

BETON ALUMINIUM LTD

COMPANY MANUAL

1.0 BETON ALUMINIUM LTD.

Beton Aluminium Limited, incorporated in August 2000 is engaged in the design , fabrication and installation of Aluminium Roofing Systems, Windows, Doors, Frameless Glazing, Fast Wall Systems and Structural Steel Works.

Beginning from the client's conceptual stage and all through the design, fabrication and installation stages, we have assembled a formidable team of experts to work on our briefs.

We not only offer wide range of products and services backed by reputable manufacturers worldwide, but equally match this with our framed exceptional customer service and competitive pricing with the sole intent of providing our long list of growing clientele absolute peace of mind

Services We Provide

Our vast array of services includes:

a) Doors

- Sliding Doors
- Hinged Doors
- Bifold Doors
- Swing Doors
- Pocket Doors
- French Doors
- Louvred Doors
- Frameless Doors

b) Windows

- Bullet Proof Fixed Pane Windows
- Fixed Pane Windows
- Sliding Windows
- Projected Windows
- Casement Windows
- Sky Light Windows
- Bay Windows
- Frameless Fixed Pane Windows

c) Office Partitioning

- Frameless Glass Partition
- Kalcil Board Partition
- Plaster Board Partition
- Foldable Sliding Partition
- Aluminium Framed Partition

d) Wall Insulation

- Rockwool Insulation in combination with Plaster Board
- Polystherene Foam Insulation in combination with Plaster Board
- Polyurethane Foam in combination with Plaster Board

e) Curtain Wall

- Framed Curtain Wall with or without composite options as regards Doors and openable panels
- Frameless Curtain Wall with or without composite options as regards Doors and openable panels

f) Sun breakers/Duct Covers

- Z –Section Single Blade
- Tubular Double Wall Blade

g) Entrance Canopy

- Cantilever Steel Beam with Laminated, Tempered Glass Cover

h) Roof Installation Services

- Installation of Aluminium Roofing Sheets
- Construction of Steel Trusses

i) Balustrade

- Frameless Glass Balustrade
- Stainless Steel Balustrade
- Coated Mild Steel Staircase with Polished Wood Finishes

j) Structural Steel Works

- Diversification of our range of products and services has birthed the creation of the relatively new Structural Steel Fabrication department in our organization

The department, personally supervised by the Managing Director, (B.Sc. Building Engineering degree holder from the University of Ife at one time served as the Project Engineer at Consteng Construction Ltd for a period of 8 years) is involved in the Fabrication/ Erection of Structural Steel Frameworks i.e. Portal Frames, Truss Frames, Elevated Tank Tower Frames etc.

1.0.2. STAFF MEMBERS

S/N	NAME	DESIGNATION
1.	Mr. Abiodun Adesina	Managing Director
2.	Mr. Wasiu Lawal	General Manager
3.	Mr. Olanrewaju Somoye	Accountant
4.	Mr. Adeniyi Abdul	ICT/ Estimation
5.	Mr. Tunji Ajiboye	Production Supervisor
6.	Mr. Solomon Olabode	Operations & Logistics
7.	Mr. Joseph Alonge	Office Secretary/ Inventory
8.	Mr. Saromi Wasiu	Head - Aluminium Fabricator
9.	Mr. Lukman Balogun	Head - Roof Installation Services
10.	Mr. Wale Kareem	Head - Steel Welding Works
11.	Mr. Dele Babatunde	Senior Installer – Steel Welding Works
12.	Mr. Aliu Adeboye	Senior Installer – Roof Installation Services
13.	Mr. Kenny Badmus	Senior Aluminium Fabricator
14.	Mr. Isiaka Salisu	Senior Aluminium Fabricator
15.	Mr. Abbey Olagbaju	Senior Aluminium Fabricator
16.	Mr. Femi Ogunraku	Senior Aluminium Fabricator
17.	Mr. Adebayo Omotayo	Aluminium Fabricator (Middle Level)
18.	Mr. Tunde Akinleye	Aluminium Fabricator (Middle Level)
19.	Mr. Olorunda Jacob	Aluminium Fabricator (Middle Level)
20.	Mr. Ahmed Olawunmi	Aluminium Fabricator (Middle Level)
21.	Mr. Odun Fatumbi	Aluminium Fabricator (Middle Level)
22.	Mr. Seun Shoyombo	Aluminium Fabricator (Middle Level)
23.	Mr. Wasiu Imota	Aluminium Fabricator (Middle Level)
24.	Mr. Idris Oduniyi	Aluminium Fabricator (Middle Level)

