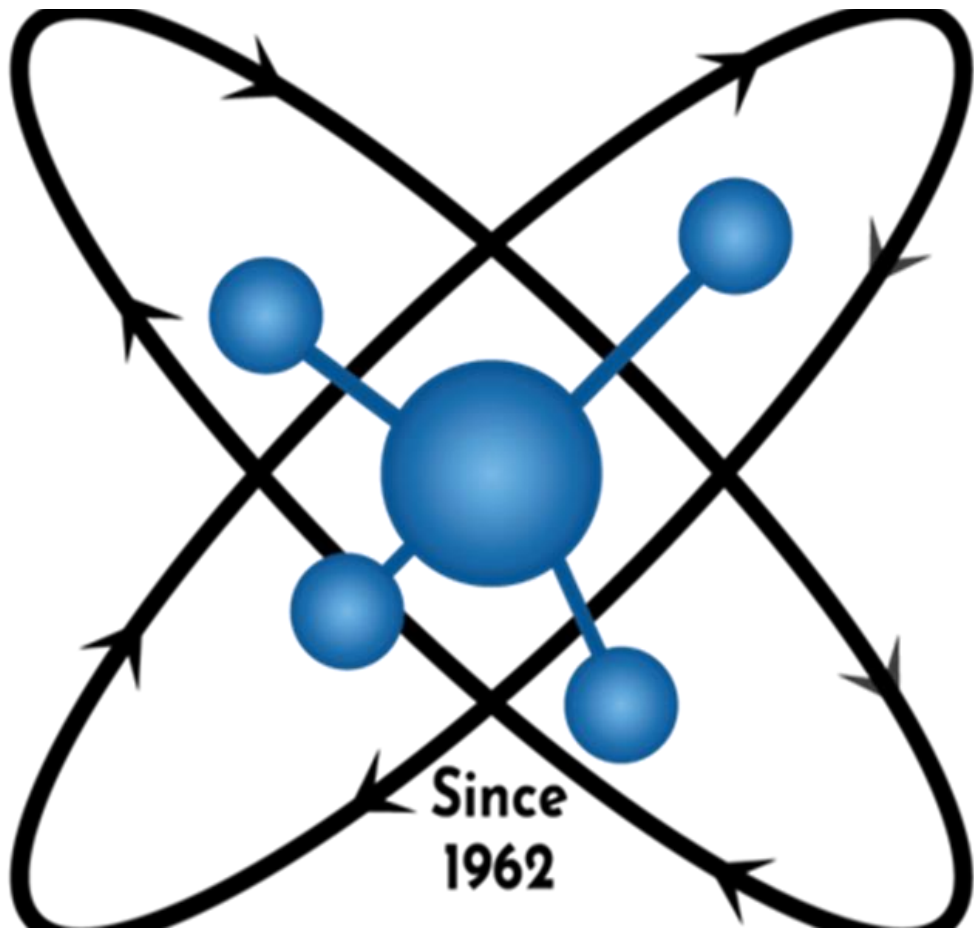




Induction

About Us

- The group has been in existence since Feb 2004. It all started with Sinvac Plastics and R 2.5 million turnover per annum. Sinvac Plastics has been in existence since 1962.
- Techniloy was converted to a pipe manufacturing company in 2008 and became Sinvac Piping in July 2014.
- Sinvac Mining & Engineering was started in 2008 and developed into 5 business units operating on maintenance, projects, steel and plastic fabrication.
- Sinvac SA was split out from Mining & Engineering in 2018.



SINVAC GROUP



To be the **preferred one-stop** supplier of HDPE pipes, fabricated plastic solutions, piping projects and related products in Africa.



SINVAC GROUP



Sinvac's mission is to be the preferred supplier of plastics piping systems and related products in Africa.

This **competitive position** is derived from its **customer centricity**, ability to provide **an all-inclusive solution** from pipes to installed projects and a **world class service level**.

Sinvac is an OEM for most of its products and **manufacture** and supply its products in a **structured** way with **innovative, enthusiastic team** players.

THE SINVAC FINGERPRINT



The customers is always first and **customer centricity** is at the core of it all. **Quality** products are produced on time. The **manufacturing operation** is conducted in a **safe** and structured way where **consistency** is supported by **discipline** with a mindset of **continuous improvement**.



SINVAC CUSTOMER SERVICE PLEDGE



OUR SERVICE STANDARDS:

WHEN YOU VISIT US WE WILL:

- GREET YOU IN A POLITE AND FRIENDLY MANNER.
- HELP YOU WITH LANGUAGE REQUIREMENTS AS BEST WE CAN.
- PROVIDE YOU WITH ADVICE AND GUIDANCE TO ACHIEVE YOUR GOALS.

WHEN YOU PHONE WE WILL:

- ANSWER YOUR CALL IN A POLITE AND PROFESSIONAL MANNER.
- ANSWER YOUR CALL AS QUICKLY AS POSSIBLE.
- RESPOND TO ALL MESSAGES LEFT ON VOICE MAIL OR ANSWER PHONES WITHIN 1 WORKING DAY.

