

# COMPANY PROFILE





# Tripplex Uganda Ltd (“**Tripplex**”) was founded in 2017, as a private limited liability company in Uganda.

The main shareholder of Tripplex is a telecommunications passive infrastructure executive with nearly 20 years of experience in managing capex and opex budgets ensuring value on investments. He was Operations Director at Eaton Towers that in 2019 sold to American Tower Corporation. In 2019, he helped found Ubuntu Towers Uganda Ltd a telecommunication infra company that has successfully raised funding for both equity and debt to the tune of US\$ 40m including from DFI, and Commercial Banks.

The other shareholder in Tripplex is Jane Frances Munduru, a medical practitioner with a wealth of experience in cardiovascular treatment and management in Uganda. She holds a master’s in public health, a degree in nursing and specialized training in cardiovascular treatment, care and management.

Together, under Tripplex, they own and operate a hotel chain of pharmacies in and around Kampala, and have interests in hospitality industry, finance and real estate. Owing to growth of business Tripplex Uganda Ltd, recently divested into a number of companies- Tripplex Medical Services Ltd, Tripplex Capital Ltd, Tripplex Realtor Ltd all of which have majority shareholding by Tripplex Uganda Ltd which remains the group company.

**Tripplex Hotel operates legally directly under the group company of Tripplex Uganda Ltd.**

# About Tripplex Hotel



Fully Furnished and serviced Hotel with facilities like Air-Conditioned Rooms/Apartments, LCD TV with multi channels, Fully Equipped Kitchen, 24hrs running hot & cold water, 24hrs House Keeping and Power backups. Fine dining and winery, gardens and rooftop area, gazetted smoking zone.

Located Nile, Tripplex Hotel is the only fully-fledged apartment Hotel and the most luxurious in Arua City. A mix of hospitable surroundings, a relaxing environment and our professional staff ensure that Tripplex Hotel is the finest choice for both NGO, business and pleasure accommodation. The beautiful scenery along your way to West Nile also gives you the in West opportunity to view a variety of wildlife in Murchison falls National Park.

When you want to have the best experience with a touch of luxury and class while in Arua, choose Tripplex Hotel.





## We Welcome The World To Arua City

At Triplex Hotel, we work daily to welcome the world to Arua City and to make the stay of our guests a pleasantly unique experience. We believe that a home is so much more than a hotel, whether you are traveling for work, business or for leisure.

All our Hotel rooms are carefully selected with the goal of making them unique in the eyes of our guests.

**Charm.** Our Hotel rooms have all been designed by an elite team of architects and interior designers to ensure they meet our highest standards.

**Comfort.** We provide exclusive accommodation assistance – including our Concierge service – that will make our guests' stay in Arua, simply memorable.

### **Living in Arua like a local;**

We are always on a quest for innovative solutions to help us deliver services and comfort of the highest quality to all our guests and throughout the entire accommodation cycle.

We believe that only a unique hotel with a strong personality, combined with our entire staff's genuine warmth, can provide our guests with that unique touch of hospitality:

- A **Booking Service** that fully understands each guest's needs, with people focusing on finding the accommodation solution that represents the best possible match;
- A **detail-oriented Housekeeping Manager** that supervises the preparation of each apartment;
- A **warm welcoming process**, that also respects our guests' privacy and makes them feel at home. It begins at the very moment they check-in, when we offer them our welcome kit, and continues throughout their **entire stay**, thanks to a **customer service available 24/7**.



## Security & Safety

Our guest's safety is our biggest concern and with this, the facility is fitted with CCTV cameras and guards to ensure all guests are protected and not prone to danger at all times. Sirens are also located at strategic, ease to access locations to call for emergency response.

We have also fitted our facility with fire alarms and fighting equipment to ensure quick response to any fires. Emergency exit and assembly points are provided.

Our guests are taken through quick drills for emergency response.

Emergency numbers are also provided so that guests can directly contact authorities in case of emergency.



## Fully Furnished

Triplex Hotel is your best personalized and fully furnished accommodation in Arua City. We offer luxury accommodation in line with our tag- "Luxury. Service. Class".

## Standby Power

We fully understand the inconvenience caused by unreliable power to your enjoyment. As such we have ensured that you don't experience power blackouts while you stay with us. In addition to a standby generator we have ensured that you have an inverter system to provide continuous power for your most immediate needs of lighting and entertainment.

# GROWTH OF TRIPPLEX HOTEL

## Plots For Expansion At Tripplex Hotel



Management of the Hotel has acquired expansive land in the neighbourhood of the hotel for phase 3 of the expansion of the hotel to include ensuite hotel rooms in a 5-year program. Management of the Hotel has acquired



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# Management

Tripplex Hotel is managed by a team of young, experienced and dedicated individuals that in turn train and nurture additional young talent through a dedicated training program. Our drive is not only to look for business opportunity in the region we now call home but to also have impact on the locals through training, employment and community services. 95% of our staff is local residents.

