Business Profile of

LABORIUS PANEL BEATERS CC

Entrance to Laborius Panel Beaters CC

Founder/Owner/CEO: Mr. Wynand D. Bekker
# TABLE OF CONTENTS

## EXECUTIVE SUMMARY

1. Description of the Company
2. Mission Statement
3. Services
4. Management Team and Key Personnel
5. Guarantees and Warranties
6. Business Partners
7. BBBEE Status
8. Competitive Environment
9. Geographic Area
10. Customers: KA Smart & Sms

## OPERATIONS

2.1 Premises
2.2 Hours of Operation
2.3 Equipment
2.4 Staffing

## BUSINESS CONTROLS

3.1 Computerized Estimates
3.2 Digital Assessments
3.3 Accounting Systems
3.4 Operating and Control
3.5 Quality Control
3.6 Store Rooms

## TOWING

4.

## PHOTO GALLERY

5. 9 - 30

## QUICK REFERENCE DETAILS

6. 30
1

EXECUTIVE SUMMARY

11

DESCRIPTION OF THE COMPANY

Laborius Panel Beaters cc serves the Collision Motor Body Repair Industry.

Laborius Panel Beaters cc was founded in 1988 by Mr. Wynand D Bekker. Through his business skills, sheer hard work, state-of-the-art equipment, quality workmanship and courteous service Mr. Bekker piloted this establishment to its current size, counting amongst the largest Body Repairer in South Africa. We have assets which are needed for all Major and Minor damages.

Prior to starting Laborius Panel Beaters cc, Mr. Bekker founded, owned and operated Laborius Erection.

Mr. Bekker has 55 employees, all of whom is invaluable to the Motor Body Repair Industry. Mr. Bekker and his staff bring a combined total of 40 years of Motor Body Repair experience to the company.

12

MISSION STATEMENT

Purchasing a motor vehicle is a big investment in your life. Unfortunately accidents do happen. When involved in an accident, you have a choice as to whom you entrust the repair work to. Laborius Panel Beaters cc understands this and strives to gain you trust by providing excellent repair service.

The mission of Laborius Panel Beaters cc is to become the best provider of the Motor Body Repair Industry. Laborius Panel Beaters is dedicated to building long-term relationships with clients through quality, customer support and great after-repair service.

13

SERVICES

Laborius Panel Beaters cc is a proud member of SAMBRA (South African Motor Body Repair Association) and achieved the highest rating, a Major Structural Repairer. Laborius Panel Beaters cc has all the necessary equipment and qualified staff to comply with all Major Insurance Companies and Manufacturer standard. Laborius Panel Beaters cc provides up-to-date repairs, spray painting and towing.

Laborius Panel Beaters cc has a towing service available 24/7. Towing rates subjected to insurance tariffs. See elsewhere for complete Towing.

Laborius Panel Beaters cc will strive to cater to the needs of each client and develop a strong return-customer base. Because we are in the industrial area of Rosslyn, we also offer a shuttle service either by collecting and/or dropping a client at work or at home. For clients whose vehicles need major repairs we have 11 hired vehicles, @R650 once off, non refundable, available. Subjected to certain terms and conditions. We will maintain and improve their current position in the industry by ongoing support to clients, extensive knowledge of the industry, superior customer service, specialized training programs for staff and competitive rates. Our staff is here to answer any questions you may have and to help you through the repair process.
**Management Team and Key Personnel**

Mr. Wynand D. Bekker  
Founder & CEO  
012 5416037  
laborius@lantic.net

Mr. Wouter Prinsloo  
Member & Estimator  
012 5416037 x22  
wouter@laborius.co.za

Mr. Nico K. Biela  
Member & Manager  
012 5416037 x28  
laborius@lantic.net

Mr. Abrie Schreuder  
Production Manager  
012 5416037 x21  
abrie@laborius.co.za

Mr. Gert Saayman  
Production Manager  
012 5416037 x18  
helena@laborius.co.za

Mrs. Deirdre Prinsloo  
HR & Creditors  
012 5416037 x15  
laborius@lantic.net

Mrs. Barbara Schreuder  
Client Service & Debtors  
012 5416037 x24  
laborius@lantic.net

Mrs. Helena Saayman  
Administrator & Towing  
012 5416037 x13  
helena@laborius.co.za

Mrs. Jeanet Heyneke  
Parts Manager  
012 5416037 x31  
laborius@lantic.net

Mrs. Ronell Pitzer  
Final Costing & Invoices  
012 5416037 x26  
laborius@lantic.net

Mrs. Kate Nyembe  
Receptionist & Fleet Mngt  
012 5416037 x9  
kate@laborius.co.za

