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## I. Executive Summary

Trading and Investment Company Limited was established in 2008 as a private firm for General Trading, catering to wide variety of product brands and makes. The company was founded by businessmen with a wealth of experience in business. Since its operation begun, the company has gained continuous success due to its reliable and stable reputation among its client base.

We have a a very beautiful and skilled team that brings in both technical and managerial skills from different parts of the globe. This ensures delivery of our services and products to the highest professional level and efficiency resulting to highest customer satisfaction.

We also partner with worldwide manufacturers of various goods in our field of specialization thus ensuring quality and sustainability.

## II. Mission and Vision Statement

### MISSION

- To achieve the highest level of customer satisfaction
- To ensure work completion within the stipulated time frame
- To deliver the highest quality of work in the most efficient and economical way.

### VISION

To be the leading Service and commodity provider and to achieve the highest quality of service for maximum customer Satisfaction and sustainable growth and profitability.

### CORE VALUES

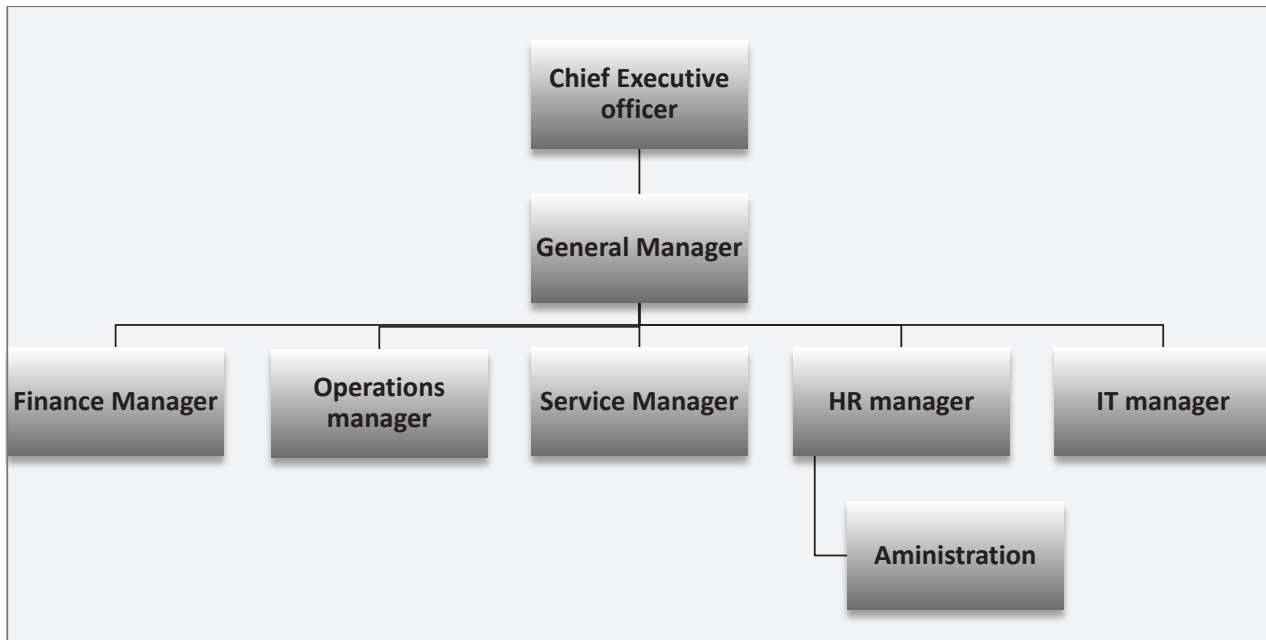
#### **“Team work and People focused”**

AGAB TRADING AND INVESTMENT CO. LTD. recognizes that the most important asset of the company is the employee. We works together as a team with mutual respect, honesty and hard work which is the foundation of our success. We adhere to high ethical standards with the aims in mind of doing the right thing at the right time and the right place.

## III. Organizational Structure

Our strong organizational structure is the backbone for our continued growth and success. At the Head office, the Chief executive officer (CEO) is responsible for the approval of all purchases and major company programs. The general manager is responsible for the overall management of the entire operation, support and oversees the projects at all levels for each business unit. The department or branch managers are responsible for the day to day operational activities such as bidding, clientele management, and maintenance & supply and Logistical operations.

