



REAL EXTERMINATORS

*Pest Control; Cleaning
Hygiene & Washroom Services*

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Thank you for giving us this most valued opportunity of introducing our company. Please find a brief description of our company profile, services and products offered.

COMPANY PROFILE

Our company has been operational since 2009. We have used this time to perfect our service procedures, techniques and modern methods and to train our staff to the highest standards and expertise. We always stay abreast with latest technologies and equipment to provide the best and most effective solutions in the industry.

We believe in eco friendly products and services, therefore all our services, techniques, chemicals and equipment are eco/enviro-friendly and non toxic to humans and pets and no harmful.

OUR GUARANTEE

Chemicals: Most of the chemicals we use have long lasting residual effect and in some cases varying from 6 months up to 15 years depending on the service and chemicals used. In the fumigation process, which is our first process in cases of crawling and flying insects. Fumigation ensures that all the areas are treated thoroughly as the chemical fumes into the walls, wood etc and through the crevices and spaces we cannot reach thereby exterminating the pests. The chemicals we use are SABS approved and governed by the dept. of Agriculture and in accordance with HACCP and IPPC standards.

Equipment: We use modern green equipment that is safe for both our technicians and clients. User-friendly equipment and also our staff undergoes proper training before they can use any of the equipment, no matter how simple or harmless it might seem.

Staff: All our technicians undergo training and certified by dept. of Agriculture, Skills development frame-work and The Pest Control Services Industries Board. Also with our own in-house training on a timely basis.

All other guarantees are stipulated accordingly with the service at hand and chemicals used. In most cases what prolongs the guarantee are guidelines and preventive measures set upon assessment of services and issues in question.

Should any guarantee stipulated on a service not be in accordance with the out come, we shall in any case offer a more effective service and a thorough assessment carried out to determine that our clients are satisfied and all services met.

OUR SERVICE PROVISION

As Real Exterminators we work on the principle that no job is **“TOO SMALL or TOO BIG”**, to this extent we therefore strive to attain maximum client satisfaction by providing the best service we are known and called **“REAL”** for.

We provide professional, reliable and excellent service with consideration to the size of the structures and the quantity and type of chemicals required and equipment needed.

Insects are found in almost every conceivable situation on the planet. More than 800 000 different kinds of insects known to man. We therefore help anybody who has a problem with insects or rodents that team around us and cause so much damage/ loss to property and are a health hazard.

We work in close collaboration with all kinds of customers to develop the most effective solutions for them by so doing increasing our knowledge of different and varying pest problems to be the best pest control service provider in South Africa and the African continent at large.

In our service provision we pride ourselves on the ability to offer a service that is tailor-made to suite all your present and future requirements.

OUR SERVICE INCLUDES:-

- Comprehensive regular site inspection and identification of pest problems.
- Potential risks.
- Detailed reports of every visit that includes observations, notes of treatment and recommended action.
- Overall site risk assessment analysis.
- Compliance with applicable legislation
- Unlimited emergency callouts.
- Free surveys and quotes if changes in service are required.
- Site checklists.



Business Ethos and Classification

The Real Exterminators Service Teams are comprised of a workmanship that boasts of a vast experience and accuracy in the pest control/ Public and Environmental Health Industry. Our team is professional, innovative and passionate about their work as they strive to attain standards that are frequently set by the company and you can rest assured that your health and environment is in the hands of experts. Training undergone with Pest Control Service Industries Board and Registration with the Department of Agriculture Act 36 of 1947, as well as Skills Development framework Act 56 of 1981 rewritten in 1998. We are a B.E.E. company and we have a public liability / insurance cover.

We therefore seek to be given preference to a large extent purely on merit in respect of meeting and emerging on top of the required standards in the provision of pest control and public/environmental health services for any particular or specified structure or environment. And partly because we fall under the small and medium enterprises and as such seek to be given preference in respect of promotion of small and medium enterprises in terms of the Preferential Procurement Policy Framework Act 2000: “ act no: 5 of 2000”.

