candidates are required to sign a formal contract of employment

Company's disciplinary code and grievance procedure contained in the contract of employment

Must have a valid South African identity document

EMPLOYMENT
PROCESS



Site-specific training

Continuous refresher training to maintain the quality of service, knowledge of consumables, equipment and latest techniques

Toolbox talks

Emergency management training to ensure that staff understand and adhere to standard operating procedures in case of an incident

TRAINING



Staff members are neatly dressed in unique uniforms at all times

Staff members receive the required protective equipment, where applicable

Site-specific uniforms are available

"Full uniform or no uniform" policy

STAFF APPEARANCE



Relief staff members are available 24/7

Trained staff members are readily available

In case of an emergency, transport will be made available

All hours emergency number available

CONTINGENCY PLAN

The background of the page features dark silhouettes of several people in a professional setting. Some individuals are standing and gesturing with their hands, while others are seated. The overall tone is professional and collaborative.

QUALITY CONTROL/SHEQ

We pride ourselves on the quality of our service and the health and safety of our personnel. Our full-time, permanently employed Health and Safety Manager continuously monitors working conditions to ensure that superior quality is delivered at all times within a conducive environment. Regular risk assessment audits are conducted to eliminate health and safety hazards at the various contract sites. The effectiveness of the Company's operations is continuously monitored and improved through innovative enhancements and cutting-edge technology. Afri-Services is audited annually – a certified copy of the latest certificate is available upon request. Apart from our own management system, Afri-Services has the resources and expertise to assist external clients with the implementation and the management of an array of related services.

EDUCATION AND TRAINING IN SHEQ

Afri-Services is working closely with other SHEQ companies to ensure that our training programmes are the best in the Occupational Health and Safety industry, as well as the respective industries in which we operate.

MANAGEMENT

Teamleaders and supervisors are selected from the existing staff complement where they have excelled in their positions through quality of work, dedication and leadership qualities. Dedicated Site Managers and Relationship Managers also take ownership of the requirements and challenges of clients and a highly experienced and dedicated senior management team is closely involved to provide guidance and advice.

MANAGEMENT STRUCTURE

- ① → Service staff
- ② → Teamleaders
- ③ → Site Supervisors
- ④ → Supervisors
- ⑤ → Site Managers
- ⑥ → Senior Site Managers
- ⑦ → Relationship Managers
- ⑧ → Head Office support staff
- ⑨ → General Managers
- ⑩ → Directors

GROUP SERVICES



- Contract cleaning
- Once-off cleaning
- Pre- and post occupational cleaning
- Deep cleaning of bathrooms and kitchens
- High-level cleaning
- Strip & Seal – various floor types
- Shut down
- Wash bays and valets
- Carpet and upholstery cleaning – wet and dry process
- Hygiene cleaning, e.g. food retail



- 24-hour guarding
- Event security
- Guard dogs
- Armed response
- Armed guards
- National key point
- Alarm systems
- Patrol systems
- Access control
- CCTV surveillance
- On-site and off-site monitoring from 24hour control room



- Monthly rental
- Outright purchase of equipment
- Sanitary services
- Full service of rental equipment
- Deep Cleaning
- Consumables



- Rodent control – bait station rentals
- Cockroach control
- Fumigation – all flying and crawling insects
- Soil poisoning
- “Wood-destroying organisms” inspections and certificates
- Once-off treatments
- Termite treatments
- Rat-traps and live catch traps
- Ant control
- Harvesting termites

OTHER SERVICES



- General waste
- Medical waste
- Hazardous waste
- Wet waste
- Sanitary waste
- Recycling
- K4 Cardboard boxes
- Clear plastic
- Plastic bottles
- Paper
- Glass
- Fluorescent tubes
- Cans
- Steel
- Rubber
- Oil
- Once-off
- Remove waste sorters



- General garden cleaning services
- Landscaping



- General work
- Painting
- Minor electrical
- Minor plumbing



- Catering
- Running of the kitchen
- Managing catering division
- Menu development
- Food production
- Tailor-made menus for special dietary requirements

ADD-ON SERVICES

Add-on services are rendered to clients, enabling them to focus on their core business, while Afri-Services manages specialised, complex and time-consuming processes and projects on their behalf. Services include, but are not limited to:

HR RELATED SERVICES

SKILLS	EMPLOYMENT EQUITY	INDUSTRIAL RELATIONS	B-BBEE
<ul style="list-style-type: none"> • Submission of reports 	<ul style="list-style-type: none"> • Submission of reports • Establishment of EE committees • Development and implementation of EE plans 	<ul style="list-style-type: none"> • Disciplinary hearings • CCMA representation • Management of retrenchment processes 	<ul style="list-style-type: none"> • Recruitment and selection – interviews, checks and psychometric assessments • Consultation and implementation of statutory processes • Compilation and preparation for audit purposes

