



HIGH GRADE MOTORS COMPANY PROFILE.



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Plot 1079 Dumela Industrial Francistown

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Introduction

About

Company

High Grade Investments t/a High Grade Motors is a Botswana registered company registered

under company number UIN BW 00000256452. High Grade Motors is a progressive enterprise

that continuously and consistently strives to improve the service experienced by our clients and our quest for excellence resulted in us being accredited for doing jobs for all insurance companies in Botswana.

We have more than twenty people on our payroll sheet and conduct our business operations on a 2 000 sq meters of under-roof workshop space and about 10 000 sq meters of secured yard space.

The business, through its massive infrastructure, human and physical resources is

structured to provide a turnkey capability which ranges from salvaging of vehicles, storage,

repairs, towing and transportation of vehicles. High Grade Motors is located in the heart of Dumela Industrial Area.

Due to our exceptional service and quality of workmanship over the years, we have developed a large clientele base,

covering areas such as Maun, Kasane, Palapye, Mahalapye, Orapa , Serowe and Letlhakane just

to mention but a few. We also offer a pickup and delivery service of accident damaged or scratches & dent vehicles by use of a rollback.

Our Mission

To provide the best auto body repair solutions of superior quality hence creating meaningful value to our customers. We are constantly evolving and adding value to vehicles in Botswana and abroad..

Our Vision

To be the leading automobile body repair company in markets we operate in, through building continuously rewarding service and superior human capitald abroad..

Our Core values

Integrity.

Innovation.

Team work.

Professionalism.

Company Information & Contact Details

- Company Registration Number: UIN BW 00000256452
- Vat Registration Number: BW 00000256452-00-05-30

Contact us

Tel / Fax 241 2030

24 hr Hotline 71 772 648

Mr Reuben 71 772 648 (Towing)

Mr Artmore 71 631 930 (Mechanics)

Mr Huggins 75 071 005(Director)

Email us on: admin@highgrademotors.co.bw

Visit Our Website on: www.highgrademotors.co.bw

Physical Address

Plot number 1079

Dumela Industrial Area

Francistown

Postal Address

P.O Box 30102

Francistown

Our Services



Panel Beating & Chassis Straightening

We have qualified panel beaters and spray painters. Panel beating takes a turnaround period of 1 to 2 weeks after the authorization and or assessment.



Spray Painting

Our state of the art spray booth and oven guarantees factory grade finishes. Our paint technology accompanied with skills personnel ensures an excellent finish every time



Auto Mechanics & Electronics

We charge P250.00 per hour (labor rates) on minor services

We have 3 car lifts on the workshop

Minor checks and advise to client is offered at a cost of P200.00, which is refundable if the maintenance is finally done at our workshop.

Contact Person for all mechanical jobs:
Artmore: 72 631 930 or 241 2030



Towing & Recovery Services

The fastest towing service in town!! Our state of the art towing equipment allows us to tackle any towing job in and around the region 24/7.

Our Clientele Base

Our excellent service and quality workmanship has qualified High Grade Motors as a preferred service provider to the Insurance Industry, Private sector companies, Parastatals, Rental and Transportation companies



BOTSWANA POST



G4S



AON INSURANCE COMPANY



OLD MUTUAL INSURANCE COMPANY



BOTSWANA POWER CORPORATION



SESIRO INSURANCE COMPANY



CIVIL AVIATION AUTHORITY BOTSWANA



KANU EQUIPMENT



NTT NISSAN

BARLOWORLD

NORTH-EAST DISTRICT COUNCIL

CHOBE DISTRICT COUNCIL



HOLLARD INSURANCE COMPANY



NALEDI MOTORS



MOTORHOLDINGS



WESTERN INSURANCE COMPANY



BRYTE INSURANCE COMPANY



BOTSWANA INSURANCE COMPANY

Guarantees & Warranties

High Grade Motors 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. Our workmanship is guaranteed to be of the highest quality and we undertake to rectify any defects arising from work done or omitted by us. This guarantee is applicable as follows:

- 1 000km on all mechanical jobs
- 1 000km on all panel beating jobs
- 1 000km on all auto electrical jobs

Other items of repair order such as parts, sublet labor, paint materials 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 serve you.

Our technicians are all highly qualified and undergo regular trainings and refresher courses. We offer comprehensive insurance cover on all vehicles being repaired at our workshop. We also provide overnight parking and or storage for vehicles towed by us..

Staffing/Employee Profile

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, Advanced Excel, Pastel and a chosen few employees has received training in first Aid, Fire Fighting and Occupational Health and Safety.



Our Team Gallery



Our Infrastructure

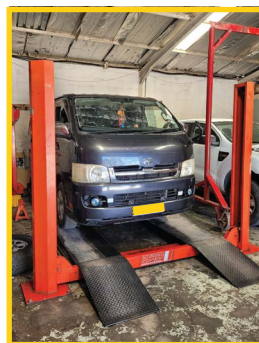
The nature of our operations and available infrastructure and equipment has qualified us for major structural repair accreditation by ALL insurance companies, Councils and CTO.

