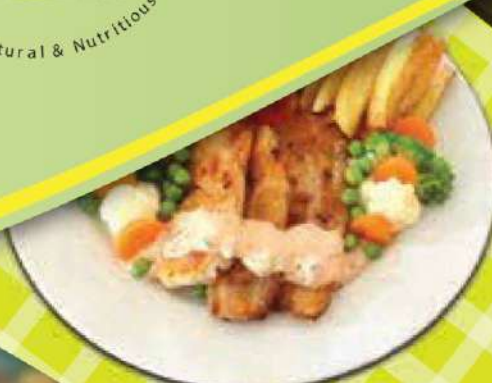


FLOWSHAWN HOLDINGS  
**freshDELIGHT**



*Refreshing*



*Fresh is delightfully the best!*

STERLING EXPERIENCE

# Company Profile

**ISO 9001:2015 Certified**



## TABLE OF CONTENTS

<b>Details</b>	<b>Page</b>
Vision & Mission Statement	1
Quality Policy	2
Product Profile & Background	3
Logistics	5
Organaogram and Key Staff	7
Client Base Contacts	10
Reference Letters	11-18
Company Documents	19-23
CERTIFICATE OF INCORPATION	
ZTA CERTIFICATE	
ZIMRA CERTIFICATE	
OPERATING LICENSES	
Standard Menu	24





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## **Our Vision**

**To be the market leader in production, processing and supply of fresh foods in the region.**

## **Our Mission**

**To produce, process and serve fresh, natural and tasty food on time to every customer.**

## **Our Motto**

**Fresh is delightfully the best.**

## **Our Pillars**

**Product  
Productivity  
People  
Profit  
Planet**

**Our Pillars are anchored by a quality management system(Q.M.S)**

## **Our Values**

**Team work  
Communication  
Integrity  
Excellence**

**Team Freshdelight Communicates Excellence with Integrity.**



Fresh is Delightfully the Best

## FRESH DELIGHT QUALITY POLICY

Fresh Delight aims to be a market leader, throughout the Southern African region, in production, processing and supply of fresh foods through the implementation of Food Safety Management Systems. Our commitment is to be clearly the best with our motto **"Fresh is Delightfully the Best"**.

**It is therefore the endeavour and commitment of Fresh Delight to achieve this policy through:**

- ñ Consideration of context of the organization and aligning the Quality Management System with the strategic direction of Fresh Delight at all times.
- ñ Satisfying and exceeding customer expectation as well as other stakeholders and interested parties. The goal is to exceed customer expectations;
- ñ Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication;
- ñ Commitment to complying with defined client requirements and procedures;
- ñ Complying with applicable statutory and other regulatory requirements;
- ñ Provision of a framework for setting quality objectives and targets;
- ñ Establishing appropriate management system that is ISO 9001:2015 compliant;

**To demonstrate our firm commitment to above quality requirements and achieve results, we will;**

- ñ Ensure commitment by all team members to pursue, attain and maintain certification to ISO 9001:2015 and strive for operational efficiency in all our activities
- ñ Ensure that adequate resources are available for quality management.
- ñ Ensure quality objectives are established and periodically reviewed to ensure suitability, relevance and appropriate to the company;
- ñ Address the needs and expectations of our customers and stakeholders;
- ñ Appraise our quality performance with the objective of continuous improvement;
- ñ Exceed customer on-time delivery requirements and HACCP system in food preparation;
- ñ Engage stakeholders, by promoting open communication, educating , training and motivating and developing them on requirements of quality;
- ñ Ensure that quality objectives and criteria are entrenched in Fresh Delight procurement and investment strategies, governance and decision making;
- ñ To ensure our team members have opportunities to develop their full potential, gain new skills and improve existing with full support for learning and growth;
- ñ To implement appropriate Information Management Systems;
- ñ To use environmentally acceptable products, minimising wastages and conserving resources.

The above policy shall be communicated to all our staff through awareness training programs to ensure it is understood. The Executive Leadership shall periodically review this quality policy to ensure continual improvement of the quality management system.

The policy shall be shared with relevant stakeholders

**Managing Director**  
S.Manyika  
Date: 31 May 2018

**Worker Representative**  
S. Chizonde  
Date: 31 May 2018



# STANDARDS ASSOCIATION OF ZIMBABWE

66 Craster Road, Southerton, Harare, Zimbabwe

## SCHEDULE

### to Certificate of Registration

# No. Q268

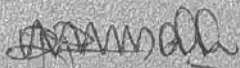
ISSUED TO  
FLOSHAWN INVESTMENTS (PVT) LTD T/A FRESH DELIGHT

IAF CODE 30

HOTELS AND RESTAURANTS

#### ADDITIONAL SITES:

- MAKWIRO ROAD, SELOUS

Signed   
Director General

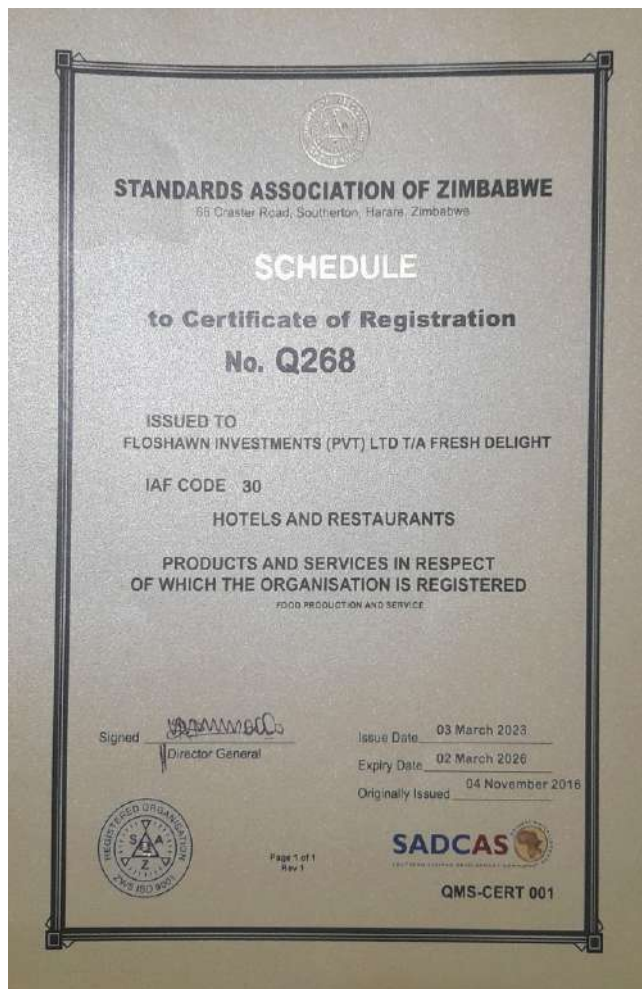
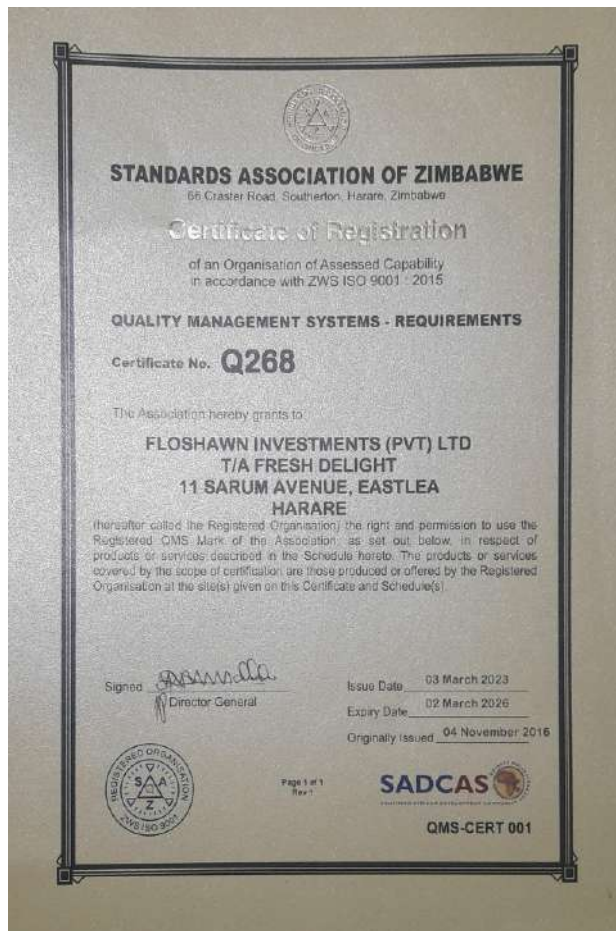
Issue Date 03 March 2023

