

The logo for SOLIDBASE ENGINEERING LTD features the company name in a bold, black, sans-serif font. The text is arranged in three lines: "SOLIDBASE" on the top line, "ENGINEERING" on the middle line, and "LTD" on the bottom line. A blue, stylized orbital path with two dots at its ends curves around the text, starting from the top right and ending at the bottom right.

SOLIDBASE
ENGINEERING
LTD

Company Profile

"Setting the trend in customer satisfaction"

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Mission Statement

With the support of a vast array of resources and professionally trained dynamic individuals, we strive to provide our clients with a complete and cost effective solution to their business needs.

Corporate Vision

Our vision at Solidbase is to build and grow our company to become the leaders in the various fields. We will ensure that the levels of services and the high quality products that we offer our clients will eventually add to the value and success of their own businesses.

Simply put, our company can only be considered successful when our client's businesses can attribute part of their success to the use of our products and services.

We always aim to ensure the following:

- Our customers come first
- Solid support and friendly service to our customers.
- High quality products and services designed to build perfection
- Honest business principles
- Solid and innovative business management to ensure the continuous growth and health of our company
- Professionalism in all aspects of our business
- It is expected of our staff to be disciplined and effective in their jobs to ensure the overall productivity of our company
- Formal and in-house training of our staff to ensure our high levels of professionalism

In summary our vision is to build and grow our company into a dynamic professional business that will be recognized as their leader in our various fields.

Company Details

Legal Name of Company: Solidbase Engineering Ltd.

Registration Number: 51690

Vat Number: 10231534-33

Year Established: 2003

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Address: Plot 4180, Solwezi Road,
P.O. Box 10763,
Chingola, Zambia

Contact Person: Ian Besa Mupeta – Chief Operating Officer

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Existing Main Products:

1. Supply of General Mining Spares and equipment
2. Civil and Mechanical Contracting
 - (Fabrication of Plate and Piping Systems)
 - Labour Hire (All skills)
3. Mobile Equipment Hire
4. Motor vehicle repair, maintenance and supply of spares
5. Safety, Health and Environment
 - Supply of all safety tools and consumables
 - Supply of Uniforms and protective clothing
 - Supply of Cleaning Materials
6. Electrical, general hardware and various office suppliers

Number of Employees: 18

Executive Summary

Solidbase engineering Ltd is a wholly owned Zambian company incorporated in the year 2003 with an owned workshop in Chingola situated on Plot 4180, Solwezi Road along Chingola/ Chililabombwe road in the heavy industrial area of Chingola.

The main objective is to offer clients services next to none at very competitive rates.

The company secured a capital outlay of K200 million with a view to diversifying into other viable business activities, which will contribute to the uplifting of the Zambian economy. Currently the company consists of five effectively run components:

The company currently employs Eighteen (18) permanent staff and temporal staff when there is need.

MANAGEMENT

Mr. Ian Besa Mupeta serves as Chief Operating Officer. He has rich management skills in running the company after serving in Zambia Consolidated Copper Mines for five years at middle management level. He is a mathematics graduate from the University of Zambia and has a certificate in Marketing from the Chartered Institute of Marketing, UK.

He is an active squash player and currently serving on the committee of Nchanga Racquets Club where he is involved in giving back to the community by having put in place a Youth Squash Development Programme and sponsoring youths where possible. He is also a chartered member of the Lions club of Chingola, Nchanga.

Mr. Musonda Machina serves as Sales and Marketing Manager. He is a qualified Marketer from the Chartered Institute of Marketing, UK and is currently in the UK for a short refresher course.

Mr. Charles Mupeta serves as Fleet and Workshop Manager. He has a Diploma in Heavy Equipment Repair and is also actively involved in the day to day running of the business.

Mr. Musenge Nkonge serves as the Company Accountant. He's a holder of a Diploma in Accountancy from Evelyn Hone College in Lusaka and is currently studying ACCA on part time. He has over ten (10) years of accounting experience.

