COMPANY PROFILE

Selected as an accredited member of the National Gazelles TOP 40 for 2016
FUTURENT Consulting is a Management Consulting company with unique operational experience

We focus on Wholesale, Retail, Franchise and Industry Related Organizations. We follow a systems-based approach.

What makes us unique is that we have owned and operated businesses in the industries we serve. These include:
- Fuel (TOTAL, CALTEX, BP, etc)
- Supermarket Retail (SUPERSPAR)
- Health & Nutrition (Nutrition Lab)
- Property Development (LBM Properties, Quinkor)
- Financial Services (FE Financial Solutions)
- Food & Beverage (Wild Bean Café, FreshStop, Café Bonjour, etc)

We deliver products and services along 3 service lines, they are:
- Consulting Services
- Performance Improvement
- Business Process Outsourcing

We deliver these services across the 7 Business Management Areas. They are:
- Strategy
- Marketing
- Legal
- Operations
- People
- Systems
- Financial

We’ve utilized our decades of experience in the ownership and operation of a variety of businesses to develop, manage and implement projects for small, medium and large companies.

We provide services throughout South Africa and neighboring countries.

Below are some of the services we offer, grouped according to our 3 Service Lines:

### Consulting Services

- Desktop Audit of new business opportunities
- Standardized Management (SM) Model Audit reporting & recommendations
- Industry Business Model reporting & recommendations
- Strategic Business Plans & SWOT Analysis development
- B-BBEE consulting
- Enterprise Development (ED) & Supplier Development (SD) consulting
- Business / Industry Transformation consulting
- Offer to Purchase & Partnership Agreement development
- Company Registrations & Licensing applications
- Legal Compliance Management Audit reporting & recommendations
- Marketing Plans & Programs development
- Due Diligence (Operational & Financial) reporting & recommendations
- Human Resource Audit reporting & recommendations
- Systems Audit reporting & recommendations
- Financial Audit reporting and recommendations
- Valuations (Goodwill & Key Money)
- 5-Year Financial Income, Expense & Cash Flow projections
- Profit Efficiency Audit reporting & recommendations
- Financial Benchmarking & Investigations

### Performance Improvement

- Franchisee / Franchisor / Retailer / Wholesaler / Network training programs and workshops
- Employment Equity (EE) Planning, Reporting & Submission
- Workplace Skills Planning (WSP), Annual Training Reporting (ATR) & Submission
- Bookkeeping & Management Accounting
- Payroll Management
- Monthly 12-Month Income, Expense & Cash Flow management
- Financial Audit preparation
- Implementation of Audit recommendations
- Strategic Business Planning & SWOT Analysis training
- Business Model training
- Change Management training
- Daily Controls & Action Planning performance improvement
- Wet & Dry Stock Management performance improvement
- Industry Induction training
- Management & Leadership training
- Staff training
- Responsibility & Contingency Matrix training
- Management Policies & Procedures implementation
- Systems performance improvement

**Business Process Outsourcing**
- Franchisee / Retailer Change Process outsourcing
- Entrepreneurial Mentoring Support outsourcing
- Enterprise Compliance Management outsourcing
- Franchise / Retail Business Management outsourcing
- QCTO, SETA & Industry specific Qualification Development outsourcing
- Franchise / Retail Network Training Program Management & Facilitation outsourcing
- Skills Development Program development outsourcing
- Case Management Systems Development

We follow a structured business approach because we understand the impact and overlapping influence of different areas in a business on each other.

We believe in developing strategic alliances across all levels in the industries we are involved in. We are actively involved in the following organizations:
- W&R SETA Qualifications Management Body (QMB)
- W&R SETA Qualifications Development Partner
- Transport SETA Qualifications Development Partner
- Business Partners registered mentor and official Fuel Industry Specialist
- Cape Peninsula University of Technology Retail Leadership Chair
- University of Pretoria Informatics Department
- Association for Skills Development in South Africa and others.