Expiry Date 02 March 2026

Originally Issued 04 November 2016



QMS-CERT 001





## BACKGROUND

Floshawn Investment trading as Fresh Delight which was duly registered in 2003 is in agro-business , facilities and industrial canteen management, accomodation & conference, restaurants and retail trading. For the first years we operated industrial canteens for Haggie Rand, Steel Makers, and private functions in Midlands serving over 2000 plates per day while running several butcheries in Kwekwe and Redcliff. While the growth was retarded by macroeconomic instability in the past couple of years, the current operation has evolved further into a medium to large scale agro-business with strategic thrust of managing the value chain know as from Farm to Fork, mainly in Mashonaland Province. We have now embarked on a national roll out of our operations.

One of our brands for production operations is Sterling Hotels whilst Fresh Delight Catering Services offers catering and facility management services to an array of customers.

## CLIENTELE BASE AND PRODUCT PROFILE

The current and most recent past contracts with big/listed companies mainly providing high quality daily catering services and corporate functions include;-

Zimplats

Price Waterhouse Coopers

Catholic University of Zimbabwe

Standard Chartered Bank of Zimbabwe

Commercial Bank of Zimbabwe

BTD Consultants

Zimbabwe Cricket

Ecobank

Sovereign Health

POTRAZ

First Mutual Limited Group

Peace Security

Cross Country Containers

Zimasco Shurungwi

(Chrome Club + Pick and Shovel)

Zimbabwe Diamond and Consolidated Company (ZCDC)



We are currently serving over 2000 plates for co operate per day excluding seminar ,functions and weddings.The Head office main kitchen is stationed in Eastlea with a fully equipped kitchen with capacity to serve at least 2,000 plates per event. The meals are prepared and delivered to the clients around Harare. Fresh Delight takes pride in providing well prepared fresh and hot meals from both worlds i.e traditional and western cuisine.

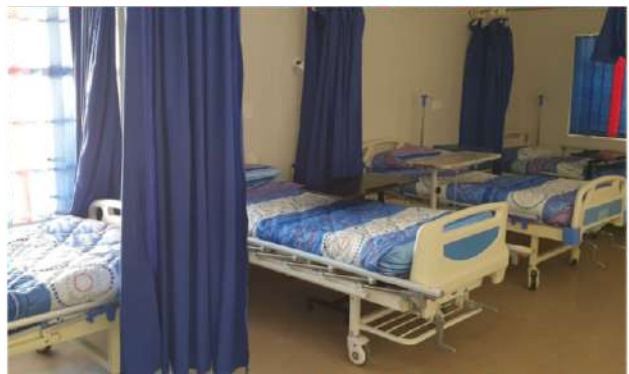
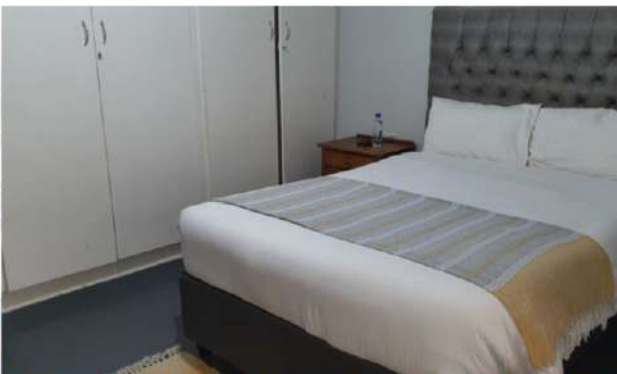
We offer commercial catering for client canteens and facilities management, which includes office and room cleaning, laundry and gardening grounds maintenance for various off site clients.

Our chefs are well experienced proffessionals who have mastered the art of cuisine fusion. In addition Corporate and Private functions can be held at our well maintained facilities which can accommodate 360 seated guests at Fresh Delight Gardens and 1000 guests at Solid Rock Gardens in Glen Lorne, Harare. The Sterling Boutique Lodge offers 15 executive suites and conference facilities suitable for board meetings and management break-away meetings. The Sterling Hotel and conference centre in Mvurwi has 24 rooms in the main lodge and 17 villas with a total capacity of 180 guest.Sterling private hospital has 16 beds including female and male wards as well as private wards and aims to provide quality medicare care to our patients and stakeholders

We have a current poultry infrastructure with a capacity of 32 000 birds running a six week cycle, piggery section has a sower unit of 15 and herd of 100 cattle at the farm, just 65 km from Harare. Due to our commitment to quality, safety and hygiene policy management, our meats are processed through well-equipped slaughter facilities (Eastip Chicken Abattoir and Rainharm cattle & pig abattoir) within ten kilometers of our plot in Mt Hamoden.

For excess farm produce, the entity has positioned itself for growth and vertical integration into supply arrangements with retail outlets and consumers such as Crown Plaza, SPAR group, Pick & Pay, OK and butcheries in strategic areas

The agro-business unit's main product is white with 60% being chicken meat and 20% pork, the rest being maize, beef and eggs. The agribusiness focus is production of fresh natural products to the consumer through growing of chicken, beef ,horticultural crops while managing the value chain.Flowshawn Investments also provides accommodation it Fresh Delight Msasa Lodge which opened 2013 in Kwekwe, with a capacity of 30 people.