## IV. Management structure



## V. Regulatory Licenses and Certificates

Our company is duly registered and certified under the following government and trading regulatory agencies:

1. South Sudan chamber of commerce and Industry
2. Ministry of justice
3. The Registrar of Companies, NGOs Societies and Associations
4. Importers and Exporters certification
5. Ministry of Finance and Economic Planning
6. South Sudan National Revenue Authority

## VI. Products and services

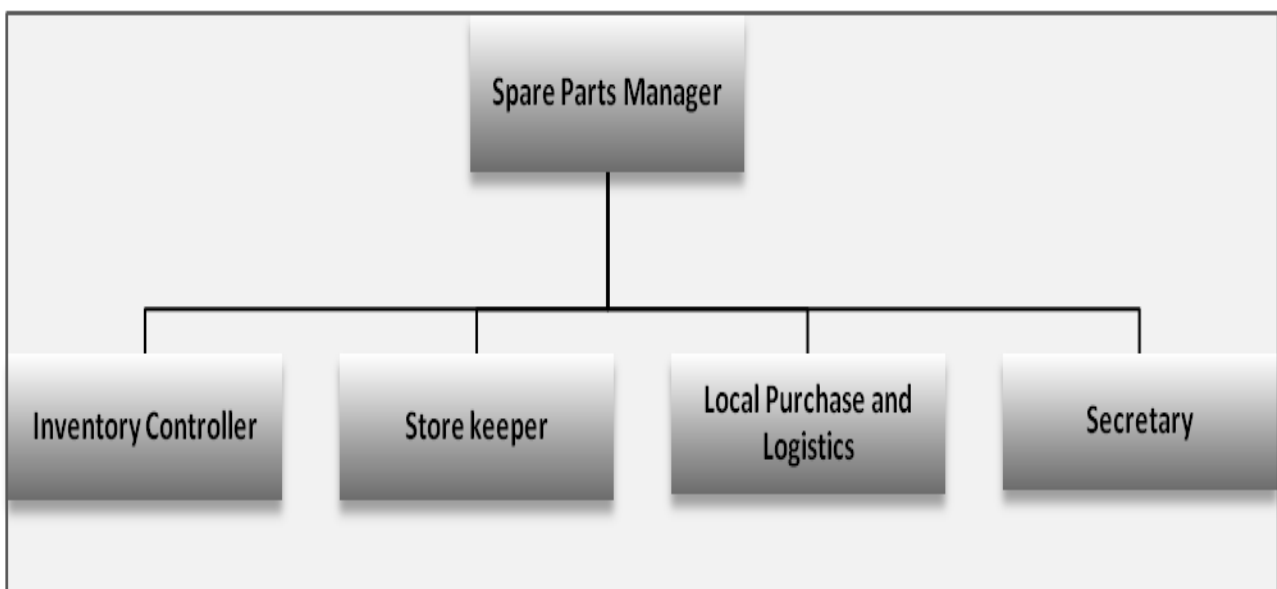
1. Parts and related supply department

We are the biggest and leading automotive spare parts, tires, batteries and industrial lubricants supplier in in the Republic of South Sudan.

Our Spare Parts Department has a large volume of stock inventory and maintains the highest supply fill rate in the market. Situated in a 500 sq m lot area. Due to its efficient logistical facilities, the company offers the most competitive pricing structure. We cater to both retail and wholesale spare parts business to our customers.

We are dealing in spare parts for major brands such as Toyota, Nissan, and Mitsubishi among others.

The Service Department offers all types of mechanical and body repair jobs. We cater not only to retail and individual customers but also offer service contracts to fleet, NGOs and Government institutions. Our workshop which is seated in a 4,800 sq m. lot area is equipped with the most modern and state of the art equipment, tools and facilities to provide the highest quality and reliable service for our customers.



We are currently the distributors of quality products such as:

- A. FUCHS LUBRICANTS FROM GERMAN AND SAUDI ARABIA
- B. POWERSTART BATTERIES FROM ABML KENYA
- C. JK TIRES FROM INDIA
- D. ALL OTHER ASSORTED AUTOMOBILE SPARE PARTS FROM RENOWNED DEALERS ACROSS THE GLOBE

This has been achieved through a huge milestone and sale dealership agreements as illustrated below.



