

SATRA today – an overview

Presented by:

Nicole Martin

Integrated Business
Management Solutions

Company Secretary to SATRA



Outline

- SATRA's vision
- SATRA's mission statement
- SATRA's values
- SATRA's long term strategy
- SATRA's strategy for this year
- Conclusion



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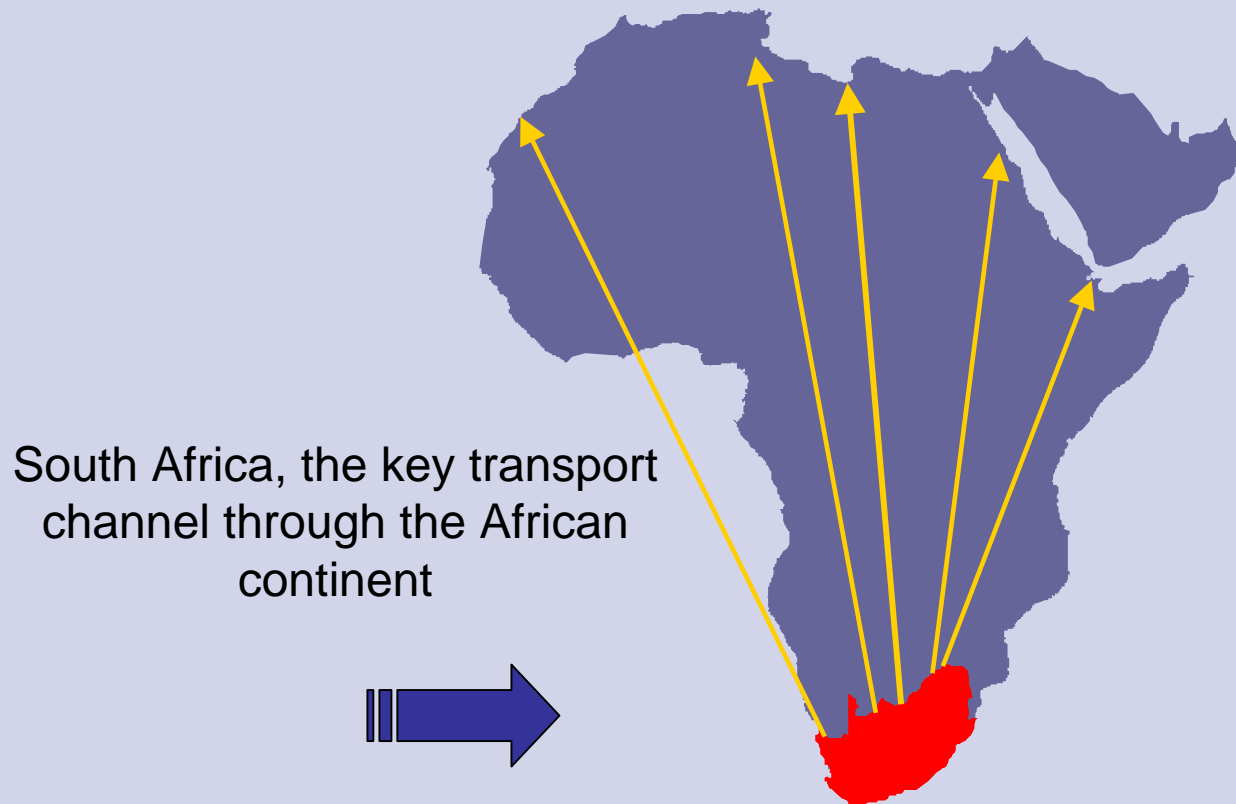


SATRA's vision

The Towing and Recovery Industry as a world class participant in the South African economy



SATRA's vision cntd



The Towing and Recovery Industry keeps Africa's transport network rolling



SATRA's vision cntd



Our industry as a world class participant in the South African economy



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SATRA's mission statement

To add sustainable value

to

our members, customers and industry

through

sustained, focussed and mutually beneficial
partnerships

governed by

high standards of ethics and self regulation



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SATRA's values

- We are the only national body representative of the Towing and Recovery Industry
- We nurture our members' diverse interests
- We focus on high service levels
- We deliver with integrity, whatever it takes
- We value sustainable business partnerships
- We empower the Towing and Recovery Industry collectively

