



COMPANY PROFILE



ABOUT US

Tracktone has been in existence since 1999 and we have transformed the remanufacturing industry with our excellent reputation of high quality range of cartridges.

Not only does Tracktone hold a very high standard in the market with our quality range of cartridges but also pride ourselves on our service excellence and professional standard held by our staff.

Tracktone manufactures a wide range of high quality cartridges for all machines and insist on keeping up to date with constant research and development of new printers and products on the market.

Tracktone is situated in the Milnerton, Cape Town area and we are central to servicing all our clients on a daily basis in the Cape Peninsula and together with our business partners, are able to service our clients both locally & nationally.

OUR MISSION

Tracktone has always been and will continue to be passionate about their clients as we believe that they are our most valued asset.

We base our quality and commitment to our clients on:

- Customer Focus
- Leadership
- Involvement and the upliftment of people
- Process / system planning and application thereof
- Continual Improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships

OUR BBBEE ACCREDITATION

Tracktone has embarked on becoming BBBEE Compliant through Empowerdex since 2007 as we believe that it is a vital tool in the economic growth of South Africa.

Targeted transformation is aimed at ensuring that more historically disadvantaged individuals participate in the South African economy and there are significant decreases in income inequalities. The primary philosophy is that businesses need to change form to be in symbiosis and harmony with its environment. BEE is not a reshuffling of share certificates. It enables transformation of the economy. Economic transformation is a business necessity because there is:

- A moral imperative to readdress past imbalances
- A social imperative to redress disparities
- An economic imperative for economic growth to create jobs and sustain business

We are proud to announce that since 2009, Tracktone has been awarded the following rating:

LEVEL 1 CONTRIBUTOR AAA+

With unconstrained operational capacity

We achieved this recognition due to the following criteria:

Ownership
Management
Employment Equity
Preferential Procurement

OUR ACCREDITATION CERTIFICATE

EMPOWERDEX

Economic Empowerment Rating Agency



Cape Town

Contact

Telephone

Marketing

+27 21 419 5130

Tracktone SA (Pty) Ltd ✓

Registration Number: 1995/000741/07

an EMPOWERDEX Qualifying Small Enterprise Scorecard Verification

AAA+

Level One Contributor

Element	EMPOWERDEX Score		Target Score	B-BBEE Analysis	Results
Ownership	A	27.00	25.00	Procurement Recognition Level	135.00%
Management Control	A	27.00	25.00	Black Ownership	30.00%
Employment Equity	A	25.00	25.00	Black Women Ownership	30.00%
Skills Development	N/A	N/A	N/A	VAT Number	4160148518
Preferential Procurement	A	24.22	25.00	Value Adding Enterprise	No
Enterprise Development	N/A	N/A	N/A	Issue Date	05 June 2009
Socio-Economic Development	N/A	N/A	N/A	Expiry Date	04 June 2010
Overall Score	AA	103.22	100.00	Operational Capacity	Unconstrained

For EMPOWERDEX (Pty) Ltd

05 June 2009

Date

This verification report is an independent opinion on the B-BBEE status, (in terms of the Department of Trade and Industry's Codes of Good Practice (gazetted 09 February 2007) and interpreted using the Interpretive Guide (released 29 June 2007)), based on the verification, validation and analysis performed by Empowerdex using the information presented by the management of the measured entity

EMPOWERDEX	Contribution Level	Qualification	Procurement Recognition Level
AAA+	Level One Contributor	> 100 points on the Scorecard	135.00%
AAA	Level Two Contributor	> 85 But < 100 points on the Scorecard	125.00%
AA	Level Three Contributor	> 75 But < 85 points on the Scorecard	110.00%
A	Level Four Contributor	> 65 But < 75 points on the Scorecard	100.00%
BBB	Level Five Contributor	> 55 But < 65 points on the Scorecard	80.00%
BB	Level Six Contributor	> 45 But < 55 points on the Scorecard	60.00%
B	Level Seven Contributor	> 40 But < 45 points on the Scorecard	50.00%
C	Level Eight Contributor	> 30 But < 40 points on the Scorecard	10.00%
D	Non Compliant Contributor	< 30 points on the Scorecard	0.00%

THIS PAGE SHOULD BE READ IN CONJUNCTION WITH THE ENTIRE REPORT

Empowerdex (Pty) Ltd, Reg. 2001/027963/07

Directors: V Jack (CEO), C Wu (D-CEO), L Ratsoma (MD), B Khoosal, D Nxumalo, J Stumbles.

