



Zila Group of Companies

# Corporate PROFILE



**Zila**  
Investments

**Capri**  
chem  
Cleaning Chemicals

**ZILA**  
PROFESSIONAL APPARELS  
PPE | UNIFORMS | OVERALLS | SCRUBS

**Redumetse**  
Cleaning Services

# ABOUT US

The company was registered in October 2010 and started operation in January 2011. Today Zila Investments (Pty) Ltd distributes amongst many other products:

- i. Automotive and Industrial cleaners such as degreasers, engine cleaners and hand cleaners.
- ii. Mining chemicals and reagents such as sodium cyanide, caustic soda, hydrochloric acid.
- iii. General, Food Grade and Hospital Cleaners such as disinfectants, sanitizers
- iv. Cleaning equipment & accessories such as scribing machines, wringer mops vacuum cleaners.
- v. Paper products such as toilet rolls, hand towels, jumbo rolls e.t.c
- vi. And many other related products

## OWNERSHIP

Zila investments (Pty) Limited ("Zila") is a wholly citizen owned company under the ownership of Mrs Rebonyang Hick with 100%.



# COMPANY STRATEGY

## MISSION STATEMENT

We are committed to providing high-performance products and top-notch services to our customers and society through open innovation that adds value to their businesses.

## OUR VISION

To be recognised as a leader in the manufacturing and distribution of high performance ecofriendly cleaning chemicals and to be a cleaning contractor of choice across multiple industries.

## OUR CORE VALUES

### 1. Virtues

Conduct business safely, ethically and with integrity by adopting the 10 principles Entrepreneurship. Meet or exceed regulatory and legal requirements. Strengthen the company through diverse perspectives and backgrounds.

### 2. Continual Improvement

Set plans and take actions to continually improve our business through our Quality Management Systems (QMS).

### 3. Employee Engagement and Empowerment

Take ownership and value team work. Actively seek and share the best knowledge and perspective.

### 4. Customer Focus

Commit to profitably meet or exceed our customer requirements and expectations for high performance chemical products and excellent service. Verify customer satisfaction by using measuring tools like Customer Survey, ensuring we understand their expectations, finding out where we are failing, assessing the competition and measuring their loyalty.

### 5. Productivity and Eco Efficiency

Systematically enable profitable growth while striving to reduce energy and water usage. Reduce waste and eliminate emissions related to our operations.

### 6. Open Innovation

Anticipate and drive change with urgency. Our products are specially formulated to provide "innovative solutions" to industrial, automotive and household cleaning needs.

### 7. Clean Technology

Align products with societal challenges. Reduce our business risk and environmental footprint.



# HEALTH & SAFETY

## ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS

Zila has adopted the Quality Management Systems ('QMS') and is ISO 9001:2015 certified by Botswana Bureau of Standards (BOBS) for its Francistown Branch.

Our aim is to ensure that our QMS works to improve our business and is not just a set of procedures that our employees will find hard to follow.

ISO 9001 certification helps us focus on the implementation of more efficient working practices and focus on the Company's commitment in providing superior quality products and services within an environment that meets relevant regulatory, legal and customer requirements at all times as stated in our Business Management Systems Policy.



## BRAND BOTSWANA

Zila is proud to be carrying the Brand Botswana 'Pride Mark' which is a symbol of our commitment to instil pride in our community. By caring this 'Pride Mark' we support the essence of Brand Botswana, by delivering positive social outcomes and demonstrating the values of peaceful, progressive, trustworthy and inclusive.



# OTHER BUSINESS VENTURES

## CAPRI CHEM

Under the trading name Capri Chem, Zila manufactures an innovative line of Household,

Industrial and Automotive Cleaning Chemical that include:

- Liquid Detergents
- Powdered Detergents
- Automotive cleaners
- Industrial cleaners
- Degreasers
- Hand cleaners
- Odor control
- Concrete cleaners



Capri Chem also manufactures line of cosmetics and skin care products that are made only of natural / organic ingredients. These include:

- Bar Soaps
- Skin Butters
- Hair Moisturizers
- Hand wash
- Foam Bath etc



# OTHER BUSINESS VENTURES

## REDUMETSE CLEANING SERVICES

Zila Investments (Pty) Limited also operates a cleaning services business under the name Redumetse.

From initial scoping through to the actual cleaning and post project follow up, Redumetse's customer service is second to none. Our fully-trained and uniformed cleaning crews maintain a top-notch professional image that will complement your business and our management team is active in every project to ensure that clients are satisfied.