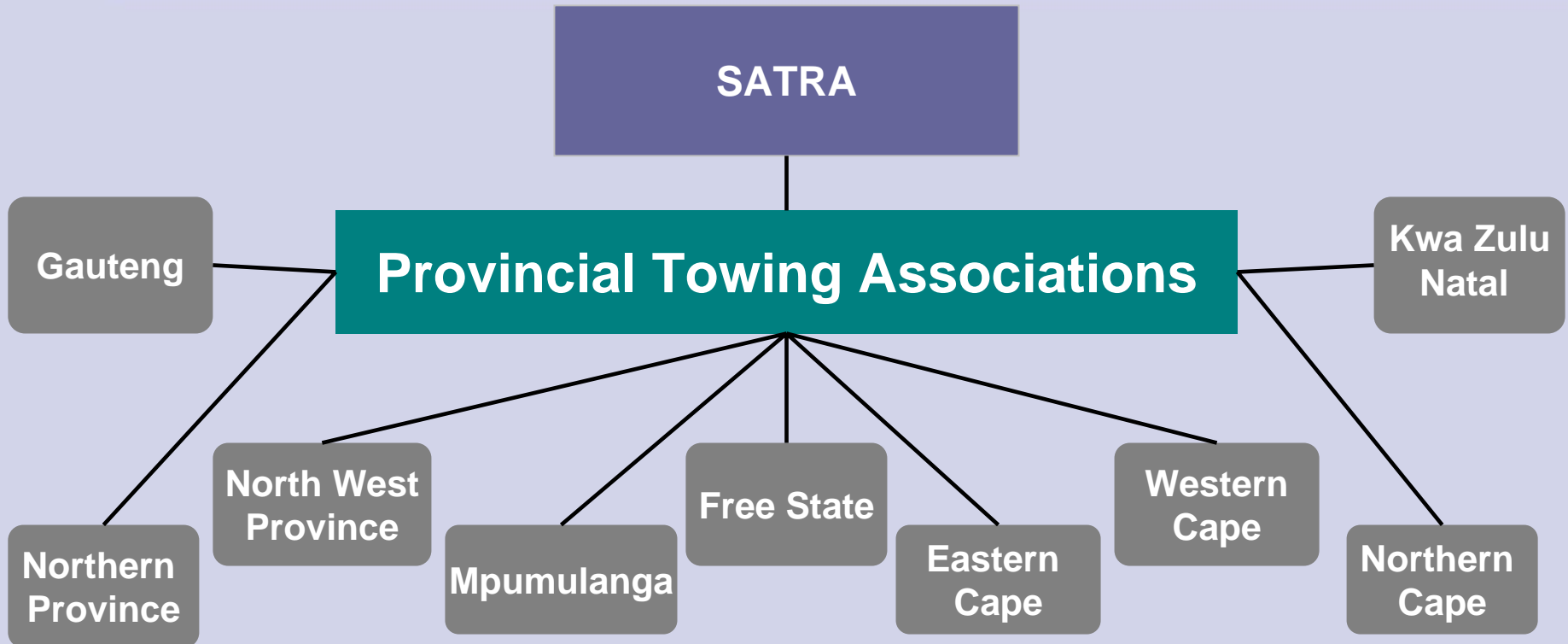


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SATRA's values cntd



Our members are representative of the demographics of this country

