

A rider wearing a helmet and protective gear is riding a motorcycle on a paved road. The road is flanked by dry, hilly terrain with sparse vegetation. The motorcycle's headlight is on, and the license plate is visible. The background shows a clear sky and some trees in the distance.

SMART MOTORS

COMPANY PROFILE

www.smartmotors.africa

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COMPANY OVERVIEW

Smart Motors Limited was founded with the objective of providing affordable and efficient transportation. The company distributes two-wheeler motorbikes and three-wheeler tricycles from the world's leading manufacturers which include Hero, Piaggio and Glamstar.

Smart Motors Limited is driven by a young dynamic and multi-cultured team. The company focuses on distributing motor bikes and promoting personal riding among the Zambian community. We help our customers to make the best buying decision and to select the most suitable motor bike according to their needs and requirements.



WHERE WE ARE GOING

Smart Motors mission is to develop and improve the transportation industry in Zambia by providing the customer with stylish, quality and affordable products. Smart Motors aspires to build the culture of motorcycle riding in the country. We are striving to become an outstanding distributor and change the transport industry in Zambia. We are dedicated to providing world class mobility solutions with a focus on expanding the company's footprint. We will explore growth opportunities in selected parts of the provinces of Zambia and continuously improve on our customer service

WHAT WE DO

Distribution



We supply two-wheeler and three-wheelers motorcycles, accessories and genuine spare parts to various customers. Our exquisite showroom has the range of motor bike models displayed for customer viewing. We also have a wide range of motor bike accessories such as gloves, jackets, knee protection caps, helmets etc.

Our dedicated team of customer sales executives are always available to provide product knowledge on the motor bikes.

Service



We have a service center with well qualified and trained technicians that provide quality service and repair. We provide the best service and repair on motorbikes, scooters and three-wheeler motorcycles. We offer a one-year warranty on the engine and every motor bike that is purchased is entitled to the first five services to be done for free with a free helmet and registration.

Spares



We strive to achieve exceptional customer satisfaction through provision of a well-stocked variety of genuine and reliable motor bike spares. Our spare parts are certified and designed to perfection ensuring an enhanced performance.

Training



We provide motor bike riding training lessons for customers that request to be trained or to have their staff trained. This is our strategy to encourage more customers to develop their personal riding skills and in turn urge others to use motor bikes as an alternative means of transportation.

GROWTH AND CREDIBILITY

OUR NETWORK

Since 2017, Smart Motors has grown into a credible and trusted company, expanding its revenue, dealership network, and strategic partnerships. Since its launch, Smart Motors has successfully sold over 8000 motorcycles across the country, solidifying its position as a leader in the industry.

Since its inception, Smart Motors has partnered and opened facilities in different locations. Our dealer network extends to most parts of the country including the Copperbelt, Central Province, Eastern Province as well as the Southern Province. We also have facilities in North Western and Laupula Provinces offering Spares and Service.

We have further opened retail outlets within Lusaka Province including at the prestigious Arcades Shopping Mall, with focus on promoting our personal riding segment and at Carousel Shopping Mall within the CBD.

All our facilities are centered on the 3-S :

- I . Sales
- II. Service
- III. Spares.

Our Goal is to have facilities in all 10 provinces of the Country.

CUSTOMER SATISFACTION

At the helm of our operations over the years has been to ensure customer satisfaction.

Our clients have consistently expressed high satisfaction with regards our exceptional customer service. However, we have received some criticism as well which we have used to further grow and improve on our customer service.

Our Key factor in this success stems :

- People - Our dedicated and well qualified team, who's focus is to understand customer needs and ensuring reliable products and services are offered to the right client to meet the identified need.
- Products - with the understanding that we have diverse clients with diverse needs, we have selected a Product line up tailor made to meeting specific customer needs. Our Additionally Our well equipped service centers, which provides genuine spare parts and reliable repair services., our presence in eight major cities across Zambia ensures accessibility and convenience for our customers.
- Presence - growth entails being able to invest in facilities and activities that will make you visible. As we continue to grow, our goal is to establish outlets in all provinces of Zambia, bringing quality products and support even closer to our valued customers.

GROWTH AND CREDIBILITY

PARTNERS

Smart Motors has formed successful partnerships, many of which are still ongoing. These collaborations have been in the supply of motorcycles, servicing, and repairs.

Some of our esteemed partners include:



OUR PRODUCTS

We are the official distributor of Hero, Piaggio and Hokii Motorcycles in Zambia. Our Motorcycle products range from the Hero Hunter Series, Xpulse, Destini, Piaggio ape three wheelers and the Glamstar tricycles..

