



OFFICE SOLUTIONS

SOLUTIONS FOR A CLEANER TOMORROW
T/A JMK AUTOCARE

JMK AUTO CARE - SERVICES PROFILE

JMK Autocare

JMK Autocare is a division of JMK Office Solutions, specializing in delivering services to clients in the motor industry. Through our ability to adapt, combine and provide excellent service to our clients, and high emphasis on Social responsibility, we are differentiated from the rest of the market.

JMK Autocare provides uncompromising customer support within the Motor industry. We offer our clients a range of specific service solutions within the Motor Industry. Standard Service Offerings includes the following:

- JMK Auto Wash
- Interior Vacuumation
- Engine Cleaning
- Upholstery Cleaning
- Leather Clean and Conditioning
- Hand Polish
- Machine Polish
- Mini Valets
- Full Valets

JMK Autocare Benefits

- We provide specially selected, trained and uniformed staff.
- We administer payment of all benefits to our staff. (Salaries, UIF, WCA, Provident Fund Contribution, Annual Bonus).
- We pay legal wages for the Contract Cleaning Sector as per the Government Gazette, ensuring that our clients cannot be held liable, jointly or severally, should your sub-contractor not comply with the law.
- Supervision and Industrial Relations will be managed by JMK Autocare.
- We supply on-the-job training to our clients and staff.
- Leave Replacement staff will also be provided by JMK Autocare.
- All required equipment and cleaning materials will be supplied, maintained and repaired by JMK Autocare.
- Training will be provided to all staff with regards to the correct utilization of chemicals and the dilution ratios thereof.

- Sub-contracting to JMK Autocare ensures, you our client, total peace of mind, thus creating the opportunity to focus on your core business.
- Our highly qualified Executive team will liaise with the operations or contact person on a regular basis ensuring the highest quality of service.
- We also Cater for Area specific, or Geographic specific recruitment in line with the Clients Operations, to ensure we recruit optimally from direct areas to sustain Social Development and direct local Job creation in line with our awarded Contracts & services
- All products are screened regularly to ensure minimum disruption, risk and exposure as far as possible to the Environment

Wash Bay Operating : Specifications

- Client to deliver vehicles to the designated on site wash bay area.
- Pre-wash inspection will take place between the client's representative delivering the vehicle and the appointed JMK Autocare personnel, ensuring that any damage on the vehicle is noted, pointed out and signed off in the damage control book. Any valuables found in the vehicle will also be noted and handed to the Workshop Manager, Dealership Manager or the Client's representative, which will also be signed for.
- Complete the wash bay register after the pre-wash inspection, indicating what service is required for the specific vehicle.
- Rinse the exterior of the vehicle thoroughly using a high pressure system.
- Wash and clean wheels, tyres, rims, hubcaps and wheel arches.
- Hand wash and wipe engine (top surface only).
- Detail clean exterior of vehicle, pay special attention to front grill and headlights.
- Apply foam to exterior body of the vehicle.
- Hand wash thoroughly using the correct cleaning specification.
- High pressure rinses the entire exterior of the vehicle.
- The designated and trained JMK Autocare driver will now remove the vehicle from the wash bay and drive the vehicle to the dry / detailing bay. **(If Required)**

- Thoroughly dry the exterior of the vehicle, once again using the correct cleaning specification.
- Clean and dry internal doorposts.
- Remove the floor mats; clean them outside away from the vehicle.
- Remove all debris from the vehicle interior and boot areas.
- Clean and disinfect the ashtray.
- Wipe all interior vinyl, rubber and leather areas with a damp cloth.
- Wipe dash and steering wheel column.
- Vacuum and spot clean all upholstered areas.
- Thoroughly vacuum all carpeted areas.
- Vacuum boot and spare wheel compartment.

Wash Bay Operating: Specifications (Continue)

- Wind all windows down and clean window edges.
- Clean all interior and exterior windows.
- Apply tyre and vinyl dressing to all tyres, bumpers and vehicle beadings.
- Apply odour neutralizer to interior of the vehicle.
- The vehicle is now removed to the designated parking bay by the JMK Autocare driver. **(If Required)**
- A final inspection is then conducted, establishing client satisfaction and the standard of service delivery.

