



THE SCIENCE OF **CLEANING** & HYGIENE

AUTUMN | MARCH 2021

A CLEAN PERSPECTIVE ON **'BACK TO WORK!'**

With more people demanding safe work environments that are regularly cleaned and disinfected, Monwabisi Kalawe, CEO Cleaning for the Tsebo Solutions Group, reflects on how COVID-19 has elevated the importance of his industry in the minds of the public.

If 2020 was a year of resilience, where organisations from across all sectors and industries fought to survive a world turned upside down by the COVID-19 pandemic, 2021 is a year of transcendence where we take the lessons learned over the past 12 months and apply them to new and better ways of working.

Although lockdown and restriction of movement resulted in what felt like an extremely stagnant year, the reality is that perceptions and ways of working changed more radically in one year than in the past five combined. From a professional perspective the most obvious of these was the accelerated relevance of the industry as a strategic imperative in the minds of C-suite executives and government leaders.

QUARTERLY NEWS

TSEBO CLEANING SOLUTIONS

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TSEBO



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Monwabisi Kalawe
CEO Tsebo Cleaning Solutions

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From cleaning for appearance to cleaning for health

While thorough cleaning has always been a mainstay of the professional appearance of an office, factory, educational facility or workshop, it wasn't until the onset of COVID-19 that its role was elevated from 'necessary but mundane' to 'critical'. As flocks of cleaners were dispatched to hospitals, schools and offices to clean and disinfect, they took their place among frontline workers in the fight against a pandemic.

“Before COVID-19, cleaning was considered necessary for a business environment to be pleasing to the eye, but the new requirements are for cleaning to ensure that workplaces are hygienic and safe,” says Kalawe.

Now, as the numbers of infections from South Africa's second wave start to decrease and we begin to consider how best to return to offices, schools and places of work, Kalawe believes that the necessity for hospital-level cleaning will remain top-of-mind.

While there has been a lot of talk about the changing role of the workplace, with some organisations considering transitioning to 'work from home' as a viable permanent solution, Kalawe believes the role of the office will continue to act as a place of belonging where corporate culture and personal wellbeing thrive on face-to-face interactions.

“What I do see changing, however, is that people need to feel safe and employees will demand safe work spaces. They want to see that health protocols are being followed and that businesses are doing everything in their power to ensure that work environments are clean and sanitised,” says Kalawe.

The same applies to schools, tertiary institutions, hotels, restaurants, malls and other shared spaces where the public will place pressure on organisations' leadership to prioritise cleaning as an imperative for safety.

MEET THE TEAM

Cleaning for increased productivity

“But,” says Kalawe, “this new emphasis will have a positive effect on productivity. By following the COVID-19 protocols of social distancing, cleaning and disinfecting, many people have managed to keep themselves ‘COVID-19 free’ and doctors have noticed a decline in seasonal colds and flu and other communicable diseases. So, a quantifiable commercial benefit of cleaning is to improve employee health, thereby increasing productivity and reducing sick leave.”

In this regard, however, not all cleaning is created equal and Kalawe is quick to emphasise that cleaning needs to be to ‘hospital standards’ to be effective against disease carrying pathogens that are commonly found on shared surfaces.

“What sets Tsebo apart almost immediately at the start of COVID-19 is the fact that the cleaning division is deeply rooted in the healthcare sector, with years of experience in hospital-level cleaning and disinfection,” he says. “It’s about more frequent cleaning of surfaces using the correct chemicals and methodologies and being able to respond quickly if, for example, someone has tested positive for COVID-19 and a workplace needs to be immediately disinfected.”

Technology also comes into play as organisations attempt to compound their cleaning efforts and frequency. “Technology is not about replacing people with robots, but about using machines to complement human ability,” says Kalawe. “The advantage of technology is that by employing things like robotic vacuum machines and scrubbers at night, we can increase the frequency of cleaning without exacerbating cost, allowing humans to focus on the high-level details of cleaning and disinfection during the day.”

Importantly as governments and business consider how to avoid the global destruction of future pandemics, leaders like Bill Gates suggest that “pandemic preparedness must be taken as seriously as we take the threat of war.” With regards to cleaning, this means staying abreast of the most current information on best practice in disease prevention and making use of the latest cleaning materials and products. “Cleaning is just one weapon in an arsenal against viruses and communicable disease,” says Kalawe. “But when done correctly it can be an incredibly effective one.”



Donovan Foster
Managing Director, Hygiene and Pest Control

Donovan has been with Tsebo for over three years, having started his career with the company as the General Manager, Hygiene. He initiated the pest control service in mid-2019, thereby ensuring Tsebo could self-perform and offer a more complete bundled service offering.



Janine Tuck
National Director of Operations, Cleaning and Hygiene Solutions

Janine is the National Director of Operations for Tsebo Cleaning and Hygiene Solutions, having been with the group since the inception of the cleaning division more than 20 years ago. The cleaning business started in the healthcare industry from where it has expanded to include multiple industries nationally, and to employ more than 12 000 people.