We are the only national body representative of the Towing and Recovery Industry



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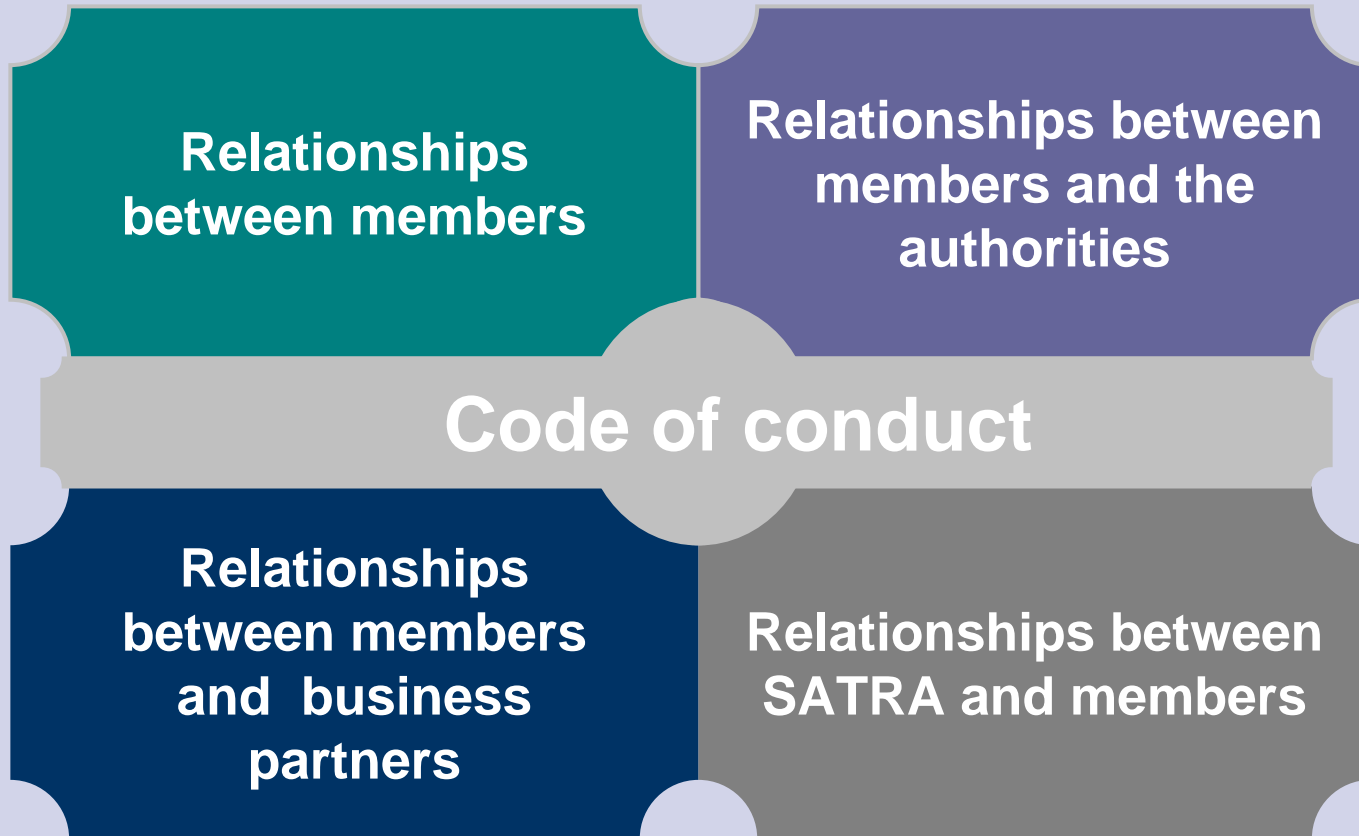