## LOGISTICS

We have several trucks and vans to procure other requirements locally and regionally whenever the need arises. This ensures secure and reliable supply of key ingredients and fresh farm products to Fresh Delight and to our valued customers.

Our logistics is well geared and equipped to serve you under our focus theme to exceed client expectations.

We give our clients undivided attention in supplying world class products through well trained staff that have vast experience in their respective areas of speciality.



## COMPANY POLICIES AND CORPORATE GOVERNANCE

We are committed to our Quality Management System (QMS )-ISO 9001:2015 as well as Hygiene and Safety Policies which are an integral part of the process of maintaining high standards of food hygiene and food handling compliant with the hospitality industry and best practices. The entity was certified in 2016 by SAZ.

Our policies help us to comply with all applicable legal requirements, corporate governance and other relevant delegations.

## OUR APPROACH TO RISK MANAGEMENT

An enterprise risk management (ERM) framework has been established to address strategic , operational, legal and compliance risk inherent in the business. Risk management, together with an effective internal control framework helps management focus on operations ,stakeholder management ,safety, health environment and sustainability

## CORPORATE SERVICE LEVEL PLAN

While a three course standard meal for Western and Traditional has been provided we usually tailor-make / modify accordingly to suite each customer's requirements. We normally operate under Service Level Agreement which covers all key deliverables such as;

- Food Quality
- Food Quantity
- Staff appearance
- Staff efficiency (service speed)
- Courtesy & politeness
- Menu assessments
- Contract admin terms

These are already covered in our questionnaires through which we get feedback on a quarterly basis over and above monthly client liaison meetings.

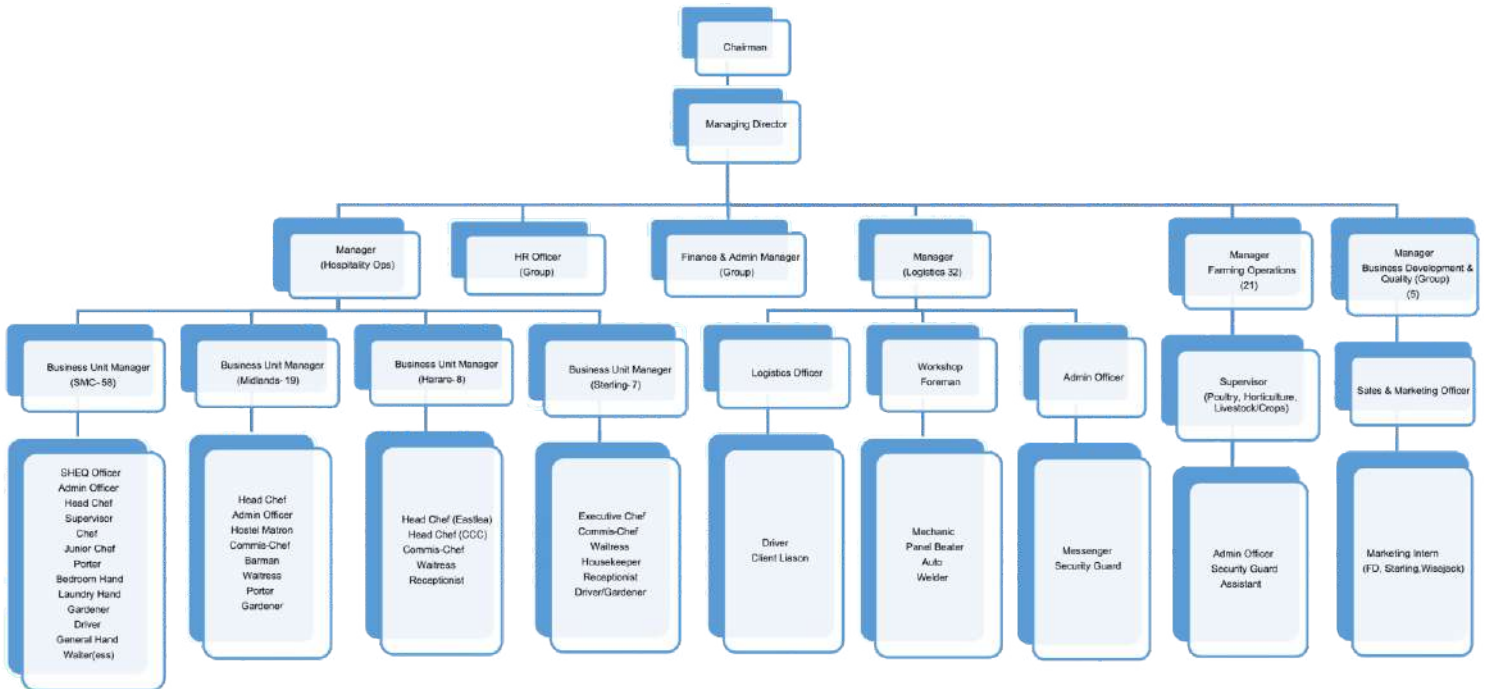
## CATERING STAFF

The entity has a total compliment of 200 people. A dedicated service team will be allocated to serve you. We also have an additional pool of catering staff with which we have flexible arrangements (well experienced already interviewed and screened) as a standby team for deployment should there be need from time to time .

All our staff are multiskilled and we have well-structured continuous training & development of key topical areas such as hygiene, different menus, pastry, fire fighting, first aid, customer service and etiquette.

# KEY STAFF

## FRESH DELIGHT CATERING SERVICES ORGANOGRAM & KEY MANAGEMENT



## KEY STAFF



**WILBERT MANYIKA**  
**CHAIRMAN**  
(NON EXECUTIVE DIRECTOR)

Wilbert has close to three decades of work and business leadership experience in finance and administration, security, ICT systems, projects and audit and risk management. He joined the biggest chrome mining company in 1999 as operations accounting manager after completing his training with Deloitte and Touché and became a fellow chartered certified accountant with a masters in administration. He worked in various roles before joining Art Corporation as a finance director for Chloride Zimbabwe in 2007. He then joined the second biggest platinum mine in the country in 2009 as corporate finance manager and progressed to his current position as a senior manager. He is founder and non-executive group chairperson for Vigilant Resources Pvt, Fresh Delight Catering services and Sterling Group of Hotels.



**SHAURAI MANYIKA**  
MANAGING DIRECTOR

A seasoned business woman who has over 10 years banking experience and eight years business experiences with management and several qualifications in business management from institute of business management. She holds a BCom honors degree in Tourism and hospitality management, EDBL, Executive diploma in business leadership. Has a hands-on approach to operations, farming and catering/canteen activities.



**TRYTHINGS MUTYDANDASVIKA**  
GROUP GENERAL MANAGER

A seasoned hotelier with a wealth of experience having worked for the two biggest hotel groups in Zimbabwe, African Sun and RTGS. A well-travelled individual with relevant qualifications that has seen him working for international brands. He was the general manager for two of the biggest hotels in Zimbabwe, Elephant Hills Resort and Rainbow Towers Hotel and Conference Centre. He hosted the UNWTO conference in Victoria Falls and hosted many heads of states on various occasions.