Mr. Prince Phoku  
Buyer:Parts & Cons.  
012 5416037 x30  
prince@laborius.co.za

**Guarantees and Warranties**

Laborius Panel Beaters cc is passionate about providing our customers with an outstanding collision repair experience. Our standards, state-of-the-art equipment, trained craftsmen and written guarantee all totals to your complete satisfaction. All repairs that have been performed by Laborius Panel Beaters are guaranteed. **Written guarantee: Three years Workmanship and Lifetime on the Paint work.**

Other items of the repair order such as parts, sublet labor, paint materials and supplies are subject to the guarantee of those suppliers. We will be happy to assist you in handling a claim under the supplier's guarantee. We are here to assist you.

**Business Partners**

Laborius Panel Beaters cc have been a Manufacturer Approved Motor Body Repairer for Volkswagen SA, Audi, Nissan, GMSA, Toyota, GWM, Fiat, Alfa, Ford, Mazda and Tata. Annual audits is complied by an independent auditor to ensure that the high standards set, is maintained.

Furthermore we are also on the Panel of Approved Motor Body Repairer (Suppliers List) of Major Insurance Companies i.e. Santam, Mutual & Federal, Zurich, Absa, Miway, Etana, Renasa, Topexec, etc. Some of our loyal clients are Audi Centre Menlyn, SA Breweries, Audi Hatfield, Greyling Motors, Fiat SA, Grindrod SA, etc.

**BBBEE Status**

Laborius Panel Beaters cc is proud to announce that we are a Level two (2) contributor to BBBEE. Community involvement is also very important and annual donations are made to several educational institutes. See Copy on website.

Industry training is of high importance. Laborius Panel Beaters is accredited as a Provider of Education and Training for Automotive Body Repair and Spray Painting in accordance with the powers vested in the MERSETA by SAQA. On-the-job and in-house training is provided to all apprentices employed.
1.8 **COMPETITIVE ENVIRONMENT**
The quality of service and the number of providers in the Motor Body Repair Industry constantly fluctuate. Our competitive edge will be in attracting and retaining our customers with highly trained technicians and estimators, up-to-date equipment and excellent quality. We strive to have a strong return-customer base.

1.9 **GEOGRAPHIC AREA**
Laborius Panel Beaters cc is based in Rosslyn, Pretoria. Our address is 11 Martinus Rass Street, Rosslyn, 0200. Our surrounding service areas are not limited to Brits, Rustenburg, Soshangwe, Mabopane, Tshwane, Warmbath, etc. We have been known to collect, repair and deliver vehicles outside the South African boarder e.g Botswana, etc.

1.10 **CUSTOMERS: KA SMART and SMS**
Our market research shows that having a recommendation from a friend, relative or colleague has the greatest impact on people's choice of a Motor Body Repairer. Thus the importance of excellent repairs work and great client service.

Our clients are kept informed via sms. This is done three times a week. This information will give the client an indication of the repairs and the estimation of repair. The name and contact details of the Production Manager is mentioned in the first sms. Any monies payable is also send via sms.

KA Smart is an independent auditor for Client Service. A weekly report of vehicles completed is send via e-mail to KA Smart. KA Smart will contact the clients to enquire about the service received at Laborius Panel Beaters cc. A weekly feedback report is send back to Mrs. Barbara Schreuder (Laborius Panel Beaters cc), which will do a follow-up on any negative reports. Any complaints or problems are recorded and we will try to resolve any complaints within three working days. The complaint will be handled until the maximum level of satisfaction had been attained. We have an active follow-up system that is easily auditable by either the Insurance or the Manufacturers.

We will encourage our satisfied customers to recommend our services to friends, relatives, colleagues and employers.

2. **OPERATIONS**

2.1 **PREMISES**
Being involved in an accident is bad enough. We would like to make your collision repair experience as comfortable as possible. This includes taking care of you, our customer, as well as taking care of your vehicle. To ensure a stress-free experience all vehicles is stored in-house. Our 3800m² work shop is equipped to accommodate 60-80 vehicles in-house. A separate 1500m² work shop can also accommodate 30-40 vehicles in-house. This gives you a total in-house workshop of 5300m².

Sufficient and safe customer parking is available and easy accessible. A separate parking bay is used by our employees.
2.2 **HOURS OF OPERATION**

To ensure that our customers suffer no or very little discomfort we have operation hours outside the normal working hours:

**Monday – Thursday:** 06:00 – 16:30

**Friday:** 06:00 – 13:00

These hours enable our customers to deliver or collect their vehicles outside normal working hours, whilst waiting time is reduced substantially.