While achieving our local goals, we focus on the ultimate goal of our government; to promote Uganda as a tourism destination of choice and we are at the center of this in Arua City and indeed in West Nile region. Our team is aligned to these core principles, ably driven from the managing director.



**Mr Ronald Onzia,**  
Founder/ Managing Director

Ronald is an Electrical Engineer with training in renewable energy solutions and low-cost engineering operational designs and solutions geared towards telecommunications infrastructure.

Ronald always had a love for entertainment, hospitality, tour and travel and with that he has opened and managed bars, transport services and more recently partnered to found Tripplex Hotel. Located in Arua City as the only high-end luxury apartment hotel,



**Ms Sophia Achom,**  
Business Manager

Sophia heads all our business administration and human resources. He studied Bachelor of Tourism Management at Makerere University and has over 15 years of experience in business systems management.

Sophia joined Tripplex Hotel in 2022 and has had an impact on our staff, customers and business. We had positioned our Hotel for the leisure and business traveller, government and the NGO staff and hence the quality of service.

# Management Con't



**Mr Paul Toko,**  
IT and Systems Manager

Paul is social worker by profession with a bachelor's degree in Social Work and Social Administration. Previously worked with Kampala Area Federation of Communities/Child Fund elevating from technical volunteer to the position of a community development officer in charge of Programs and managing projects that benefited the community. He was one of the team members in the Programs committee at Area/Local partner.

Other duties include procurement of Hotel property/equipment, designing Hotel Artwork, ensuring services such as internet, entertainment are up and running.



**Mr Ngamirombo Bosc,**  
Chief Chef

Bosco is a chef by profession, holding a Ugandan diploma in hotel and institutional catering, acquired from Uganda college of commerce kabale. Previously worked with mountains of the moon hotel fortportal .

Bosco joined Triplex Hotel in Arua as the executive chef adding to his wealth of experience to the previously fairly junior team we had retained during the Covid-19 period.

# Management Con't



**Miss Josephine O'biru Dibebe,**  
General Manager- Estates

Josephine is an accountant by profession with a Bachelor's degree in Accounting. She previously worked with Tibbet and Britten as a sales representative in Sudan then moved to fortune Engineering as an administrator. Josephine worked as a project Supervisor with an organization called Peace before joining Tripplex Uganda Ltd from the inception.

In 2016, Josephine joined Tripplex Uganda Limited (Tripplex Hotel) as a project Manager to oversee construction of the Hotel, which was completed in 2018.



**Miss Rosette Nandutu,**  
Cashier

Rosette is an accountant by profession with a Bachelor's degree in Accounting. She is in charge of ensuring correct business practices are followed in charge management and replenishment, correct accounting practices, store management, invoicing and collections from all customers.

Rosette joined us in 2022 and has organized the enforced the best practices and ensures all collections are banked and reconciliations are upto date.



**CREATIVE HOMES FURNITURE STORE**

*"Where Creativity Meets Living"*

With us you will have access to all your home interior needs from furniture, curtains, mattresses, pillows, beddings, pieces of art, towels, kitchen accessories and many more.





## About Us

Creative Homes Furniture Store is a Furniture Company specializing in ready and Customer made household furniture.

We have a vast experience spanning over (5) five years in the make and delivery of luxury and yet affordable furniture.

We don't sell you furniture; we sell you experience, luxury and affordability.

## Mission

To create value for our customers through reliability and flexibility.

And also to transform how the World interacts with furniture and home accessories through the design and crafting of pieces that are functional, unique and that have an emotional, ethic and real value.

## Vision

To be the leading domestic furniture manufacturer and supplier in the whole Country.

## Our Values

We value your time and want your experience as extraordinary as the furnishings we offer.

We stand for quality, honesty, integrity, creativity, Customer service, and family. You will see and feel these values reflected in the designs we provide, the furnishings we sell, and the experience of working with us.

## Why Choose Us

We are here to provide you with exceptional Customer Service whenever you need us before, during and after the sale. We are dedicated to giving you the best service and products possible each and every time.

Your Satisfaction is always our goal.

## Our Products

We offer a wide range of products which suit your Living room, Bedroom, Kitchen and Bathroom and these include;

- TV stands.
- Wall hangings and Art pieces.
- Dressing mirrors, drawers and wardrobes.
- Kitchen accessories such as Glass jars, Gift cups, wine tot glasses.
- Bed sheets in different sizes and colors imported from Turkey, China.
- Duvets in different colors and textures and imported from Turkey, China.
- Sofa chair sets, Dining table and chair sets, Office chair sets and tables, Center tables.
- Bath towels in different sizes and colors plus Bath robes all imported from Turkey, China.
- Beds in different sizes that is; 4\*6 (Four by Six), 5\*6 (Five by Six), 6\*6 (Six by Six) and 8\*8 (Eight by Eight).







