



SILO FOOD INDUSTRIES: UMTHEHOSISEKELO WABATHENGI

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IPHAMBILI

SILO FOOD INDUSTRIES LIMITED (SFI) ihlezi inikeza imikhiqizo ekusezingeni eliphezulu kubathengi bayo abahloniphekayo. Injongo yale Mthetho Yokusebenza kwabathengi [Customer Service Charter] yikwenza isithembiso esicacileyo kubathengi, ukubalela lokubakhonza ngamazinga aphezulu kakhulu kokubili ngomkhuba wemikhiqizo kanye ngokulethwa kwesevisi. Ukusetshenziswa kweziNdlela Zokulawula Ikhwalithi [Quality Management Systems - QMS], i-Integrated Results Based Management [IRBM] lokulandela iMithetho, imiThetho Engaphansi kanye leziQondiso ekuletheni imikhiqizo konke kwenziwe ngenhloso ye-SFI ukuhlangabezana, kungenzeka lokwedlula izidingo kanye lalokho okulindelwe ngabathengi.

Impumelelo yenhlangano ekuletheni imikhiqizo ivela ekusekeleni lasekusebenzisaneni ngesikhathi kwababambe iqhaza lethu ababalulekileyo, ikakhulukazi abathengi bethu abahloniphekayo, abahlinzeki, abaninimasheya, kanye lomphakathi, kugoqela imibono yangemikhiqizo esiyinikayo.

1.0 ISINGENIISO

Kulesi sikhathi sokuqaphela izinqubo ezinhle zokulawula izinhlangano [Corporate Governance], kubalulekile ukuthi amazinga emikhiqizo kanye lezinsizakalo ezinikezwa iziNhlangothi zikaHulumende Ezimele kufinyelelwe ngokubonisana lokuvumelana lababambe iqhaza. Ukuze siqinise isiko elihlose ikhwalithi ngokuhambisana lokukhula lokuqhubeka kobutshwephetshe, i-SFI isungule uMthethosisekelo. Lo Mthethosisekelo ususelwa kuHlelo lwe-Agenti kanye Nemiphumela yohlelo kanye nasezidingweni zaBathengi kanye nezinkinga njengoba kukhulunywe kuHlelo lweSFI lweminyaka emihlanu lwe-2021 – 2025.

Izinhlelo zingokulandelayo:

- 1) Ukubusa kanye Lokuphatha.
- 2) Ukukhiqiza lokusabalalisa Imikhiqizo Esebenziswa Masinyane [Fast-Moving Consumer Goods - FMCG] nemikhiqizo yezifuyo.

Imiphumela ehambisana nezinhlelo yile:

- a) Ukuthuthukiswa kokusebenza kwenhlangano.
- b) Ukuthuthukiswa kokutholakala kwemikhiqizo.
- c) Ukuthuthukiswa kokusebenza kahle

Ngakho-ke, lo Mthethosisekelo uyithuluzi elilodwa lokusiza ukuqaliswa ngempumelelo kweziHlelo zeSFI zezamaSu kanye lezaMabhizinisi.

2.0 UKUSETSHENZISWA

Lo Mthethosisekelo ngowabathengi abangaphandle abasebenzisa imikhiqizo ye-SFI. Lo Mthethosisekelo unikeza amazinga ekhwalithi yemikhiqizo elindelwe ngaBathengi evela ku-SFI lalokho i-SFI ekulindele kubo, kugqela incazelo yalokho okungenziwa uma amazinga ekhwalithi achaziweyo engafinyelelwanga.

3.0 INCAZELO YAMAGAMA

Okulandelayo yincazelo yamagama lemitsho esetshenziswe kulo Mthethosisekelo:

“UMthethosisekelo”

Lokhu kutsho uMthethosisekelo Wesevisi yabathengi

“Imikhiqizo ye-SFI”

Yimikhiqizo eyenziwa yi SFI futhi luyisabalalisa kubathengi.

“Izinsuku zokusebenza”

UMvulo kusiya ngoMgqibelo, ngaphandle kwamaholide kahulumende. NgokwaloMthethosisekelo, izinsuku ezikhonjiswe ekusabalaliseni lasekuthengiseni impahla azitsho izinsuku zekhalenda kodwa izinsuku zokusebenza.

“Obambe iqhaza”

Umuntu oyedwa kumbe inhlango, ehlobene ngendlela ethize kumbe ethintekile yimikhiqizo ye-SFI kanye/kumbe imisebenzi yayo.

