

How do we add value



JoJo

value proposition

We are dedicated to the protection of water resources, water security and quality of life

We aim to **educate the end user** by providing information through the following channels:

- Our readily accessible and user-friendly website
- In-store training of store staff
- POS material and merchandising
- Our website is optimised for all water tank-related searches and receive approximately 35 000 - 55 000 visitors a month.
- Our website is current and informative with downloadable brochures **on safe water storage solutions**, DIY tips and technical specifications.

We provide meaningful solutions to challenges

Our company culture inspires and celebrates the human capacity to innovate for good

Regardless of your budget, space or aesthetic requirements, there is **a wide variety of JoJo Tanks** available in multiple colours and sizes.

We offer end-to-end solutions by partnering with businesses who add value to JoJo products through product extension and installation.

With an in-house engineering and design capability, it is possible to rapidly move initiatives from idea to product concept to commercialisation.

We support our channel partners

- We support our channel partners by listing all distributors on the website.
- We attend local exhibitions and trade shows to promote our products.

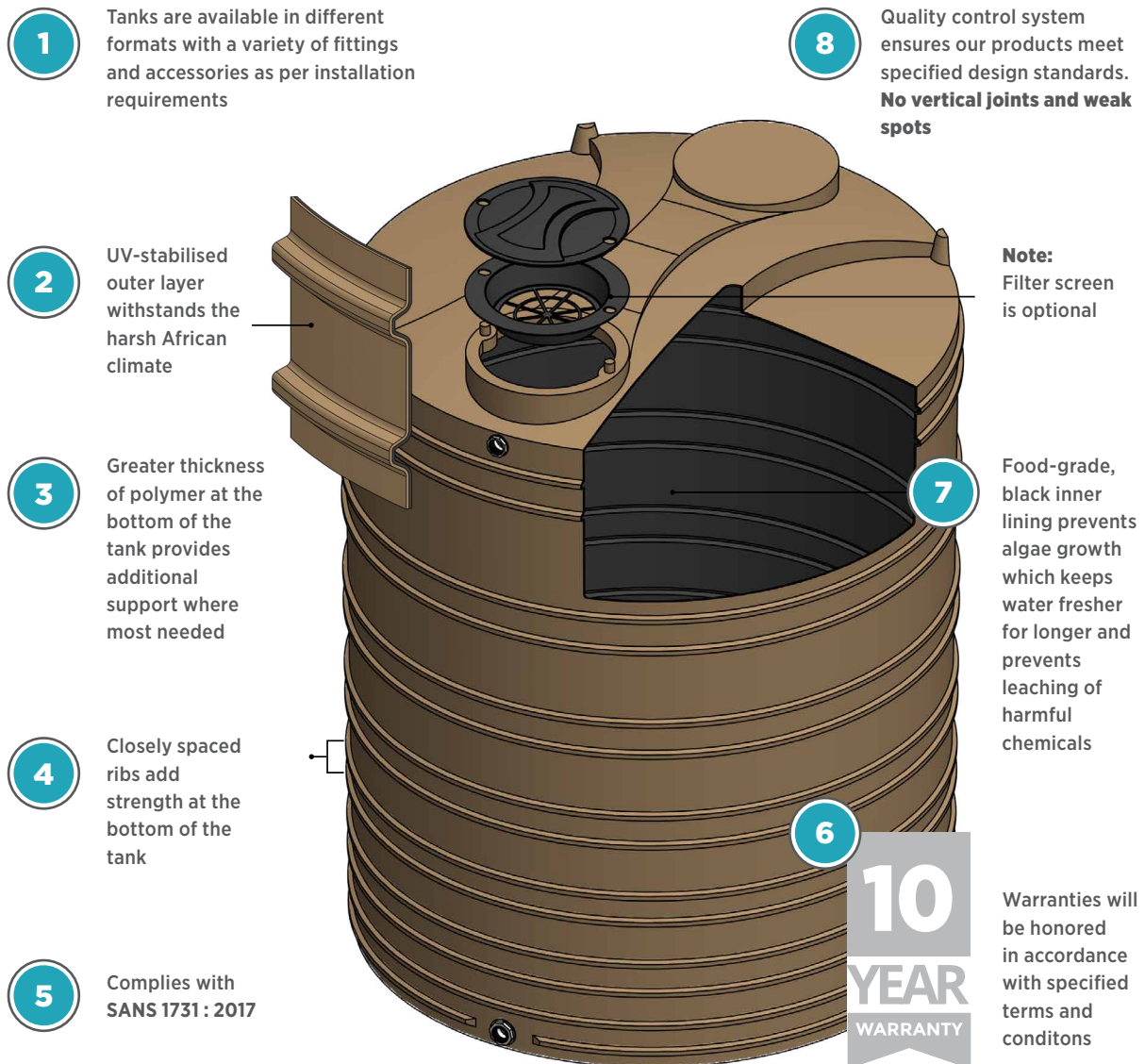
We strive to be agile in order to provide superior service

- Trained contact centre staff are available via web enquiry or email during business hours.
- Queries will be responded to within 24 hours.
- Calls will be answered within 5 rings.
- Orders can be placed via email/fax at any of the 8 JoJo operations nationwide or via our National Contact Centre.
- Orders will be confirmed via email within at least 48 hours of receipt.
- Stock items will be delivered within 7 days of order receipt, subject to delivery restrictions.
- Non-stock items will be delivered within 14 days of order receipt, subject to delivery restrictions.
- Delivery date will be confirmed 24 hours before execution.
- Customers will be notified in advance if communicated lead times will not be met.
- Special deliveries of small loads into congested urban markets are available at a nominal fee.

Delivery restrictions apply

- Roads must be able to accommodate a 22m rig consisting of a truck and double trailer.
- Deliveries via off road conditions, tight turns and restricted width cannot be accommodated.
- Orders comprising full loads will receive preference.
- Partial loads will be scheduled on multi-drop runs as soon as practical.
- Smaller loads can be arranged, but lead times will depend on logistical restraints at the time of taking the order.

We invest in designs, technologies and capabilities that uphold our purpose and deliver a quality product



After sales service

- We have a dedicated helpline that is available during business hours.
- On-site inspections of tank related problems can be arranged in major urban markets.
- Damaged tanks will be repaired (if possible), free of charge provided tanks are delivered to an agreed upon JoJo Tanks service centre.