



CORPORATE PROFILE

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Service Satisfaction beyond the client's expectations

1. INTRODUCTION

Justino Panel Beaters and Towing Services is a well-established transport, towing and panel beating company, located in Nkomazi area about 55 km outside Nelspruit. Justino is a growing 100% black owned business with services stretching from panel beating, towing, spray painting, transport and car services. With two full equipped plant or business premises which are both fully operational, the company always strive to have a competitive edge and claim a large portion of the market share within the Nkomazi area and beyond.

Through owners' extensive practical experience as well as staff members, we offer services that are customized according to clientele anticipations and guarantee satisfaction beyond the client's expectations. Services offered cover all vehicles type, ranging from private cars to heavy trucks.

Our competitive edge is achieved through this key underlying aspects which are drivers of the company's success; Quality Service, Competitive rates and reliability. **Justino** have a minimal management structure in order to keep the overheads low and enabling the business to fund its expansion plans. The company's founding member, currently holding the managing director position has more than 20 years experience within the panel beating and transport industry and has trained as an apprentice prior to opening the workshop. The company employs over 30 full-time employees possessing various skills in their area of expertise.

Justino has committed to exclusive service delivery as a binding contractual agreement between its members and thus find it mandatory and 'legally' contracting to perform.



2. VISION

To become a service provider of choice in panel beating, towing, transport, and car servicing, leading the way to improvement for prompt and efficient service.



3. MISSION

The company's mission is to be the preferred towing, transport, panel beating and vehicle aftermarket services provider with a reputation for service quality and quick turnaround times.

This will be achieved through:

- Setting high operational standards and quick turnaround times;
- Competitive prices;
- The creation of good personal relations with customers; and
- Continuous in-house training for employees to improve their expertise.



4. OUR VALUE PROPOSITION

4.1 What we stand for

- We always conduct our business with honesty, integrity, transparency, respect and maintaining professionalism through upholding highest business and ethical standards.
- We uphold a reputation of reliability and strict business ethics instilled in the culture valuing team-work and good relationships.
- We provide an open minded, broad spectrum customised services and rely on regular interactions and information sharing with clients to achieve a service delivery exceeding their expectation.
- Regular communication with clients also enables us to ensure that operations run smoothly problems are detected and corrected as they arise.
- We work closely with our clients to understand their unique needs and their expectations then provide tailor made solutions.
- Communication and feedback also ensures that we don't suffer from resurfacing problems and also guarantee complete satisfaction from our clients by being proactive than reactive.
- We are driven by a focus on sustainable growth while ensuring a safe and desirable working environment for happy and productive staff.
- We always emphasis on honouring time on every job we take and it has become a culture completing all our projects within set timeframe.



4.2 OUR TEAM

The owner and management of Justino Panel Beaters and Towing Services have been involved in the transport and panel beating industry for many years and their understanding of the business places the company at an advantageous position, promising tangible success.

We have over 30 full time staff members which is comprised of:

- ✓ Owner/Managing Director
- ✓ General Manager
- ✓ Executive Assistant
- ✓ Spray Painters
- ✓ Supervisors
- ✓ Welders
- ✓ Drivers
- ✓ Panel Beaters
- ✓ Motor electricians
- ✓ Service technicians

Over 50% of our staff is youth and 30% are women and we carefully select who comes to form part of the company.

Our staff is experienced and they regularly receive training in their field of expertise and in customer service. Justino consists of a team of skilled mechanics who per available contract, commit to such a call and focus on delivering to beyond the client's expectation.



4.3 OUR LOCATION

Justino Panel Beaters and Towing Services is conveniently situated in two strategic locations to cater for the Nkomazi community and beyond. Our service stretch throughout Mpumalanga and outside the borders of the country reaching out to Swaziland and Mozambique.

4.4 RESPONSIBLE CORPORATE CITIZEN

We subscribe to the measurement within the Broad-Based Black Economic Empowerment (B-BBEE) framework and currently a level 3 contributor.

We are also committed in giving back to our communities by empowering the needy and also hiring youth from previously disadvantaged background.

4.5 OUR LOCATION

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4.6 OUR FLEET

- We operate a fleet of newly acquired and properly serviced vehicles.
- Our vehicles are serviced regularly to minimize and eliminate unnecessary breakdowns.
- Our vehicles are insured against theft and accidents and all our vehicles are fitted with real-time tracking devices.