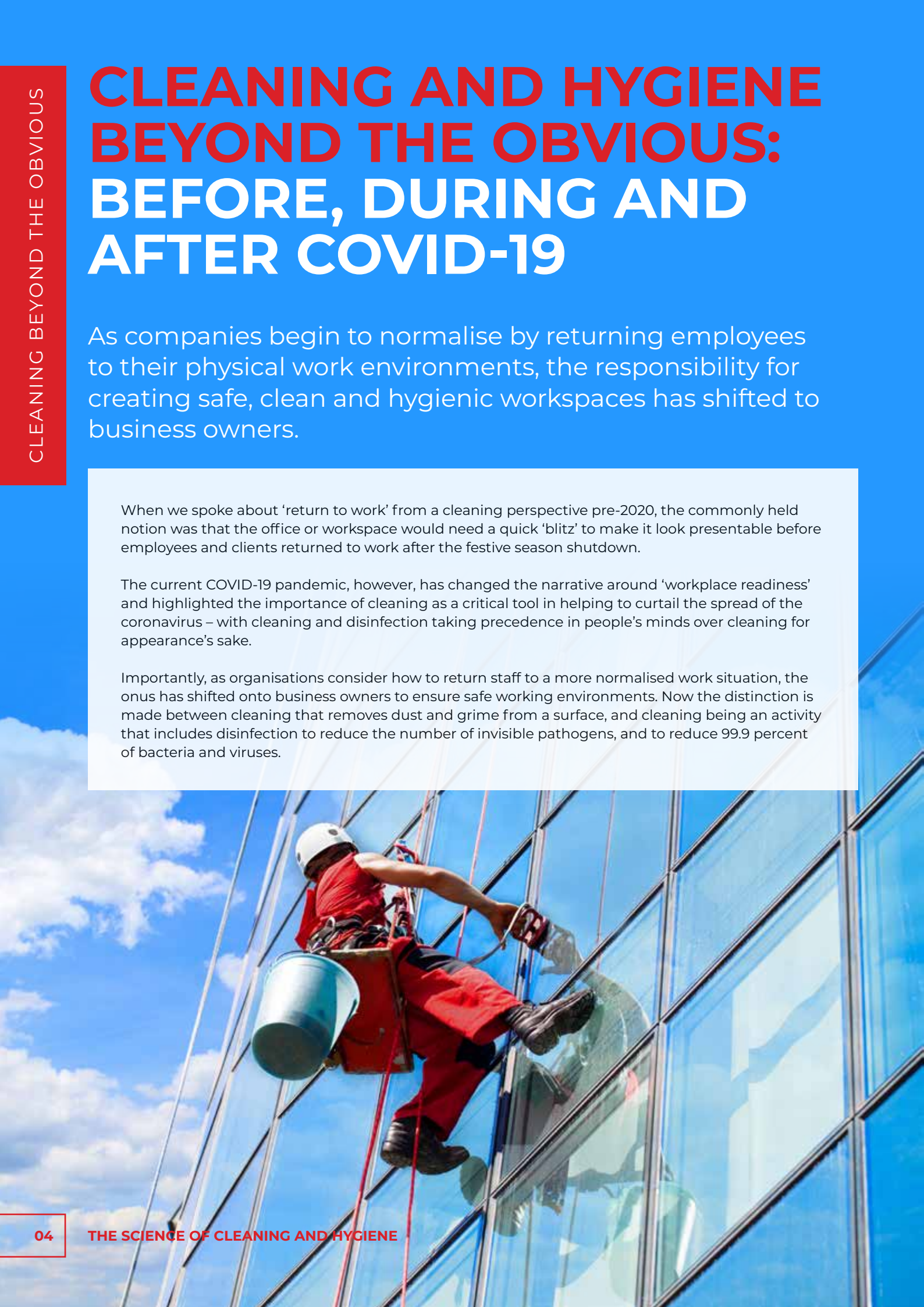
CLEANING AND HYGIENE BEYOND THE OBVIOUS: BEFORE, DURING AND AFTER COVID-19

As companies begin to normalise by returning employees to their physical work environments, the responsibility for creating safe, clean and hygienic workspaces has shifted to business owners.

When we spoke about 'return to work' from a cleaning perspective pre-2020, the commonly held notion was that the office or workspace would need a quick 'blitz' to make it look presentable before employees and clients returned to work after the festive season shutdown.

The current COVID-19 pandemic, however, has changed the narrative around 'workplace readiness' and highlighted the importance of cleaning as a critical tool in helping to curtail the spread of the coronavirus – with cleaning and disinfection taking precedence in people's minds over cleaning for appearance's sake.

Importantly, as organisations consider how to return staff to a more normalised work situation, the onus has shifted onto business owners to ensure safe working environments. Now the distinction is made between cleaning that removes dust and grime from a surface, and cleaning being an activity that includes disinfection to reduce the number of invisible pathogens, and to reduce 99.9 percent of bacteria and viruses.