**ARCHIBALD MARWIZI**  
HR EXECUTIVE

He has over 2 decades of leadership and management experience gained from his contribution in various listed and private companies across the continent. Archibald is a certified banker, Project manager, Human resources Development expert, published author and leadership coach.



**GODFREY NHUNHAMA**  
GROUP FINANCE MANAGER

Has a decade of experience in the tourism and hospitality industry having started his career in 2010 in the world of finance, He has wealth of managerial experience in leadership positions. He joined the biggest fast-food company in 2010 after having completed a bachelor in Business degree in Finance and rose to become an accountant at Fast Foods Division at Head Office, He then diverted to NGO sector as an accountant and then Rainbow Tourism group in 2015 as an Accountant, Godfrey then obtained a master's degree in strategic management and corporate governance.



**SIBUSISIWE ZHOU**  
GROUP SALES AND MARKETING MANAGER

A seasoned marketer with vast experience in the hospitality industry, she began her career in hospitality as a graduate management trainee for African Sun Hotels. She was appointed assistant Front Office Manager at Holiday Inn Harare and later joined Cresta group of Hotels as Guest Relations and Marketing Manager. She has a BCOM honors degree in tourism and Hospitality management, holds an MSC degree in Marketing Management and a professional certificate in digital marketing. A hotelier by profession and a marketer at heart.



**PATRICIA MADZIVA**  
ADMIN ASSISTANT

A highly organized, dedicated and dependable individual with excellent communication skills. Has an IPMZ diploma and several certificates in Private secretarial, Front office operations and Administration. She has more than 10 years' experience in the Hospitality industry Skilled in the provision of high-level administrative support, demonstrates exceptional customer care and robust relationship building skills and encourages team collaboration in order to achieve excellent customer satisfaction.



**HUNWICK TAURAI CHIDANDA**  
GROUP FARM MANAGER

Holds a BSC honors in Agriculture Economics and extension, a diploma in Agriculture, Certificate in computers and a certificate in Fish Farming, Taurai also holds a certificate in Animal Health in cattle, He was a technical advisor for chicken world from 2016 - 2017, Farm manager in Botswana from 2020-2022, holds a certificate in Artificial insemination in cattle and is currently Farm manager at Sterling Group of Hotels.



**MILDRED MATEMBE**  
HOTEL MANAGER AT STERLING  
BORROWDALE

A highly motivated experienced hotelier who is very keen to make guests happy and retain them. She has 23 years of experience having worked at Lonro group of hotels and African sun Hotels. Holds a Higher National Diploma in Hotel Management and Catering and also acquire experience through in-house training in hotel management. She has worked in Food and Beverage department and headed the rooms department, most of my time having spent heading the Front office department. She was the GM of a 100 bedroomed hotel for 6 years and managed 2 differently located lodges. She loves to handle customer complaints and is quite passionate about standards and controls.



**SEKAI MIRABEL MZONDO**  
HOTEL MANAGER STERLING BULAWAYO

A very passionate hotelier, having joined the Hospitality Industry at Holiday Inn Bulawayo in 1997. She holds a Diploma in Hospitality & Tourism Management with SCHOTO and is currently studying Business Management with Speciss College. She worked for African Sun for 14 years and left in 2012 to manage Kombani Africa Lodge a 3 star lodge in Plumtree. She then Joined Hotels And Leisure Africa where she was the Lodge Manager. In 2016 she moved to Masvingo to Manage Lodge At The Ancient City for 3 Years. She then joined RTG and worked at the HICC where she gained vast experience in the Country's biggest Conference Centre Venue. In 2020 she moved to Gateway Stream a subsidiary of RTG group of hotels and was regional lead for Bulawayo Region.



**INNOCENT MANYERA**  
HOTEL MANAGER -MVURWI

A renowned result oriented professional with local and regional experience in managing hospitality operations and experience in hotel operations, essential to position and drive any hospitality property operation process



**MUNYARADZI NHARI**  
VILLAGE MANAGER SMC

Has a degree in Tourism and Hospitality management from the Chinoyi Univerisity with 16 years in the hospitality industry. Having started off a graduate trainee with RTG group, has held various positions within RTGS. He also held management positions in Innscor under the Pizza Inn Brand. He has also worked as operations manager for Hotels and Leisure Africa. Munyaradzi is passionate about quality and standards. He also has a certificate in QMS internal auditing.



**THOMAS ZHOU**  
OPERTAIONS MANAGER -MIDLANDS

He has been in the hospitality industry since 1993 after graduating as a professional chef. He served under different hotel units namely Rainbow Tourism group in Victoria Falls, ZIMSUN,AFRICAN ALIBIDA, INTROWISE. He then joined Cresta group of Hotels as an executive chef and was later promoted to project manager for the same company in 2014.Thomas is a member of the Zimbabwe chef Association.

## BANKERS

CBZ , EcoBank , CABS , NedBank

## LAWYERS

Ziumbe & Partners

## TAX CONSULTANTS

Tax management Services (TMS)

## INSURANCE

Nicoz Diamond Zimbabwe

## CONTACT US ON:

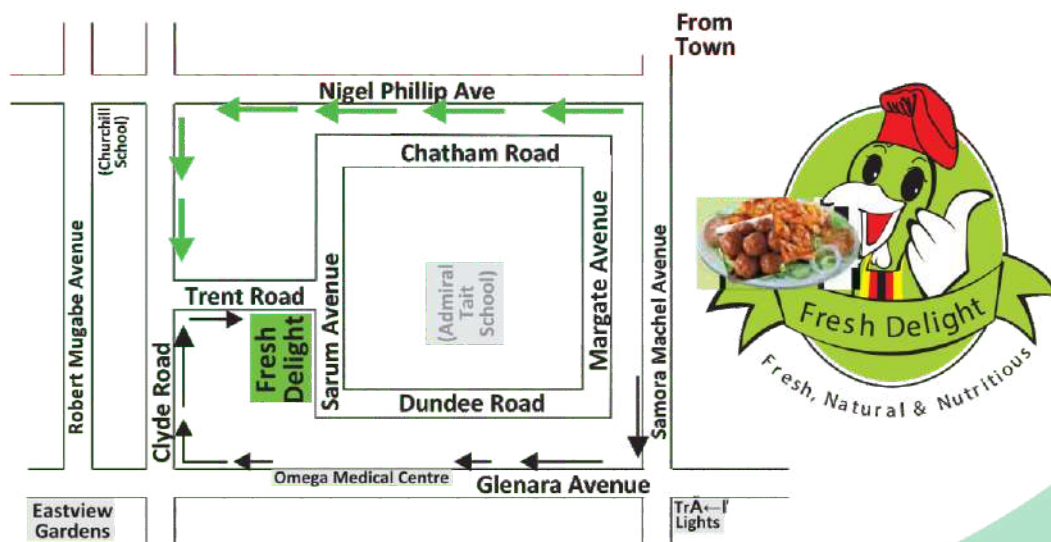
11 Sarum Road, Eastlea, Harare

Tel: 04 778978-9 Cell: 0772 370 378  
0779 500 719

Plot 93 Rainharm, Kirkman Road , Harare

Email : [admin@freshdelight.co.zw](mailto:admin@freshdelight.co.zw) | [smanyika@freshdelight.co.zw](mailto:smanyika@freshdelight.co.zw)