“Umthengi”

Umuntu othenga kumbe osebenzisa imikhiqizo ye-SFI.

4.0 IPROFILE YE-SFI

“SFI” yisifinyezo se-SILO FOOD INDUSTRIES LIMITED eyinhlangano ephethwe NguHulumende.

4.1 UMBONO

Ukuba ngumnikuzeli oyinhloko wemikhiqizo esetshenziswa masinyane lemikhiqizo yezifuyo eNingizimu yeAfrika ngo-2030.

4.2 INHLOSO

Ukwenza lokusabalalisa imikhiqizo elamanani ancintisanayo, yekwalithi ephezulu, njalo esetshenziswa masinyane kanye lemikhiqizo yezifuyo, ukwanelisa okuthokozisa okulindelwe ngababambe iqhaza.

4.3 UMYALELO

Ukufaka isandla ekuzinziseni amanani emikhiqizo yokudla eyisisekelo emakethe yasekhaya. Ukufaka isandla ekufakeni inani lasekusabalaliseni imikhiqizo yezilimo lezifuyo].

Imisebenzi eyinhloko echaza indlela yebhizinisi ihlanganisa:

Ukwenza lokusabalalisa ukudla kwezifuyo okuvela emikhiqizweni yezilimo efakwe inani. Ukugaya, ukucubungula, ukupakitsha umumbu, inyawuthi, lokusanhlamvu kwesintu, kanye lokupakitsha kakutsha eminye imikhiqizo esebenziswa masinyane.

4.4 IZINISA EZISESIKELENI

| INISA ELINGQONDO | KUTSHO UKUTHINI KU-SILO FOODS|,

Ubuqotho, Sigcina amanani obuqotho lobungcweti endleleni esisebenzisana ngayo labo bonke ababambe iqhaza.

Ukuhlangabezana laBathengi, Sizama njalo ukuletha inani langempela kubathengi bethu ngemikhiqizo yekwalithi enhle nesevisi etshetshayo.

Ukusebenzisana Ekulweneni kwethu impumelelo, sihlala siqaphela ukuthembana kwethu njengenhlangano eyodwa. Sisebenza kahle ndawonye njengo Qembu SFI.

Ukusungula Siyaphoqeleka ukudala izindlela ezintsha zokwenza ibhizinisi, ukuxazulula izinkinga, lokunikeza izixazululo ezisebenzayo kubathengi bethu.

Ikhwalithi Sibeka phambili ubuhle futhi siqinisekisa ukuthi yonke imikhiqizo nesevisi yethu ihlala isezingeni eliphezulu.

4.5 ISITATIMENDE SOMTHETHOKAMBISO YEKHWALITHI

I-SFI ibeka phambili ubuhle futhi iqinisekisa ukuthi yonke imikhiqizo nesevisi ihlala isezingeni eliphezulu.

5.0 INHLOSO YOMTHETHOSISEKELO

Inhloso yalo Mthethosisekelo ukukhombisa ngokusobala izibopho ze-SFI, ukulandela amazinga ekhwalithi afunekayo ekunikezeni imikhiqizo nezinsizakalo kubathengi. Lokhu kuhambisana Necebo Likazwelonke Lokuthuthuka kukaHulumende 1. Ngaphezu kwalokho, uMthethosisekelo uhlose ukunikeza abathengi ulwazi ngemikhiqizo lezinsizakalo ze-SFI lokuqinisa ubudlelwano phakathi kwe-SFI labathengi bayo kulezzindawo ezilandelayo:

- a) Okwenzwa yi-SFI.
- b) Ikhwalithi yemikhiqizo abathengi angayilindela ku-SFI.
- c) Amalungelo ayisisekelo kubathengi
- d) Izibopho zabathengi.
- e) Indlela yokuxhumana le-SFI.

6.0 INZUZO ZOMTHETHOSISEKELO

UMthethosisekelo ulenzuzo kumakhasimende nakwi-SFI kanje:

Inzuzo kubathengi

- (i) Ukwazi izinhlobo zemikhiqizo lezinsizakalo ezinikezwa yi-SFI.
- (ii) Ukwazi ikhwalithi yemikhiqizo ezoyithola ku-SFI.

Inzuzo ku-SFI

- (i) Ukuxhumana ngoMbono, Inhloso, Umyalezo kanye nezinisa ezisisekelo.
- (ii) Ukukala nokuhlola ukulethwa kwesevisi kubathengi lokwenza imizamo yokuthuthukisa lapho okulesidingo.
- (iii) Ukuthuthukisa ukuziphatha kwabasebenzi lesibopho.

