



Sapphira Nyabunwa Uganda

WOMEN IN BUSINESS AWARD



Sapphira Nyabunwa

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Safi Cleaning Services Limited



I am a born businesswoman and, having realized that there was strong demand for cleaning services in Kampala, I decided to start my own business in 1996 providing professional cleaning services for sanitation and environmental protection.

After leaving school, I found a job in a financial institution. However, I soon decided to leave this type of employment and strike out on my own because I am very ambitious, creative and innovative.

The Empretec programme helped me become a highly motivated, quality-conscious businesswoman. I also honed my management and marketing skills. Now I set very high goals for myself and work hard to achieve them.

One major challenge over the years has been finding trustworthy workers. The majority of my employees are disadvantaged young persons and

school dropouts. I have had to deal with workers who have stolen clients' property from the workplace, causing problems for the company.

I have been able to sharply reduce such unfortunate incidents by responding immediately and professionally to clients' requests and complaints and improving human resources through better employee counselling.

Thanks to my policy of involving management and maintaining personal ties with staff, my employees fully support the company's vision.

I would like to see my business, which has won contracts to service most of the leading companies in Kampala, remain the No. 1 cleaning service in the country. It has provided work for many young people, including the disadvantaged and school dropouts.

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THE BUSINESS AT A GLANCE

Safi Cleaning Services Limited provides professional cleaning services for sanitation and environmental protection in Uganda. The company specializes in lawn-cleaning, fumigation, garbage-collection, dry-cleaning and laundry services. Its corporate clients include Shell Uganda, Stanbic Bank, Total Uganda, the World Food Programme, Celtel Uganda, Uganda Telecom, the Mulago, Rubaga and Mengo hospitals and the British High Commission. The company was established in 1996, has a monthly turnover of \$88,088 and currently employs over 800 people all over the country.

In Uganda, the service sector accounted for 48 per cent of real GDP in 2006, and provided 8 out of every 10 new jobs created. In addition, services account for over 70 per cent of the value added to manufactured goods and agricultural products. Service firms purchase up to 60 per cent of the equipment and supplies produced by the manufacturing sector; therefore sustainable growth of the manufacturing sector is heavily dependent on a sound and expanding service sector.