OHS/ SHEQ RELATED SERVICES

MANAGEMENT SYSTEMS	AUDITS	CONSULTING	TRAINING AND EDUCATION
<ul style="list-style-type: none"> • ISO9001 Quality Management Systems • ISO 14001 Environmental Management Systems • OHSAS 18001 • Safety and Health Management Systems 	<ul style="list-style-type: none"> • Legal audit • Internal audits • Customised audits • Suppliers and contractors audits • Housekeeping audits 	<ul style="list-style-type: none"> • Safety files • SHEQ resource provision (on-site and off-site) • Systems development • Risk assessments • Safety risk services 	<ul style="list-style-type: none"> • Development of training programmes • On-site as well off-site training

BUSINESS SUPPORT SERVICES

CONTENT	DESIGN	PRINT	OTHER
<ul style="list-style-type: none"> • Development – stationery, company profiles, presentations 	<ul style="list-style-type: none"> • Graphic design • Web design and management 	<ul style="list-style-type: none"> • Customised printing and binding options 	<ul style="list-style-type: none"> • Wall art - wall murals, wall paper, vinyl • Video - corporate, social platforms • PR - media plans, interviews, press releases • Photography • Branding - signage, displays, custom branding, CNC router profiling, wide format digital printing

SALES

CLEANING EQUIPMENT	HYGIENE EQUIPMENT	CHEMICALS	PAPER PRODUCTS	WASTE MANAGEMENT EQUIPMENT	UNIFORMS
<ul style="list-style-type: none"> • Ride on sweepers • Auto-scrubbers • Wet and dry vacuum cleaners • Escalator cleaners • Mopping and janitorial trolleys • Plastic bags 	<ul style="list-style-type: none"> • Sanitisers • Toilet roll holders • Air freshener dispensers • Hand dryers • Paper towel dispensers • Paper towel dispensers • Sanitary bins • Soap dispensers 	<ul style="list-style-type: none"> • General • Medical • Kitchen • Vehicle • Degreasers 	<ul style="list-style-type: none"> • Toilet paper – 1 ply; 2 ply; recycled; virgin; luxury • Handtowels – rolls; folded 	<ul style="list-style-type: none"> • Shredders • Cranes • Baling machines • Composting equipment 	<ul style="list-style-type: none"> • Cleaning uniforms • Security uniforms • Personal Protective Equipment and Uniforms • Specialised uniforms • Security protective uniforms

SERVICE AREAS

The Afri-Services Group offers an array of service solutions to clients across a broad spectrum of industries throughout South Africa.



RETAIL

- Super regional malls
- Malls
- Shopping centres
- Retail outlets
- Wholesalers
- Convenience stores



COMMERCIAL

- Office blocks
- Financial institutions
- Business parks



INDUSTRIAL

- Factories
- Mines
- Warehouses
- Refineries



HOSPITALITY

- Casinos
- Resorts
- Hotels
- Lodges
- Guesthouses
- Conference centres
- Events



EDUCATIONAL INSTITUTIONS

- Schools
- Colleges
- Universities
- Tertiary institutions



RESIDENTIAL

- Retirement villages
- Estates
- Apartment blocks



FOOD & BEVERAGE INDUSTRY

- Restaurants
- Canteens
- Cafeterias



HEALTHCARE

- Hospitals
- Clinics
- Health care facilities
- Medical suites and offices



AUTOMOTIVE

- Motor retail industry
- Dealerships

ENTERPRISE DEVELOPMENT

Afri-Services takes on an enabling and mentorship role in enterprise development by engaging in partnerships with start-up companies to transfer valuable knowledge and skills. We also play a connector role through partnerships with well-established companies where small businesses are introduced to potential clients, investors and/or future partners.

A range of services, critical for the establishment and successful growth of a business, is offered to these companies. The services include, but are not limited to, the following:

- Registration
- Human Resources
- SHEQ
- Training
- Business support
- Marketing
- Finance

FOOTPRINT



CONTACT DETAILS

Dedicated Relationship Managers are situated in your area for your convenience and support.

Support office

Tel: 086 11 00 625

Fax: 086 11 00 626

Address: 95 Genl Hertzog Rd, Three Rivers, Vereeniging

Email: afriservices@afrisix.co.za

Limpopo (Polokwane)

083 561 0901

Mpumalanga (Nelspruit)

079 753 9959

Gauteng North (Pretoria)

082 468 5440

Gauteng South (Johannesburg)

071 863 2940

Vaal Triangle (Vereeniging)

083 406 9398

Free State (Bloemfontein)

083 266 1460

Northwest (Potchefstroom)

083 707 1105

Western Cape (Cape Town)

083 576 7944

Western Cape (Knysna)

083 462 1832

KwaZulu-Natal (Durban)

083 561 0902

KwaZulu-Natal (Newcastle)

071 866 3359

Visit our website at

www.afriservices.co.za

You Tube

Thank you

Also visit us @ www.afriservices.co.za