



FURAHA
REDEFINING FACILITY SOLUTIONS



Redefining facility solutions through
Passion and Expertise



Redefining facility solutions through passion, expertise and superior service delivery.

Furaha provides expert services in end-to-end remote site solutions covering all aspects of facility management, catering and accommodation.

We have a wealth of industry knowledge, experience and a passion for creating innovative concepts and solutions for our clients.

This passion is carried through to all our support services driving our commitment to handling all business functions and processes with pride.

We have worked across borders and across industries in some of Africa's most unforgiving locations, climates and timelines, always striving to deliver solutions designed to increase the productivity of our clients' workforce and business operations. Each and every project we manage is customised according to our clients' exact requirements to ensure maximum efficiency and lower overall costs.

1 **VALUED BY OUR CLIENTS**

2 **APPRECIATED BY THOSE WE SERVE**

3 **RESPECTED BY THE COMMUNITIES WE OPERATE IN**

WHAT SETS US APART?

Integrated Services

We offer a full range of integrated services from catering to facilities management ensuring seamless service delivery.

Superior Expertise

Management and staff are well equipped to provide solutions and support for all aspects of facilities management.

Customised Packages

Close client relationships allow us to provide services tailored to meet our clients' changing needs and requirements.

Innovative Solutions

We always strive to embody a solutions-based offering fueled by creativity, innovation and desire to break convention.

Cost Leadership

Effective procurement and efficient systems allow us to offer our clients a consistent value for money service offering.

FURAHA

REDEFINING FACILITY SOLUTIONS

Dedicated to excellence through leadership, service & consistency.

Our Story

With roots traced back to 2005 as a specialist catering service provider, Furaha boasts over 15 years of experience and industry expertise. Formally established in 2009 - with head offices in Johannesburg, South Africa and Lubumbashi, DRC Congo - the company now operates as a full-service, turnkey facilities management service provider within the mining, industrial, corporate and entertainment sectors.

Through our experience, we have amassed the knowledge and expertise needed to deliver outstanding remote site services that not only meet all the necessary requirements but strive to transform remote camp life, hospitality and dining into a hotel-like experience. Whether you are looking for complete remote camp efficiency or first-class accommodation, we can provide you with innovative solutions and creative concepts that aim to exceed all expectations.

Our Mission

To guarantee the wellbeing and satisfaction of our clients by providing quality services and solutions. We believe that remote facilities can still enjoy high levels of service and delivery.

Our Vision

To exceed our clients' expectations by constantly evaluating our practices and procedures to meet our clients' needs by providing the best possible levels of service at all times.

RECRUITMENT MANAGEMENT MAINTENANCE CATERING PROCUREMENT LANDSCAPING LAUNDRY HOUSEKEEPING



ACCOMMODATION



REMOTE CAMPS



Remote **Camps** & **Facilities** Management

Furaha offers end-to-end solutions for remotely deployed camps covering all aspects of camp management. With our vast in-house capabilities and reliable network of partners, we are able to ensure optimal on-site productivity tailored to the specific needs of each client.

From camp construction, procurement and logistics to on-site catering, maintenance, and management services, our goal is always to help our customers save time and money continuously streamlining the individual operational needs of each site.

Clients rely on us to provide convenient, cost-effective and efficient solutions with a one-person contact point through our on-site facilities manager.

We are trusted to always deliver high-quality services and facilities that are built to last and more importantly operate the way you intend them to. Your requirements are our priority and through careful evaluation, we define what will work best for you.

At Furaha, we constantly strive to guide you in achieving your overall business goals delivering more than just remote camp solutions.