**About us**

**FUTURENT Consulting** is a registered South African company with 51% Black Female ownership.

We have been certified as a Level 2 B-BBEE contributor with a 125% procurement recognition level.

**Mission Statement**
To help our clients to shape and secure their future

**Vision Statement**
To be the leading management consulting company in delivering quality service by having a competent, dedicated and proud workforce

**Strategic Intent**
To make a difference

**Value Statement**
We proudly advocate and operate within and according to the following values:
- Trust
- Respect
- Integrity
- Passion
- Sincerity
- Innovation
- Knowledge Sharing

FUTURENT Consulting
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What our clients have said about us

“I feel very strongly about registering my appreciation for what you’ve done at my site. You displayed a high sense of professionalism. You added a lot of value to my business. Your knowledge of the industry and site operations was excellent. In my opinion you are a valuable asset for any business owner.” Eastern Cape Retailer

“Finally a workshop program that helps me to do my job. The SSSM Program has made me a better manager.” Krugersdorp Service Station Senior Manager

“I have been a Retailer for more than 10 years and I learned a lot during this course.” Pretoria Retailer

“Thank you for attending and providing detailed feedback regarding our Retailer training. The Standardised Management Audit you completed has identified some major gaps” – Training Manager, Franchisor

“FUTURENT CONSULTING is just amazing. Thanks for a splendid discussion with my management team, that you chaired so very well” – Retailer, Vereeniging

“Thank you for an inspiring training course. I especially appreciated how you’ve made the ideas practical and shared your own stories from running your own sites.” – Franchisee, Durban

“We are very satisfied with the great service received from your team and will continue to outsource all our HR and performance management processes to you.” – Franchisee, Johannesburg

Contact us today:

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FOCUS AREA: Fuel Industry Network
Performance Improvement

We have developed a unique Standardized Service Station Management (SSSM) Model specifically for Fuel Retailers and Oil Companies. It is based on our decades of experience in the ownership and operation of profitable, sustainable service stations since 1999. We have been supporting and mentoring in the fuel industry since 2010 in projects such as Financial Benchmarking, Fuel Retailer Training and Entrepreneurial Development.

**The SSSM Model has 4 elements, they are:**

- **SSSM Audit** - a comprehensive business health review, measured against 140 best practices and existing profitable, sustainable service stations. The SSSM Audit provides you with clear percentage scores on the 7 Business Management areas and the 4 KPI’s.

- **SSSM Performance** – is focused on improving the performance of the management team at site. We do this by giving access to best practices, structured as a 12-Month Action Plan. Fuel Retailers and their managers can also add additional TO DO items, set deadlines and track progress. All of this is accessible online, from any connected device, anywhere in the world.

- **SSSM Training** – is practical training and workshop programs aimed at Dealers, Managers, Supervisors and Staff. It includes items such as:
  - Fuel Industry Induction for all employees on topics such as MIBCO, Code of Conduct, Safety, Service, etc
  - Supervisor and Manager training on topics such as wet stock management, staff management, health & safety, handling customer complaints, basic financials, etc
  - Fuel Retailer / Dealer training on a basic or comprehensive program
  - All learners get certificates on completion of a program

- **SSSM Services** – is a comprehensive basket of services for Fuel Retailers as well as an entrepreneurial development and mentoring program for new Fuel Retailers. This includes, amongst others:
  - Valuation, Due Diligence, Business Plans, Financial Projections, etc
  - Tools, Templates, Policies and Procedures
  - RAS Implementation, Bookkeeping, Payroll, Management Accounts, Tax, Financial Audits, etc
  - Mentoring, Site Support, Site Management, etc
FOCUS AREA: Enterprise & Industry Transformation

Enterprise & Industry Transformation is a journey that many companies are struggling with. We focus on 4 critical areas, they are:

- **Industry Transformation** – We have developed a unique industry transformation model that provides a structured, fair, performance-based framework to benchmark transformation in networks of retailers or franchisees. The model includes elements of B-BBEE, Goodwill, Brand Value, Assets, Financial Performance, EE, Skills and industry elements such as the Regulatory Accounting System (RAS) in the Fuel Industry.