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SATRA's values cntd



We nurture our members diverse interests



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SATRA's values cntd

0861 0 SATRA

Bulk fax facilities

www.satra.co.za

Accessible administration staff



Relationship managers

Roadshows

We focus on high service levels



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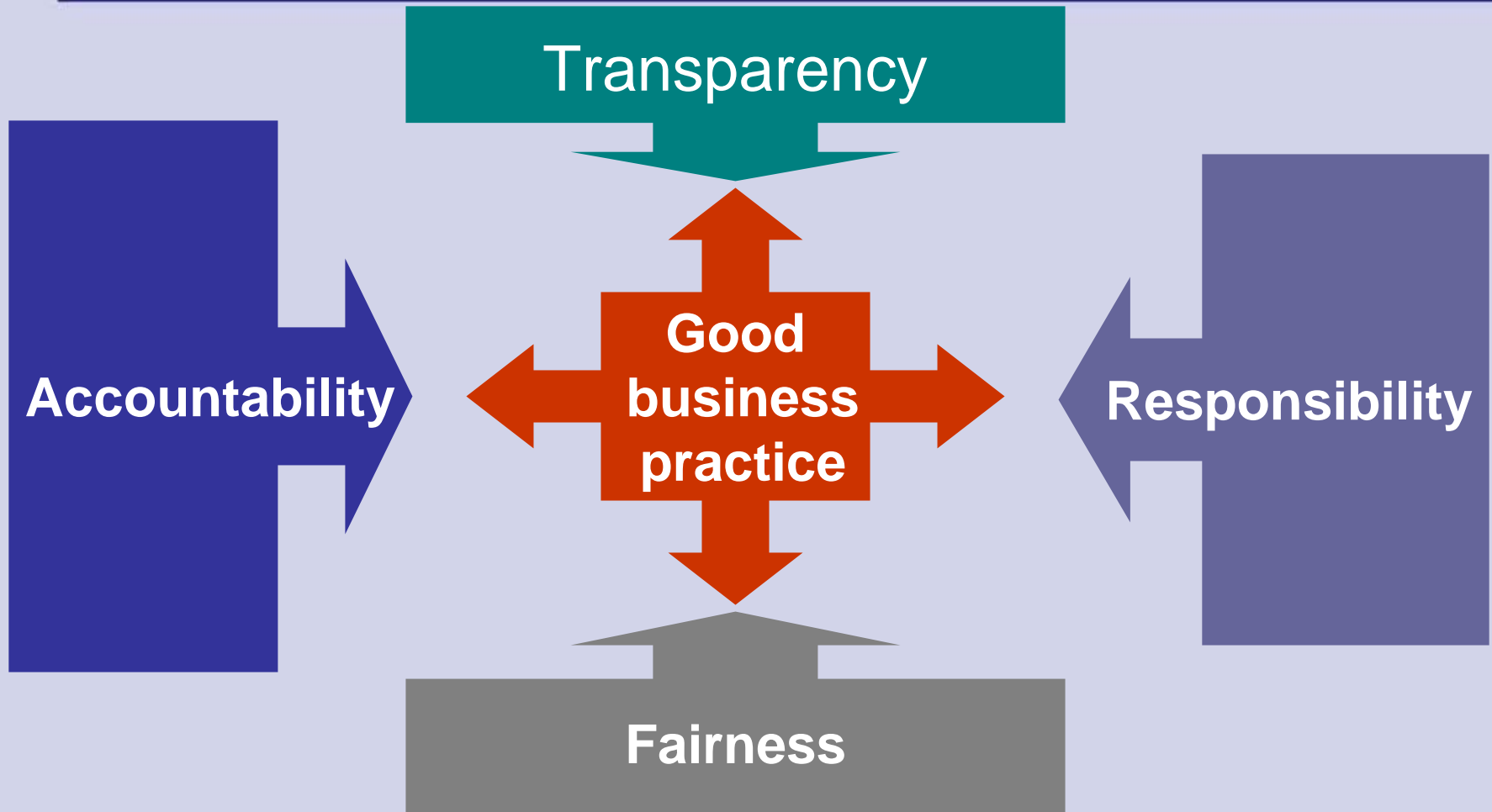


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SATRA's values cntd



We deliver with integrity, whatever it takes



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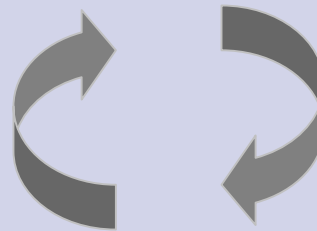
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SATRA's values cntd



- Commitment
- Basket of services
- Improved processes
- Capture market funds
- Improved standards
- Increased volumes



- Recognition
- Improved planning
- Cost management
- Happy client
- Increase market
- Sustainable revenues