However we believe that nothing less than merit, shall determine the course of the day to day provisions in our chosen area in the pest control/ Public and Environmental Health Industry and as such the policy regarding historically disadvantaged individuals applies to a large extent to us as the case may be.



Real Exterminators is a company that works on the concept of satisfying their clients by so doing professional staff is hired and further trained to do their work effectively and accurately in order to eradicate the problem pests and provide hygienic and quality services to the client as well as staying abreast with the new and better chemicals and techniques and technologies.

We have managed to provide quality service to our clients as we work in close-collaboration with all kinds of clients to develop the most effective solutions for every situation as well as our pro-active approach to pest controlling, higher cleaning standards and the best equipment in hygiene or washroom services with the use of the best chemicals, methods in the industry as well as our chemical list that is extensive and chemicals which are very effective, odorless, stain free, eco-friendly, low toxic and have long lasting residual control plus the use of qualified staff:

That is;

- Surveyors who visit the client's premises and carry out a detailed inspection and thorough consultation with the clients to establish and understand their particular concerns and problems. They make an offer based on highlighting problems and vulnerabilities and containing recommendations for remedial and preventative action.
- Qualified Pest Control Operators and Washroom products Installers who are able to effectively work on the information and guidelines compiled by our surveyors and also with the client in order to meet their concerns. Qualified inspectors who carry out follow-ups to establish whether the treatment was done effectively and address any concerns and problems the client might still be having.

We pride ourselves with the services we offer as we have provided services to building structures with more than 300 units, Hospitals, Restaurants, Hotels, Office parks and Schools and our treatment has proven to have long-lasting residual control and our guarantee is REAL as our name depicts.

All the chemicals and equipment we use are Government and S.A.B.S. approved and we work according to the regulations stipulated by I.P.P.C. and H.A.C.C.P. in their I.S.P.M. 15 and are registered with the dept. of Agriculture (Act 36 of 1947) and our staff is constantly under training and assessment and registered with the Pest Control Service Industries Board, Skills Development Act 56 of 1981, rewritten in 1998. The company is currently processing registrations with the, National Contract Cleaners Association. We also have public liability insurance cover and an excellent BEE rating.

AFFIRMATIVE ACTION POLICY

Total Staff compliment: 57 Staff Members
Total number of staff HDSA: 47 Staff Members

82.5% of our staff are HDSA

Three Important Departments

Cleaning & Hygiene

40 Staff Members
85% HDSA

ADMIN

7 Staff Members
80% HDSA

Pest Control

10 Staff Members
60% HDSA

75% HDSA Senior Skilled Staff Members.

HDSA-(Historically Disadvantaged South Africans)

We believe it is important to enrich people in their positions, in order for the staff to grow in their positions and expertise within our company. We are a service company and we need each staff member to be a master in his or her own right in order to offer our clients the Quality Product and services they require. We also believe for this to be possible one needs motivated skilled staff.

We provide medical check ups for all our staff as they are constantly in the process of handling chemicals on a yearly basis. We also provide a lunch meal as well as all uniforms required.

Our skills transfer to our staff is done in house as well as with outside assistance. I as director attend national workshops and conferences in order to bring in new technology and ideas from the other leaders and sectors in our own industry and other industries.

We have a long standing relationship with our suppliers and in that all chemicals and equipment supplied in good faith and proper instructions and up to date information.

As the Managing Director and Real Exterminators team, We pride ourselves with the percentage of HDSA staff members working in the company. All our staff is very proud of the products and services we offer and are excited each time a new client whether big or small joins our client base. Ensuring a successful company and an opportunity for all employed at Real Exterminators Pest Control, Cleaning and Hygiene services cc.

Real Exterminators.cc offers you and your company unsurpassed quality and effective solutions, a commitment to your health and environment interests and hygiene awareness.

Trusting the above meets with your approval, we would like to thank you in advance for this opportunity to assist you in your product and service needs.

WE KNOW THAT YOUR SUCCESS IS OUR SUCCESS



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Mission Statement

Being the most effective and efficient enviro-friendly/Green service provider of Quality, Economical, Technologically advanced products and services. We therefore ensure Customer Satisfaction exceeding expectations.

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