Our people are our greatest asset. The cleaning industry, in general, is notorious for high turnover of staff, but at Redumetse Cleaning Services we have staff members who have been with us since day one. We treat our people right, which translates into higher job satisfaction and consistent quality service for the client.

### Client Satisfaction

Supervision is the key to our success! Customers will regularly see our quality control personnel inspecting the cleanliness of their premises. Our management team visits the cleaning staff on-site while services are being performed to ensure complete customer satisfaction. Our mission statement is our commitment to our clients, and it truly sets us apart from our competitors! We don't just talk about what we do, we actually do it.

Our customer satisfaction team members are equipped with excellent customer service skills, and every inspection or customer interaction is monitored closely and all customer complaints are treated as red alert for our company. This complaint is then rated as to the severity of the issue and assigned to an appropriate person for action.

Every step taken will be recorded and can only be resolved once all parties are satisfied with the resolution. These records are then filed. This ensures the client that any issue, be it service related, billing related etc. will be followed through to complete satisfaction. Our contract cleaning is geared towards:

- Schools
- Nursing homes
- Health Care Facilities
- Shopping centres
- Other

Our Cleaning Services include:

- Pre-occupation cleaning of newly constructed buildings
- Stripping and sealing of floor surfaces
- Preparation and restoration of floor surfaces
- Building exterior cleaning
- Deep cleaning of ablutions
- Window cleaning
- High pressure cleaning
- Spring clean offices, factories, houses
- Carpets and upholstered cleaning
- Once-Off Specialised Cleaning



# OTHER BUSINESS VENTURES

## Healthcare Facilities Cleaning

Healthcare facilities deal with infectious diseases every day in the course of treating patients. Unfortunately, a significant number of people catch infections after visiting a healthcare facility. Even worse, some of these cases result in death. At Redumetse, we believe it is possible to prevent some of these infections. One effective way to fight infectious disease is with professional healthcare cleaning services.

Medical cleaning services are designed to safely sanitize a hospital or other medical facility. Redumetse Cleaning Services provide the highest quality hospital-cleaning services for all types of healthcare.

## Examination Rooms

Hospital-cleaning services are vitally important for the overall health of the population. Patients often have open wounds in areas with a high level of pathogens. This combination of factors can lead to dangerous infections and other types of complications that affect overall patient health. Redumetse Cleaning Service team has the expertise and knowledge necessary to remove pathogens and leave examination rooms clean and sanitary for patients.

Our team will assess every room to clean with special care. This cleaning involves professional disposal of hazards such as medical syringes and bodily waste. The cleaning team will also sterilize examination rooms.

## The Basic Package

The basic package of medical cleaning services includes trash removal, garbage bag replacement, floor-cleaning, office dusting, cleaning of toilets, urinals, sinks, bathtubs, and showers.

A deep-cleaning package is available for more comprehensive cleaning.

## Deep-Cleaning Package

The deep-cleaning package is the most thorough cleaning we offer. Deep cleaning includes all of the services performed in the basic package. Deep cleaning also includes dusting of every surface in either offices or examination rooms.

Full vacuuming of floors and other upholstered surfaces such as chairs is also part of this service. Vacuuming also includes moving furniture as necessary.

## Outsourced Services

Redumetse offers outsourced services such as Waste Management and Collection and Landscaping and garden maintenance through only the highly professional licensed Companies.



# OTHER BUSINESS VENTURES



Zila investments (Pty) Limited also operates a professional apparels business under the name Zila Professional Apparels founded in 08 October 2022.

'Zila Apparels' we are one of the reputed growing companies engaged in the business of delivering ready-made garments in and

outside Francistown. It is our earnest desire to become one of the successful sourcing and producing manufacturer in Botswana where we shall produce and supply all your required designs. We believe in long term relationships based on mutual trust and commitment and those are our basic principle to do business with anyone. The main focus of our company is sourcing ready-made garments for valued buyers and their requirements through competitive price, good quality as well as on time.

We have branches in Toro Mall shop No.17 Francistown, Tati Siding Plot: 946 and Nshakshokwe.

Our production is inclusive of

- School uniforms
- Overalls
- Corporate wear and Ethnic Attires
- Disposal gowns and bedding
- Dresses/ Pants/ Shirts/ T-Shirts



# OTHER BUSINESS VENTURES

Some of the uniforms manufactured at our premises and sold at our different shops mentioned above;





## Contact Us

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### LOCATION

Plot 43619, Phase IV Industrial Area,  
Francistown

Toro Mall shop No.17 Francistown

Plot: 946 Tati Siding

Nshakshokwe

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