Associated Battery Manufacturers (EA) Ltd

DATE OF ISSUE ; 02/06/2017

**CERTIFICATE OF POWERSTART BATTERY BRAND DISTRIBUTION IN SOUTH SUDAN**

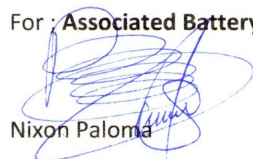
We hereby certify that **AGAB TRADING AND INVESTMENT COMPANY LIMITED** is our authorized distributor of **POWERSTART** battery brand in South Sudan.

AGAB TRADING AND INVESTMENT COMPANY LIMITED,  
P.O .BOX 427,  
NIMRA TALATA STREET,  
JUBA - SOUTH SUDAN.

CONTACT PERSON ; MR ABDALLA MUKHTAR ARBAA.

Yours faithfully,

For ; **Associated Battery Manufacturers (EA) Ltd**



Nixon Paloma

**Finance Manager**

Energy Solutions for all

Associated battery Manufacturers (EA) Ltd. Kampala Rd, Off Enterprise Road. P.O Box 48917-00100, Nairobi, Kenya.  
T: +254 (020)263262646-7, M: +254 722 206 887, +254 733 411 128 E: batman@abm.co.ke W: www.abmeastafrica.com



## JK TYRES



**Your Partner on the Road...**

# QUALITY & DURABLE



## QUALITY AUTOMOTIVE PAINTS





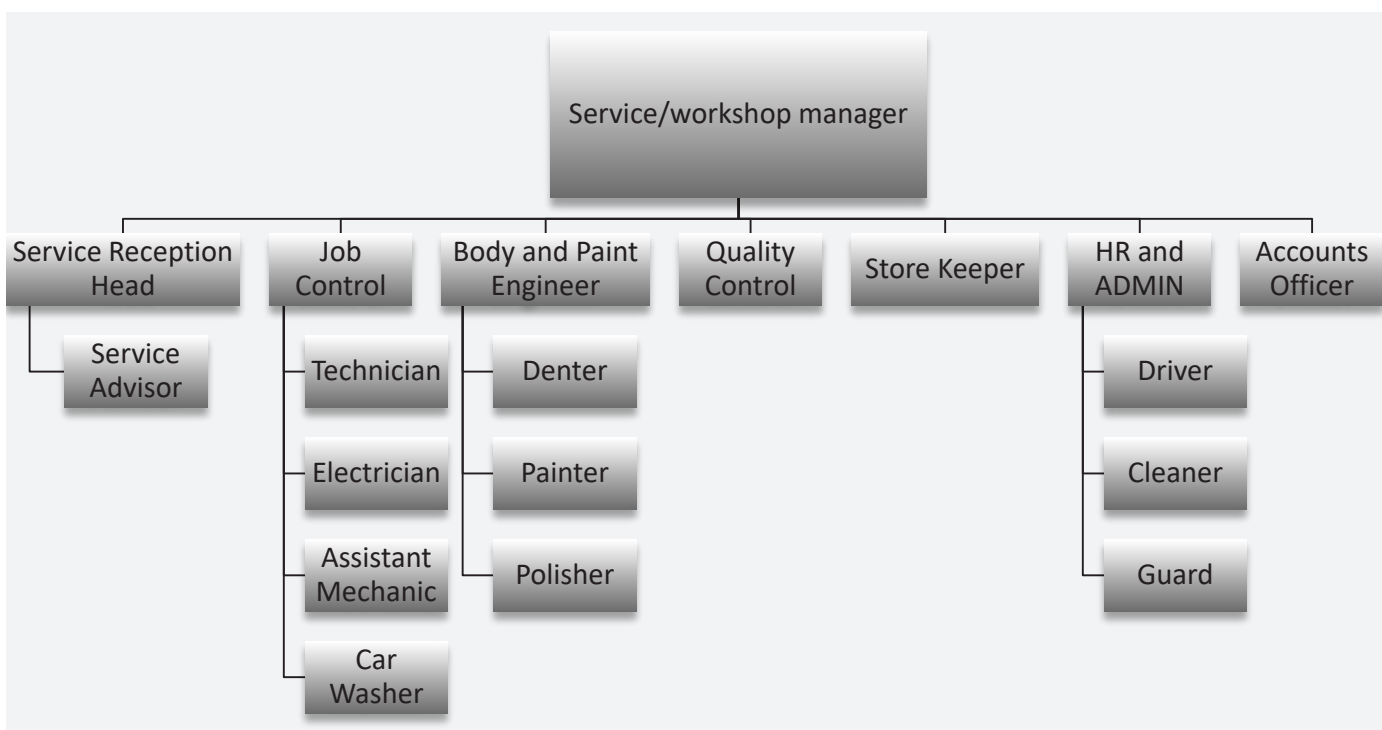
## QUALITY LUBRICANTS



## 2. Automotive Service Department

We operate a one stop automotive centre with modern garage equipment. Our team is composed of highly trained and experienced international and local technicians, front liners, engineers and staff according to each field of specialization from different countries such as Philippines, Kenya, Uganda, Egypt, India, North and South Sudan and together we form a strong team.