Our current fleet consist of the following:

- * Five Tow Trucks
- * 5 Double Large Trailers
- * 5 Haulage Trucks



We are working to invest more into the business by acquiring more income generating fleet.

4.7 RESPONSIBLE CORPORATE CITIZEN

- We subscribe to the measurement within the Broad-Based Black Economic Empowerment (B-BBEE) framework and currently a level 3 contributor.
- We are also committed in giving back to our communities by empowering the needy and also hiring youth from previously disadvantaged background.



5. OPERATIONS

5.1 PREMISES AND HOURS OF OPERATION

We have secure premises with 24hour monitoring surveillance system including onsite armed security guards. Our premises are among the few secure storage facilities with insurance covering everything within our premises. With us you can have a peace of mind knowing that your vehicle is safe with us until it handed back to you.

We have operational hours which are outside the normal working hours:

Monday to Friday	8:00 -- 17:00
Saturday	8:00 --- 13:00
Public Holidays	8:00 --- 13:00



The company is at your services beyond the above listed office hours, we are also available to assist 24/7 and can be reached on our emergency contact details.

Our workshop are 1.5 hector and 500 square meter.

5.2 EQUIPMENT

Justino Panel Beaters and Towing Services has state of the art equipment with certified technicians highly skilled to use the equipment at our disposal. With our equipment we systematically repair your vehicle to original manufacturer's specification. Our technicians are up to date with the latest repair knowledge.



6. OUR SERVICES

6.1 PANEL BEATING

Full Accident Repair which includes:

- Body Repair
- Restoration
- Bumber Repair or replacement
- Scrapes and dent removal
- Insurance claims

We do panel beating to any vehicle make or vehicle size.

6.2 SPRAY PAINTING

- Painting Matching original colour or manufacture specifications
- Apply or use SABS approved paint to get best finish
- Best painting equipment using latest technology operated by skilled technicians

6.3 TOWING

- Collection and Drop off service
- Accident recovery service
- Light duty towing and roadside services
- Heavy Duty Towing for large trucks

6.4 TRANSPORT

- Justino offers transport services to convey any type of goods anywhere in South Africa.
- Our transport fleet consist 1-ton bakkies, 4-ton trucks and large trucks
- Trucks/vehicles fitted with on-board computer systems, satellite tracking system monitored 24 hours.
- Well trained and experienced drivers, trained for long and short distances.
- Fully serviced trucks maintained by our diesel mechanics who are always on standby.

Supplementary to the above-mentioned services we also offer the following: (Extra Services)

- Mechanical Repairs
- Auto Electrical Repairs
- Vehicle and Fleet maintenance
- Truck and Vehicle Storage





7. REGISTRATIONS AND AFFILIATIONS

Justino is affiliated with the following boards:

- Motor Industry Bargaining Council – MIBCO (Certificate of registration number: **CH8881709NR**)
- Retail Motor Industry Organization – RMI (**Membership number: 4003219**)
- United Towing Association S.A – UTASA (**Membership number: JPB001**)
- Progressive Business Forum – PBF (**Participation number: JHBS16036**)

8. REFERENCES

With our highly experienced and motivated team, we have truly exceeded our customer's expectation. Feel free to contact some of our esteemed clientele who can testify for this:

- SAPS (Diagnosis, Bodyworks, Panel Beating and spray painting) - Nelspruit
- CTU Insurance (Diagnosis, Bodyworks, Panel Beating and spray painting)
- Nkomazi Local Municipality (Bodyworks, Panel Beating and spray painting)
- LTV (Transportation of equipment)
- Docs Construction (Equipment) - Nelspruit
- Omnia Chemicals (Fertiliser Transportation)
- LIMA (Rural Development Foundation)
-

Contact numbers as references for all the work that we have done noted above are available at our offices on request.



9. OUR CONTACT DETAILS

BLOCK C BRANCH

TONGA ROAD to KaMaqhekeza (NAAS)
, BLOCK"C" TRUST

GPS Coordinates: 25°40'08.7"S 31°50'22.9"E

P.O. BOX 716,
KOMATIPOORT,
1340

HECTOSPRUIT BRANCH

HECTOSPRUIT along the N4

GPS Coordinates: 25°26'37.7"S 31°41'14.3"E

TEL: 013 780 3447

FAX: 013 780 8027 / 086 566 7823

CELL NO: 072 718 0913 (24/7 Emergency Line)

EMAIL: Justinofabito@gmail.com

Website: www.justinopbtowing.co.za