USING SCIENCE TO CLEAN BEYOND THE OBVIOUS

This impeccable level of cleaning is what we at Tsebo call, 'cleaning beyond the obvious'. We've deployed science to ensure hospital-level cleaning, no matter the environment, long before any of us knew what the coronavirus was. Our cleaning teams are highly trained in precise methodologies and we make use of technology and scientifically verified ingredients that are combined with the correct inert ingredients to create a synergy that ensures all-inclusive disinfection.

WHAT WE OFFER

We offer maintenance cleaning services for offices, schools, nursing homes, hotels, industrial premises, government buildings, hotels, shopping centres and hospitals, as well as once-off and periodic services that include pre-occupation cleaning, high-pressure cleaning, exterior building cleaning, preparation and restoration of floor surfaces and deep cleaning of office and factory ablutions.

Deep cleaning

Mechanical surface cleaning has been proven to substantially reduce bacterial colonies. Regular deep cleaning and periodic disinfection of high touch points provides employees with peace of mind that their work environment is safe.

COVID-19 specialised cleaning

Tsebo Cleaning and Hygiene Solutions launched an emergency cleaning service in response to the COVID-19 pandemic, which guarantees fast turnaround times on COVID-19 specific cleaning solutions. Our teams systematically clean and disinfect a facility to ensure all surfaces and critical touchpoints are disinfected with the approved chemicals and a two-step methodology. This means that door handles, light switches, keyboards, the backs and arms of chairs, plus all horizontal surfaces, like tables, countertops and desks are cleaned first, then followed by disinfection.






Electrostatic disinfection

Our specialised electrostatic disinfection and cleaning solution uses technology to deep clean and disinfect every millimetre of surface and hard-to-reach space. An electrostatic sprayer is used in conjunction with a broad-spectrum virucidal, bactericidal and fungicidal disinfectant. As the solution leaves the sprayer it is electrically charged, ensuring better adherence to all sides of surfaces and a more even distribution, resulting in better disinfection.

Pest control

The various levels of lockdown have resulted in large areas of office workspace remaining unused, and in some instances even being mothballed. When these buildings are unused for extended periods, nuisance pests such as vermin and cockroaches can quickly infest the space, carrying with them various diseases. Tsebo's registered pest control operators ensure the environmentally friendly eradication and removal of rats and mice; cleaning and disinfection after rat and mouse activity (droppings, carcasses and nests); as well as elimination, spraying, baiting and trapping for problem insects.

We offer the following solutions:

-  **Rodent bait control stations**
-  **Fly control units**
-  **Cockroach treatments**
-  **Termite and ant treatment**
-  **Value-added initiatives**

Hygiene

Tsebo Cleaning and Hygiene Solutions are seasoned professionals when it comes to delivering immediate, cost-effective solutions for a germ-free environment.

We eliminate sanitation and health threats through high-level hygiene solutions; from washroom fixtures and equipment to the certified chemicals and processes necessary to keep workspaces clean, healthy and productive.

Not all environments are created equal

We understand that not all work environments are created equal, which is why we've developed a range of solutions that can be tailored according to our clients' needs.





We offer the following solutions:

-  **Eco-friendly hand sanitisers**
-  **Advanced hand-sanitation dispensers**
-  **No-touch hand drying solutions**
-  **Washroom sanitation and dispensing solutions**
-  **Odour control solutions**
-  **Pest control solutions**
-  **Biomedical waste management**

Industrial cleaning

Industrial spaces with heavy-duty equipment and machinery are magnets for grease and grime that collect in hard to reach places. Our skilled teams arrive clad in the correct protective gear and use specialised equipment and cleaning products to tackle challenging interiors or exteriors of buildings and structures. Our staff are experts in efficiently completing high level and difficult cleans.

We offer the following solutions:

-  **Rope and high-level access**
-  **Scaffolding**
-  **Industrial vacuum cleaning**
-  **High pressure cleaning**

Typical surfaces:




- Wall and panel cleaning
- Gutter cleaning
- Plant cleaning
- Overhead beams and solar panels
- Other – warehouses, workshops, factories

Floor care




With multiple people tracking dirt into the workplace it doesn't take long before floors become unsightly and unhygienic. Tsebo employs rigorous quality management, and routine or planned scheduling processes to ensure that all floors appear spotless on the surface but also reduce the spread of dirt; improve indoor air quality; reduce safety risks and enhance image and brand experience.

We offer the following solutions:

SOFT SURFACES

-  **Carpets - wet extraction**
-  **Carpets - dry extraction**
-  **Carpets - encapsulation**

HARD SURFACES

-  **Marble cleaning & restoration**
-  **Sand stone floor cleaning**
-  **Vinyl stripping and sealing**

High-level cleaning

When it comes to cleaning high and hard-to-reach places Tsebo is aware of the specific risks involved and uses skilled and accredited teams with specialist equipment to promptly and hygienically clean high-level surfaces to enhance building aesthetics and extend the lifespan of your elevated surfaces and facades.