Ranging from 10 to 28 years of work experience and exposure to high level environment, our international staff have impressive track record in the field of automotive service business.



### Service offered

1. Scheduled Services and quick service
2. Periodic Maintenance Service for 5,000, 10,000, 20,000, 40,000, 80,000 kilometre service
3. Trouble diagnosis and systems initialization
4. General repair
  - a. Engine mechanical diagnosis and repair, General Overhaul
  - b. Chassis and suspension diagnosis and repair
    - Suspension, Steering, Automatic and manual transmission repair
  - c. Braking system diagnosis and repair

- 2 Air Condition and Electrical diagnosis and repair
- 3 Tire service
  - Tire changing
  - Wheel balancing
  - Four wheel alignment
- 4 Body Repair and Paint
  - a. Body restoration
  - b. Accident damage repair
  - c. Wash Over
- 5 Other Services
  - a. Off Site Services

We are committed to go out of our way to provide our services at customer's site or location. We have qualified and experienced team for our dispatch; we also provide road side assistance or servicing outside our workshop where the help is needed.

## OUR FACILITY

### 1. Building and Power System

No.	Description	Reference	Qty	Specs
1	Building for Spare Parts	Head Office and Spare Parts warehouse	1	351 sq m
2	Service Centre Building	Service Centre with offices, Utility and storage facilities, Mechanical repair area, Body and paint section	1	4,800 sq m
3	Building Main Warehouse	Main storage warehouse for spare parts stock	1	200 sq m
4	Vehicle Parking area	Designated parking spaces for vehicles for repair, staff and company vehicles	1	
5	Main Power supply system	Caterpillar Generator unit	1	250 KVA
6	Water Supply system	Airmax 12 BAR air compressor system	2	2000 litter capacity

## LIST OF MAIN EQUIPMENT AND TOOLS

### General Tools and Equipment

No.	Description	Reference	Qty	Specs
1	2 Post Lifter	Molnar	4	3 ton
2	4 Post Lifter	Molnar	2	4 ton
3	Scissor Type Lifter	SEALEY	2	5 ton
4	Work bench	USAG	7	Heavy duty
5	Brake Service Machine	AMMCO Professional Brake service	1	Disc and drum machining
6	Battery Chargers	ELECTRO START 650	2	230 VOLTS
7	Hydraulic Press Stand	SEALEY YK20F	1	20 TON
8	Engine Crane	Yankee SC10	1	1 ton
9	Engine Crane	Yankee 600TR	1	600kgs
10	Creak	Hydraulic	2	6 tons
11	Creak	Hydraulic	3	4 ton
12	Creak	Hydraulic	2	3.2 tons
13	Jack Stand	SEALEY	12	5 ton
14	Creeper Board	With castor wheel	5	SEALEY
15	Impact driver set	Pneumatic drive	5	SK
16	Tire Pressure gauge	SEALEY	2	20 gal/75 lit 10bar max
17	Technicians tool Caddy	With tools assortment	5	112 pcs set
18	Torque Wrench set	Set of torque wrench from 0 to 100 kg.m	5	SEALEY
19	Assorted tools for the tool Room	Assortment of tools not issued to technicians but for common work shop usage	various	assorted
20	Hand tap set	For re threading	1	
21	Transmission Jack	SEALEY	2	500kgs



## AIR CONDITIONING SYSTEM

No.	Description	Reference	Qty	Specs
1	Recovery Recycling Machine	Sun- USA 134a	1	Electronic operated
2	Gas Leak Detector	Robinair	1	electronic
3	Vacuum Pump	SEALEY	1	SEALEY
4	Thermometer	Robinair	1	SEALEY
5	Manifold gauge	Robinair	1	For 143a