Website : [www.freshdelight.co.zw](http://www.freshdelight.co.zw)



## CLIENT BASE CONTACTS

The following persons can be contacted for reference;

	Company	Official	Contact Details
1	Zimplats	Mr. C Mugwambi (GM - Commercial) <b>Mr Simango</b> LED Manager	Mobile: +263 628 44888 charles.mugwambi@zimplats.com 0773 588 960 innocent.simango@zimplats.com
2	Potraz	Sibo Muteyiwa Marketing Manager	Mobile: 0772 157 984
3	BATA	Mr Shava-HR	Mobile: 0772 740 513
4	Catholic University of Zimbabwe	Mrs Mureriwa PR Marketing Executive	0774 751 826 pr@cu.zw
5	Cross Country Containers	Peter HR Officer	086 7704948
6	First Mutual Life	Corporate Administrator; Ms P Chipatiso	Mobile: 0712 806 219/ 04-250420-4 pchipatiso@fml.co.zw
7	Frolgate Technologies	Willard Changundega Operations Manager	0784 977 126
8	Peace Security	Mr Chakwenya Operations Manager	0773 238 866
9	Haggie Rand	The Works Manager Mr Keta	Mobile: 0772 238 781/ 055-68743-5
10	BTD Consultancy Services	Administrator Mitchelle Mchina	Mobile: 0772 745 088 04-778889/778891 michelle@btdevelopment.net



**Please respond to:**

**Harare**  
1st Floor, South Block  
Borrowdale Office Park  
Borrowdale Road, Harare  
Tel: +263 4 886888  
Fax: +263 4 886877  
Website: [www.zimplats.com](http://www.zimplats.com)

**Selous**  
Makwiro Road  
P O Box 61  
Selous  
Tel: +263 628 44888  
Fax: +263 628 44123



27 April 2015

**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

**LETTER OF RECOMMENDATION – FRESH DELIGHT CATERING SERVICES**

This letter serves to confirm that Fioshawn Investments (Pvt) Ltd t/a Fresh Delight Catering Services is contracted by Zimbabwe Platinum Mines (Private) Limited (Zimplats) to provide catering services, staff lodges management, fumigation and garden maintenance at Zimplats's Selous Metallurgical Complex.

We have found the services offered by Fresh Delight Catering Services to be of good standard with quality meals being served by their experienced and qualified personnel.

To this end we do recommend this company to anyone who would require their services.

Please contact the undersigned should you require any additional information on this matter.

Yours faithfully

**C. MUGWAMBI**  
**GENERAL MANAGER - COMMERCIAL**

Zimbabwe Platinum Mines (Private) Limited  
Reg. No. 745/87

Directors: N.P.S. Zhou (Chairman), A. Mhembere\* (Chief Executive Officer), Dr. J.C. Andrews, S.M. Mangoma\*, Page 1 of 1  
R. Nyabadza\*, G.S. Potgieter, S.J. Segula\*

\* Executive

## Postal & Telecommunications Regulatory Authority of Zimbabwe



Creating a level playing field

Block A, Emerald Business Park  
30 The Chase, Mt Pleasant  
P.O. Box MP 843  
Mt. Pleasant  
Harare  
ZIMBABWE  
Tel number: +263 4 333032  
Fax number: +263 4 333041  
Email: [the.regulator@potraz.gov.zw](mailto:the.regulator@potraz.gov.zw)  
Website: [www.potraz.gov.zw](http://www.potraz.gov.zw)

15 November 2016

To Whom It May Concern

Dear Sir/Madam

### **RE: FLOSHAWN INVESTMENTS T/A FRESH DELIGHT CATERING – LETTER OF RECOMMENDATION**

This letter serves to advise that FLOSHAWN INVESTMENTS PVT LTD t/a Fresh Delight Catering has been providing POTRAZ with professional catering services. Their services include lunches & refreshments as well as boardroom snacks.

Fresh Delight has also provided us with out-catering services for events we have held around the country. Their meals are of high quality and served by a professional team.

We highly recommend them to anyone who may require their catering services and should you need any clarification please do not hesitate to contact the undersigned.

Yours sincerely,

S Muteyiwa (Mrs)  
PUBLIC AFFAIRS MANAGER



10 January 2017

To whom it may Concern

**REF: LETTER OF COMMENDATION –FRESH DELIGHT**

Dear Sir/Madam

This letter serves to confirm that Fresh Delight have been offering catering services to **PriceWaterHouseCoopers** since 2014

Their service is excellent and we highly recommend them to be engaged in any such catering services for other Corporations.

S. Dewa

A handwritten signature in blue ink, appearing to read 'S. Dewa', is written over a faint, illegible printed name.

Administration Manager

---

*PricewaterhouseCoopers, Building No. 4, Arundel Office Park, Norfolk Road, Mount Pleasant  
P O Box 453, Harare, Zimbabwe  
T: +263 (4) 338362-8, F: +263 (4) 338395, [www.pwc.com](http://www.pwc.com)*

T I Rvedzi – Senior Partner  
The Partnership's principal place of business is at Arundel Office Park, Norfolk Road, Mount Pleasant, Harare, Zimbabwe where a list of the Partners' names is available for inspection.



# Haggie Rand Zimbabwe (Pvt) Ltd

17 May 2012

To: Whom It May Concern

**Subject: Trade Reference Letter for Flosawn Investment**

This letter serves to confirm that Flosawn Investment T/A Divine Dimensions has been doing business with Haggie Rand Zimbabwe (Pvt) Ltd of Kwekwe a member of the SCAW Metals Group of companies as from 2<sup>nd</sup> January 2004 to 31<sup>st</sup> March 2008.

Flosawn Investment has been carrying out catering services for our factory employees of 350 and also made snacks and lunches for Management functions and Board of Directors' meetings. We also contracted them to fumigate and clean the entire factory and workshops in line with our SHERQ Management systems housekeeping requirements.

Their contract was terminated on the 31<sup>st</sup> of March 2008 due to hyperinflation and also they had moved out of the Midlands.

Should you require further details, please do not hesitate to contact the undersigned.

Yours Faithfully,

For and On behalf of Haggie Rand Zimbabwe

Innocent Keta

**Works Manager**

## **Kwekwe Factory**

Bessemer Street Kwekwe, P.O. Box 646, Kwekwe, Zimbabwe  
Telephone: (055) 23621/4, Fax: (055) 23625

Directors: D.C. Van der Bank (Chairman), C.Gomba (Managing), C.A.Fourie, M. Hennemann, J. Kemble, J.P. Muposa



A member of the Anglo American plc group





**STEEL MAKERS**  
ZIMBABWE (PVT) LIMITED



HEAD OFFICE

22 May 2012

**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

This letter serves to confirm that **FLOWSHAW INVESTMENTS T/A DIVINE DIMENSIONS** had a contract with Steelmakers Group of Companies for the period April 2004 to April 2008.

