



**WORKING  
TOGETHER**  
CREATING A  
BETTER FUTURE  
FOR ALL.



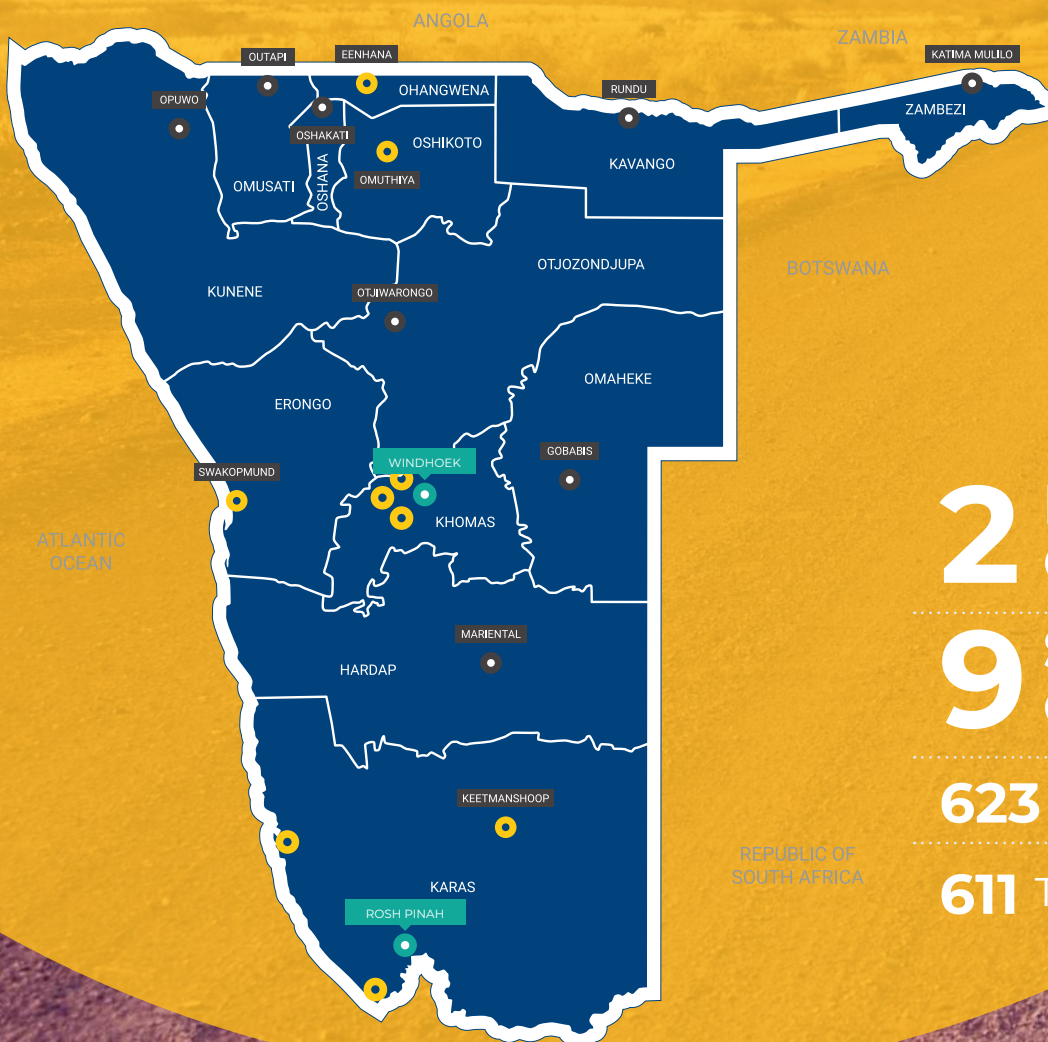
INDUSTRY LEADING SERVICES FOR YOUR CORPORATION

# INTERNATIONAL SERVICE STANDARDS

Welwitschia Catering and Cleaning Services (Pty) Ltd is a proudly Namibian company, which was registered in 1995. Welwitschia is compliant with empowerment legislation and we are rated an excellent contributor towards BEE empowerment to date.

Welwitschia has a proven track record of more than 28 years in the catering and logistic supply industry. The company has serviced the Namibian clients with the supply, storage and distribution of consumables and perishables throughout Namibia.