7.0 IZIQONDISO ZETHU ZESEVISI LESIBOPHO

Ekufuneni kwethu ukunikeza imikhiqizo lesevisi yekhwalithi ephezulu kubathengi, sizalandela la manani alandelayo lezibopho: isivinini lekhwalithi yesevisi, ukutholakala, inhlonipho kanye lolwazi ngevisi.

- (i) Ukubandakanya abasebenzi abanekhono futhi bazinikele ekulethweni kwesevisi.
- (ii) Ubuqotho kubathengi.
- (iii) Ukuba ngabalinganayo.
- (iv) Ukuhlonipha, ukuzithoba, lokwazisa imibono yabathengi lababambe iqhaza.
- (v) Ukuguquguquka emizamweni yethu yokuxazulula izinkinga ukuze sithabise abathengi
- (vi) Ukukhombisa ubuqotho.
- (vii) Ukukhombisa ukuvuleka.

(viii) Ukuziphatha kahle.

(ix) Ukuqaphela imvelo lokuba lesibopho sezemvelo.

8.0 IKHWALITHI YEMIKHIQIZO, AMAZINGA ESEVISI LESIBOPHO SENANI KUBATHENGI

8.1 AMAZINGA OKULETHWA KWESEVISI

Inhlangano ihlose ukunikeza imikhiqizo yekhwalthi lesevisi enhle kubathengi. Sizakwenza lokhu ngokuhlangabezana lamazinga esevisi njengoba kuboniswe etafuleni elingaphansi:

Amazinga okulethwa kweesevisi

Amasevisi

Isikhathi

Ucingo

Ngemuva kwamaringi angu-2.

Inkonzo/sevisi ezitolo.

Imizuzu eyi-15 ngomsebenzi munye.

Ukulayitsha lokuthumela amaloli emikhiqizo eqediweyo. Ihola -1 nge-loli lama-tonne angu-30.

Ukwamukela izinto zokusetshenziswa Ihola -1 elilodwa nge-loli lama-tonne angu-30.

Ukwamukela izinto ze-capex/izitshalo/lemithetho. Phakathi kwamahola angu-4 kusiyangesayizi.

Ukulinganisa ku-weighbridge. Phakathi kwemizuzu engu-10.

Ukulethwa kwama-oda. Phakathi kwamahola angu-48 ngemva kokwenza i-oda.

Inkokhelo kubahlinzeki. Ngokwesivumelwano lemigomo lemibandela.

Ukuqeqetshwa lokuboniswa kokuphatha izifuyo. Phakathi kwezinsuku ezi-4 ngemva kwesicelo.

9.0 AMALUNGELO NEZIBOPHO ZABATHENGI

Inhlangano iphinde yenza izithembiso ezilandelayo kubathengi okuhambisana lesitatimende senqubomgomo yekhwalthi kanye lemithetho yokuziphatha kwabasebenzi:

a) Ukulingana

Sizabaphatha bonke abathengi ngendlela efanayo futhi ngokobungcwethi . Akukho ukucwaswa okusekelwe ngendaweni yokuzalwa, uhlanga, isizwe, ubulili, inkolo, iqembu lobuzwe, imibono yefilosofi noma yezepolitiki, loma ukucatshangelwa komuntu siqu.

b) Ukuziphatha Kwabasebenzi

Abasebenzi bethu bazazazisa ngegama. Bazaba nenkolo, bathobeke, bahloniphe, babe lobungane, babe nozwelo futhi banakekele abathengi futhi bahlale besiza njalo besebenzisana.

c) Ukuphendula

Sizinikele ekunikeza ulwazi olulungileyo olusesikhathini kubathengi, kanye lomphakathi wonke ngemikhiqizo ye-SFI.

d) Ukufaneleka

Sizasebenza ukuqinisekisa ukuthi ikhwalthi yokulethwa kweesevisi ihlangabezana lalokho okulindelwe ngabathengi okuhambisana lemithetho ekhona.

e) Inqubo Yokwenza Izinqumo

Sihlose ibhalansi efanelekileyo phakathi kwesivini sokwenza izinqumo lokuhlola indaba ekhona futhi sithathe isibopho ngezinqumo esizenzayo.