Our services, equipment and solutions aim to achieve:

- > increased employee satisfaction, motivation, and effectiveness
- > improved quality and efficiency and increased productivity
- > optimised safety management and reliability

SERVICES INCLUDE

- ✓ Workforce housing and facilities
- ✓ Catering and event management
- ✓ Entertainment and recreation
- ✓ Housekeeping and laundry
- ✓ Landscaping and maintenance
- ✓ Procurement and logistics
- ✓ Recruitment and hiring
- ✓ Convenience stores
- ✓ Bar services and coffee shops
- ✓ Access control and management
- ✓ Porters and support staff
- ✓ Fuel and generator services
- ✓ Storage and cooling facilities
- ✓ Mechanical and electrical services
- ✓ Eco-friendly services
- ✓ Health and safety compliance
- ✓ Pest management
- ✓ Water and sewerage reticulation
- ✓ Waste management
- ✓ Delivery and removal



Specialised Catering

We have a passion and love of food and always work towards finding the freshest, most innovative ways of showcasing our skills, service, and passion.

At Furaha, we know that helping you look after your workforce with superior catering is not just a nice-to-have, it is a must. Nutritious, great-tasting food has a positive effect on morale and productivity leaving your team healthier and happier.

We are fully equipped to meet the wide-ranging demands of remote camps, industrial, corporate as well as social catering. We provide customised food service programmes prepared by certified chefs that are nutritious, cost-effective and always of the highest standard.

When catering in a remote or industrial setting, our services are not limited to pre-packaged or compromised meals – where possible fresh produce is sourced from local markets and farmers, bringing farm-to-fork freshness to the table. Our chefs are highly skilled and prepare all meals from scratch selecting only the finest foods and trusted brand names.

Our service offering includes a variety of international cuisines to suit a range of tastes in just about any setting – be it a banquet or a mining camp. We also cater for a vast range of special events and themed evenings.

Functions & Events

Our events and functions team offer professional event management, catering, and décor. We are also specialists in conceptualisation, planning, and design.

Corporate Sector

We offer day-to-day meals in a restaurant feel setting, providing a variety of meals from fast food to health-conscious options, as well as in-house company functions.

Industrial Sector

We cater to high volume catering requirements and challenging working conditions that often call for special-needs menus within the industrial and construction sectors.

Remote Camps

We provide short and long-term catering solutions for large numbers of people, often in challenging conditions in remote industrial, mining or construction sites.

SERVICES INCLUDE

- ✓ Kitchen layout and setup
- ✓ Complete canteen facilities
- ✓ A la carte meals
- ✓ Light meals
- ✓ Fast foods
- ✓ Picnics and packed lunches
- ✓ All Religious and cultural considerations
- ✓ International cuisines – Mexican, Italian, African, Western, Indian, Japanese and more
- ✓ Themed events – potjie competitions, sushi evenings, pizza nights, braais/BBQ's
- ✓ Banqueting and events - fine dining to cocktail evenings
- ✓ Complete bar service from stock, bar setup to serving





Housekeeping Services

Furaha offers professional quality cleaning and housekeeping services with a personal touch.

Our passion for professional service helps us provide bespoke cleaning services to meet our clients' needs. Our cleaning services in the hospitality industry include services for hotels, lodges, remote sites and restaurants.

With our experience, we are able to tailor specific solutions for your business needs. Furaha's innovative use of technology and eco-friendly alternatives enables our cleaning teams to provide the ultimate cleaning service using methods that have a minimal impact on the environment. Our teams are fully trained and vetted providing our clients with added peace of mind.

SERVICES INCLUDE

- ✓ **Cleaning schedules delivered in line with client requirements and hours**
- ✓ **Housekeeping and janitorial services including kitchens, dining halls, warehouses, recreation areas, offices, accommodation units and ablution facilities.**
- ✓ **Specialised deep cleaning, sanitising and decontamination services**



Professional quality cleaning and laundry services with a personal touch

Laundry Services

SERVICES INCLUDE

- ✓ **On-site laundry facility**
- ✓ **Complete laundry service**
- ✓ **Ironing and folding**
- ✓ **Eco-friendly operation**
- ✓ **Collect and drop-off**
- ✓ **Detergent supply**
- ✓ **Equipment maintenance**

We offer a solid infrastructure backed by a dedicated team that will take care of all your laundry requirements.