OUR SALES TEAM



Tracktone has a highly competitive sales team who are equipped with extensive knowledge of the consumable industry. They are equally passionate about our product, client needs and customer service and are always willing to provide clients with the best cost effective solution for their printing requirements.

Our dynamic sales team are always available via our call centre or to meet with clients face to face to discuss cost savings and how to best improve our service.

OUR TECHNICAL SUPPORT

In order to maintain our very high level of service, Tracktone has a dedicated, professional technical team who are fully equipped to resolve any problems relating to our clients' printers or cartridges.

Our technical team is able to assist either telephonically or on-site in order to resolve the problem immediately.

Our response time is as efficient as possible, as we fully understand that down time causes delays in productivity.

Our technical team periodically does preventative maintenance on printers for our existing client base, using Tracktone originals.

Should the clients' printers require a full service, we will forward a quotation.

OUR MANUFACTURING PROCESS & ENVIROMENT

In order to provide our clients with the best product, Tracktone follows a very stringent manufacturing process in order to ensure that our product is of the highest quality:

As well as being environmentally responsible, remanufacturing also creates jobs.

Our cartridges are locally remanufactured, supporting the local economy, compared to OEM cartridges which are mass produced overseas and sold by local dealers.

MANUFACTURING OF CARTRIDGE:

- Once the empty cartridge is received in our workshop, the cartridge is stripped of all old parts which are then disposed of, as we only re-use the casing
- This casing is then cleaned by a special high-powered blowing machine
- Once clean, all new parts required for a specific cartridge are placed into the casing, mainly made up of the following components:
 - * drum
 - * wiper blade
 - * cleaning blade
 - * mag roller
 - * pc roller blade
 - * seal
- The required grammage of toner is then inserted into the toner hopper section
- The cartridge is then assembled
- Once completed, the cartridge is then tested to ensure 100% print quality
- The cartridge is then packaged into a Vacuum sealed Air Bag and boxed for its protection

EMPTY COLLECTION PROGRAMME:

- Empty collection boxes are provided to our clients for the disposal of all used cartridges
 - These cartridges are collected by Tracktone on a weekly or bi-monthly basis
- Tracktone will either pay cash for these empty cartridges or offset the value against your account

SAVE THE ENVIRONMENT

(Did you know: A laser cartridge thrown into a landfill can take up to 450 years to decompose.)

DELIVERY PROCESS:

Tracktone endeavours to deliver within the following time frame:

- Local areas within the Western Cape - 24 hours
- Central National Regions - 48 hours
- Outlying National Regions - 72 hours

Tracktone prides itself on a very LOW FAILURE RATE of below 1%. Quality is our priority in our remanufacturing process. Our trained technicians are equipped with years of experience in the manufacturing industry and are kept abreast of new developments on an ongoing basis through our preferred suppliers.