We offer the following solutions:**Rope access****Scaffolding****High flow system****Extension pole cleaning****Typical surfaces:**

- Windows, including window frames and sills
- Wall and glass panel washing
- Gutter cleaning
- Ceiling cleaning
- Large door frames
- Overhead beams and solar panels

Information Technology (IT) cleaning

Dust can be potentially fatal to the fine mechanisms of IT equipment. High-touch areas like computer keyboards are often the most germ infected items in your home, office or school. Tsebo uses specialised equipment to remove dust, dirt and bacteria from your computer, components, and peripherals. Cleaning the computer case maintains the good appearance of IT equipment while cleaning the ventilation slots helps to allow a steady airflow to keeps all components cool.

We offer the following solutions:**Computer screens and keyboard****Laptop computers****Head set cleaning****Copier machines****Telephones****Kitchen and canopy cleaning**

Aside from COVID-19, kitchens are potentially high-risk environments for carrying food-borne diseases such as Salmonella and Listeria. Furthermore, 70 percent of fires in commercial kitchens are caused by fat and grease build up and defective ventilation, requiring a radical approach to kitchen canopy cleaning to prevent this. Tsebo works around the schedules of busy professional kitchens to provide a flexible cleaning service that ensures compliance with occupational health and safety regulations.

We offer the following solutions:**KITCHENS****Walls, floors and other surfaces****Equipment****Dosing system for grease traps****CANOPIES AND FILTERS****Canopy and ducting cleaning****Filter cleaning****THE BENEFITS**

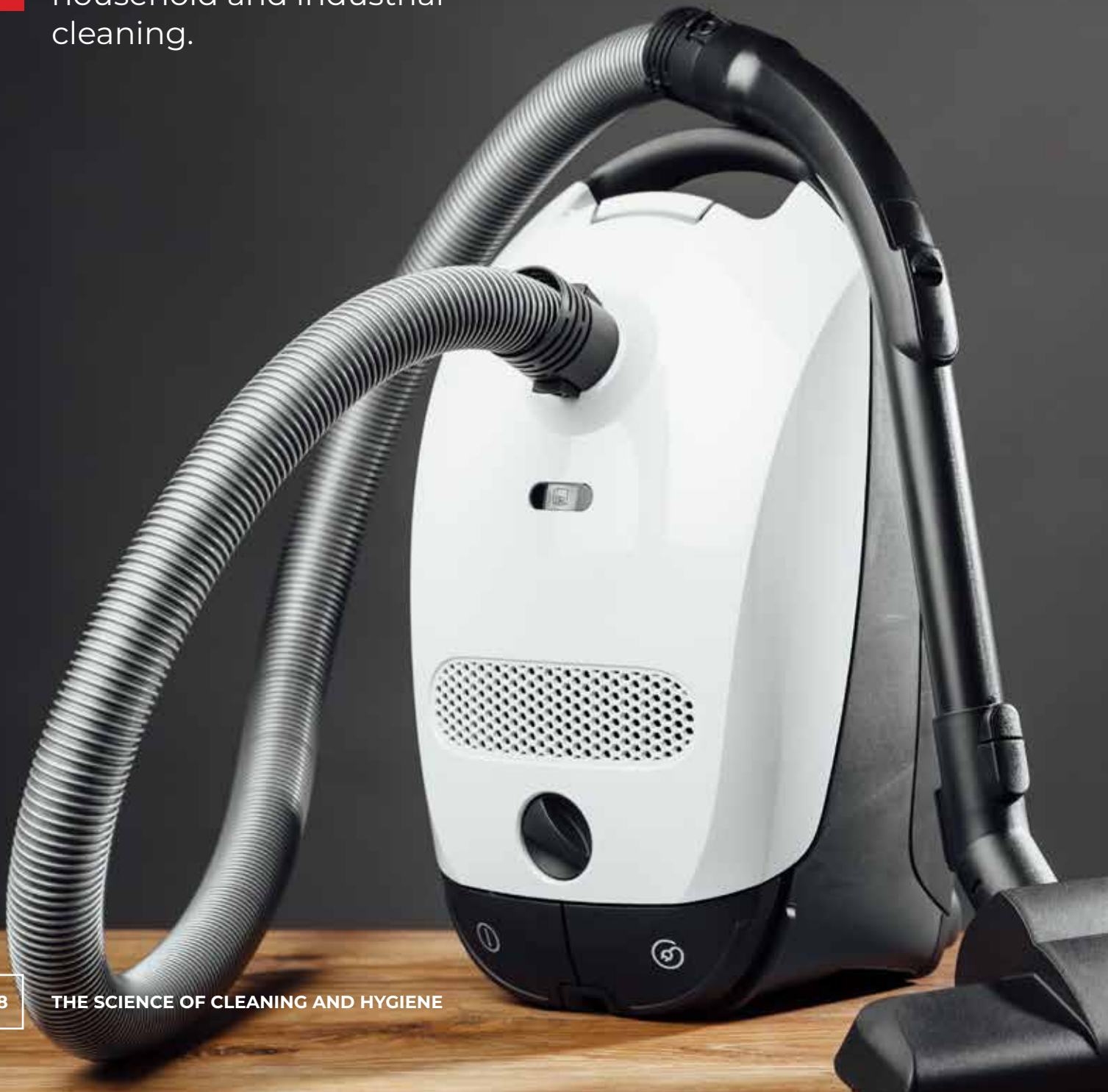
At Tsebo we are confident that our no-compromise approach to 'cleaning beyond the obvious' has numerous long-term 'beyond the obvious' benefits for our clients, from significantly reducing health and safety risks and preventing the outbreak of problem pests, such as rats and cockroaches, to reducing maintenance and downtime costs. As organisations and schools return to work, we will continue to support our clients by creating and maintaining safe work environments by employing science and 'elbow grease' in our fight against the coronavirus and other disease carrying pathogens.