Furaha offers a complete on-site laundry service for the hospitality, healthcare, corporate, mining and industrial sectors. We make use of tried and tested automated systems that have the lowest impact on our environment.

We supply leading laundry equipment, eco-friendly detergents and systems to ensure the protection of linen and garments. We match your needs and demands to provide the best service.

Landscaping **Services**

Furaha offers a wide range of remote landscaping services including design, installation, and maintenance throughout the African continent.

In every aspect of remote camp management, Furaha strives for excellence in service delivery and rigorous quality. Our remote landscaping services are no exception.

SERVICES INCLUDE

- ✓ Lawn mowing and edging
- ✓ Hedging and pruning
- ✓ Irrigation services
- ✓ Masonry and paving
- ✓ Complete site clean-ups
- ✓ Cleaning of common areas
- ✓ Refuse and litter removal
- ✓ Pest and disease treatment
- ✓ Green pause and recreation areas



Maintenance **Services**

Furaha takes care of general camp maintenance, cleaning, and light repairs. In locations that often require a combination of our services, our skilled teams collaborate seamlessly to deliver the best results.

This also streamlines camp life and cross-disciplinary interaction as our teams work together to keep operations running smoothly.

All team members work to set and meet guidelines and frameworks so that consistency is maintained and standards are upheld. All work is managed and checked by supervisors and managers.

Our crew members are responsible for maintaining the smooth running of remote sites so that your workforce is freed up to do their work without distractions and enjoy a clean and tidy environment.

SERVICES INCLUDE

- ✓ Groundskeeping
- ✓ Maintenance
- ✓ Refrigeration and cold storage
- ✓ Pest management
- ✓ Generator services
- ✓ Mechanical and electrical maintenance
- ✓ Waste management





Procurement Services

SERVICES INCLUDE

- ✓ Materials management
- ✓ Warehousing and storage
- ✓ Strategic sourcing and purchasing
- ✓ Expediting, evaluating and inspecting
- ✓ Specialised in-house logistics
- ✓ Furniture, linen, equipment and appliances



Furaha offers extensive procurement services incorporating local and international product sourcing, sustainability, supply management, logistics, and storage.

We are proud of our local labour policies fostering community development. At the heart of our service offering is our dedication to maintaining a consistent supply chain prioritising local suppliers whenever possible.

Fresh Produce

We often operate in remote regions and it is important for us to aid in the development of local communities. We source ingredients locally where possible, employ community residents and provide continual support to preserve sustainability. Local also means fresher and realises a farm-to-fork solution.

People Matter

Furaha is also proactively involved in the employment of residents of the surrounding chiefdoms to uplift the local enterprise by increasing local procurement of fresh produce without compromising quality or competitive pricing.

We are dedicated to adding value through strategic partnerships and upliftment programmes such as identifying emerging farmers, teaching basic skills and helping micro-businesses to start around our structures.

Equipment & Furnishing

Procurement extends naturally to equipment and furnishing. Our established background in catering lends easily to the kitchen setup, optimal layout, and all necessary kitchen catering equipment, dining hall tables, chairs, benches, and serving stations. Procurement of all room furnishings and linen, laundry facility setup and equipment installation complete with TVs and DSTV where possible.

Internal Logistics

Over the past 15 years, we have extended our procurement value with our own dedicated trucks. This means we are not subject to third party schedules or limitations which streamlines our procurement offering.

Recruitment **Services**

Our teams have extensive experience in recruitment services across the continent.

Furaha's recruitment services are responsible for sourcing, screening, hiring and ongoing placement of remote site talent. We source and headhunt local expertise and senior professionals ensuring teams are composed of highly skilled and qualified personnel, all considered experts in their specific fields, with years of relevant industry experience.

Staffing solutions cover all aspects of hiring and ensuring that teams are highly skilled, experienced and motivated.

SERVICES INCLUDE

- ✓ Local and regional staffing solutions
- ✓ Temporary and permanent staffing
- ✓ Interviewing and application process
- ✓ Executive and specialist skills headhunting
- ✓ Essential screening checks
- ✓ Complete payroll solutions



Our People Matter

We are a customer-centric company with a deep commitment to the development and support of our people.