25.	Mr. Joseph Babajide	Aluminium Fabricator (Middle Level)
26.	Mr. Sodiq Lateef	Aluminium Fabricator (Middle Level)
27.	Mr. Afeez Adesokan	Junior Aluminium Fabricator
28.	Mr. Soji Kuti	Junior Aluminium Fabricator
29.	Mr. Deji Akinmuyiwa	Junior Aluminium Fabricator
30.	Mr. Ezekel Akerele	Junior Aluminium Fabricator
31.	Mr. Shile Sufian	Junior Aluminium Fabricator
32.	Mr. Lateef	Junior Aluminium Fabricator
33.	Mr. Wasiu Jimoh	Junior Aluminium Fabricator
34.	Mr. Saheed Kareem	Junior Aluminium Fabricator
35.	Mr. Rafiu Shitta	Junior Aluminium Fabricator
36.	Mr. Gidwin Edon	Junior Aluminium Fabricator
37.	Mr. Azeez Quadri	Junior Aluminium Fabricator
38.	Mr. Tunde Koyejo	Apprentice
39.	Mr. Akinwale Kenny	Logistics
40.	Mr. Taiwo Akinyele	Logistics
41.	Mr. Mohammed	Guard
42.	Mr. Abdullahi Saheed	Guard

1.0.3. ROLES AND RESPONSIBILITIES OF EMPLOYEES

Managing Director

This is the highest executive in the company whose primary role is the formulation of the vision, mission, policies and strategies within the broad framework of the industry and society in which the organization exists. Other roles include:

1. Setting strategic goals and making sure they are measurable and actionable
2. Representing the company in negotiations with customers and major suppliers, and other key contacts in securing the most effective contract terms.
3. Developing an actionable plan towards successful business procurement and execution.
4. Managing the overall operations and resources of the company
5. Evaluating the work of the other executive leaders within the company
6. Maintaining awareness of the competitive market landscape, expansion opportunities, industry developments, etc.
7. Assessing risks to the company and ensuring they are monitored and minimized.
8. Develops, promotes the implementation of equal opportunities and policies in all functional areas of the firm

General Manager

He primarily oversees the activities of all functional areas of the company, by implementing operational policies goals and objectives and ensuring adoption of cost effective processes as enunciated by the Managing Director:

1. Develops and maintains Total Quality Management systems throughout the company to ensure that the best possible products and services are provided to customers.
2. Direct and control the operations in line with resources of the company. In essence, he develops and applies the most cost-effective method in the general running of the company.
3. Ensures the recruitment and retention of the required numbers and types of well-motivated trained and developed staff to ensure that it achieves its mission and objectives.
4. Provides strategic advice to the Managing Director, to keep him aware of the developments within the organization/industry
5. Ensures that the appropriate policies, procedures are developed to meet the company's mission and objectives.
6. Establishes and maintains effective formal and informal links with major customers, local authorities and other stakeholders to exchange information, views in discussing matters of attention.

7. Directs company's strategy towards the profitable growth and operations of the company.
8. Developing adequate operational planning and financial control systems.
9. Ensuring that the operational objectives and standards of performance are understood.
10. Develop and direct the implementation of policies to ensure all health and safety and other statutory regulations are maintained.

