



**servest**  
Facilities Uganda





# Integrated Facilities Solutions? *Think Servest.*

## INTRODUCTION

### Servest Facilities Uganda

Servest Facilities Uganda is a Local Integrated Full-Service Management Company for All-Compassing Management of Complete Camp, Hospitality And Facilities Management.

Majority Locally owned by Ugandan Nationals, Servest Facilities Uganda has in-depth local knowledge and insight, within service delivery, bolstered by our association with the Servest Group and its multinational track record. Our past successes are an indication of what clients can expect from us.

Each project is a unique opportunity for our teams to design and implement innovative solutions to world-class standards a tailored for your business's needs.

With our unwavering passion to be innovative and proactive and our commitment to delivering seamless services to our customers, we have expanded into several branches across the African continent: Botswana, Ghana, Kenya, Malawi, Namibia, Nigeria, South Africa, Uganda, Zambia and Zimbabwe.





# ABOUT US

Servest Facilities Uganda is a highly experienced provider of camp management services for mining, construction and energy projects in throughout Africa. We specialise in remote site projects where a camp or village really has to be a home away from home. It guides us to create comfortable and homely environments to which people are happy to return after a hard day's work. Whether it's a mobile exploration camp, a temporary construction camp or a steady state mine village, residents deserve to feel cared for and valued.

In achieving this objective, we make it possible for the companies that are driving growth on our continent to achieve their business goals.

We aim to solidify strategic partnerships with our clients, helping them to integrate people, place, process and technology by providing multiple solutions that create functionality, comfort, safety and efficiency in the Camp and Facility Management environment.





# THE SERVEST GROUP

Since our inception in South Africa in 1997, we have grown from a provider of specialist soft services, into a leading Integrated Facilities Management company. In 2015, the landmark Black Empowerment transaction, which involved Kagiso Holdings acquiring 51% of Servest, has also positioned us **one of the largest, majority black-owned Integrated Facilities Management Companies in Africa.**

Employing over 20 000 staff in Africa, we are extremely proud to provide one or all of our services to approximately 6 500 customers across more than 11 000 sites, with some contract relationships spanning over 20 years on the Continent.

We share the philosophy of partnering with our clients to ensure we gain a deep understanding of their needs. This approach allows us to not only deliver a smooth service that meets client expectations, but more importantly develop solutions that add value to our clients' business.







# OUR SERVICES

**We are an integrated full-service, single-source facilities management solution for remote, standalone and corporate facilities**

We have a one of a kind network of resources that include financial analysts, skilled engineers, maintenance experts, professional and operation specialists that cover the full property and facilities management spectrum. Our solutions include:

Facilities Management  
Camp Management  
Project Management  
Property Management  
Public and Private Partnerships (PPP)

Planned Preventative Maintenance  
Asset Life-Cycle Planning  
Hospitality Services  
Catering Services  
Condition Auditing

# CAMP MANAGEMENT

## OUR UNIQUE SOLUTION

We are a highly experienced provider of camp management services for mining, construction, and energy projects. We specialise in remote site projects where a camp or village really has to be a home away from home. Our solutions are available as a comprehensive turnkey offering, or as a shopping list from clients can select the elements that meet project specific requirements.

## DESIGN

We prefer to get involved right at the start, joining forces with the project team to determine the look and feel of a camp or village. Camps are designed to be comfortable, safe, environmentally friendly, cost effective and simple to operate.

## BUILDING

The building process includes three distinct phases:

1. Procurement involves obtaining those items that have been specified in the design. For cross border projects our service can be extended to include warehousing and cross border delivery.
2. Site establishment prepares the location for the construction activities. This phase normally includes fencing and access, the establishment of bulk services, and preparation for the receipt and placement of temporary/permanent structures.
3. The actual building involves the placement of temporary accommodation units and/or the building of brick and mortar structures. Depending on the size, nature and complexity of the project, the building may be outsourced to a third party contractor.







## OPERATION

Once the completed site has been handed over to the operations team and the residents have arrived, We offer the following services:

- Reception and front office
- Catering
- Laundry
- Housekeeping and cleaning
- Janitorial
- Maintenance of facilities, grounds and gardens
- Refuse removal
- Retail/commissary
- Security

## DEMOBILISATION

This often neglected aspect of camp management involves the proper closing down of a facility when it is no longer needed. This may include the sale of assets, preparation of assets for shipment to another site, and/or the handover of certain assets to local communities.

All this is done in compliance with the relevant environmental management plans (EMPs), and in liaison with the client operations team to ensure a smooth transition.

# FOOD THAT MAKES ALL THE DIFFERENCE

**Food provisioning is an inherently risky business.**

We understand this, and appreciate that the risk increases at remote sites where stock has to be planned meticulously and food stored carefully due to supply chain restrictions. Detail and process are therefore foundations on which food safety is built in our kitchens.