## FOOTPRINT AND OPERATING EXPERIENCE



**2** REGIONAL OFFICES

**9** SATELLITE OFFICES

**623** EMPLOYEES

**611** TRAINED STAFF



**ISO 9001:2015**  
**Quality Management System**  
**Implementation & Audit**

The international standard that specifies requirements for a quality management system (QMS)

**ISO 22000 (HACCP)**  
**Food Safety Management**

Set out the requirements for a food safety management system and can be certified to. It maps out what an organisation need to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe. It can be used by any organisation regardless of its size or position in the food chain.

**ISO 14001:2015**  
**Environmental Management System**

Specifies the requirements for an environmental management system that an organisation can use to enhance its environmental performance.

**ISO 45001:2018**  
**Occupational Health And Safety (OH&S)**  
**Management System**

Specifies the requirements for an occupational health and safety (OH&S) management system, and gives guidance for its use, to enable organisations to provide safe and healthy workplace by preventing work-related injury and ill health as well as by proactively improving its OH&S performance.

## RISK MANAGEMENT SYSTEMS

**Daily** information system that assists in consolidating property values, claims, policy, and exposure information and providing the tracking and management reporting capabilities to enable the user to monitor and control the overall cost of risk management.

## GOOD MANUFACTURING PRACTICES

Practices required in order to conform to the guidelines recommended by agencies that control the authorization and licensing of the manufacture and sale of food and beverages, etc.

## INTERNAL FOOD QUALITY AND HYGIENE AUDITS

**Monthly** hygiene inspection focuses on the level of cleanliness and assesses the cross-contamination risk within the food handling and storage areas

## HEALTH, SAFETY AND ENVIRONMENT POLICIES

Our company is committed to ensuring a safe and healthful workplace and protecting the environment. We believe that safety and protecting the environment is good business and that all work-related injuries, illnesses, property losses and adverse environmental impacts are preventable.

## QUALITY ASSURANCE SYSTEM

Performed **Daily** to prevent mistakes and defects in manufactured products and avoiding problems when delivering products or services to customers.

## STAR GRADING SYSTEM

Performed **Quarterly**, the independent quality assessment is completed and approved, which helps our clients know what to expect upfront an establishment.

# SECTORS WE SERVICE



## CATERING

Welwitschia Catering and Cleaning Services (Pty) Ltd is a proudly Namibian company, which was registered in 1995. Welwitschia is compliant with empowerment legislation and we are rated an excellent contributor towards BEE empowerment to date. Welwitschia has a proven track record of more than 20 years in the catering and logistic supply industry.

The company has serviced the Namibian clients with the supply, storage and distribution of consumables and perishables throughout Namibia. Welwitschia Catering and Cleaning Service (Pty) Ltd has a complete scientifically formulated Dietetic Manual, thus able to cater for any type of diet.



## CLEANING

Welwitschia Catering and Cleaning Services (Pty) Ltd has refined its operating processes by implementing chemical dosing station, which not only improve the effectiveness but also the economy of its chemical products. These state of the art dosing systems also enables Welwitschia to reduce its carbon footprint on the environment. Welwitschia is proud to use biodegradable detergents and chemicals in all its operations.



## HYGIENE

A clean environment is critical for the health, safety, and productivity of employees, as well as the overall profitability of businesses. Welwitschia Catering and Cleaning Services specialises on keeping working spaces clean and healthy, from the fixtures and equipment used in restrooms to the chemicals and techniques required to keep things clean.

We understand that Hygiene Services is a specialised, technical, and demanding discipline, therefore we make certain that our workers are properly educated and have the necessary expertise to preserve working environments germ-free while delivering cost-effective and hassle-free solutions.



## PROCUREMENT

Welwitschia Catering and Cleaning Services provides a fully comprehensive solution that delivers world-class contractual procurement - people, skills, methods, systems, and supplier management - to assist customers in better managing input costs by outsourcing a portion or the entirety of their procurement operation.

Welwitschia Catering and Cleaning Services Procurement provides its customers with all of the advantages of having a leading in-house procurement engine without the hassle and cost of administering it. We regularly enhance and re-evaluate supply chain processes in order to minimise operational costs and increase quality. We discover poorly managed spend areas and make full use of third-party vendors.

