



The Profile of MmaBoko Chemical Services (MCS)

Registration No.: 2008/195349/23

Vat Reg Number: 4150257428

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1. OVERVIEW OF THE BUSINESS

MMABOKO Chemical Services is a business principally supplying Process Chemicals, Commodity Chemicals, Water Treatment Chemicals, Dust Suppression Chemicals, Equipment, Pest Control and Consulting Services. Our services also includes on-site Plant/Process audits, Feasibility Studies, Optimization and Supply of custom-engineered, conventional and modern (new technology) systems.

It was established and incorporated in 2008. The business is **100% black owned** with women making up 75% of the members of the business. The core services of the business are manufacturing/blending and selling of **Water Treatment Chemicals** for Drinking/Portable Water (Coagulants and Flocculants), Waste Water Treatment/Sewer Treatment, Cooling Towers, Boilers, Air fluent, Settlers, sources and resell Process Chemicals, **Dust Suppression Chemicals** for Mining Haul roads, Unpaved Trucking Terminals, Stock Piles and prevent Soil Erosions, **Pest Control**, **Bio-degrader** for Pit toilets, **Supply Equipment** (Plants), and **Consulting Services** to various clients and diverse industries.

MMABOKO Chemical Services (MCS) has qualified **Water Treatment Specialist**, **Dust Suppression Specialist** and qualified **Pest Control Technicians** with adequate equipment and vehicles to undertake each and every work that the business has acquired and will obtain. With the resources that the business has, it is able to meet customer's needs and requirements and also in meeting high and increasing demand for its services. At MCS we are service oriented organisation, we take pride in customer service and satisfaction.

Dust suppression chemicals provide solutions for the demand of reducing dust emissions and the use of water to control dust has always been a course for concern for both big and small mining operations. South Africa being a semi-arid area, it is important to preserve scarce resources like water and other resources including the choice and proper use of dust abatement solutions. In addition to the above stated facts, dust emissions from untreated hauling and access roads can impair the vision of drivers and therefore, be a safety hazard. From experience, the loss of fine particles (75µm) from untreated roads can reduce surface durability and increase maintenance costs. Inhaling fine dust particles can be a health hazard to road users, employees and residents in the close proximity of mines and or quarries. Dust can also be a nuisance and have environmental and economic implications like reduced crop yields, cleaning expenses to residents living close to these operations and increased running costs of dust treatment fleet.

2. STATUS OF THE BUSINESS

MMABOKO Chemical Services is operating as a Close Corporation (Reg. No. **2008/195349/23**, Vat Reg No: **4150257428** and Income Tax No. **9235509172**). Currently the business is owned and managed by one female member @ 75% shares and one male member @ 25 % shares in the business and they both have **100%** interest in the business. The Business has received **B-BBEE Status Certificate** rated a **Level 1 Contributor – 135% Procurement Recognition**. The managing member's **remains open** to collaborate with other entrepreneurs who share the same vision of increasing their footprint and enhancing customer value and improving customer satisfaction.

3. MISSION STATEMENT and PURPOSE

To render and maintain a professional and ethical relationship with our clients and providing effective quality management services. To *attain and maintain* Long-term, loyal customers for our *profitability, customer's profitability and continued growth*. To offer our clients the best services and exceed customer requirements and expectation. **MMABOKO Chemical Services** will strive to achieve this by exceeding customer's expectations in the following manner:

- Good Communications.
- Full understanding of customer' systems.
- Good planning: plans that are customized to "fit" the customer and our plans.
- SAFETY: safe products, safe people, safe procedures
- Back up procedures.
- On-Going "activity" reports to customer.
- Periodic Business Reviews to stay on track and continuous improvement.
- To provide reliable, consistent and professional services to all customers of the business.
- To encourage community participation in our customer service delivery, particularly the previously disadvantaged.
- To become a highly reputable developing service provider and continue to develop corporate business within the short to medium term.

3.1. Vision

It is in our vision to become a highly reputable, developing service provider by providing reliable, consistent and professional services and be capable of giving back to the community by recruiting qualified local contractors or personnel to meet our business goals.

Our People

- Enjoy a culture and environment that attracts and retains the best
- Play an integral part in our company and the customer's team.

Our Clients

- Recognize the importance of effective use of MmaBoko Chemical Services cc.
- Willing to offer testimony to our capability.

Our Company

- Recognize the value of its people, clients and suppliers.
- It is refreshingly easy to do business with us.

Our Value Proposition

- Seeks to reduce costs and optimize productivity through the effective use of managed services and applications.

3.2. Goals

- To be a financially sustainable enterprise.
- Ensure our work is done professionally and in time.
- To build and sustain meaningful relationship and keep them.
- To create employment and generate wealth.
- To be professional in order to render a good and reliable service.
- To supply **Process Chemicals, Water Treatment Chemical, Dust Suppression Chemicals, Equipment** and **Maintain** excellent and continual customer service levels.
- To develop our clients' confidence in us by offering high quality service levels.
- To create job opportunities and alleviate poverty in our previously disadvantaged communities

4. PRODUCTS AND SERVICES

Currently MmaBoko Chemical Services, supplies **Commodity Chemicals, Process Chemicals, Water Treatment Chemicals, and Dust Suppression Chemicals for Mining Haul Roads, Laboratory Reagents, Pest Control Chemicals** and **Equipment** to different businesses. The products can be categorized as follows:

Water Treatment Chemicals: **Boiler Water treatment** (Scale Inhibitors, Corrosion Inhibitors, Oxygen Scavengers and full maintenance of the Boiler water quality).

Cooling Towers Water treatment (Biocides, Anti-scale, Anti-corrosion and full automation of the systems in terms maintaining best water quality).