# **TRIPPLEX** **PHARMACY**

Your most welcome to Tripplex  
Pharmacy Uganda's leading No.1  
Retail Pharmacy with Superior  
Service Knowledge.



## About Us

With Our Philosophy, we believe to be outstanding as there is a need to pay attention to small details at every stage of operation.

We retail a wide range of quality medicines, health care and beauty products aiming at the highest level of Service knowledge.

Our Staff drive sustained success in the pharmacy by offering more than just medicines. We are best in offering Comprehensive Patient Centered Care.

At our stores, we screen and advise our Patients on chronic illnesses like Diabetes Mellitus, High Blood Pressure, Obesity and Asthma. We work hard and have a lot fun along the way because with us a Patient's good health is our happiness.

## Who we are

Triplex Pharmacy is an established and rapidly growing Retail Pharmacy in Uganda where top-notch professionals dedicate their time and skills to care for their patients and Shoppers.

We boast of (2) two physical stores around Wakiso that is; at Kira along Mamerito-Mugerwa road and the other in Kyaliwajjala-Kira road near Uganda Clays.

We are different both structurally and culturally from other typical Pharmacies you will find. The attitude here is collaborative, family-like and not cut-throat. Decisions are driven by scientific evidence and data. Brilliant and growth are supported, celebrated and rewarded.



## Mission

To provide a wide range of Quality products and aiming at the highest level of Service Knowledge with Consistent Store branding and Staff behavior. Ensuring continuous improvement in our procedures, processes and the highest possible value to our Stakeholders.

## Vision

To be the No.1 Retail Pharmacy in Uganda by Superior Service Knowledge.

## Values

Our Values rotate around;

- Integrity
- Professionalism
- Teamwork
- Respect for Self.

## Objectives

We are here to solve your problems and deliver your needs through;

- Retail
- Services
- Knowledge
- Brand.



# Services

Our Services include;

1

## Health Store

We sell a wide range of Quality medicines, Baby Care products, Herbal and Vitamin Supplements.

2

## Beauty Store

We are well equipped with the best International Cosmetic brands in facial and hair products, perfumes and body cremes.

3

## Delivery

We ably deliver drugs and any other of our products to your Homes and Offices in the shortest time possible.

4

## Medication, Safety and Counseling

We offer free drug and nutritional information to all our Clients and the general Public.

5

## Blood Sugar Levels

We offer Blood Sugar level check at all our branches at an affordable cost.

6

## Blood Pressure Monitoring

Across all our branches we offer Blood Pressure Monitoring for free.

7

## Weight Management

Walk in at any of our branches and get free Weight Management Services.





With us you will have access to all your Banking needs at a much faster, easier and secure way with our tellers right from;

- Agency banking with the different banks such as **Centenary bank, Stanbic bank, Equity bank, DFCU bank, Standard Chartered bank, absa bank, Post bank, Tropical bank, Finance bank.**
- Forex Bureau whereby money from different denominations will be easily changed at affordable rates.
- And also MTN Mobile Money and Airtel Money services.



## About Us

Triplex Capital Limited is a finance company Limited that started in January 2022 aiming at providing solutions to the banking and financing needs of surrounding community of Ntinda, Kiwatule, Naalya and Kyaliwajjala.

It basically comprises of (3) Organs that is; **Agency banking, Forex Bureau, and Mobile Money Services.**

## Our Business

Our Success as a Bank is derived from our ability to always listen, understand and respond to our Customers' needs. We are therefore a diversified bank that offers a wide range of Products and Services including Consumer and Banking business.



## Our Vision

To be the best provider of Financial Services, especially microfinance in Ntinda and Kyaliwajjala and extend our branches further to other parts of the Country.

## Our Mission

To provide appropriate Financial Services especially microfinance to all the people, particularly here in Ntinda and other nearby areas of Kiwatule, and Kyaliwajjala in a sustainable manner and in accordance with the law.

## Our Values

Our business model is built in such a way that while we certainly want to grow and make a profit, we also realize that the best way to do this is through superior Customer Service, teamwork, integrity, exceptional professionalism, excellence, competence and leadership and environmental stewardship. It is these set of Values that define what we must do every day to best serve our Clients.



## Our Products and Services

Our products and services include;

- Agency Banking
- Money Exchange
- E-banking
- E- Payments service
- Mobile Money Services.
- Customer Care and Inquiry Services.





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We are currently located on Plot 129 Martyr's Way  
Ntinda-Kampala and Kyaliwajjala

T: +256 704 005 047

T: +256 704 918 873

T: +256 701 967 441



Kira along Mamerito-Mugerwa road and Kyaliwajjala-Kira  
road near to Uganda Clays.

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We are located on Plot 129 Martyr's way Ntinda – Kampala.

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