Accountant

He primarily ensures that the Firm as a whole complies with financial laws and obligations, and by analyzing financial data to provide feedback that will assist in decision making. He also provides strategic recommendations regarding specific financial situations as a major role. Other roles include:

1. Examining bank statement and reconciling them with general ledger entries
2. Examining expenses submitted by employees
3. Keeping an eye on incoming payments from accounts receivable and outgoing payments from accounts payable.
4. Creating company financial reports with the above information included
5. Analyzing data collected in order to determine the state of the company's financial health
6. Analyzing data to understand where the company is generating and losing revenue.
7. Examining the proficiency of the software programs used to organize data
8. Generating financial reports that display the company's profits, equity and cash flow
9. Filling of all forms of taxes with Federal Inland Revenue Service (FIRS) and Ogun State Internal Revenue Service (IRS).

Information Technology/ Estimation

He is primarily involved in -organization's wide systems and information, pricing implementation, generation of competitive analysis, and strengthening of overall service margins. The following roles are hereby identified:

1. Manages information technology and computer systems
2. Ensures storage, security of data and backup systems
3. Acts in alignment with user needs and system functionality to contribute to organizational policy.
4. Preserves information security and control structures.
5. Identifies problematic areas and implement strategic solutions in time
6. Designs workshop drawings using Computer Aided Drawing (CAD) Software
7. Works from rough sketches created by engineers and architects.

8. Helps design or advice client or contractor on suitable products .
9. Consults with engineers to discuss and interpret design concepts, and determine requirements of detailed working drawings.
10. Attends and run reports of meetings with clients, main contractors and other stakeholders.
11. Plans and organizes production schedules.
12. Assesses projects and resource requirements.
13. Computes, analyzes and interprets data relating to the production activities.
14. Ensures proper coordination of site activities by ensuring work is delivered to an agreed service level
15. Draws up quotations at agreed margins with management.
16. Obtains and maintains current information on suppliers' ongoing pricing structures.
17. Expedite project orders and prepare required client reports.
18. Communicate with all departments involved in completing quotations.
19. Perform other related duties by special request or orders from top management.

Production Supervisor

As a Production Supervisor, he possess a thorough knowledge of different thicknesses and grades of aluminium and methods of working with as regards cutting, coupling, bolting milling and folding. His ability to read Computer Aided Design (CAD) drawings also puts him in good stead of holding this position, asides keeping up with the latest trends and designs obtained in the construction and building industry. The role of a Production Supervisor is key to the company's development and success.

He therefore performs the following given his product knowledge, basic knowledge of mathematics, technical know-how, training and experience:

1. Managing and leading team(s) of production operatives to maximize performance.
2. Ensuring that the company objectives are met.
3. Possession of supreme attention to detail.
4. Documents and develop production processes.
5. Dexterity in the operation of various hand tools and machines such as punching, cutting, routers, end millers etc.
6. Carrying out work to a high standard and work in compliance of Health and Safety procedures.
7. Conducts on-the-job training for apprentices.

Operations/ Logistics

Bearing in mind the most cost effective option, he focuses on the coordination of the supply chain by organizing, storing, materials and equipment

distribution, assignment of personnel to tasks, and liaising with suppliers, retailers and manufacturers. Detail outline include:

1. Setting of objectives, plan and managing of projects
2. Manage stock levels, delivery times and transportation cost.
3. Supervise, allocate and manage personnel according to needs and as changes arises.
4. Negotiate transportation rates, services, or materials.
5. Develops business by locating suppliers in terms of cost efficiency and attractive deals.
6. He continually works out plan to improve and develop business performance within the constraints of fuel cost and environmental pressures such as traffic, supply of labour, motor vehicle fleet and others.
7. Motivates other members of the team.
8. Works on new supply strategies.
9. Plans vehicle routes.
10. Resolves problems concerning transportation and logistics systems.
11. Maintains metrics, reports, process vehicle papers and operational records..
12. Analyze the financial implication of proposed logistics changes.