Waste Water Treatment (Flocculants, Coagulants) and **Flocculants for drinking water**

Cleaning Chemicals – (We offer a vast range of Cleaning chemicals and detergents)

Bio- Degradar for Pit Toilets – (A nontoxic De-composer of the Pit Toilet sludge).

Dust Suppression – (Haul Roads, Semi-rural roads, Temporary access roads).

Pest Control – (House hold, Industrial, Restaurants and Office Parks. etc.)

5. CORE VALUES

5.1. Integrity

- All our actions will be honest, reliable transparent to all stakeholders.
- Confidentiality of client information.

5.2. Professionalism

- We strive to exceed our clients and associates expectations at all times.
- Our service must add value and enhance our client's success in their endeavours.
- The success and needs of our clients is our passion.

5.3. Respect

- We will respect all stakeholders and institutions we deal with.
- We will respect every individual's dignity and rights we come in contact with.

5.4. Long-Term Relationship

- We want to establish and build a healthy long-term relationship with our clients.
- Provide quality service to our clients to build customer loyalty and enhance a healthy long-term relationship.

6. TARGET MARKET

Currently MmaBoko Chemical Services targets the public and private sector markets that need supply of chemicals and services of the Company.

6.1. Positioning

Our positioning will take the form of service excellence, reliability and consistency coupled with an exceptional ability to meet client requirements/specifications better than our competitors.

The emphasis is on building brand identification (reputation and image) to achieve a distinctive competitive position. We intend to use our strengths and capabilities as the best defence (high technical expertise, experience) against competitive attack / forces.

6.2. Competitive Advantage

MmaBoko Chemicals Services cc has differentiated itself from competitors in the market to create a sustainable competitive advantage and create the experience that customers get something unique from the business.

- Constantly do marketing to the target market to differentiate MmaBoko Chemical Services cc from other competitors.
- Continuously improve procedures and methods that would ensure the quality of services will exceed the demand of the customers
- All activities must be focused to provide services that exceed the expectation of the customers.
- Continuously research the target market to ensure that the business focuses on the needs and demands of the customers.
- The internal culture will be developed that will ensure staff try to exceed customer's expectation for quality and service delivery.
- Establish and maintain excellent relations with the customer.

6.3. Key Success Factors

The key success factors of the business will be:

- Consistency and reliability in the service the business deliveries
- Consistency and reliability at all time for its customers.
- Providing quality service that exceeds customer expectation.
- Correct pricing that would ensure profitability and sustainability of the business.

7. CUSTOMER

7.1. Current Customers

Some of the clients that are supplied and serviced by MmaBoko Chemical Services:

Company Name	Contact Person	Contact Numbers (On Request)
Vanchem Vanadium Products	Sizwe Mokoena and Mary-Anne (Buyer)	
Usizo Technical Services	Chanelle Harris	
AZDA (South African Airways- Main Contractor HVAC)	Zanele Hlela/Justice Molefe	
Neopak Rosslyn	Jason Knock	
Zeng Yong(Swaziland)	Juhlee/Saneliso	
Bidvest Facility Management (Pampers – Procter & Gamble)	Precious Nkosi	
Indlela Consulting	Robertson Phiri	
Enstra Paper (Springs)	Sipho Zondo	
Air Products South Africa	Brenda Lang	
Department of Development & Infrastructure – (Steve Biko & Pretoria West Hospital Boilers & Cooling Towers)	Mr. Vincent Hlatshwayo Mr. Khathu Mudau	

8. MANAGEMENT

MmaBoko Chemical Services is Operated and Managed by **Mrs. Anna Seboko, Mr. Maxwell Seboko and Yves Engona**

Mrs. Anna Seboko and Mr. Maxwell Seboko are the legal owners and the managing members of the business as they also acts as a Managing Directors of the business.

Brief Profiles of the MCS Team:

Mrs. Anna Seboko has extensive Experience in Procurement and Accounting, she holds a National Diploma in Cost and Management Accounting obtained from Vaal University of Technology in year 2000. She worked for Ekurhuleni Metro in Finance Department for 7 years. She is 100% hands on in the business handling two portfolios of being a financial Director and Procurement director.

Mr. YVES ENGONA hold a National Diploma in Chemical Engineering (Cum Laude), Vaal University of Technology, 1998. He has over 20yrs experience in Water Treatment specializing in the following:

- Water and Process Solutions management
- Business Development
- Cooling Water Treatment
- Steam Generation System Water Treatment
- Influent and Effluent Water Treatment
- Water project Management
- Financial Management
- Acid Mine Water Reclamation
- Municipal Drinking Water-Conventional Method and Membrane Filtration Method, Bore Hole Source, River or Sea Water (Desalination)

He was employed and served under the following companies:

IMPROCHEM AECI: as Sappi Southern Africa Corporate Account Manager, Regional Manager (Gauteng, Mpumalanga, Northern KZN).

GE Water: Area Manager (KZN & Mozambique) and Business Development Manager (French Africa) Bonchem and Nalco Chemical Company (Anikem)

Mr. MAXWELL SEBOKO has extensive Technical Experience (17years) in the Water Treatment and Chemicals, Mining, Pulp and Paper industries as he was employed by the GE Water and Process Technologies (7years) and Buckman Africa (4years) and has been hands on involved in MmaBoko Chemical Services since its establishment (2008), where he gained vast experience in dust suppression management. He holds a Chemical Engineering Diploma obtained from Vaal University of Technology in 1999.

9. SKILLS AND COMPETENCIES OF THE MEMBER

- Self-development
- Dependability
- Product Knowledge
- Communication Skills
- Assertiveness
- Problem Resolution
- Accountability
- Customer interaction
- Negotiation Skills

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