THE DIRTY HISTORY OF THE VACUUM CLEANER

By Johan le Roux

As mundane a task as vacuuming might be, the invention and technological advancement of the vacuum cleaner has been of enormous benefit to household and industrial cleaning.

Vacuum-cleaning may be a boring task but it is an easy one because electrical power does all the hard suction work. The vacuum cleaner is a noisy, awkwardly-shaped contraption that performs the task of sucking up grime with precision and efficiency. It has become so commonplace that we tend to forget that this household cleaning machine has a dirty history – having evolved from crude carpet cleaners to horse-drawn carriages, to Hoover.



It all started with a broom

While archaeologists have found rudimentary examples of the broom dating back to 2,300 B.C., it wasn't perfected until 1797 when a Massachusetts farmer, Levi Dickenson, noticed his wife struggling with hers. It didn't sweep well and the bristles kept falling out, so Dickenson put together a cleaning tool made of a variety of sorghum (a tall growing grain that is stiff and strong and doesn't fall apart), which proved to be perfect for a broom. Dickenson made a few dozen more brooms, selling them to neighbours. Within three years, the farmer and his sons were making and selling hundreds of brooms across New England, and by 1850 brooms had earned sorghum a new name, 'broomcorn'.

Advancing technology

It wasn't long, however, before people began looking for a less tedious and more technologically advanced way of cleaning. In England, ambitious inventors earned patents for mechanical sweepers that cleaned streets, floors, and carpets. Their inner working was simple – a manual system of pulleys and cranks that rotated a brush or sweeping apparatus to push dirt into a receptacle. Yet these devices were not much better than a broom. In 1858, Hiram Herrick of Boston submitted what was probably the first American patent for a 'carpet sweeper' (though, it was essentially a copy of a British patent). Basically, it was a rolling broom and dustpan. Over the next two years, various inventors submitted patents that made vague improvements on this design. Few were actually produced and even fewer were sold.

In 1860 an inventor, Daniel Hess, added air-flow to his carpet sweeper. Hess's machine was still manually operated; you needed a bellows to create suction and draw in the dirt, which limited its effectiveness. This device was the first rudimentary design for what we now call a vacuum cleaner. Taking this concept a step further in 1869, Ives McGaffey used a fan to move the air and stood his machine upright. Despite his grand intentions, McGaffey's 'Whirlwind' was not a success because a hand crank made it considerably harder to use than a simple broom. The trouble for Hess and McGaffey was that moving air is only half of the solution.

By the late 19th century, new innovations made this dream possible. Gasoline, for instance, emerged as a source of fuel in 1892. In 1898, John S. Thurman created his gasoline-powered 'pneumatic carpet renovator' which was the size of a horse-drawn carriage. Various people tried to improve on Thurman's patent with limited success.

Herbert Booth, an accomplished engineer for the British Royal Navy, essentially reverse engineered Thurman's patent and came up with the Puffing Billy. Big, red, and gasoline-powered, it paraded through London's streets pulled by a horse-drawn carriage. The contraption became a common sight around town, its pipes snaking from Booth's machine into big buildings. The Puffing Billy secured high-profile jobs. According to The Atlantic, in 1902 Booth was commissioned to clean Westminster Abbey for the coronation of King Edward VII and Queen Alexandra. The royal couple were so impressed that they purchased Booth's machines for Buckingham Palace and Windsor Castle. During World War I, a fleet of Puffing Billys were employed to clean London's Crystal Palace after naval reservists came down with spotted fever. By the turn of the century, Booth's device wasn't just riding around on the streets. It was being built right into the homes of the wealthy, creating the central vacuum machine. They became very popular for people with large homes, but not for those with a regular home. That was exactly the problem. Due to expense and size, vacuum cleaners were limited to the upper crust of society. In 1907, an Ohio janitor changed that.