Inventory

As an inventory personnel, he receives accessories, materials and other supplies, assist in maintaining inventory records, and provides assistance to other staffs where necessary. His primary responsibilities include the following given his strong organizational skills, strong stamina, and considerable literacy level in using computers:

1. Conducts physical counting of inventory and official records.
2. Maintains logs of all products and supplies.
3. Checks actual store inventory against computerized records.
4. Reports any discrepancies in inventory records to store manager.
5. Confirms and receives store deliveries.
6. Supervises in the unloading and loading of delivery trucks.
7. Organizes the store by ensuring proper positioning and storage system.
8. Files all delivery notes, inventory receipts,
9. Writes up inventory reports detailing any overstock or missing items.
10. Ensures that the store is clean and well organized.
11. Moves and restructures organization of store room to make space for new inventory.
12. Assist in cleaning and organizing the store upon closing.
13. Takes out defective accessories or likes for return or disposal.
14. Submits orders for restocking purpose.

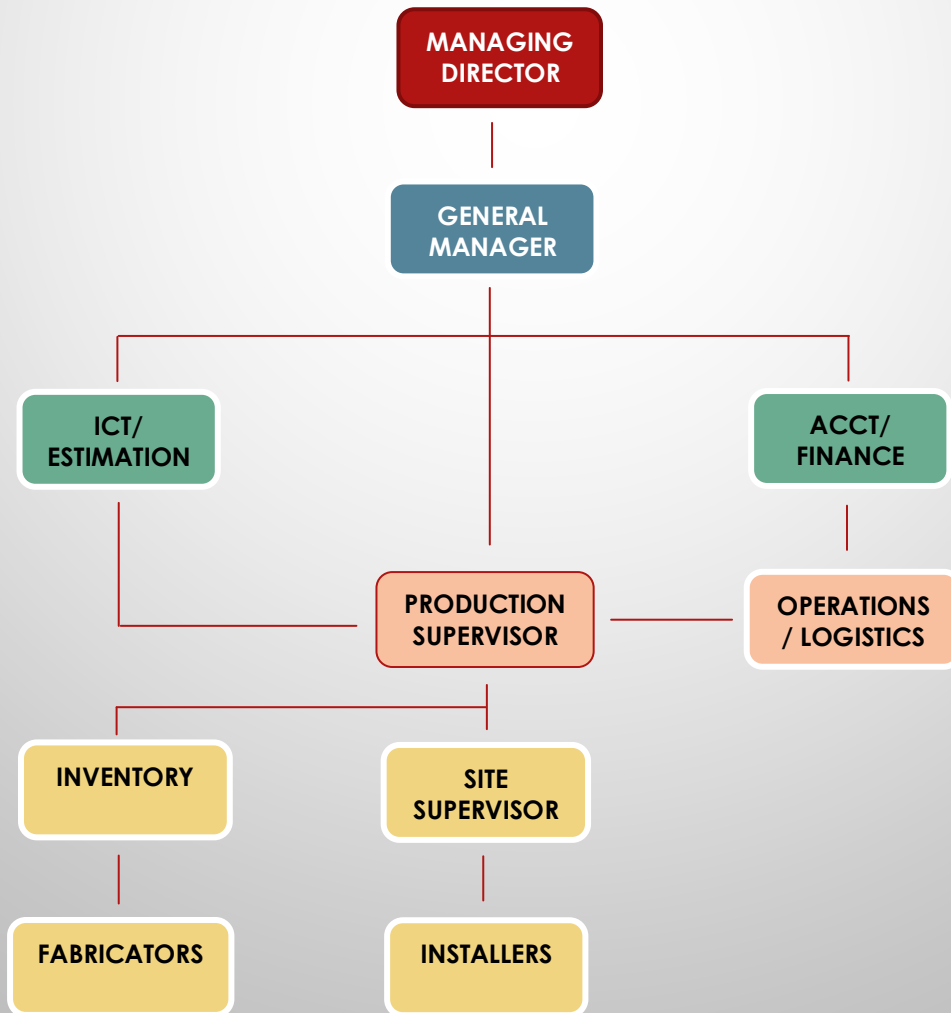
Office Secretary

As a secretary and administrator, his obtainable roles, giving account the account of his profound experience in good filing systems, expertise in word processing database and spreadsheet software usage are:

1. Typing, preparing and collating reports.
2. He helps to keep the organization run smoothly by running power plants, general office overhead etc.
3. Implementing new procedures and administrative systems.
4. Maintain database and filing systems.
5. Raising quotation by special orders.
6. Takes care of tasks that makes the organization function.