f) Ukutholakala

Sizatholakala ngokomzimba eHovisi Elikhulu laseMahovisi EsiFunda, ngefoni, lange-imeyili kusukela ngoMvulo kusiya ngoLwesihlanu, ngo-08:45 kusiya ku-16:30 ngaphandle kwamaholide kahulumende. Izindawo Zokukhiqiza lezitolo zizavulwa ngoMvulo kusiya ngoLwesihlanu kusukela ngo-08:00 kusiya ku-16:30 ngeMgqibelo kusukela ngo-08:00 kusiya ku-13:00 futhi zivalwe ngamaholide kahulumende. Ngakho, iwebhusayithi ye-SFI <http://www.silofoodindustries.co.zw> iyatholakala ngqo. Ikhopi yalo Mthethosisekelo lizatholakala kwiwebhusayithi esemthethweni ye-SFI.

g) Ukusabalalisa Ulwazi

Sizasabalalisa ulwazi kubathengi bethu ngencwadi, ngabezindaba, amawebhusayithi, langokunye okufana le-ncwadana, ama-bhodi okukhangisa, ama-sitika, ama-flyer kanye nezinto zokukhuthaza okuhlanganisa lamakhepesi, ingowane lama-T-shirt. Ulwazi nge-SFI lemisebenzi yayo luzaphinde lusabalaliswe ngezinhlelo zemfundo yomphakathi ezindabeni ezihlukeneyo ngokubamba iqhaza ezingxoxweni kanye nengxoxo eqondile lomphakathi, ngokufundisa abathengi bethu.

9.1 AMALUNGELO LEZIBOPHO ZABATHENGI

Mayelana nemikhiqizo esiyinikezayo abathengi ngokuhambisana lamazinga ekhwalithi amisiweyo, abathengi balelungelo lokulindela imikhiqizo yekhwalithi ethile enhlanganweni. Lokhu okulindelekileyo kungahlukana kuncike ngezigaba zabathengi kanje:

a) Abathengi kanye Nompakathi Jikelele

- (i) Ukuqinisekiswa ngekhwalithi, ukuphepha kanye lokusebenza kwemikhiqizo ye-SFI.
- (ii) Ukuthola ngesikhathi ulwazi ngemikhiqizo yomgunyathi elawulwayo kanye lempumela emibi yezempilo leminyane imikhiqizo engafanelekile.
- (iii) Imfundo eqhubekayo ngemikhiqizo ye-SFI.
- (iv) Impendulo ngesikhathi kumazwana lezikhalo maqondana lemisebenzi ye-SFI.
- (v) Ukubamba iqhaza enqubweni yokufaka ithenda yokuthola isivumelwano sokunikeza impahla ngokuhambisana nemithetho ekhona.

b) Abakhiqizi bemikhiqizo, Abacubungulayo, Abasabalalisi labathengisi

- (i) Ukwazi imikhiqizo ekhiqizwa yi-SFI.
- (ii) Impendulo ngesikhathi ngolwazi oluceliwe.
- (iii) Ukuthola ngesikhathi ulwazi lemfundo ngemikhiqizo ekhiqiziwe.
- (iv) Ukubonisana ngokuthukiswa okuhlongozwayo kanye lezinguquko zemithetho, imiqathango neziqondiso eziphathelene lemikhiqizo esiyinikezayo.
- (v) Ukuphathwa ngendlela elinganayo, efanelekileyo, engakhethiyo.

- (vi) Ukunikezwa imikhiqizo yekhwalthi, lenhlonipho, ubungcweti, inani lokuhlonipha ngabasebenzi be-SFI.

c) Abomthetho

- (i) Ukusebenzisana okuhle ekubhekaneni lendaba eziphathelele lemikhiqizo ekhiqiziwe.
- (ii) Ukunikezwa ngesikhathi kokufakwayo lobuchwephetshe lamathuluzi adingekayo ekubhekaneni lezindaba eziphathelele lokulandiswa komthetho kahulumende weZimbabwe.
- (iii) Ukubandakanywa kuzo zonke izinqubo eziphathelele lokubuyekeza uMthetho, imiqathango neziqondiso ekulethweni kwemikhiqizo

d) IziNhlangothi zikaHulumende

- (i) Ukusebenzisana okuhle ekuqinisekiseni imithetho yeZimbabwe.
- (ii) Ukubakhona emihlanganweni ephathelele lemisebenzi yokusebenza okuhlanganisa lokubuyekeza imiqathango neziqondiso ezehlukene ngaphansi kwemithetho yeZimbabwe.
- (iii) Ukuthola imibiko yezomthetho lolunye ulwazi njengo kuchazwe emiqathangweni eyalawula ukwakheni kwe-SFI.