And then came the Hoover

It may not be correct to say that James Murray Spangler invented the vacuum cleaner, but he certainly revolutionised it. As a 60-year-old department store janitor in Canton, Ohio, Spangler cleaned the entire building each night, a task that was not only long and tedious but also took its toll on his asthma. A tinkerer and inventor, he devised his own Frankenstein contraption using a broom, a pillowcase, and an electric motor. What made Spangler's machine different was that it was upright and portable. It used a ceiling fan motor and paddle blades to create the air flow, he used a leather belt and journaled it to a rotating brush that he had gotten out of a carpet sweeper. No one was able to get a carpet that clean because they didn't have a motor driven brush.

The crude machine worked well, sucking dirt and blowing it out the back into the attached pillowcase. In financial distress, Spangler turned to one of his early satisfied customers: his cousin, Susan Hoover. Susan Hoover's husband was William Hoover, who was already a well-known leather goods manufacturer. Hoover purchased the patent from Spangler in 1908. Pouring money into marketing, research and development, and door-to-door sales, Hoover was the one who turned Spangler's invention into a business success.





A vacuum cleaner of 1910

More than a century later, everyone knows the name Hoover. The company made millions in sales and to this day, some people still refer to the action of vacuuming as 'hoovering'.

In the years since Hoover acquired Spangler's patents, there have been a few helpful improvements that have bettered the vacuum cleaning experience. The machines operate cleaner, thanks to the introduction of less porous cloth bags in the 1930s and the modern-day HEPA filters and bags. Vacuum cleaners also became smaller and more portable. They've become more stylish and have been elevated to a status symbol of cleaning devices. Then, of course, there is Roomba, that made its debut in 2002 and took vacuum cleaning into the robotics age.



WHY IS VACUUMING IMPORTANT?

The importance of vacuum cleaning, and to vacuum often embrace three key concepts: health and safety, social acceptability, and financial stability.

Health and safety

With millions of skin cells and thousands of hairs being shed each day, bacteria, allergens, dust, and pollen accumulate constantly, resulting in an ever-present need to remove them. Left alone these entities can cause considerable respiratory and health issues. There is no other form of removal as complete or effective as vacuuming. Keeping your facility vacuumed and tidy is also excellent for maintaining good mental health; not to mention the instant gratification of watching something being sucked up or a matted carpet being re-fluffed.

Social acceptability

Vacuuming is critical in maintaining a clean, inviting space to entertain, receive unexpected guests and to sustain clean living. The accumulation of dead skin cells, dirt and bacteria not only affect the smell of a facility but the furnishing in a building as well.

Financial stability

Vacuuming maintains the investment you made in your building, carpets, car, area rugs, staircases and flooring. Removing debris prevents against fibre wear, surface scratches, soils in matting and foul odours. Carpeting and flooring is one of the most expensive investments regarding a facility and is often ruined by lack of or improper maintenance and care.

FOUR RECOMMENDED TIPS FOR VACUUMING

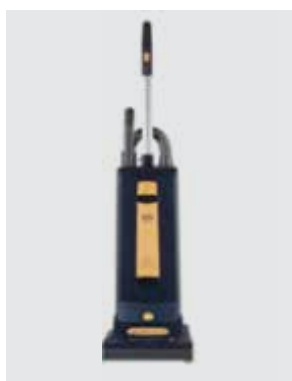
- 1. Take your time.** Moving slower is best, especially when pulling the vacuum back towards yourself. Carpets and rugs often feel great when brand new, but if vacuumed incorrectly will gradually turn 'ugly' before they wear out. Don't vacuum like you are driving a race car, instead, use a vacuum cleaner with good suction and move in slow, repetitive, and overlapping strokes. This will remove up to 85 percent of dust and allergens, while also making high-traffic patterns less noticeable.
- 2. Multiple directions,** north, south, east, and west will ensure they are cleaned to the max.
- 3. Keep your vacuum cleaner well maintained.** Clean the filters and brush, and change them and the belt regularly.
- 4. Use a high efficiency particulate air (HEPA) bag or well-sealed HEPA bagless vacuum cleaner** to ensure that what you suck in stays in. Poorly filtered or cheaply built vacuum cleaners expel particles back into the air.

Types of vacuum cleaners that Tsebo use and provide

Vacuum cleaners are available in different configurations to suit your every need and can be used on carpets well as on tiled surfaces.



Drum vacuum cleaner



Upright vacuum cleaner



Wet-and-dry vacuum cleaner



Ride-on vacuum cleaner



Industrial vacuum cleaner



Back-pack vacuum cleaner



Wide area vacuum cleaner



Robotic vacuum cleaner

HANDS UP FOR SANITISERS!