1.0.4. Company Organogram

The company undertakes the Functional Organizational Structure Design where employees and resources are grouped according to their area of specialization, and are headed by a functional manager with expertise in the same field.



2.0. Processes that affect the various production activities

1) Cutting process of Aluminium materials

Cutting aluminium requires the correct cutting, drills and inserts to ensure precise results. And could lead to colossal losses as a poor product finishes.

Aluminium extrusion and tube are routinely cut with carbon tipped circular saw blades which makes it cut faster. Although aluminium materials have a high coefficient of friction and high thermal coefficient of expansion. Special approach such as the application of lubricants such as stick wax or oil on the machine's cutting blade helps in giving perfect cuts and a reduction of thermal stress on the material

2) Demand of cheap materials by some Main Contractors/Client.

The standard of product affects the production process in situations where the aluminium material of light gauge suffer defects in the course of inserting them into the cutting machine, which eventually affects the end product delivery.

As a matter of policy, we offer side by side the implication of choices been demanded and much better alternatives that will yield customer satisfaction.

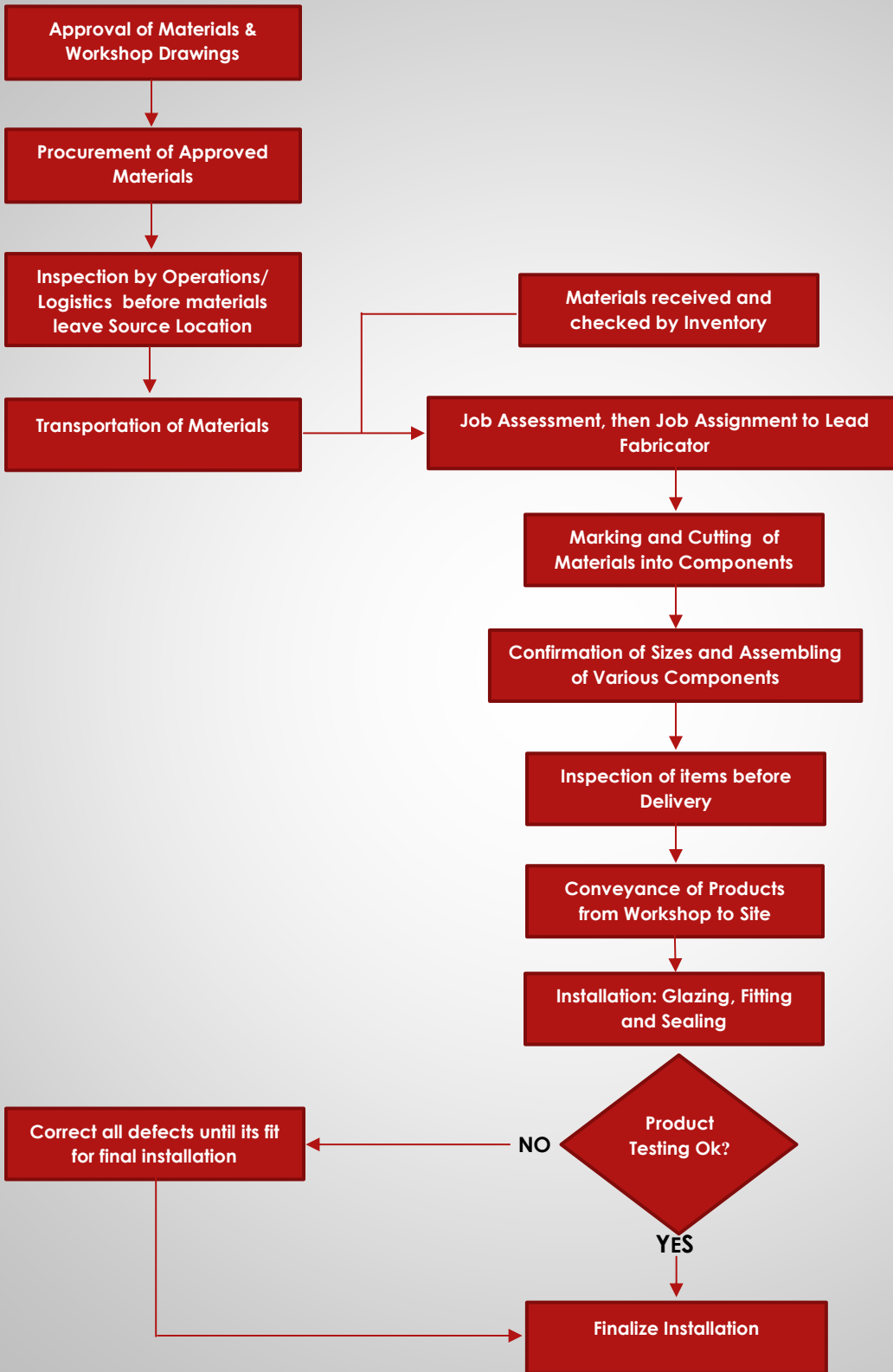
3) Material defects from factory mill

Defects from the factory usually take the form of improper particle distribution, porosity and chemical reaction of materials as a result weather agents or poor produce from source mills. These problems have explicit effects on the mechanical, wear, and corrosion properties of the composite materials.

This however corroborates our sourcing expertise as a firm. As a major customer of Nigalex Aluminium systems, we provide our customers with the widest possible range of quality materials for respective products.

Customers have found major benefits in dealing with us. These benefits include thorough checking of materials in line with international standards, keeping to time in satisfying customers, reduced cost, flexibility, the probability to make regular changes in scheduled quantities, keeping track of technological changes, assistance with design and technical issues, all without sacrificing quality.

3.0. Flow Chart detailing Production Activities and Processes



13.0 Record Keeping Processes regarding Customers, Employees and the Company as a whole

As a registered limited company, record keeping cannot be overemphasized. To uphold our legal existence and keep track of our goals objectives and progress of our daily activities, the following information are taken account of:

13.0.1 Record Keeping Processes for the Company

1. Keeping of Legal Documents

As a limited company, company information such as articles and memorandum of association, record of directors, minutes of periodic meetings, office address registration, Certificate of Occupancy etc. are properly filed. This information can only be accessed by certain individuals in the firm.

2. Keeping of Financial Information

The accounting system ensures the proper recording of costs, revenues and profits. It covers information on VAT receipts from FIRS, copies of VAT fillings acknowledged by FIRS, P.A.Y.E. receipts and supporting payrolls, letters from tax offices, and acknowledgement copies of their replies, withholding taxes and their receipts, payroll, invoices, purchase orders etc. This information can also only be accessed by certain individuals in the firm.

3. Keeping of General information

Information such as vehicle licenses, meeting correspondence, registrations are also filed respectively.

13.0.2. Record Keeping Processes for Customers and Suppliers

1. Capture and check information

A new case file is initiated upon the receipt of a new customer, job or contract. Key entries are saved regarding all information worthy of attention and future referrals. The obtained Information is then checked for adequacy, completeness and accuracy. Documents such as Pro forma Invoice, letters, programme of works, reference letters, contractual documents etc. are gathered and stored.

2. Recording of information

After Information in focus undergoes proper scrutiny, a physical folder (chronological filing system) or digital folder (excel spreadsheet) is created for it to be recorded into a useable form.

3. Updating of information

Subsequent Information of customers or suppliers already in the database are updated from time to time as the need arises. This include subsequent contracts and works awarded by the customer or supplies from manufacturers or suppliers of materials in view.

13.0.4. Record Keeping Processes for Employees

1. Capture and check information

This generally involves opening physical or digital folders for employees, wherein personal information, performance evaluation , disciplinary records, personal commendations, sick days, vacation days, benefit enrollments, beneficiary designations, reports of reference checks, workers' compensation information, `work history, letter of employment, copies of revised employment contracts, medical records etc. The information obtained here are sensitive and for this reason are kept away for easy access. Records are updated from time to time as events relating to an employee unfolds.