## LUBES AND CLEANING MACHINE

No.	Description	Reference	Qty	Specs
1	Wheel Mounted Oil Drainer	SEALEY	1	
2	Oil Dispenser	SEALEY	1	20 lit
3	Oil Dispenser	SEALEY	1	20 lit
4	Automatic Trans. Oil dispenser	SEALEY	1	20 lit
5	Grease gun	SEALEY	1	Manual type
6	High Pressure Washer		1	
7	Wet and Dry vacuum	50 litre capacity	1	230 volts
8	High Pressure Washer		1	
9	Wet and Dry vacuum	50 liter capacity	1	230 volts

## ELECTRIC POWER TOOLS

No.	Description	Reference	Qty	Specs
1	Electric Drill Press	SEALEY	1	
2	Bench Grinder	SEALEY	1	
3	Angle Grinder	SEALEY	1	

## DIAGNOSTIC AND TEST EQUIPMENT

No.	Description	Reference	Qty	Specs
1	Engine diagnostic tester	AUTEL MAXDAS Computerized OBD intelligent tester	1	For OBD II
2	Engine diagnostic tester	SOLUS PRO computerized OBD intelligent tester	1	For OBD II
2	Compression gauge	For Diesel Engine	1	SEALEY
3	Compression gauge	For gasoline engine		SEALEY
4	Injector Flow tester	For common rail fuel system diagnosis	1	VS2046



## TIRE AND WHEEL SERVICE EQUIPMENT

No.	Description	Reference	Qty	Specs
1	Wheel Alignment Machine	4 Wheel Computerized alignment machine	1	4 wheel digital
2	Wheel balancing Machine	With run flat tire	1	COATS
3	Tire Changer machine		1	COATS
4	Tire Pressure gauge	Tire pressure gauge with inflator	1	SEALEY



## BODY REPAIR AND PAINT EQUIPMENT

No.	Description	Reference	Qty
1	Spray Booth oven		1
2	Paint Mixing and storage room		1
3	Infra-red dryers		1
4	Spray guns		1
5	Panel Stands		5
6	Arc Welding machine		1
7	Denting and panel beating tool set	Assortment	various
8	Power welders	SEALEY SUPERMIG 560	1
9	Electric and pneumatic grinders and sanders		various
10	Porto power and clamp set	assortment	various





## VIEW OF OUR SERVICE CENTRE



Customer waiting area  
Comfortable and relaxing waiting area for our valued customers  
with entertainment systems and refreshments

## VIII. OPERATIONAL PROCEDURE

In order to ensure maximum efficiency and reliability of our service operations, the following process gives us a proper guideline:

### 1. Opening Hours

Monday – Friday 7.00am – 4.00 pm.

Saturday 7.00am – 12.00 noon

Sunday Closed.

### 2. Service Process



#### A. Service Reception

We have qualified Service Advisors to handle customer receiving with good interpersonal skills and technical background. They are fully knowledgeable of the service processes keeping the customer satisfaction in mind. They are also responsible for maintaining and updating customer database. They were carefully selected to suit the job being our workshop representative to our customers.

## **B. Consulting**

To properly identify the problem, our qualified service advisors get all the information from the customers by proper use of communication skills to obtain all necessary information. Utilizing acquired experience, technical capability and customer communication technique, problem solving process is narrowed down resulting to accurate and quick repair.

## **C. Diagnosis and repair**

We have engineers and highly qualified technicians to carry out repair according to their area of specialization. We are committed to customer satisfaction by providing Zero repeat job as well as quick and economical repair by way of accurate and intelligent diagnosis. We are equipped with modern tools and diagnostic tools to assist us in our repairs which our technicians and engineers are trained and capable of using.

## **D. Obtaining approval**

Before carrying out any repair on our customer's vehicle, an approval from the customer must be acquired first by way of telephone call or direct communication. For our fleet customers, a written approval from the authorized representative is necessary.

## **E. Job Allocation**

Job Controller is mainly responsible for managing the workshop according to the workshop load and available technicians. The jobs are allocated to the right technicians according to the nature of the problem.