WHEN YOU WRITE TO OUR EMAIL WE WILL:

- ACKNOWLEDGE YOUR LETTER OR EMAIL WITHIN 3 WORKING DAYS.
- EXPLAIN WHY IT WILL TAKE LONGER IF WE CANNOT REPLY IN FULL WITHIN 10 WORKING DAYS.

THIS IS OUR PLEDGES TO YOU:

- TO TREAT YOU WITH COURTESY AND RESPECT.
- TO DELIVER PRODUCTS AND SERVICES AS PER REQUIREMENTS ON TIME.
- TO BE HONEST AND OPEN, TAKE RESPONSIBILITY FOR YOUR ORDER AND ENSURE YOU GET THE RIGHT ADVICE AND INFORMATION.
- TO ENSURE ALL COMMUNICATION WITH US IS CLEAR AND HELPFUL.
- TO USE YOUR FEEDBACK TO HELP US IMPROVE OUR SERVICES IN THE FUTURE.

WE RECOGNIZE ON OCCASIONS WE MAY GET IT
WRONG OR NOT DO SOMETHING THAT YOU THINK
SHOULD HAVE BEEN DONE:

WHEN WE HAVE LET YOU DOWN WE WILL:

- TRY TO PUT THINGS RIGHT STRAIGHTAWAY.
- GIVE YOU AN EXPLANATION AS TO WHAT HAPPENED.
- AGREE ON A SOLUTION WITH YOU.
- USE WHAT WE LEARN FROM OUR MISTAKES TO HELP IMPROVE OUR SERVICES FOR THE FUTURE.

WHAT WE ASK OF YOU:

- PLEASE TREAT OUR STAFF AND PREMISES WITH RESPECT AND CONSIDERATION.
- PLEASE GIVE US ALL THE INFORMATION WE NEED TO DEAL WITH YOUR ENQUIRY.
- PLEASE GIVE US HONEST AND CONSTRUCTIVE FEEDBACK SO THAT WE CAN IMPROVE OUR SERVICES IN THE FUTURE.



SINVAC'S CUSTOMERS FIRST PLEDGE

We at Sinvac commit to:

- Know who our internal and external Customers are.
- Understand our Customers' needs and requirements and measure performance against those requirements.
- Deliver required products and services as per requirements on time, on specification and within budget.
- Make it our business to understand how each action in the chain of activities that eventually delivers the service or product to our customers, need to be executed according to plan.
- Any deviation should be corrected there and then. Any deviation of more than 10% should be the TRIGGER for it to be escalated.
- NCRs is a key part of our Action Response Plan.
- Talk to our customers, be easy to do business with, care about and be honest with our customers.
- Deliver exceptional customer service and walk the extra mile.
- Hold each other accountable for this pledge.
- We are people of action.

18/11/2022

Sinvac Companies



Sinvac Roto

Sinvac Plastics is the most experienced rotomoulder in South Africa and was established in 1962. We supply a wide range of high quality plastic rotomoulded items and accessories.



Sinvac Projects

Sinvac Mining & Engineering was established end 2007 to operate from the manufacturing platform created by Sinvac Piping, Sinvac Plastics and Johannesburg Foundry.



Sinvac Piping

Sinvac Piping manufactures SABS HDPE, HDPE and LDPE pressure pipe under SABS accreditation and supply brackets, stubs, bends, tee's, flanges and fittings to a wide variety of industries.



Sinvac Fabrication & Fittings

SINVAC Fabrication is the division that manufactures and supply standard, custom and HDPE fittings based on Isometric drawings; that includes custom made manholes, pontoons, fabricated bends, pulled bends, moulded fittings, laterals, T-pieces and crosses.



Sinvac Development Trust

More than just the corporate social investment activities of the Sinvac Investments (Pty) Ltd group. Giving back and serving within the range of The Sinvac Group's product and service solutions.

Accreditations



Products



HDPE Piping Systems



Roto Plastic Products



HDPE Fabrications & Fittings



HDPE Projects



Sinvaclite
(Structured wall pipes)



Product Development

Meet Our Team



CEO

KOBUS VAN DYK



SINVAC CAPE DIRECTOR

ANTON LUBBE



SINVAC SA

MD – JOHN MABUNDA



GM: AFRICA HDPE
Paul van Dyk



GM: ROTO
Koos van der Walt



GM: HDPE PIPING SYSTEMS
Rico Schrama



GM: Infrastructure
Lawreason Mosuwe



HEAD OF ACCOUNTS
Desire Myburgh



FINANCIAL MANAGER
Johan Pienaar



FINANCIAL MANAGER
Jurie Swart



CFO SINVAC GROUP
Maxwell Mahuruku

Sinvac

High Level Flow

External & Internal View