In terms of detail, we focus on microbes. Samples of every meal are stored and submitted for microbiological testing. Our independent, third party laboratories assess our samples according to the maximum acceptable food safety requirements defined by legislation.

Our focus on process is a practical and solution-driven approach. It ensures consistency and the maintaining of standards in an industry where intermittent management absence, staff turnover and a semi-skilled workforce are realities.

All our processes are documented and HACCP (Hazard Analysis Critical Control Points) aligned. Each of our kitchens has proper and adequate management systems and controls in place, and all food handlers have been trained and are competent to undertake their duties according to the requirements of our policy.







# WE TAKE HEALTH AND SAFETY SERIOUSLY

**We don't play around with the responsibility we have to keep our employees and clients safe from occupational risks. Health and safety on our sites is not negotiable, as we comply with the legislation and strive to exceed industry standards. We adhere to Covid-19 regulations and protocols at all times. The safety of our colleagues and our clients is of utmost importance to us.**

Our appointed health and safety representatives and committees ensure that our sites adhere to policies and procedures. All employees are trained in the implementation of health, hygiene and safety processes, practices and procedures. A minimum requirement at all our facilities is a policy of "clean as you go". Daily, weekly and monthly inspections are done to monitor compliance. In addition, internal and external HSE consultants and auditors regularly visit the sites and report their findings to our own and our clients' management teams to ensure accountability. Non-conformances are reported and corrective action is taken immediately. We are also prepared for emergencies. First aiders are trained and appointed, and each site has a well-stocked first aid kit.

# QUALITY MANAGEMENT

In terms of quality management, all work undertaken is continually monitored and assessed using our internal quality management and control system. Encompassing our vision, values and policies, the system prescribes controls and output standardisation for all stages of a project.

Standardised operating procedures, processes, and forms are used on every project to ensure quality is controlled, measured, and enforced in the management of finances, procurement, health and safety, human resources, and service providers.

All sub-contractors and external service providers are carefully and regularly assessed to ensure that their practices meet the highest quality standards. We continually update our operating procedures, processes, and systems to incorporate industry best practices and improve quality management.





# CAMP MANAGEMENT EXPERIENCE

## NAMIBIA

### Clients Operations:

Swakop Uranium

Uranium -mining - Swakopmund

Camp Capacity: 3500 international Chinese residents

Nature of services:

Catering, housekeeping and laundry services; full facilities maintenance (buildings; facilities; grounds; parking; gardens); security; pest control; waste management; refuse removal; recreation (wet & dry facility); compliance SHEQ ISO standards.

## SOUTH AFRICA

### Clients Operations:

•De Beers Diamond Company

Diamond Mining - Venetia Diamond Mine

Camp: 2244 Local and International residents (Junior, Senior and Management)

Luxury Lodge: 80 Senior Management residents

Guest House 1: 15 Middle Management Residents,

Guest House 2: 20 Management residents

•Assmang Maganese Project

Maganese Mining - Black Rock and Gloria Mines

Camp 1: 55 Senior Management, Camp 2: 300 Local residents

•Transnet

Train Driver Transition - Halfweg Station

Canteen: 120 Train Drivers

Nature of services:

Catering, housekeeping and laundry services; full facilities maintenance (buildings; facilities; grounds; parking; gardens); security; pest control; waste management; refuse removal; recreation (wet & dry facility); compliance SHEQ ISO standards

# CAMP MANAGEMENT EXPERIENCE

## BOTSWANA

### Clients Operations:

- Debswana Diamond Company – Anglo America Diamond  
Diamond Mining - Jwaneng Mine, Orapa Mine  
Jwaneng Camp: 2244 Local and International residents (Junior, Senior & Management)  
Orapa Camp: 932 local and International residents (Junior, Senior and Management)
  - Botash Mining Company  
Soda ASH-mining – Sua Pan  
Camp and Canteen Capacity: 880 residents  
Lodge Capacity: 68 Residents  
Country Club: open to public
  - Gem Diamonds Botswana Diamond  
Gope Diamond Mine - Central Kalahari Game Reserve  
Camp: 300 Local and International residents (Junior, Senior and Management)
  - Khoemacau Mining Copper  
Copper and Silver mining - Bosetho Mine – Maun  
Camp 1 : 250, Camp 2: 800, Camp 3: 80 Local and International residents
  - Lucara Diamond Company Diamond -mining  
Diamond Mine - Letlhakane  
Khoemacau Mining Copper  
Copper and Silver mining - Bosetho Mine – Maun  
Camp 1 : 250, Camp 2: 800, Camp 3: 80 Local and International residents
  - Lucara Diamond Company Diamond -mining  
Diamond Mine – Letlhakane  
Camp, Change houses and Offices: 400 Local and International residents
- Nature of services:

Catering, housekeeping and laundry services; full facilities maintenance (buildings; facilities; grounds; parking; gardens); security; pest control; waste management; refuse removal; recreation (wet & dry facility); compliance SHEQ ISO standards



# CONTACT US



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