By Marietjie Swanepoel – Independent Auditor for Tsebo Cleaning



The use of hand sanitisers has become a mainstay in limiting the spread of COVID-19, but not all sanitisers are what they claim to be, with some containing toxic elements that can cause more harm than good. Take matters into your own hands by choosing accredited sanitisers.

When South Africa declared a national state of disaster on 15 March 2020 in response to the coronavirus pandemic, a wave of panic-struck consumers filled their trolleys with toilet paper, cleaning products and hand sanitisers. Hand hygiene became critical to limiting the spread of COVID-19. Where soap and water are not available, hand sanitiser is the next best thing with 'rub' or 'leave on' products primarily being used to sanitise the hands. Hand sanitising disrupts the enveloping lipid membrane of SARS-CoV-2 and the World Health Organisation (WHO) recommends that an alcohol sanitiser with a 70 percent alcohol content should be used.

The new hand-sanitising regulations implemented in March 2020 caused a spike in demand for hand sanitisers, as it became one of the most sought-after products in South Africa. Manufacturers experienced an increase in demand of up to 400 percent, resulting in an initial shortage of these 'germ-buster' products. To meet the demand, policies were temporarily amended to allow unregistered entrepreneurs, manufacturers, and alcohol distillers to shift their production to sanitisers. And then, the 'Hands up for Sanitisers' battle began. Some of the new 'experts' produced sanitisers that were either substandard (containing the active ingredients in less than the appropriate quantities) or outright toxic (using similar, but dangerous chemicals to manufacture the product). Since the industry is not properly regulated, everything goes, and dodgy, substandard, even toxic sanitisers have flooded the market. Because every trip to a shop, restaurant, work, or school starts with your hands being spritzed with sanitiser, these inferior products quickly made themselves known when people started experiencing skin allergies, irritations, hand dermatitis, cracked skin and skin disorders.

On 8 July 2020, consumer journalist Wendy Knowler wrote in Times Live that samples of 11 hand sanitisers were tested by SciCorp Laboratories. Nine of these were bought from retail stores in the Pietermaritzburg area, two were samples of sanitisers sprayed on customers' hands at mall entrances. The SANAS accredited laboratory found that two of the 11 sanitisers bought from retailers in Pietermaritzburg contained 1-propanol, a highly toxic form of alcohol. Five out of the 11 contained only 45 to 67 percent alcohol – not the 70 percent as claimed. It has become clear that in many instances hand sanitisers contain the incorrect alcohol percentages and that some of these products do not include the right type of alcohol or the correct mix of emollients.

The South African Bureau of Standards (SABS) recently issued a press release raising concerns about substandard sanitisers produced by 'unscrupulous' manufacturers who were exploiting the market, falsely claiming that their products have been registered.

What are the current recommendations for a hand sanitiser?

According to the WHO, hand sanitiser should contain at least 70 percent alcohol, however, there are many types of alcohol and only two types are acceptable in hand sanitisers. The first is ethyl alcohol – commonly known as Ethanol, the second is isopropyl alcohol – commonly called Isopropanol.

What are the harmful ingredients you should be on the lookout for?

Methanol and **1-Propanol** are not acceptable ingredients in hand sanitisers due to their toxic nature. Other toxic ingredients are acetone (propanone), methylated spirits or other spirits.

Methanol alcohol is a highly toxic and should not be rubbed on the skin as it can dehydrate the skin, causing dry skin, which can result in dermatitis to the affected region. The main problem with methanol is that it is absorbed through the skin and can result in toxic levels of this chemical in the body. When swallowed, methyl alcohol can lead to headaches, nausea, a coma, seizures, permanent blindness or even death.

1-Propanol is toxic and skin irritations and allergic reactions can occur after it came in contact with the skin. Severe symptoms, such as breathing difficulty and decreased heart rate occur in people who drink a hand sanitiser contaminated with 1-Propanol. This alcohol type also causes death when swallowed.

Raise your hand if you are concerned about sub-standard sanitisers

As previously mentioned, policies were amended to allow unregistered manufacturers to produce hand sanitisers. Companies have only been required to voluntarily comply with the national standard for alcohol-based hand sanitisers and hand rub. A year later, it is clear that there are still gaps when it comes to adequate sanitiser regulations in South Africa and urgent legislation and control are required to prevent fake sanitisers from getting out of hand and causing ill health.

Certified sanitisers

SABS approval is not compulsory, but is recommended. The certification against the SABS Approved Mark Scheme provides peace of mind for consumers that products are SABS tested and that the management and manufacturing process are regularly assessed to meet quality criteria. This process is rigorous and unfortunately, could take more than six months to complete.

The standards that are applicable for hand sanitisers for commercial use are: SANS 490:2020, which deals with 'alcohol-based hand sanitiser and hand rub' as well as the most recent version of SANS 289, which deals with the labelling and general requirements of the product, and assures consumers that a product has been verified via a high-quality standard.