They were offering canteen services for 1100 (one thousand one hundred) employees covering day and night shifts. On average, they were serving 1550 (one thousand five hundred and fifty) plates per day which included special / board meeting snacks and launch and corporate functions.

We believe they made good above average returns due to their cost leadership strategy which revolved on such elements as superior pricing, superior quality and superior customer service.

Steelmakers Zimbabwe (Pvt) Ltd's business is manufacturing of steel with branches in KweKwe, Kadoma, Masvingo and Chiredzi. Furthermore it is also ISO certified.

Flowshaw Investments T/A Divine dimensions voluntarily terminated the canteen catering services contract due to relocation out of Midlands Province.

We do not hesitate to recommend them to any organization who may want to create business relationship with this company.

Yours faithfully  
**For Steelmakers (Zimbabwe)(Private) Ltd.**



**MIRUZIWA**

**HUMAN RESOURCES MANAGER**

Head Office (Steel Plant):

Old Steelworks Road, Heavy industrial zone- P.O box 120, Redefill, Zimbabwe Tel: +(263) (55) 68743-5-Fax: +(263) (55) 68569

Directors - Rasik Patel (Chairman), Kalpesh Patel (Managing Director)

Alexander Johnson (Group General Manager) Ravi Ayyangar (General Manager) Hitesh Dalal (G.M. Corp. Affairs)

[www.zimsteel.co.zw](http://www.zimsteel.co.zw)

## COMPANY DOCUMENTS



**BTD** CONSULTANCY  
SERVICES (PVT) LTD

Registered with the Ministry of  
Higher & Tertiary Education

4 Alex Smith Drive, Epworth  
P O Box 800 Harare  
Harare, Zimbabwe  
Tel: (04) 778886/778891  
Cell: 0772 256 413  
btd@btddevelopment.com

28 July 2014

TO WHOM IT MAY CONCERN

Dear Sir/Madam

This letter serves to notify that Flosehawn Investments Pvt Ltd trading as Fresh Delight Caterers has been providing us lunch, snacks and sandwiches for our training programmes for the past year.

As a result of their timely and quality service, we do not hesitate to recommend them to you.

Yours faithfully

  
Shylet Madangwa

**Programmes Administrator**

**For and on behalf of Business Training and Consultancy Services**



Head Office: 99 Jason Moyo Avenue, P. O. Box 1083, Harare, Zimbabwe  
Telephone: +263 (4) 798517-24, 793705, 252151, Fax: +263 (4) 798504  
Email: [info@fmzim.co.zw](mailto:info@fmzim.co.zw) . Web: [www.fmzim.co.zw](http://www.fmzim.co.zw)

12 December 2013

**TO WHOM IT MAY CONCERN**

Dear Sir/ Madam

**REF: FLOSHAWN INVESTMENTS PVT LTD T/A FRESH DELIGHT CATERING SERVICES**

This letter serves to confirm that the above mentioned company has served First Mutual Life Assurance Company for the past two years providing daily lunches, snacks and sandwiches as well as overtime meals since 2011.

We enjoy a good working relationship with Flosawn Investments and First Mutual Life does not hesitate to refer them to you or anybody else.

Yours faithfully

.....  
**PATIENCE CHIPATISO**  
**CORPORATE SERVICES**

---

**FIRST MUTUAL LIFE ASSURANCE COMPANY (PRIVATE) LIMITED:**  
99 Jason Moyo Avenue, PO Box 1083, Harare  
Tel: 793705; 252151, 250420, 250424, 250440, 250663, 250702, 250747, 798517 Fax: +263 (4) 798504  
E-mail: [info@fmzim.com](mailto:info@fmzim.com) Website: [www.fmzim.co.zw](http://www.fmzim.co.zw)

DIRECTORS: S V Rushways (Chairman), R B Ncube (Ms)\*, V S Chimbindi (Ms), D. Hoto, I P Z Nefavu, V S Nkomo, \*Executive Director

Our ref: 16 December 2013  
Your ref:  
Date

**To Whom It May Concern**

Dear Sir/Madam

This letter serves to advise that **Floshawn Investment PVT Ltd/ta Fresh Delight** caterers has been providing our organization with professional catering services. These included training refreshments and lunches as well as board room snacks. Their quality meals are served on time by their professional staff.

To this end we don't hesitate recommending them to anyone who require their services, should you need any further clarification please do not hesitate to contact the undersigned.

Yours faithfully

  
Trish Chakawa  
Training Manager  
HUMAN RESOURCES

Receipt NO 765341

\$500

27/01/2003

ORIGINAL COPY

No. 180/2003



ZIMBABWE



# Certificate of Incorporation

I hereby Certify that FLOSHAWN INVESTMENTS (PRIVATE) LIMITED

*is this day incorporated under the Companies Act [Chapter 24:03] and that the Company is Limited.*

Given under my Hand and Seal at BULAWAYO

this 30 day of JANUARY, 2003

*Registrar of Companies*

ZIMBABWE

Form No. C.R.14

Sections 187 and 330 of Act

No. of Company.....180/2003.....



**THE COMPANIES ACT**  
(CHAPTER 24 : 03)

Particulars (a) of Register of Directors and Secretaries  
and of any changes therein

or

A List (a) of Directors and Principal Officer of a Foreign  
Company

Name of Company FLOSHANCO INVESTMENTS (PRIVATE) Limited

To The Registrar of Companies,

Harare

Presented for Filing by N. NYETSWA

P.O. BOX 1474 HARARE

# Particulars (a) of Directors

FLOSWINDIS INVESTMENTS (PRIVATE) Limited

## AND OF ANY CHANGES

1. Date of Appointment	2. Present Christian Names and Surnames	3. Nationality	4. Any Former Names	5. Full Residential or Business Address and Postal Address
DATE OF INCORPORATION	(b) Directors (c)			
	SANTUKAI MANSIKA	ZIMBABWE ZIMBABWE	NIL	41 LINK DRIVE MAGAZA KWEKWE
	WILBERT TICHARWA MANSIKA	ZIMBABWE ZIMBABWE	NIL	41 LINK DRIVE MAGAZA KWEKWE
	Secretaries (d) or Principal Officer (e)			
	SANTUKAI MANSIKA	ZIMBABWE	NIL	41 LINK DRIVE MAGAZA KWEKWE

**NOTES -**

- (a) A complete list of the existing directors should always be given.
- (b) This date should always be shown, whether or not it is in respect of an old or a new appointment.
- (c) In the case of a foreign company, if the director is a corporate body, its name and the situation of its principal office must be shown.
- (d) In the case of the secretary being a corporate body, the name and the situation of its registered office must be given.
- (e) In the case of the principal officer being a corporate body or partnership, the corporate or partnership name must be shown, and, if it is a partnership, all the names of the partners must be given.
- (f) In the case of an individual, if he is a director of any other company registered in this country, the name of every such company must be entered. This applies only in respect of new appointees.
- (g) State "Resigned", "Retired", "Died", or as the case may be. In the case of a new appointment since the last list was filed, it must be stated here in whose place or whether additional.
- (h) Give the date of the occurrence referred to in the previous column. Both columns 8 and 9 must be completed in the event of a change.