NPPC COMPLIANT

# WORKING TOGETHER TO CREATE A BETTER FUTURE FOR ALL



NPPC (NAMIBIA  
PREFERENTIAL  
PROCUREMENT  
CORPORATION -

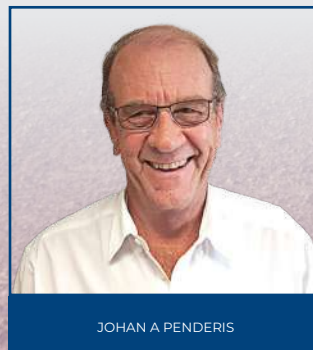
**89%**  
GOOD LEVEL  
CONTRIBUTION



Welwitschia Catering and Cleaning Services (Pty) Ltd has the necessary financial backing with a sound financial foundation.

**40%**  
PDP/BEE

## BOARD DIRECTORS



20% PDP/BEE, female board member



**Scalable business plan** to meet & exceed client expectations.



Capable of rendering the **full array of services in-house.**

**100% Namibian owned,** operated, financed & supported.

**Established supply route, logistics and infrastructure** in Namibia.

**Modular business:** Easily auditable & managed.



# BUSINESS BENEFITS THAT IMPROVE PROFITABILITY AND PRODUCTIVITY

Modular business plan: **Seamless transition,** seamless **service delivery** and **dynamic.**

**Collaborative approach** based on client needs & synergy.

**Operational track record:** verifiable, relevant, comparable scope.



# APPLYING OUR SKILLS AND KNOWLEDGE

## CATERING SEGMENT

### BACKGROUND

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Welwitschia Catering and Cleaning Service (Pty) Ltd has a complete scientifically formulated Dietetic Manual, thus able to cater for any type of diet.

### VALUE OFFERING AND PROCUREMENT

Welwitschia believes in “good value for money” in the line with the needs of its clients through sourcing the best local ingredients from local suppliers, creating opportunity and sustainability for Namibians.

We strive to **procure 100% Namibian products.**

100% Namibian procurement



## OUR EXPERIENCE

Welwitschia has a great deal of industry experience through its senior management team with our focus on achieving ISO 22000 compliance through our employment of two qualified HACCP auditors and one “ISO 9001, 14001 and 18001” Quality Management internal auditors. Through our competent staff, we are able to offer our clients health and safety peace of mind and know-how in ensuring and enforcing correct procedures and regulations.

## OUR PEOPLE

Welwitschia currently employs a total of 623 staff members. The company prides itself on the continuous training and development of its employees through on the job training (OJT) by means of competency certification.

Welwitschia also conduct third party training and development in the line with the latest development and trends within the industry providing well rounded competent and motivated staff members. Welwitschia’s focus is to create sustainable career opportunities as opposed to “mere employment” by establishing and retaining long lasting relationships with our clients.

Welwitschia has a team of procurement specialists focusing on procuring the best available products to suit our clients’ needs.

# PROUDLY NAMIBIA BENEFITS BEYOND...

## HEALTH AND SAFETY

Welwitschia Catering and Cleaning services (Pty) Ltd supports the Occupational Health and Safety Act. To ensure compliance in our business with this legislation, we engage in continuous training on accident prevention and constantly update our 59 GMPs in accordance with the latest practices in this field. Over and above all this, we have an internal team that audits operational practices on Occupational Health and Safety in order to drive continuous improvement.



RISK MANAGEMENT  
SYSTEMS



GOOD  
MANUFACTURING  
PRACTICES



INTERNAL FOOD  
QUALITY AND HYGIENE  
AUDITS



HEALTH, SAFETY AND  
ENNVIRONMENT  
POLICIES



QUALITY ASSURANCE SYSTEM



## TRAINING AND DEVELOPMENT

Welwitschia Catering and Cleaning Services (Pty) Ltd has under its human resource (HR) department a designated training and development sub-division. This subdivision is mandated with the responsibility of imparting knowledge and skills to all our employees through capacity building platforms such as seminars/ workshops and on the job training. Training is done with the aim of empowering our employees and further developing their skills which helps them to forge a better life even outside their work environment. It is worth mentioning that training is compulsory for all employees, from management to junior staff. The company has a professionally qualified trainer and when the need arises it also source for external expertise. During the period February 2022 to February 2023 WCCS has trained a total of 611 (98%) employees in the following areas:

- Customer service/care
- Leadership and management
- Workplace communication
- Employee vs Supervisor relationship
- Health & Safety
- WCCS code of good conduct
- WCCS social media Policy
- WCCS confidentiality and non-disclosure agreement
- Grievance procedures

# APPLYING OUR SKILLS AND KNOWLEDGE

## CLEANING SEGMENT

### BACKGROUND

Welwitschia Catering and Cleaning Services (Pty) Ltd has refined its operating processes by implementing chemical dosing station, which not only improve the effectiveness but also the economy of its chemical products. These state of the art dosing systems also enables Welwitschia to reduce its carbon footprint on the environment. Welwitschia is proud to use biodegradable detergents and chemicals in all its operations.

### OUR EXPERIENCE

Welwitschia boasts 18 years of experience in the industrial cleaning environment, demonstrating our cleaning competency and effectiveness. Welwitschia also possesses the technical knowledge for the cleaning of medical facilities.

### YOUR HEALTH IS OUR RESPONSIBILITY

We continuously roll out new cleaning techniques and equipment that go beyond the minimum levels required by law. Our hepa-filter vacuum cleaners and CDC-level standards for air purification remove dust and bacteria from the air, creating healthy spaces in which to work.

CURRENT SCOPE



**12** INDUSTRIAL LAUNDRIES



**303** CLEANING PERSONNEL

We are always **developing innovative cleaning processes** and equipment that go above and beyond the bare minimum.



## OUR CHEMICAL

All our chemicals are manufactured in an IOS 9001 quality system environment and meet all SABS standard accordingly. Welwitschia strives to stay well informed with the latest developments and trends within the cleaning industry.

## SAFETY FOR THE ENVIRONMENT

We dedicate ourselves to deliver the highest levels of quality, value and service to our clients. At the same time, we are committed to doing our part in safeguarding the environment.

Environmental protection and sustainability are especially important in the cleaning industry because of the chemicals used, and because the manner in which they are disposed of can create lasting damage to the environment.

## ENVIRONMENTAL POLICY

We are committed to running our business in a responsible manner so that impact on the environment is minimised and the wellbeing of all stakeholders, including the environment, surrounding communities and employees, is ensured.

Activities in this regard include staff training, operational processes, inputs used and products marketed. Sustainability in our commercial relationships is always actively encouraged.

# PROUDLY NAMIBIA BENEFITS BEYOND...

We are proudly a 100% Namibian owned and controlled company.