e) AbeNdaba kanye leMtshopo yamabhuku

- (i) Ulwazi ngesikhathi lokuqeqeshwa mayelana lemikhiqizo ekhiqiziwe lezinye izinsizakalo ezinikezwa yi-SFI kusetshenziswa izitsetshi ezifanele okuphakathikoMthetho Wekhwalthi Wangaphakathi, imithetho/imiqathango lezinqubo zenhlangothi.
- (ii) Ukubakhona emihlanganweni ehlukeneyo yababambe iqhaza eziphathelele lemisebenzi yokusebenza okuhlanganisa nokubuyekeza imiqathango neziqondiso ezehlukene ngaphansi koMithetho kahulumende weZimbabwe.

f) Abahlinzeki Besevisi

- (i) Ukunikezwa okubalulekile okulinganayo lamathuba enqubweni yokuthola abahlinzeki besevisi.
- (ii) Inkokhelo ngesikhathi yezinsizakalo ezinikezwe yi-SFI.
- (iii) Ulwazi ngesikhathi kanyelemfundo ngemikhiqizo elawulwa yi-SFI.

9.2 IZIBOPHO ZABATHENGI

I-SFI ilindele ukusebenzisana eduze labathengi , ngakho-ke babophekile kanje:

- (i) Ukuzithobela imithetho ngokuzithandela.
- (ii) Ubuqotho ku-SFI lakumphakathi.
- (iii) Ukuhlonipha abasebenzi be-SFI futhi bayekele ukusebenzisa ulimi olubi nxabesenza ibhizinisi le-SFI.
- (iv) Ukuya emhlanganweni ehleliweyo ngesikhathi.
- (v) Ukufunda lokuzwisisa lo Mthethosisekelo, imithetho, imiqathango, iziqondiso, namanye amadokhumenti afanele ukulawula ikhwalthi nokuphepha kokudla leminyane imikhiqizo ehlobeneyo.

- (vi) Impendulo ngesikhathi ngolwazi olubalulekileyo mayelana lemikhiqizo lezinsizakalo.

10.0 UKUQAPHA, UKUHLOLA LOKUBIKA UKUSEBENZA NGOKUQHATHANA LAMAZINGA

Sizokwenza ukuqapha lokuhlola [M&E] ikhwalithi yemikhiqizo yethu lokulethwa kwesevisi maqondana namazinga esiwabeke kulo Mthethosisekelo futhi sibike minyaka yonke ngokusebenza kwethu ngokuhambisana lamazinga amisiwe.

I-M&E yalokhu izokwenziwa ngokuqondile kusetshenziswa indlela elandelayo:

Ukuhlolwa Kwezinhlelo Zokusebenza leZisebenzi

Ukuhlolwa Kwezinhlelo Zokulawula Ikhwalithi ze-SFI kuzokwenziwa ngokuqhubekayo ngokuhambisana lezinhlelo ezigunyaziwe.

11.0 UKUBUYEILELWA LOKUGCINA UMTHETHOSISEKELO WESEVISI YABATHENGI

Lo Mthethosisekelo yidocumenti ephilayo eyakhiwe yi-SFI futhi uzobuyekezwa ekukhanyeni kwemibono evela kubasebenzisi bemikhiqizo nezinsizakalo ze-SFI Ukubuyekeza lo Mthethosisekelo kubalulekile ekuqinisekiseni ukuthi uhambisana nemikhiqizo ye-SFI. Sizobuyekeza lo Mthethosisekelo ngokubambisana labathengi bethu nxakulesidingo.

12.0 UKUXHUMANA

Kubalulekile kubathengi lomphakathi ukwazi amalungelo abo lokuxhumana lokunikeza noma yiluphi ulwazi lokuthi kungathuthukisa njani imisebenzi ye-SFI mayelana nokuphepha kokudla lokudla kwezifuyo elizweni. Ngakho-ke, abathengi banganikeza amazwana ngemikhiqizo ye-SFI, amazwi, neziphakamiso zokuthi angafezekiswa kanjani umbono, inhloso lomyalezo we-SFI kanye lokwethula izikhalo/nokubonga ngesevisi ye-SFI lezincomo zokuqhubeka ukuthukisa ikhwalithi yesevisi kubathengi.

IZINOMBOLO ZOKUXHUMANA NAMAKHELI

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