Other key operating management officials include:

- i) **Manager – Safety, Health and Environment**
- ii) **Works Engineer**

Range of Services

i) Supply of General Mining Spares and equipment

We supply a wide range of mining spares equipment drawn from reputable manufacturers from overseas who have supported us from the time our business commenced. See Products profile- Appendix i

ii) Civil and Mechanical Contracting & Acid Proofing

The company has been involved in large construction works for KCM and other customers. Our strength lies in our capabilities and capacity to plan, strategise, execute and complete all works in record time in order to assist our clients improve on run down time and operate within budget.

This area also includes:

- Project and Construction Management
- Planning, Strategising and Scheduling
- Safety, Health and Environment
- Material Handling and Storage
- Fabrication of bulky platework, piping systems etc
- Refurbishment and upgrading of operational plants on a shutdown basis
- Supply and Management of highly skilled, semi skilled and casual labour

We also handle the treatment of all acid contaminated surfaces using chemicals manufactured by Samson Construction Products Limited, RSA who are our principal suppliers on these products

iii) Mobile Equipment Hire

We have a fleet of four (4) Ten (10) ton trucks, two 5 ton forklifts and two seven ton tipper trucks available for hire.

iv) Safety, Health and Environment

Being a legally constituted entity, we are bound and responsible to safeguard all employees against any potential hazards.

It is our duty to legally meet all the requirements of Safety and health at all worksites in line with the calls of the International Occupational Health. We hold safety as job number one hence the following are always put in place at every work site:

- Safety and Health talks before and in the course of job execution
- Hazard identification and risk assessment
- Medical examinations as per requirements of the Worker's Compensation Act
- Investigating and recording accidents
- Take stern measures against employees found wanting

We have established that with intensive efforts, accidents, poor health and poor environment can be reduced to a very small number and the savings are well above the cost of operating safety, health and environmental precautions.

v) Electrical, general hardware and various office suppliers

The department is well handled by the workshop Manager where he is assisted by a manageable crew of educated technicians

CORPORATE STRUCTURE

Our corporate structure as seen on the next page reflects just the people we have on pensionable employment but we outsource employment resources from well known renowned professional where need arises.

FUTURE STAFF PLANS

Due to the level of confidence our customers have shown in us, we expect a business activities boom and therefore will continue striving to be sufficiently staffed with experienced personnel with the necessary skills to complement the already existing team.

PLANT AND EQUIPMENT

i) **OWNED WORKSHOP** with the following equipment:

- 1 Power saw with a 3 phase motor
- 1 Bund saw with a 3 phase motor
- 1 Welding machine
- 1 Shaper
- 1 Lathe Machine
- 1 Pipe Bender
- 1 set of plate rolls
- 2 Forklifts
- 4 Ten ton trucks
- 2 Tipper trucks
- 2 Forklifts
- 1 Mitsubishi 1 Ton Van
- 1 Mitsubishi 2 Ton Light Truck

SOME ORDERS SUCCESSFULLY SERVICED

- Complete rehabilitation of Change Houses – KCM
- Underpinning Analytical Services Building – KCM
- Construction of 4 X 3 Bedroomed Houses at Muchinshi Clinic – Chingola Central Board of Health
- Electrification of Caltex filling station – Caltex
- Removal of 2000 Ton Hazardous waste
- Construction of numerous blast walls for of a number of substations - KCM
- Construction of numerous bund walls – KCM
- Replacing of worn out roofing sheets over workshops (Higher heights) – KCM
- Supply of 8 off 75kW Underground Ventilation fans - KCM
- Supply of Forklift spares – KCM
- Supply of 5 off 45kW Underground Ventilation fans – KCM
- Supply of 10 off 45kW Underground Vent. Fan Starters – KCM
- Supply of 10 off 75kW Underground Vent. Fan Starters – KCM

PRODUCTS PROFILE – APPENDIX I

We offer the following high quality products coupled with Product Technical knowledge support and after sales service:

MATERIAL HANDLING – MORRIS

Mobile Crane spares and other lifting equipment

HELLERMAN TYTON (PTY) LTD

Electrical tools and Instrumentation

CREAMERS LUBRICATION

All ranges of grouting pumps

GAGAN INTERNATIONAL

Oil mill Spares and Coolers

THIELE

Alloy Steel Chains and Components

TVH

Lift car spares

SAFETY EQUIPT/TOOLS/ATTIRE

CONVEYOR ACCESSORIES

ACID RESISTANT PLASTIC PIPES

AND ACCESSORIES

PROTECTIVE CLOTHING AND UNIFORMS

OFFICE EQUIPMENT AND STATIONERY

RAC CONSTRUCTION

All Electrical Equipment

INTERNOMEN

Filtration Systems

ROYAL ARC

Welding Electrodes

PUMPEX

Pumps and Spares

INSTRUMENTATION

VALVES

VEE BELTS

RUBBER PRODUCTS

MOTOR VEHICLE SPARES

TOTAL QUALITY MANAGEMENT

The company has and will continue pursuing the management concept of **TOTAL QUALITY MANAGEMENT (TQM)** whose key components are:

- **Customer Satisfaction**
- **Total Involvement**
- **Measurement**
- **Systematic Support**
- **Continuous Improvement**

IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT (TQM)

As a company we are putting in place a Total Quality Management System. We know that a key to a successful Total Quality Management System (TQM) programme is not in understanding it – TQM is, largely common sense – but actually doing it.

We also recognize that the implementation of TQM by world class companies tends to have common elements:

- Customer Satisfaction
- Total Involvement
- Measurement
- Systematic Support
- Continuous Improvement

We will go ahead to ensure that whatever works we are involved in, TQM is observed and all its pillars adhered to as outlined below:

THE FIVE PILLARS TO TOTAL QUALITY MANAGEMENT

1. CUSTOMER SATISFACTION

As a company, we must know who our customers are what they want and how they are going to determine whatever or not we are giving them and what they are looking for. Furthermore, we must use that information to determine what our customers will look for in future. We need to identify customer delight and be first in providing it.

2. TOTAL INVOLVEMENT

We recognize that QUALITY is no longer delegated to some with a degree in whatever field. Quality affects everyone at every level in the organization. Employees can not get away with saying Quality does not apply to me.

3. MEASUREMENT

How do we know what our customers are really looking for? How do we know we are doing a good job? Who is responsible for that measurement?

What do we do with the data we gather?

It is not a measure of whether we measure or we do not measure, it is rather the question of measuring the right things. This information must come from customers – both internal and external.

Measurement should be simplified. What matters is doing the RIGHT things correctly. When you do not, you incur costs, undesirable turnover, rework, scrap, retraining and grievances. A major cost is wasted time.

4. SYSTEMATIC SUPPORT

TQM as system needs to be linked to the way business is really run. Strategy, Finance and Human Resources must be connected. It is essential for Management to find ways of linking rewards and recognition, communication and performance management system so that you have one system in which total quality is a means to an end. TQM needs to be aligned with organizational systems.

5. CONTINUOUS IMPROVEMENT

We know that all work is a process which can be improved. The absence of prevention generally costs 100 times more than it would have cost to prevent the problem in the first place. It cost a lot less to invest in prevention than it does to clean up after a catastrophe.

TIME SCALE

We expect significant progress in 1 -3 years. To make TQM work, we need a plan for implementing these sub-strategies. We must ensure that the customer is recognized as a critical part of TQM. We must measure internally and externally. We must measure the right things correctly.

CONCLUSION

The Chief Operating Officer, his management and team players will continue to be instrumental in pushing forward the expansion and diversification of the company's business. Together with our team, we will continue to contribute to the economic development of Zambia by improving on work methods, working culture, developing and taking more viable acquisitions in new areas of the industrial and commercial sector.