

CLIENT SATISFACTION

Bergstan SA endeavours to conform to international best practice

The recent growth in the national economy has created a demand for large-scale infrastructural development. In the public sector, the government has increased investment in, for example, the design and construction of roads and bridges, wastewater treatment plants, water treatment and supply facilities. The improved trading conditions experienced by many private sector clients gives them confidence to invest in increased production and warehousing capacity. These factors positively impact all businesses involved in the Built Environment such as Architects, Planners, Consulting Engineers and Contractors, to mention but a few.

“Bergstan SA, in delivering designs and project management services to the industry, aims to become the preferred consulting engineering firm in South and southern Africa, through offering quality of service and embracing both human development and gender equality in a most dynamic society,” says Ms Bulelwa Belu-Toni, marketing director for Bergstan South Africa.

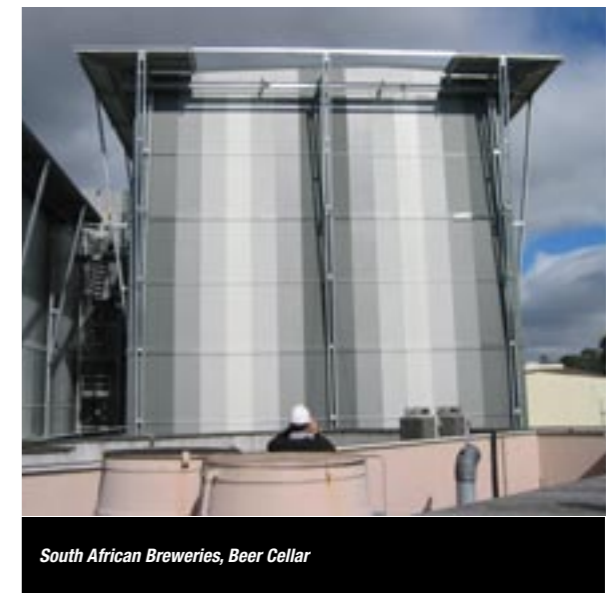
While Bergstan, established in 2005, is a relatively young company, it was created through the process of transforming one of Cape Town’s best-established consulting engineering firms, which has a track record of more than 50 years. The firm operates autonomously at a national level and has strategic partnerships internationally.

One of the company’s core values is the drive to remedy the imbalances of the past. Although the company has a long tradition of non-discrimination and has continually employed and advanced staff on the basis of merit alone, it has a comprehensive affirmative action policy which influences human resource development decisions. Bergstan has advanced many technicians and engineers

from the disadvantaged groups and currently, more than 50% of the staff are from previously disadvantaged groups.

Furthermore, in keeping with the King Commission on Corporate Governance Mr Lester Peteni, one of the black shareholders, continues to lead the company as a non-executive chairman of the company, with black persons owning 57% of the firm.

Sixty percent of the management of the firm is in the hands of previously disadvantaged individuals.



South African Breweries, Beer Cellar



Zandvliet Waste Water Treatment Works

Bergstan SA has also made huge strides in understanding the issues involved in providing engineering services to community-based construction companies and has become increasingly involved in skills transferral to communities through these companies.

“In order to achieve a high level of client satisfaction, we have undertaken to incorporate the principles of our quality management system into our staff training and development programmes, to ensure that the policy is understood, implemented and maintained throughout the organisation,” says Belu-Toni. This management system is based on the ISO 9001:2000 procedures and sets out the relevant quality, environmental and legal requirements. It is continually reviewed to incorporate changes due to requirements of both the market and clients. Bergstan is a member firm of the South African Association of Consulting Engineers (SAACE) and is certified by the SABS.

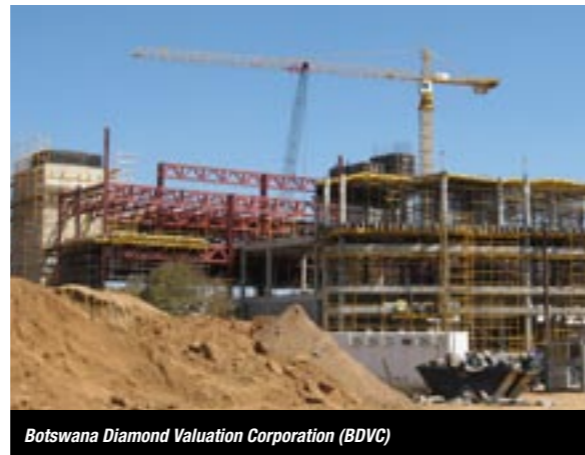
“At Bergstan, we endeavour to be acknowledged as a consulting engineering company conforming to international best practice,” says Belu-Toni.

Bergstan SA has been involved in the following projects in South Africa and Botswana:

Zandvliet Waste Water Treatment Works

The implementation of the N2 Gateway Project will establish 22 000 new housing units in the Cape Metropole.

Approximately 18 000 of these houses will drain wastewater to the Zandvliet Wastewater Works in Khayelitsha. The increased flow



Botswana Diamond Valuation Corporation (BDVC)

necessitated a capacity extension for the existing works, which entails providing R100 million of electrical, mechanical, civil and structural works and equipment. The fast-track nature of the project entails completing the construction contracts within one year.

South African Breweries, Beer Cellar

In June 2006 we commenced work on the South African Breweries in Newlands, Cape Town, where we are involved in the new beer cellar for six storage vessels. Our involvement includes structural and civil engineering work and site investigation for the demolition of existing building.

Swellendam Community Centre

We were appointed as the principal agents by the Swellendam Municipality for the structural and civil consulting engineering services, as well as quantity surveying services. We also act as community liaisons, addressing their needs regarding the construction of the Community Centre. The site is situated between Vollenhoven Street and Freesia Street on Portion of Erf 1, Swellendam, Western Cape.

Rijkshof

We were appointed to convert this existing office block to a residential accommodation with additional parking. The building comprises two basements with the first basement already used for parking and the lower basement used for storage. We are now



Swellendam Community Centre



Rijkshof

introducing a new reinforced concrete ramp between the two basements so that the lower level may also be used for parking.

Bridge Handrail Replacement

A large proportion of the road bridges in the Eastern Cape Province were constructed with metal handrails mounted on reinforced concrete parapets.

In recent years, theft of the handrails has become widespread, and as a result, the parapets no longer provide the required safety for road users. The purpose of this project was to rectify this situation by installing new reinforced concrete handrails on the affected bridges. These handrails are robust and durable, and having negligible scrap value, will not be targeted by thieves.



Bridge Handrail Replacement

Botswana Diamond Valuation Corporation (BDVC)

The BDVC facility on the outskirts of Gaborone is a new four-storey building comprising an administration block and a diamond sorting block separated by a triple volume atrium. The basement, ground floor and administration block are of a conventional reinforced concrete design whereas the upper floors of the diamond sorting block consists of long span composite trusses (up to 24m) supported by steel girders and columns on a 24x14.4m grid. This configuration gives a considerable amount of column free space for our client, Debswana. The flat roof is home to a raised helipad suitable for a medium-lift helicopter.

For more information, contact Bergstan SA on (021) 421 2430 or visit their website at <http://www.bergstan.co.za>.