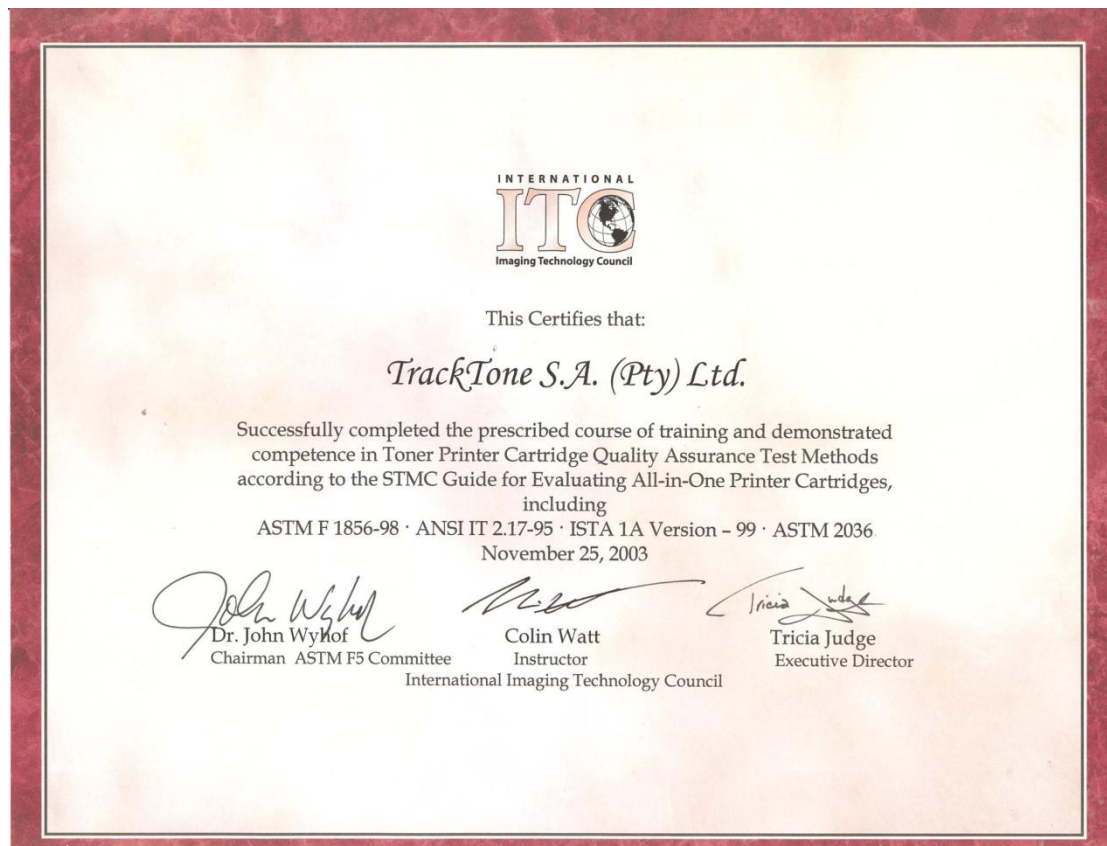
Tracktone has maintained this low failure rate and will continue to strive to reduce this percentage by analyzing the faults that are returned by clients.

In order to enhance our product quality, Tracktone achieved the accreditation in 2003 with the internationally recognized S.T.M.C Certification.

S.T.M.C (Standardized Test Methods Committee) is specifically designed for the production and manufacture of high quality cartridges. Several tests and measures, together with training of all staff members had to be achieved in order to receive this accreditation and this process is an ongoing and consistent part of our manufacturing line.

As part of our STMC accreditation, Tracktone is bound to guarantee our cartridges for 1 year.

OUR STMC CERTIFICATE



OUR CORPORATE PARTNERS

Over the years, Tracktone has been able to acquire and maintain clients due to an excellent business relationship formed. This encompasses; very high service levels, listening to our clients' needs, providing the most competitive pricing and building partnerships which continues to be mutually beneficial.

These partners, among others include:

LOCALLY

- Express Air Services
- Government Organizations
- Oxford University Press
- University of Cape Town
- University of the Western Cape

NATIONALLY

- Hertz Car Rental
- Panasonic Franchise Network
- QD Group
- Various National Chain Store Retailers

OUR SOCIAL RESPONSIBILITY

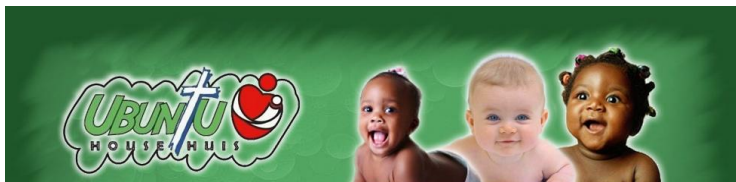
THEMBA *Give Back to Our Children*

Themba is Xhosa for Hope:

Themba is Tracktone's Social Responsibility Campaign which was launched in 2007 whereby we instill hope in the lives of our future generation.

Tracktone is committed to occupying an impactful role as a socially responsible corporate company and we believe in not only giving on a monetary level, but also investing of our time on a monthly or quarterly basis to visit the Ubuntu House and spending time caring for the Aids, neglected and abandoned babies.

We also invest R5.00 of our profit for every Tracktone cartridge purchased to be used for the purchasing of supplies for the Ubuntu House on a quarterly basis.



www.ubuntuhouse.co.za



CONTACT DETAILS

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We thank you for your time afforded to us of presenting this proposal to you