The telephone lines will be staffed during these working hours by our friendly and informed staff. After- hours calls will listen to a recorded message, which will refer you to our Towing Manager Mr. Wouter Prinsloo 082 447 6195 who is available 24/7.

2.3 **EQUIPMENT**

Laborius Panel Beaters cc has state-of-the-art equipment. Our certified technicians use this technology to evaluate damage, systematically repair your vehicle to original manufacturer specifications. We also make use of computerized color matching and heated paint booths. Laborius Panel Beaters cc has all this and much more.

Our technicians are up-to-date with the latest repair knowledge. That is why all of our technicians receive national training and certification programs to ensure that they have a high level of expertise needed to repair a vehicle to pre-collision condition. We have a “Wall of Fame” in our reception area, consisting of all the certificates received by our employees.

2.4 **STAFFING**

All employees are required to enter into a service contract, which covers all the aspects of employment. All staff members have a job description and a training profile.

Our refinishing staff received on-the-job training by our paint Suppliers. All of our technicians underwent a full product and equipment training to ensure safe and accurate use of these equipments.

We have a trained in-house estimator who can provide you with a precise and accurate estimate of vehicle damage.

Our administration department underwent training in several computer programs i.e. Pastel, Vantage, VIP, etc. The Easy Costing program is used for all Final Repair Calculations. A chosen few employees has received training in First Aid, Fire Fighting and Occupational Health and Safety.
3. **BUSINESS CONTROLS**

3.1 **COMPUTERIZED ESTIMATES**

Programs used:

**VANTAGE** is a program we are using to capture all minor damages. A printed computerized quotation is given to the client. We also capture the necessary details, i.e., make, model, reg no, colour, client name, contact details, insurance, etc. Vantage is also used for client service (sending SMS) and costing (parts/consumables).

A **BUNTEX** is a standard computerized quoting system used by most of the Major Insurance Companies. A detailed printed quotation is supplied to assessor and client with all major structural damages.

Our trained in-house estimator will provide you with a precise and accurate estimate using either A buntex or Vantage. We will go the extra mile by disassembling the damaged area, to ensure that all unforeseen damages is booked and noted by the assessor.

Job cards are compiled, recorded and passed onto our Production Managers, who delegate and record each vehicle on a production control sheet. A list for priorities and due dates is maintained to ensure on time delivery. Time spent per vehicle is recorded on Vantage.

3.2 **DIGITAL ASSESSMENTS**

Laborius Panel Beaters cc is authorized by Santam, Absa and Miway to do digital assessments for minor damages. Digital photos, quotation and detailed information of vehicle are sent electronically to your insurance company. Authorization is received via e-mail. Client will be contacted to book vehicle for repairs.

3.3 **ACCOUNTING SYSTEM**

Laborius Panel Beaters cc is using a computer-based financial management system, Pastel. This system allows management to analyze the profitability, debtors and creditors accounts monthly. A monthly meeting with an external auditor is held to maintain a professional and effective approach to financial management.

3.4 **OPERATING AND CONTROL**

To maintain production levels and staff performance, daily prep talks are held at 07:00. All vehicles in Work in Progress and Customer Requirements are discussed at this meeting. Personnel are given the opportunity to participate hence keeping the lines of communication open.

A Work In Progress List is updated weekly and given to all department Managers. This is to ensure that each vehicle is recorded, and any delays is noted and passed on to the client and insurance.
3.5 **QUALITY CONTROL**

A quality check is applied throughout the entire process. Each department checks the quality and examines the repaired area before proceeding. Each vehicle is buffed to seal the paint work, vehicle is washed, wheels are treated and we even clean the interior. After this, our in-house quality inspector conducts a final inspection using a high standard quality checklist. We will strive to restore your vehicle to pre-accident condition.

3.6 **STORE ROOMS**

Parts: All parts are computer recorded using Vantage for easy reference and control. Issues are done by requisitions and recorded by the parts controller. Our trained store persons ensure that all parts are properly administered, marked and stored. Storage racks are used for safe storage of all parts.

Paint & Consumables: These are kept separate from parts due to the inflammable nature thereof. Paint drawn from the stores for paint mixing laboratories are recorded and computerized on stock inventory for control and allocation to relative motor vehicles.