Service Offerings: Scope of Work

- **JMK Auto Wash:** An executive vehicle wash including a high pressure clean followed by foam application and hand wash of exterior. Then a thorough rinse, including an engine wipe (top only), internal vacuum and detail cleaning, and finally treatment for vinyl and rubber finishes, a tyre shine application and an interior deodorizer spray.
- **Engine Clean:** Apply electrical insulation spray and cover all electrical and computerized parts with cling wrap, apply heavy duty degreasing agent agitate utilizing an engine brush and rinse thoroughly. Apply an engine coat for protection and leave to dry for approximately 20 minutes. (No High Pressure Cleaning)

- **Upholstery Cleaning:** Deep Cleaning of upholstery using an industrial extraction machine for maximum results, then dry with hot air blowers and apply deodorizer.
- **Leather Clean & Conditioning:** Clean leather with special PH balanced formulation to protect nutrients, apply moisturizing agent and condition to a rich and supple surface. Protects against fading, cracking and soiling.
- **Hand Polish:** Pressure wash then rub down with detailing clay to remove contaminants. Apply hand polish to produce a deep wet look shine; it also replenishes essential oils and nutrients lost through oxidation.
- **Machine Polish & Buff:** Paint rejuvenating service by removing fine hairline scratches, using a contaminating paint cleaner (rubbing compound), then apply a durable polish for retention of high gloss.
- **Mini Valet:** Hand wash, vacuum interior, surface clean engine and wheel arches, apply polish, silicone dress all trimmings, polish tyres and apply fragrance to the interior.
- **Full Valet:** Pressure wash, pressure clean engine, vacuum interior and steam clean upholstery, remove bonded contaminants by machine and polish paintwork, apply dressing to all vinyl, rubber and trimmings, polish tyres and apply fragrance to the interior.

General Important Benchmarks

- One designated staff member can wash and clean up to 9 vehicles per day.
- Should the client make use of a roving team from depot to depot the above figure will change calculating traveling to and from sites.
- JMK Autocare only uses cleaning materials that are environmentally friendly and SABS approved.
- All related services not forming part of a clients standard wash procedure will be costed and invoiced separately. These services will commence on a pre-booking system and will only commence on receipt of an official order

number. The order number will appear on the invoices for the client's attention.

- Quoting and supplying service fees to the clients are done by making use of industry norms and gaining the following information from the client:
 - Quantity of vehicles washed per day.
 - Establish operating hours.
 - Establish Overtime.
 - Who will be responsible for moving the vehicles from the wash bay to the designated parking areas?
 - What does the client want included in a standard wash? (Point out SO-Clean QA Wash). Generally used as a standard wash by all clients.
 - What system is the client currently using?
 - Is the services currently done in house or is it outsourced. If in house mention Section 197 of the labour relations act.
 - Does the client have a wash bay facility?
 - If yes, how many wet bays, dry bays?
 - Is it a drive through facility or a reverse out facility? (Impacts on Productivity)
 - Is it an undercover facility or not?
 - If not where will the vehicles get washed and where does it go when it rains?
 - Is the branding on the clients vehicles water based?
 - Does the client own equipment currently used in washbay?
 - If yes, will JMK Autocare be able to use the equipment and who will be responsible for the maintenance thereof.
 - Will there be sufficient water and electricity supply available.
 - Non electrical equipment can be supplied if electricity usage becomes a concern, accompanying our innovative approach in terms of supplying mobile car washing facilities as mentioned under our Standard Service Offerings.

Integrated Services Solution

Combining other related services to JMK Autocare will result in a “one stop shop” operation creating valuable time for our clients to focus on their core business. This will result in providing our clients total peace of mind that they are outsourcing their services to a very experienced and capable executive team, exceeding 20 years of experience within the services industry.

Related Services include the following:

- Contractual Cleaning Services
- Contract Managers
- Labour Outsourcing / General Workers
- Chemical Distribution
- Paper Products
- Cleaning Material and Equipment
- Safety Equipment - PPE