We value sustainable business partnerships



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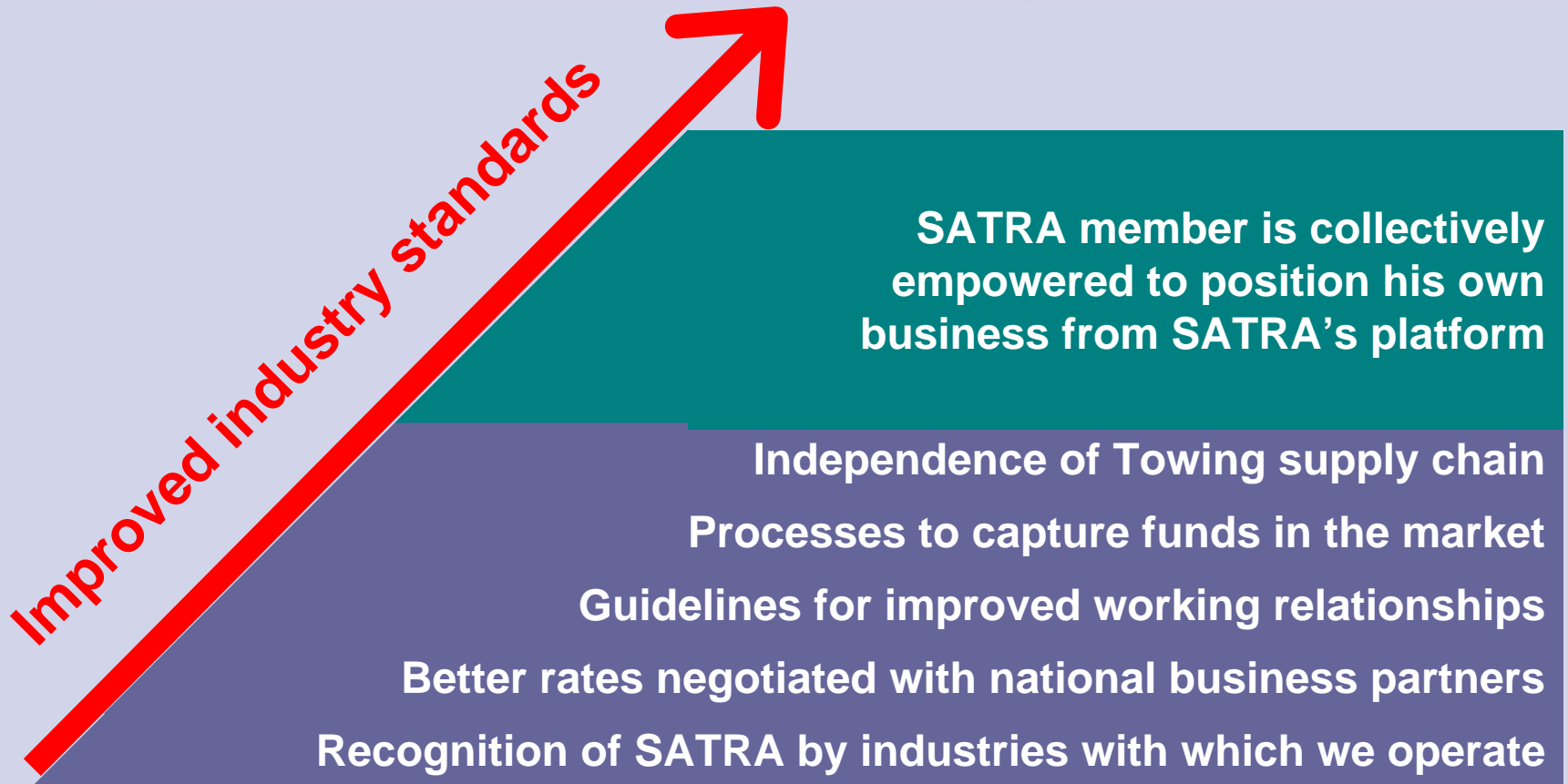


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We empower the Towing and Recovery Industry collectively



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SATRA's long term strategy

- Relentlessly drive the standards of the towing industry upwards
- Achieve sustainable and continued empowerment of our members
- Maintain and protect diverse interests of all our stakeholders



SATRA's long term strategy cntd



■ Members
■ Employees

■ Suppliers
■ Government

■ Customers
■ Public

Relentlessly drive the standards of the Towing and Recovery Industry upwards



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SATRA's strategy for this year

- Consolidate national interests of members and stakeholders
 - Focus on commercial environment
- Nurture provincial interests of our members
 - Focus on regulatory environment



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SATRA is the sustainable solution