4. **TOWING and STORAGE**

Laborius Panel Beaters cc has a Towing Fleet consisting of four (4) Ford Tow Trucks fully equipped together with four (4) Low Bed Trailers. If a vehicle needs to be collected or delivered, the towing fees will be free of charge within a radius of 40kms. This does not include a release fee, which will be charged as per invoice. We also provide the following:

- Roadside Assistance and Recovery 24/7;
- A written towing rate on the accident scene;
- Storage only after seven (7) working days;
- Low storage fees;
- No hidden costs i.e. admin-, security- or quotation fees;
- In-house storage with security, an alarm system connected to a security company;
- Our storage facility is open 24/7;
- Contact Person: Wouter Prinsloo 0824476195 or 0824939206
- Contact Person: Gert Saayman 0722774228 or 0761733393

Trusting that the above is comprehensive enough and cordially invite you to visit our workshop should you deem is necessary to substantiate this profile.

Sincerely Yours

___________________

(Mr.) W. D. Bekker
CEO/Member

*Continue to view our Photo Gallery and other documents*
PHOTO GALLERY

Customer Parking @ Laborius Panel Beaters cc

Our Receptionist, Kate Nyembe with a client

Kate with Prince (Buyer), discussing request from a client
Approvals Insurance Companies and Manufacturers

A vehicle brought by one of our TowIn operators

Our security, Wessel Snyman is booking a vehicle
Above document is a Vehicle Acceptance Report. This document is used to book all necessary information regarding the vehicle. This is done immediately. All personal items, tools, etc. is noted. The original is filed and a copy is kept inside the vehicle.
This card is given to each client to complete. The top part is client details which is kept inside the file. The bottom part is given to the client as proof that the vehicle is at Laborius Panel Beaters cc, as well as any monies payable.

THE VEHICLE IS NOW TAKEN INSIDE THE WORKSHOP...

Welcome
Inside the workshop of Laborius Panel Beaters CC
Daily prep meetings @07:00

Agenda: Work in Progress

In-house estimator: Wouter Prinsloo compiling a quotation
In-house storage available for vehicles waiting Approval

Parts Department: Prince Phoku & Jeanet Heyneke

Parts delivered by one of our Parts Suppliers
Parts stored in pre-marked shelves in a lockable store

Our Journeymen: Jan Hattingh, Wollie Cilliers and Nico Biela

Shipping Department
All stripped parts/panels is stored in pre-marked shelves.

Plasma Cutter, Metal Heater and Three CO² Welders

Two CO² Welders, Spot Welder, Headlamp Adjuster, Plasma Cutter, Mig Braing & Spot Welder
Vehicle on the Celette Speed Bench

Two Chiefs with the Electronic Measuring Machine

Celette Vegamax Chassis Straightner and two Chiefs
Metal Finishing Department

Panel beating Department: Tecna Spot welder

Dry Flatting Bay
Prime Bay

Paint Preparation: Primer Bay

Paint Mixing Room
Paint Mixing Room 2

Two of the three Spray Booths

Assembling Bay
Assembling Department

Assemblers in action

Quality check before proceeding to next bay
Final Quality Control: Prod. Manager Gert Sayman

<table>
<thead>
<tr>
<th>QUALITY CHECK LIST</th>
<th>PANEL</th>
<th>SEAT</th>
<th>INSPECTION</th>
<th>PANEL</th>
<th>SEAT</th>
<th>INSPECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRONT FENDERS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FENDER L/H/R L/H/R CLIPS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOOR L/H/R EXTRAS FRAME FITTING GLASS LOCK</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BODY L/H/R L/H/R SEAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ROOF L/H/R L/H/R SEAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BONNET CATCH L/H/R NOZZLE LOCK CLIPS BADGE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REAR BUMPER VALANCE REAR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REAR BUMPER VALANCE REAR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BATTERY MOUNTING</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WINDSCREEN REAR LENS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>REAR SCREEN BEADS WEAT MIRRORS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AIR ELECTRICAL STANDARDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HOODER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NUMBER PLATE REAR FRONT HOLDER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>STRIPPING STICKERS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SADDLE LIGHT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KEY AMOUNT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>STEERING WHEEL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BRAKE L/H/R L/H/R BRAKE / L/H/R</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BRAKE L/H/R L/H/R BRAKE / L/H/R</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J1 PORT CHECK</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEAT OIL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELECTRICAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WINDSCREEN WASH</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WINDSCREEN WASH</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLEAN INSIDE OUTSIDE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Each customer receives a guarantee.
Quick References Details

Owner/CEO : Mr. Wynand D. Bekker  
Address : 11 Martinus Rass Street, Rosslyn, 0200  
Telno : 012 541 6037  
Faxno : 012 541 0261  
E-mail : laborius@lantic.net  
Website : www.laborius.co.za  
Vat No : 4210138378  
Reg No : 1993/ 016588/ 23  
Compiled by : Mrs. B. Schreuder

Thank You