- **B-BBEE** – We have developed a comprehensive B-BBEE model, based on the latest codes of good practice, which is used to support clients in developing a clear strategy, policies and procedures to achieve their B-BBEE objectives. Our team provides individual support to our clients Board of Directors and/or key shareholders to determine the best course of action to maintain or increase their Contributor Status.

- **Employment Equity (EE) & Workplace Skills Planning (WSP)** – we assist business owners to navigate the difficult planning, reporting and compliance requirements. Our specialists will guide you on the correct numerical goals, training plans and assist you throughout the year to ensure objectives are met and recorded.

- **Qualification Development** – we have developed a comprehensive Standardized Qualification Development Management (SQDM) framework that delivers high-quality qualifications to the QCTO, relevant SETA’s and other stakeholders who wish to create industry-specific qualifications. We can assist you to determine the best course of action in line with the latest National Skills Development Strategy and industry trends.

**Some examples of completed projects include:**

- B-BBEE Transformation Strategy development
- Corporate Governance framework development (including policies & procedures) for national network of tyre fitment branches
- Management of Cradle to Grave (HR) processes including Workplace Skills Planning & Reporting, Employment Equity and B-BBEE Transformation
- Management of full retail qualification development processes for W&RSETA (ongoing) for qualifications such as:
  - Back Office Qualification – NQF LEVEL 3
  - Service Station Attendant Qualification NQF LEVEL 2
  - Retail Store Manager Qualification NQF LEVEL 6
  - Air Traffic Safety and Electronics Practitioner Qualification NQF LEVEL 7
FOCUS AREA: Corporate Clients, Franchisors, Wholesalers & Industry-Related Organizations

Our focus is to assist our Corporate Clients to extend their Client Value Proposition. This includes the development of Standardized Management (SM) Models, Industry Business Models and Network Services. Further details are listed below:

- **Network Services** include projects specifically managed on behalf of clients for areas such as Network Induction, Network Training, Network Compliance and Network Transformation.

- **Network Support** includes Online Learning Library, Work-integrated-learning, Case Management Systems, Site Operational Management Systems such as checklists, registers, status updates and other daily operational items.

- **Standardized Management (SM) Models**
  o Standardized Management (SM) is a unique process in which we develop a comprehensive framework for the best practice management of Retail Sites / Franchises in your network. It is a tried-and-tested model and process that can be ramped up or down as needed, provides for the inclusion of individual best practices from your best performers and builds capacity at retail / franchise level. SM is a unique process that goes beyond the normal ancillary services provided by other service providers. Our comprehensive end-to-end solution is more effective and cost-efficient as it is driven by our own experience in the ownership and operation of profitable and sustainable retail and franchise businesses.

- **Industry Business Models**
  o The Industry Business Model can be customized for any industry, segment or sector. We have been using this Business Model as the backbone of our approach to support the industries we work in, such as:
    - Fuel retail (as part of the Standardized Service Station Management (SSSM) Model)
    - Fuel wholesale (specifically to develop entrepreneurial development, transformation and network support options)
    - Fashion retail (specifically to review strategies and determine a way forward for the company)
    - Government departments (specifically to understand the impact of regulation)
    - Banks (specifically to develop mentoring support)
    - Tyre fitment (to assist a wholesaler to understand key areas within their network of retail branches)
This is to certify that

FUTURENT CONSULTING SOLUTIONS (PTY) LTD

having been selected through a rigorous evaluation process,

is an accredited member of the

NATIONAL GAZELLES Top 40 for

2016

The National Gazelles represent the leading edge of South Africa’s SME community, and are deserving of national support as their growth contributes to job creation, innovation, competitiveness and the re-invigoration of key industry sectors.

Date Awarded: 18 March 2016

Director General, Department of Small Business Development

Chief Executive Officer, Small Enterprise Development Agency

An initiative of:

sedo