## 2023 ANNUAL REGISTRATION OF A BIDDER

### *Catering Services(SC002)*

The Procurement Regulatory Authority of Zimbabwe has approved **Floshawn Investment T/a Freshdelight(PR766844810)**'s application for inclusion on the Registered List of Bidders for the above category , in terms of Section 4 of the Public Procurement and Disposal of Public Assets (General) Regulations, 2018 for a period expiring 2023-12-31 00:00:00

<b>Issued On</b>	2023-3-29 7:3:9
<b>Expiration Date</b>	2023-12-31 00:00:00
<b>Verification Code:</b>	<b>PRAZ-2023-1V2UB-5540</b>

***This certificate will expire on 2023-12-31 00:00:00 and cannot be used for any business after the expiry date.***

***Please note that the authenticity and validity of this certificate must be verified on our PRAZ portal using <https://portal.praz.org.zw>***



Zimbabwe Revenue Authority

### **Tax Clearance Certificate (ITF263)**

**Validity Period : 06-Jan-2023 to 31-Dec-2023**

Floshawn Investments (Pvt) Ltd Floshawn Investments (Pvt) Ltd

Business Partner Number: 0200006219

Your Tax position is Satisfactory. No tax should be withheld

Clearance issued on 01/06/2023 at 13:48:50

**Authentication code: MRCJ.0HPF.BU37.3ZUI**

The authentication and validity of this certificate must be validated on ZIMRA page at: <http://efiling.zimra.co.zw>





Zimbabwe Revenue Authority

**Tax Clearance Certificate (ITF263)**

Tax Year Ending 31 December 2021

Sterling Gold Pvt Ltd Sterling Gold Pvt Ltd

Business Partner Number: 0200272289

Your Tax position is Satisfactory. No 10% tax should be withheld

Clearance issued on 02/06/2021 at 13:10:49 valid until 12/31/2021

Authentication code: HJFO.PGYR.7BF9.DB12

The authentication and validity of this certificate must be validated on ZIMRA page at: <http://efiling.zimra.co.zw>



ORIGINAL TOURISM ACT [CHAPTER 14:20] MA. 006146

**Certificate of Registration**  
*As a*  
**Designated Tourist Facility**

*I certify that, in terms of Section 39 of the Tourism Act [Chapter 14:20]*

**STERLING BOUTIQUE LODGE**  
(trading name of designated tourist facility)

**40 GILMORE DRIVE, HOGERTY HILL, BORROWDALE, HARARE**  
(situated at)

is registered as **BED & BREAKFAST ACCOMMODATION (BAB 0078)**  
(product category)




\*carrying our hunting / non-hunting tours\* in the following areas

The validity of this registration shall expire on the **FIRST**  
day of **MARCH** **2022**

Grade (where applicable):

Harare **29<sup>TH</sup> FEBRUARY 2021**

Chief Executive of the Zimbabwe Tourism Authority

\*Delete the registration Form D.T.F. 3

ORIGINAL TOURISM ACT [CHAPTER 14:20] MA. 006145

**Certificate of Registration**  
*As a*  
**Designated Tourist Facility**

*I certify that, in terms of Section 39 of the Tourism Act [Chapter 14:20]*

**FLOSHAWN INVESTMENTS (PVT) LTD - FRESH DELIGHT**  
(trading name of designated tourist facility)

**11 SARUM ROAD, EASTLEA, HARARE**  
(situated at)

is registered as **RESTAURANT (RST 0605)**  
(product category)




\*carrying our hunting / non-hunting tours\* in the following areas

The validity of this registration shall expire on the **FIRST**  
day of **APRIL** **2022**

Grade (where applicable):

Harare **31<sup>ST</sup> MARCH 2021**

Chief Executive of the Zimbabwe Tourism Authority

\*Delete the registration Form D.T.F. 3



MINISTRY OF FINANCE AND ECONOMIC DEVELOPMENT  
(PUBLIC FINANCE MANAGEMENT SYSTEM)

## 2023 APPROVED VENDOR CERTIFICATE

THIS IS TO CERTIFY FLOSHAWN  
INVESTMENTS PRIVATE  
LIMITED, ZIMBABWE

Is a registered and approved vendor  
in terms of the Public Finance  
Management Act Chapter 22:19

Vendor Number 721894

Certificate No: 2142/2022



National Social Security Authority  
**Compliance Certificate**

This is to certify that

**FLOSHAWN INVESTMENTS**

Trading as: **FRESH DELIGHT**

Social Security Registration Number: **0184123V**

*is in full compliance with Statutory Instruments 393 of 1993 (Pension & Other Benefits Scheme) and 68 of 1990 (Accident Prevention & Workers' Compensation Scheme) as read with National Social Security Authority Act Chapter 17:04.*

**Number of Insured Employees: 93**

Validity Period: **01 January 2023 To 31 March 2023**

Verification code: **AMQQWSIB**

The authenticity and validity of this certificate must be verified on NSSA page.

Scan QR code or visit

<https://selfservice.nssa.org.zw/ComplianceCertificate/Verification>



Certificate No: 4891/2023



National Social Security Authority  
**Compliance Certificate**

This is to certify that

**FLOSHAWN INVESTMENTS**

Trading as: **FRESH DELIGHT**

Social Security Registration Number: **0184123V**

*is in full compliance with Statutory Instruments 393 of 1993 (Pension & Other Benefits Scheme) and 68 of 1990 (Accident Prevention & Workers' Compensation Scheme) as read with National Social Security Authority Act Chapter 17:04.*

**Number of Insured Employees: 93**

Validity Period: **01 July 2023 To 30 September 2023**

Verification code: **UUI30N4W**

The authenticity and validity of this certificate must be verified on NSSA page.