Our success in this industry is determined by the contributions made by our highly skilled employees. We believe that people will invest their time and talent into an organisation if they are offered a worthwhile return on their investments. We believe that our people are our most valuable asset.

In an industry as highly labour intensive as ours, service excellence is key. Not only is it important to attract the right talent, nurturing and retaining valuable employees is crucial to our success.

We follow a people-first programme that aims to:

Attract

Recruit the appropriate person for the appropriate position and ensure that their loyalty is retained.

Advance

Provide regular employee training programmes ensuring continual development and advancement.

Achieve

Ensure our company goals are well communicated and reward employees when goals are achieved.

Building **Camp Lifestyle**

Creating comfortable staff camps to rest, refresh and connect

ADDED VALUE

We enhance camp life through:

- ✔ Health campaigns
- ✔ Special events and competitions
- ✔ Live entertainment
- ✔ Sports days and tournaments
- ✔ Country celebration days
- ✔ Creation of recreation and social spaces

We are serious about implementing new programmes to enrich remote camp life.

Added Value

We believe that good healthy food, a comfortable environment, and social interaction ensure the wellbeing of our customers and staff. We create a camp lifestyle that builds morale - we host sports days, entertainment, social events, competitions and celebration days that accommodate everyone.

A well maintained and organised camp helps to increase employee satisfaction, motivation and improves workforce effectiveness.



Community **Upliftment**

Engaging with communities to build sustainable and rewarding partnerships

Connecting with Communities

Through our long-standing experience partnering with local communities, we understand the importance of aiding in their positive development. We operate throughout Africa, often in rural regions where introducing valuable skills, services, and employment can make a positive difference in the lives of the people we meet.

Local Suppliers

We strive to enhance community potential by partnering with local communities through a participative approach that integrates them into our value chain and creates strong, quality local suppliers.

Sustainability

Developing local communities has become second nature to our business. We enjoy supporting and growing local micro-businesses and entrepreneurs who become long-term strategic partners and service providers. We employ community residents and provide continual training and development to preserve sustainability.

- ✔ Investing in local people
- ✔ Skills development
- ✔ Engaging in local supply
- ✔ Supporting local projects
- ✔ Local employment
- ✔ Sustainable value chain
- ✔ Health and well being education



Health & Safety Policies

We always aim to set and maintain the highest standards in Health and Safety for our clients and staff.

At the core of our value system is our commitment to upholding Safety, Health, Environmental and Quality best practices, ensuring compliance with both local, national and international legislation according to our clients' industry-specific requirements.

Environmental Policy

We are conscious of our social responsibilities with regards to our environmental impact through our working practices. Our objective is not only to sustain our environment but also to rehabilitate the damage previously done.

Health And Safety Policy

We believe that effective management practices form a foundation that enables us to commit to continuous improvement in the company's health and safety performances and ensure that all employees can perform in a safe work environment.

Food Safety Policy

Furaha and its employees are committed to providing food that is safe, wholesome, nutritious and of excellent quality through regular self-managed audits and the regular review of standards and procedures in accordance with legislative requirements.

Drug & Alcohol Policy

Furaha believes a healthy and productive workplace is essential for our employees and as a company, we are committed to eliminating the threats that drug and alcohol abuse pose through information, education and training programmes.

SHEQ Plan (Safety - Health - Environment - Quality)

Furaha is committed to working together with our clients and community in an effort to become the leaders in health, safety and environmental wellbeing.

We are compliant with the international standards and applicable safety regulations, such as:

- > ISO 2200:2018
- > HACCP
- > International Food Safety Act 1990 Consumer Protection Act (Act No. 68 of 2008)

View detailed policy info at www.furahasolutions.com





Contact Us

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Laundry



Housekeeping



Maintenance



Management



Community



Catering



Procurement



Landscaping



Recruitment



Remote Camps