We also sell motorcycle gear and accessories from helmets to motorcycle tires.

HUNTER



DESTINI 125



Hero MotoCorp is one of the largest two-wheeler manufacturer in the world with over 110 million satisfied customers across the globe. Hero MotoCorp continues to champion socio-economic progress and empowerment through its range of products and services.

Smart Motors Zambia Ltd brings to the market the Hero motorcycle and scooter range. Hero's engineering makes its motorcycle's fuel efficient, being the best choice for your business and personal ventures.



Piaggio Global Corporation is an Italian brand which is the pioneer of 3-wheeler goods transportation leading the league today. By revolutionizing the 3-wheeler cargo segment in the country, Piaggio, today, is setting global standards in multiple arenas of service.

Smart Motors Zambia Ltd brings to the Zambian market carefully crafted and engineered three-wheelers built for the African terrain.



OUR PRODUCTS

AMBULANCE TRICYCLE



Emergency Care, Made Accessible

Smart Motors Zambia brings you a cost-effective and reliable emergency transport solution designed for both urban and rural healthcare needs. Perfect for clinics, hospitals, and remote health services.



**SUPERIOR
DRIVABILITY**



SPACIOUS CABIN



**LOW NOISE, LOW
VIBRATIONS**



**COST-SAVING AND
FUEL-EFFICIENT**



WALKING TRACTOR

POWERFUL DIESEL MOTOR



Your Ultimate Farming Companion

The Glamstar Walking Tractor is now available countrywide at Smart Motors Zambia.

Whether you're plowing, planting, or transporting, this machine handles it all with power and precision.

**GLAMSTAR
Walking Tractor
(10HP & 15HP)**

**3 HECTARS
NON-STOP**

MULTIPLE ATTACHMENT CAPABILITY



ROTARY TILLER



DOUBLE DISC PLOUGH



TRAILER



REAPER CUTTER



DOUBLE PLOUGH



POTATO HARVESTER

SUSTAINABILITY

Our People

Smart Motors Zambia Ltd employee's are the cornerstone of our sustainability and success. We strive to be considered an employer of choice by living our values and providing ongoing employee development initiatives at all levels.

VALUES

The following shared values keep us on course towards our objective of ensuring a culture of both passion and performance:



Code of Conduct

Smart Motors is a Zambian which is committed to upholding the highest ethical standards in our operations and business dealings. We operate and conduct our business within the framework of applicable laws, professional standards and based on our shared company values. We have developed a Code of Conduct that articulates a high standard of performance and service delivery.

Employee Development

Our investment in people is aimed at developing high-performing employees, capable of meeting current and future business requirements. Business transformational activities provide opportunities for all employees, with a special focus on developing the potential of those from previously disadvantaged backgrounds.

Leadership is an important character trait not only for managers but for employees at every level in the company. We therefore prioritise the implementation of leadership programmes companywide and encourage our employees to exercise leadership in their areas of responsibility. People development initiatives include:

- Performance management
- Succession planning
- Leadership programmes
- Learnerships
- Apprenticeships
- Employee part-time studies
- Manufacturing-related training
- Sales and services-related training
- Continuous improvement training

We value leadership as an important character trait. Priority is given to the implementation of leadership programmes and we encourage employees to lead in their areas of responsibility.

OUR COMMUNITY

Skills Development

Smart Motors Zambia Ltd has a very constructive relationship with its partners and through them, we provide trainings for those employed as well as unemployed and disabled learners.

Enterprise Development

We have identified and developed a number of small enterprises that are supplying services to the company. We provide business funding and support to help them grow and sustain their businesses.

Supplier Development

Smart Motors Zambia Ltd is the official distributor and partner for Hero and Piaggio in Zambia and these ties have helped the company to support local suppliers of different services and products through long term partnerships.

Corporate Social Responsibility

We have a history of giving back and are committed to making a positive impact on the communities we serve. Our corporate social responsibilities programmes include:

Support for Providence home which is a home for the people who have Multiple Disabilities.

Support for the Lusaka District Co-operative Union which oversees activities of all Co-operatives in Lusaka, whose area of business varies from agriculture to entrepreneurship.

Support Moika Driving School's efforts to offer the community professional and affordable motorbike instruction.



Branches



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SPARE AND CARE

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At Smart Motors Zambia Ltd, we take care of our customers and their local and regional requirements. To meet our customer's service and delivery needs, we have well-established sales and service centres throughout Zambia

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