Scan QR code or visit

<https://selfservice.nssa.org.zw/ComplianceCertificate/Verification>



### TRADITIONAL DISHES

**Meats:** Hanga/ Tsuru / Road Runner/ Beef Stew / Oxtail / Mbudzi  
Chef's Special Road runner with peri peri  
**Starch:** Rice nedovi/ Sadza remhunga, rezviyo, mugaiwa  
**Gochi gochi:** pork / chicken/ sausage / beef / game meat

### WESTERN DISHES

Grilled prime Zim T-Bone Steak with Mushroom / Pepper / Red wine reduction Sauce  
Fresh Delight Burger & chips  
¼ Chicken and Chips  
Pan fried Hake Fillet (Plain / Crumbed) with Lemon Butter or Tartare Sauce  
Grilled Pork (Chops) with Apple Sauce or Mustard Sauce

Served with chips / rice / mashed potato

### VEGETARIAN DISHES

Vegetable Pasta in cream white sauce  
Spaghetti Millannaise served with gravy  
Vegetable cutlets

### KIDS MENU

Chicken / Burger with Crispy Golden French fries

### LIGHT MEALS

Spaghetti and veg stir fries  
chicken salad  
fish cakes with salad

### SALADS

Greek salad / green salad

*All dishes served with a selection of fresh seasonal vegetables*

**Grade A**  
**2KG**

**Fresh Zimbabwean Produce**

5817520007291

Nutrition	
Energy	1000
Protein	15
Total Fat	10
Total Carbohydrate	10
Sodium	10
Fiber	10
Sugar	10
Iron	10
Calcium	10
Phosphorus	10
Magnesium	10
Zinc	10
Copper	10
Manganese	10
Selenium	10
Vitamin A	10
Vitamin B1	10
Vitamin B2	10
Vitamin B3	10
Vitamin B6	10
Vitamin B12	10
Vitamin C	10
Vitamin D	10
Vitamin E	10
Vitamin K	10

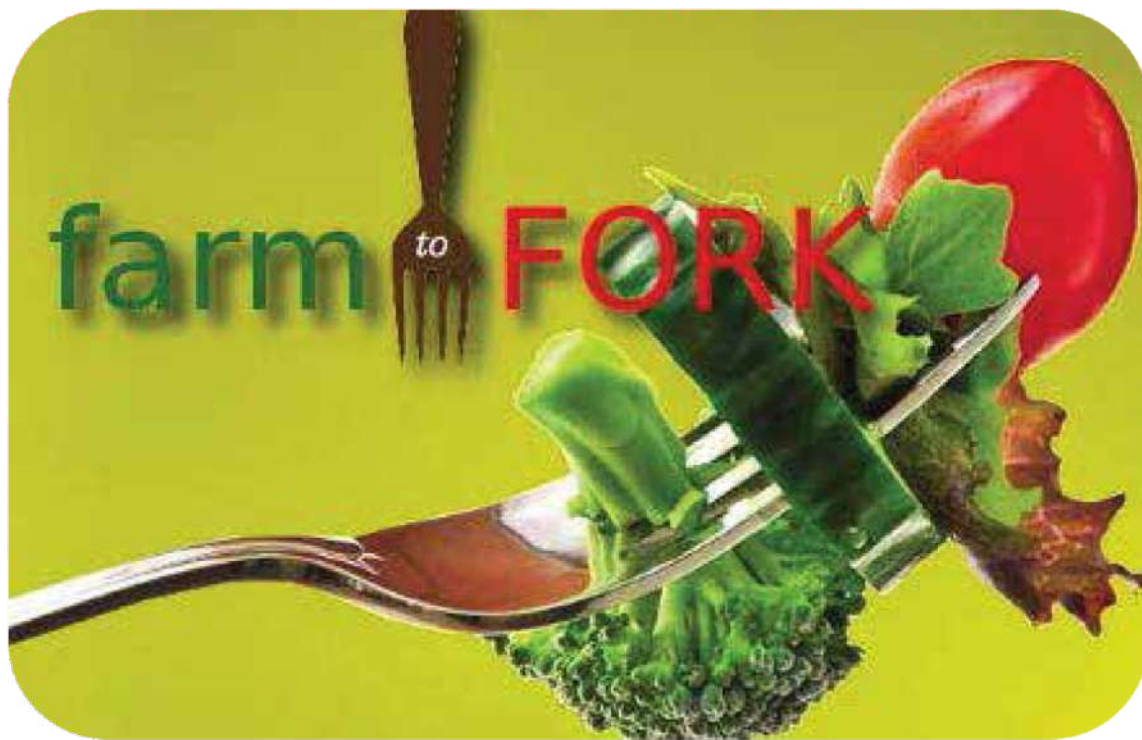
**BEST BEFORE**

2kg  
**MIXED PORTIONS**  
**Keep Frozen**

**Grade A**

**Good ol' Zimbabwe bird!**

Produced and Packed by Global Zimbabweans, Plot 99 Bushbuck Farm, Bvumba Road Harare (21km from CBD using 2nd Bulwerekwa Road)  
P.O. Box 962179 Harare, Zimbabwe, Cell: 0772 570 576 / 0772 568 588 / 06 263 4 2622662  
Email: us@globalzimbabweans@gmail.com / food@globalzimbabweans.co.zw / usany@globalzimbabweans.com



### FRESH DELIGHT STANDARD MENU

DAY	MEAL	WESTERN	TRADITIONAL
MONDAY	Starter	Green Salad	Round & Ground Peanuts
MONDAY	Main Meal	Rice/Roast potatoes served with Chicken coc vin & Beef stir fry with mixed vegies	Knucle Bones / Pork Bones Served with Sadza white/ Remhunga and vegies
MONDAY	Dessert	Ice Cream	Ice Cream
TUESDAY	Starter	Mushroom Soup	Madora
TUESDAY	Main Meal	Spaghetti /Rice served with crumbed chicken or mixed fajita and fresh seasonal Vegies	Chimukuyu Chine dovi (dried beef soaked in peanut butter) / Mbudzi served with SadzaVegies Mufushwa / Tsunga
TUESDAY	Dessert	Apple crumble	Apple crumble
WED	Starter	Coleslaw salad	Mutakura
WED	Main Meal	Macaroni cheese / Rice with lemon chicken & braised beef served with mixed vegies	Road runner Chicken /Hanga/ Chihuta with Sadza & vegies (Covo / Munyemba)
WED	Dessert	Fruit Salad/ Fruits	Fruit Salad/ Fruits
THURSDAY	Starter	Greek Salad	Matemba
THURSDAY	Main Meal	Mashed potato/Rice served with stroganoff & pan fried bream served with fresh seasonal vegies	Guru / Matumbu with Sadza White / Re Mhunga Vegies (Tsunga/Muboora)
THURSDAY	Dessert	Ice cream	Ice cream
FRIDAY	Starter	Tomato Soup	Nzungu dzakakangwa
FRIDAY	Main Meal	Pork Chop/Beef Cass lore served with rice /sadza and vegies	Mazondo /Pork Bones with Sadza White/ Re Zviyo Vegies (Mutsine /Munyevehe)
FRIDAY	Dessert	Jelly & Custard	Jelly & Custard

BATA  
Shoe Company  
Box 279 Gweru

FRESH DELIGHT ESTATES  
Plot 93, Kirkman Road  
Rainharm Farm  
Harare

SMC -ZIMPLATS  
Makwiro Road,  
P.O Box 61 , Selous.

## HEAD OFFICE



### **Catering & Fresh Farm Produce**

11 Sarum Avenue/ Trent Road  
(opposite Admiral Tait School)  
Eastlea, Harare, Zimbabwe  
Tel: +263 4 778978-80  
+263 782 009 528  
+263 779 500 719  
+263 772 370 378

**STERLING HOTEL**  
Cnr Chatham Malvern Road  
Mvurwi, Zimbabwe  
+263 782 009 528 | 662 162 821/2  
admin@freshdelight.co.zw  
Freshdelight@gmail.com  
www.freshdelight.co.zw