Equipment

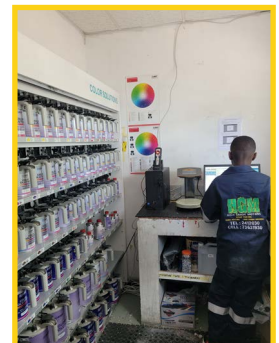
High Grade Motors boasts of the most sophisticated and state of the art equipment that includes but not restricted to the following:

Buildings

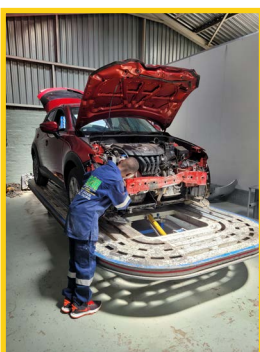
The panel repairs and spray-painting operation are housed under 2 000 sq meters of workshop space with an additional 10 000 sq meters of secured yard space for the storage of vehicles. The yard is surrounded by a well-maintained fence with 24-hour security patrolling with dogs on the premises.



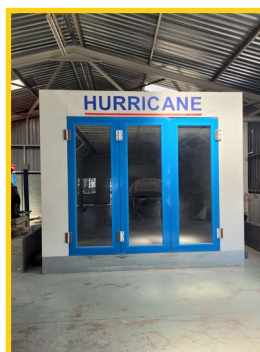
Four Post Lifters x3



Compatible Paint Mixing Bench



W1000 Computerised Chassis Bench



Spray Booth



Spot Welding Machine

Vehicles

Our fleet comprises of courtesy vehicles and tow trucks. We have two tow trucks inclusive of a rollback. Our reaction time to recover a vehicle varies between 20 to 30 minutes after a callout.

Social Responsibility

High Grade Motors is an active contributor to social responsibility and upliftment programs in the historically disadvantaged communities. We have and we continue to contribute various sums of financial support to various community based organizations on a sustainable project basis that contributes to the restoration of the dignity of the beneficiaries through teaching them how to fish rather than giving them fish



Courtesy Vehicles



Tow Truck



Roll Back



Francistown Women`s Club



Boy`s Soccer Team

Operations & Control

To maintain production levels and staff performance, prep talks are held twice a week at

0700hrs. 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 departments, this is to ensure that

each vehicle is recorded, and any delays are noted and passed on to the client and insurance

companies.

Quality Control

A quality check is applied throughout the entire process. Each department checks the quality and

examines the repaired area before proceedings. Each vehicle is buffed to seal the paint work,

vehicle is washed, wheels are treated and we 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.

Towing & Storage

High Grade Motors has a rollback and a small breakdown truck fully equipped. If the vehicle needs to be collected or delivered, the towing fees will be P650.00 within a radius of 15km around Francistown. For any distance beyond the radius we charge P8.00 per kilometer unloaded and P8.50 per km when loaded. However towing from the scene of accident to our workshop we don't charge if the panel beating is going to be done at our workshop and on all insurance jobs.



Roll Back



Storage Warehouse

We also provide the following:

- Roadside Assistance and Recovery 24/7

- A written towing rate on the accident scene

Low storage fees

- In-house storage with security for five (5) days

- Our storage facility is open 24/7

- No hidden costs i.e admin fees, security or quotation fees

- Contact person Mr. Reuben Jongwe 71 772 648

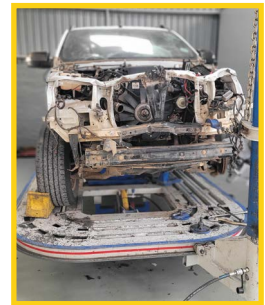
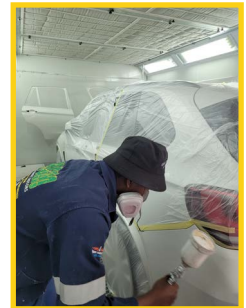
- Contact person Mr. Huggins Jongwe 75 071 005

- Office 241 2030

Trade & References

Customer Names	Contact Person	Contact Number
MINET Insurance Company	Metseatsile Lerumo	3617300
Sesiro Insurance Compay	John	3614200
G4S	Mr Lemenyo/ Mr Setswamorago	241 2384
Hollard Insurance Company	Alice	3958023
Old Mutual Insurance	Tshepaone	3995700
Botswana Insurance Company	Ms Malebogo	2413623/ 3600500
Botswana Power Cooperation	Mr William	2413939
Kanu Equipment	G. Chasi	2441846/71315283
Bobirwa District Council	Ebineng	2629338
Chobe Sub Districrict Council		2484533
North East District Council	Gosimodimo	2489242
Western Insurance Co.	Gaone	3710619

Our Portfolio



Conclusion

In conclusion, we would like to state that we provide:

- o Guarantee on all our workmanship
- o After care service
- o Roadside assistance
- o 24 hour open line and towing services

o Courtesy cars

o Secured parking and storage facilities

Trusting that the above is comprehensive enough we cordially invite you to visit our website

and our workshop should you deem necessary to substantiate this profile

Contact Us



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