14.0. List of Employees detailing Education for respective workers

S/N	NAME	EDUCATION	DESIGNATION
1.	Mr. Abiodun Adesina	B.Sc. Building, University of Ife	Managing Director
2.	Mr. Wasiu Lawal	HND, Marketing, Lagos State Polytechnic	General Manager
3.	Mr. Olanrewaju Somoye	HND, Accountancy, Federal Polytechnic, Ilaro	Accountant
4.	Mr. Adeniyi Abdul	B.Sc. Business Administration, UNILAG	ICT/ Estimation
5.	Mr. Tunji Ajiboye	GMP Training School, Ilasamaja	Production Supervisor
6.	Mr. Solomon Olabode	HND, Business Administration, Lagos State Polytechnic	Operations & Logistics

22.0. Quality measures put in place to evaluate the success of operations

In ensuring quality control, materials are inspected right from the process of obtaining them from the source. Issues such as irregularities of colour, glass cracks, bending of profiles and scratches are flagged and then a call for replacement follows.

Materials also undergo another process of Inspection on their arrival at the Workshop, after which a job order is then raised to initiate fabrication in reference to a customer's order, which keeps proper account of works in accordance with the customer's specification and standard.

Another round of inspection kicks-off after the completion of the job order of the customer. Observed inadequacies are then treated before finished products are loaded for delivery

To enhance control procedures further, unannounced visits by managers thereafter follows to evaluate efforts being made on site as regards installation activities. Instructions and recommendations are given as regards aesthetics and other matters arising.

A final round of inspection is then conducted with the Engineer, Client or representative. Items then gets a pass if no complaints are raised. And if otherwise, items continue to go through a loop of corrective measures until the customer is fully satisfied.

23.0. Tabular indication of Customer Satisfaction given the Recall Times in 2018

S/N	CUSTOMER	RECALL TIMES 2018
1.	COST SOLUTIONS CONSULTANCY LTD.	8
2.	TECHTONICS NIG. LTD.	3
3.	BRICK HOUSE CONSTRUCTION COMPANY- BHCC	23
4.	REDDINGTON HOSPITAL LTD.	5
5.	ARON CONSTR. CO. LTD.	7

35.0. Ensuring quality in the organization

The Total Quality Management is the system adopted as a form of ensuring quality control by supporting employees' development, establish a multipoint communication among employees, managers, customers, and also the using of informal communication efficiency in addition.

The management team encourages employee participation in decision making, which motivates and empowers our employees.

The top management commitment and participation in TQM practices has been the major contributing factor of our success in ensuring quality products, customer satisfaction and excellent performance as a firm.

Key strategies in this regard include:

1. Adoption of collective system in solving all issues through brain storming by functional heads and top management. It is through this that alternative methods are generated in solving critical problems.
2. Inspection and walk through with Project heads/ managers as regards quality assessment and problem solving.
3. Frequent operational meetings with functional heads as regards projects on a daily basis while strategic meetings on a quarterly basis.

41.0. Health and Safety at Work

Safety is the first policy. The following are various regulations imbibed in our firm as regards safety among our workers:

1. All workers handling all forms of machines are provided with boots and goggles, hard caps, and nose covers. This prevents injuries from flying and sharp end cuts from aluminium and other materials, both at the workshop and when on site.
2. Choosing the proper cutter for the job is ensured. Cutters are designed for a specific type, hardness, and size of material.
3. Workers are employed to cut materials straight across.
4. Workers within cutting areas are enforced to take precautionary measures to avoid possible injury from flying aluminium pieces.
5. Cutting, milling, punching tools are kept in good repair.
6. Cutters are properly lubricated to prevent thermal overheating or loss of control of material handling.
7. Employees without the experience of cutting abilities are kept from handling cutters and other injurious inflicting machines.
8. Workers are employed not to exceed the capacity of a tool.
9. Employees are not allowed to accompany extruded materials or glass behind a truck.