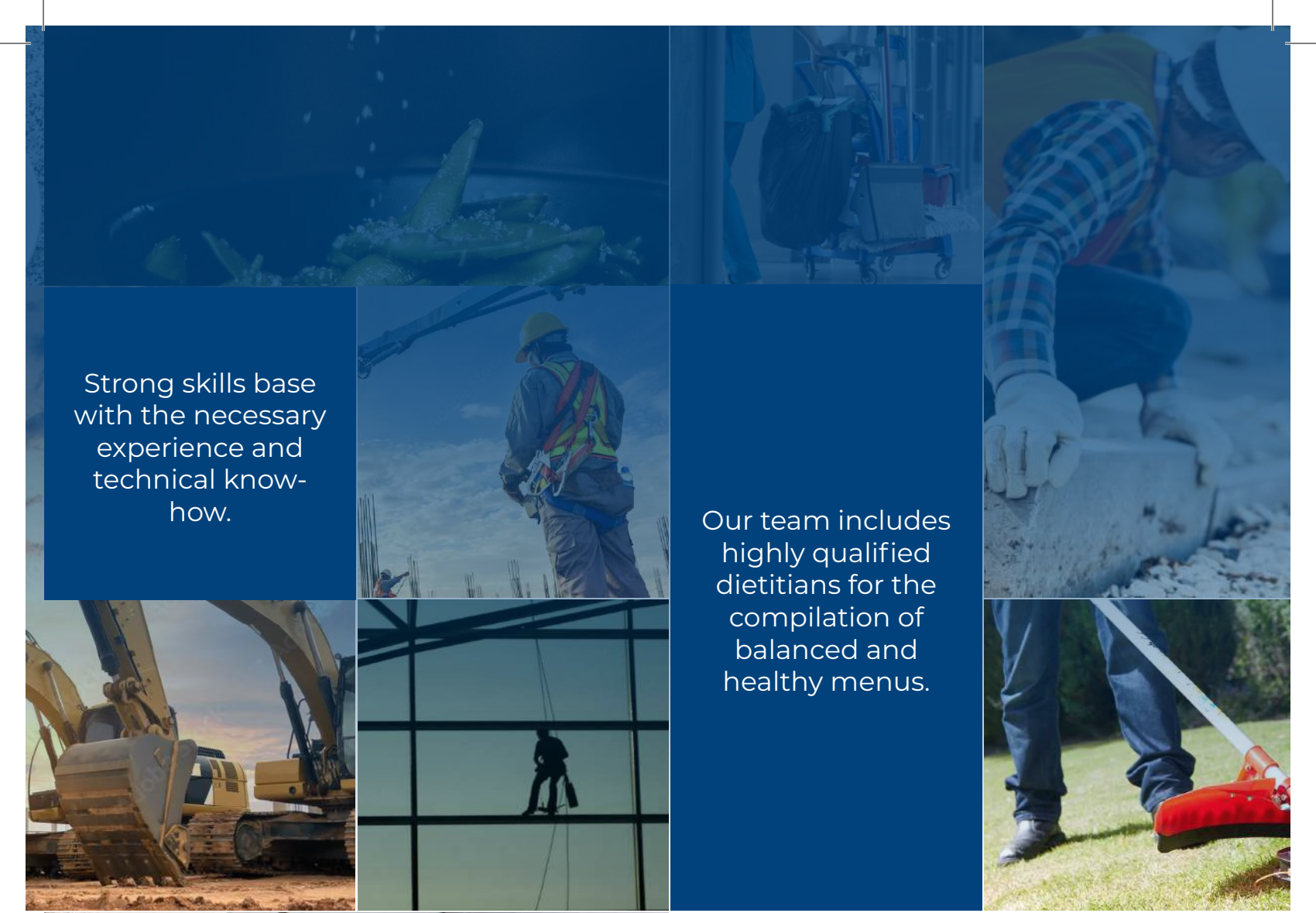
**Client focused** and service driven.

Supply chain specialist focusing on procurement and distribution.

Proven track record of more than **28 years**.

We use the **highest quality**, seasonal fresh **food** and **source** products **locally**.

We **employ and upskill people** in local communities through training.



Strong skills base with the necessary experience and technical know-how.

Our team includes highly qualified dietitians for the compilation of balanced and healthy menus.

**Best positioned to service** our clients' needs **anywhere in Namibia** through dependable warehousing, distribution centers and transportation/delivery service.



We **enhance** the **productivity, wellness** and morale **of your employees/people** through the supply of quality products.

# MODULAR SCOPE OF PROFESSIONAL SERVICE DELIVERY

## OUR COMPANY SEGMENTS



We are proudly a 100% Namibian owned and controlled company.



A recognised payroll, compliance and taxation company.

Acorn Payroll grew out of a very specific market need for an outsourced payroll, compliance and taxation company.

These functions are typically highly specialised and very expensive making them rarely feasible for companies to have in house. Acorn put together a team of top specialists and opened doors in 2017. Acorn Payroll has offices in Namibia and Zambia.

### We offer the following services:

- Payroll Management
- Payroll Advisory
- Deduction Management - Services.

Acorn Payroll currently has **50 clients** with an excess of **2,100 employees** that are paid monthly.



A member of  
Business and  
Intellectual Property  
Authority (BIPA).

Acorn Financial Services is based in Windhoek and was established over 17 years ago. Acorn is run by two Chartered accountants registered with ICAN, SAICA and PAAB.

Their service includes:

- Accounting
- Taxation
- Drafting
- Advisory

In recent years they have specialised in the provision of an outsourced financial management function to a very select group of companies. This service includes ongoing financial oversight as well as weekly and monthly reporting.

A major component of this service includes **strategic financial planning** and **cash flow management**.



## **Nutritional intervention, based on appropriate health behaviour.**

WCCS has a professional H&W department that is focused on employee health with a primary focus on labour optimization, disease prevention and management, and preserving health status. This division functions on the pillars of regular training, implementing management systems, regular systems analysis and audits, and health education.

To that end, the primary focus is on sound nutritional intervention, based on appropriate health behaviour

theories to suit the operational environment. Different strategies are formulated, in conjunction with the employer, to address the incidence of communicable (HIV/AIDS, TB) and non-communicable diseases (type 2 diabetes, CVD, cancer).