## **F. Quality Control**

A very important stage in our service process is the quality control check. This is to ensure that the customer's concern are resolved and that all other recommended repairs are properly noted and reported. A two stage quality inspection is applied:

- **Static QC-** a systematic and procedural vehicle inspection to ensure that all the requested repairs are all done and the problem is resolved. This also includes overall checking of the vehicle condition as well as cleanliness
- **Dynamic QC-** This is quality inspection of the vehicle by road testing to check and ensure vehicle safety and road worthiness after repair

### **G. Delivery**

Is a part of our service process where our service advisors follow the procedure for proper delivery of the vehicle, after completion of the repairs, our service advisors ensure the readiness of the vehicle prior to calling and informing the customer to collect the vehicle. According to the invoice generated, the service advisor explains the details of the work done including the prices. The customer is also advised of the next service visit and informs the customer that a follow up call is expected after three days from the receiving date of the vehicle.

### **H. Follow up**

After three (3) days from the delivery date of the vehicle, our customer service staff will call the customer to get a feedback regarding the repair that was carried out. A standard questioner is utilized for this exercise. This will make our customer feel that we care. At the same time, this will also help us gather information from customer feedback that will help us know our weak or areas for us to improve and become better.

### **I. Warranty**

In our aim of attaining high level of customer satisfaction, we warrant our service repair as follows:

- Labour – 3 months warranty period
- Parts - 3 months warranty period

Will be given to all repairs done in our workshop provided that the spare parts are also supplied by us and that the problem is not as a result of improper driving, misuse, alterations, modifications, overloading and others such as act of god

### **J. Health and Safety**

Our Company is fully compliant to all local regulations as far as safety and health is concerned. Not only to ensure a conducive and safe working environment but most importantly the welfare of its employees. Our facilities are designed to promote smooth operational flow and accident avoidance lay out. In compliance to local safety regulations, fire prevention and air ventilation equipment's are provided. All technicians are provided with safety gadgets to protect them from injuries and other physical and health hazards.

## IX. Our Main partners

	<b>Organization</b>	<b>Services offered</b>
1	German Development Corporation (GIZ)	Genuine Spare Parts, Lubricants and Vehicle Maintenance and Service Supply
2	International Organization for Migration (IOM)	Genuine Spare Parts, Lubricants and Vehicle Maintenance and Service Supply
3	World vision	Genuine Spare Parts, Lubricants and Vehicle Maintenance and Service Supply
4	Catholic Relief Services (CRS)	Genuine Spare Parts, Lubricants and Vehicle Maintenance and Service Supply
5	Medicines Sans Frontiers	Genuine Spare Parts, Lubricants and tyres supply
6	UNDP	Genuine Spare Parts, Lubricants and Vehicle Maintenance and Service Supply
7	UNWFP	Genuine Spare Parts, Lubricants and Vehicle batteries supply
8	Population Services International (PSI)	Genuine Spare Parts, Lubricants and Vehicle Maintenance and Service Supply

## SUPPLY OF NEW VEHICLES





## GENERAL CONSTRUCTION

AGAB trading strives to be the contractor of choice by providing quality professional construction services in an environment of integrity and trust. We commit to fulfil all contractual obligations and strive to exceed the expectations of our customers. We are dedicated to providing excellent construction services with our primary concern being quality, safety, integrity, and professionalism.

We are committed to the personal and professional growth of every employee. Management promotes a corporate culture based on performance, accountability, mutual trust, respect of the individual, and commitment to common goals.

AGAB is committed to prudent, long-term sustainable growth based on sound principles and fuelled by the quality professional services we provide. We achieve this through the dedicated commitment, competency, and integrity of our contractors.

We are committed to implementing and sustaining Health & Safety as an integral part of our daily life. We are committed to ongoing investment in training and development of contractors in order to develop a strong safety culture within our organization.

Agab Trading and investment co. ltd main goal is to build the housing sector in south Sudan into a well-developed and planned first class model in Africa and world at large. Our aims and objectives include, but not limited to the following;

- a) To carry on business of architectural designing, planning and construction of buildings, roads construction and bridges in Sudan.
- b) To engage in the business of real estate , financial and media consultancy in south Sudan and east Africa at large
- c) To deal in the business of building , construction and maintenance of apartments , schools hospitals, roads and bridges

- **Quality Assurance**

AGAB has a quality assurance mechanism you can count on. We use tested and approved materials and provide our client with the best and accepted products on the market.

## PREVIOUS EXPERIENCE



## ROAD TRANSPORT



We have grown steadily to become one of privately owned transport companies. Our goal is to understand your business and provide a customized transport solution that includes; competitive rates, an authentic approach to real customer service and a proactive approach to meet your expectations.

The business has been built on service and attention to detail employing only the best available Sub-Contractors and Company drivers & staff.