The whole WCCS H&W philosophy is supported by a thorough health needs assessment and on-going data collection in order to inform on the socio-economic and socio-psychological profiles of the work force.

In this process, we identify barriers to productivity and healthy living, to which we respond with custom health education programs, tailor-made to cultural and other preferences prevalent in the work force. In the H&W process, WCCS sees wellness not only as the absence of disease, but being in good physical and mental health, as well as experiencing social well-being, due to deliberate goals and specific efforts.

Only then can the employee be truly productive and the work-force be capable of optimized output.

## TRAINING

On-going training is a value-adding part of our food service offering since it adds to staff development, systems improvement, nutritional assurance, and quality maintenance. This includes food preparation, adherence to standardized recipes, and operating within hygiene and safety standards that are internationally acceptable.



## HEALTH EDUCATION

Health Education includes the corporate and operational spheres of business, but it also extends to include community nutrition and public health education. It reconciles us with our clients and the community on an integral societal level where we strive to make health education accessible to all layers of society, regardless of socio-economic level and status.



## SUPPORT SERVICE



## MANAGEMENT SYSTEM

Professional management systems ensure professional service delivery. Ours is based on sound academic backgrounds, enriched by extensive experience, and supported by integrity. It allows us to be dynamic: we can choose to preserve the status quo, or we can innovate an existing system to improve upon it.

## SYSTEM AUDIT

Food systems are audited on regular schedules through professional tools like HACCP. These audits aim to ensure optimum nutritional standards in storage and preparation. It also ensures food safety standards are met and maintained. Secondary parts of the system audit include supporting documentation are in place.



## Nutritional intervention, based on appropriate health behaviour.

Nutrifood (Pty) Ltd was established in 1992 and has been trading in the catering supply industry for the past 26 years. WCCS and NutriFood have a successful business relationship in the procurement, Logistics and supply chain management segment of the business



## PROCUREMENT

NutriFood (Pty) Ltd is maintaining a strict policy, to first exhaust the local market, by buying locally produced products. Our local purchases include maize meal, starches, sugar, flour, iodised salt, canned fish, frozen fish, cooking oil, syrup, frozen red meat and meat products, eggs, frozen chicken products, dairy products and fresh fruit & vegetables.

The aim is to procure the best quality products at the most competitive pricing through our impeccable supplier base. With a well-established Buying / Procurement Department, we are in constant contact with local and international manufacturers and suppliers, keeping track of market trends and new developments which enables us to procure and supply the latest, innovative products.



## WAREHOUSE / LOGISTICS / INFRASTRUCTURE

The NutriFood head-office and warehouse facilities are strategically situated in Windhoek, the capital of Namibia. From here we supply our regional warehouses, Keetmanshoop, Otjiwarongo, Oshakati and Rundu, to maintain fully operational catering supply depots for our customers and general public.

Warehouse facilities are completely fitted and operational to supply a full catering supply service in all regions. We have a total storage capacity of 1 million tons for dry goods and 300 tons of frozen and chilled products.

The NutriFood fleet consists of 25 delivery vehicles, varying from 4 -24 ton carrying capacity, all equipped with Freezer / Cooling abilities. Various light commercial vehicles also form part of our fleet. Our in-house fleet delivers stock to our branches and clients within the borders of Namibia.

## SUPPLYCHAIN MANAGEMENT

NutriFood practises effective supply chain management in order to maximize customer satisfaction, thereby passing zero operational stress onto the custodian of the catering contract. By remaining at the forefront of effective supply chain management, Nutrifood enables the contract custodian to retain a sustainable competitive advantage through stability in both pricing and supply. Nutrifood sources food according to customer specification and will also work with suppliers to generate produce according to required specification.

By actively engaging with multiple suppliers, manufacturers and organizations, and by building and maintaining honourable relationships in the market through subscribing to transparent business practises, Nutrifood is known for fair dealing. This reputation enables us to be a supplier of choice and ensures us the luxury of a stable customer base. Thanks to a professional focus on supply chain management, our business model is stable, enabling us to pass that stability on to our customer base.

# PRESTIGIOUS CLIENTS

## CURRENT OPERATIONS



## COMPLETED CONTRACTS



3rd Floor Mandume Park Building  
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