About the label

According to SANS 490, the registration number and full address of the manufacturer should be printed on the label, as well as an emergency number. It should state that it is an alcohol-based hand sanitiser and hand rub. Also, the type of alcohol and percentage of alcohol should be indicated, and expiry dates and safety information should also be displayed on the label. It is evident that SANS490 should be viewed as compulsory through the lens of the Consumer Protection Act's that underwrites the right of consumers to use safe, good quality sanitisers.

Conclusion

Until the industry is properly regulated and SANS490 compliance is made compulsory, it is recommended that consumers verify the label on the container being used to sanitise their hands whether at a mall or at home. If it does not meet the recommended safety standards, wave goodbye to the no-name, substandard, toxic sanitiser, take your safety into your own hands and sanitise your hands with your personal, safe, registered 70 percent alcohol sanitiser and say "NO!" to the hand-me-downs.

NEWS FROM THE REGIONS

What we've been up to.

OUR STAR AT BLOEMFONTEIN REGIONAL OFFICE

REGION: Bloemfontein

SITE: Tsebo's Bloemfontein Regional Office

Evelyn, or 'E' as everyone calls her at the office, not only looks after our cleaning needs, but also keeps us safe from COVID-19 by making sure our touchpoints are cleaned regularly.

E is celebrating 10 years with Tsebo this year. She knows everyone's likes and dislikes and can quickly change the mood in the office with a little joke. Sometimes it's not that funny when she hides our keys when we are already late for a client meeting. Our guests are welcomed with a cup of coffee before we even ask. Laminating posters and packing the storeroom is no problem for her. Nothing is too much work, and best of all, she does it all with a smile.

We are sure that we would be able to run the region, if given the opportunity. E is part of our management team in Bloemfontein and we are very proud of her.



IMPLEMENTING THE FIRST COBOTIC VACUUM CLEANER IN SOUTH AFRICA

REGION: Inland

SITE: Mercedes-Benz Sandton

Tsebo - The market leader, once again!

On 18 December 2020, we implemented the first Cobotic vacuum cleaner in the southern hemisphere at a prestigious client's site. The Cobotic allowed us to provide eight hours of uninterrupted cleaning at Mercedes Benz Sandton, meeting and exceeding our client's expectations.

Here's what they had to say: "Being the first of its kind dealership we need to ensure that our building emanates our product and the vast array of technology within it, not only to the country but across the continent. We need to remain the best and ensure that technology is top of mind. Today I am proud that our vision has not only been achieved by us as a brand, but also by our suppliers. Thank you Tsebo for again making us first with a technology solution. Our robotic vacuum cleaner is not only the first in the country and the continent but is a great addition to our dealership and continues to wow all those who see it."

Alex Boavida, Dealer Principal, Mercedes-Benz Sandton.



MEROPA CASINO CELEBRATIONS

REGION: Inland

SITE: Meropa Casino (Sun International),
Roodepoort, Polokwane

"I just wanted to drop you a note to thank and commend Tsebo for the good quality work done here at Meropa Casino. Our bathrooms and gaming floor areas are always in good condition, adhering to the best quality of standards.

The quality of training your employees receives is quite evident in many aspects. I think all this is attributed to Tshupo Malema's management abilities to get his team to operate at this high level of client satisfaction."

Sammy Mokhele, General Manager, Meropa Casino,
Sun International



MEDICLINIC VEREENIGING CELEBRATIONS – HEROES!

REGION: Inland Healthcare

SITE: Mediclinic Vereeniging

"I really need to say, 'Well done!'"

"During this very difficult time we still managed to maintain a very high score. During the first wave of COVID-19 only one cleaner tested positive, and with the second wave we've had no positive cases so far.

This again shows that the ongoing training and the focus on environmental cleaning is safe with the correct wearing and handling of PPE. We really appreciate Tsebo's cleaners, without them we would not have come so far in managing infection control and prevention.

They are heroes!"

Coenie van Tonder, Financial Admin Manager,
Mediclinic Vereeniging



From left: Tshupo Malema, Tebogo Sekwaila and Paul Mosomane



From left: Surprise Mathala, Mapula Moloto, Tsholofelo Mafafo and Sharon Mpaketsane

IN RECOGNITION OF THE HARD WORK AND DEDICATION OF STAFF AT OUR LADY OF FATIMA SCHOOL

REGION: KZN

SITE: Our Lady of Fatima School, Durban

In December 2020, Our Lady of Fatima School generously presented each Tsebo employee with a voucher valued at R1700. This gift was in appreciation for all their hard work and dedication to the school.



Tsebo staff at Our Lady of Fatima School with client, Cathy Burgerhoff, School Business Administrator.

DEEP CLEANING AND GETTING READY FOR 2021

REGION: Western Cape

SITE: University of Stellenbosch

Every December and January when students have gone home for the holidays, our team at Stellenbosch University deep cleans all areas of the university residences, including Neelsie, the Student Centre. The rooms and dining halls are cleaned to perfection for the students return.



Harold September scrubbing the Neelsie entrance.



Jennifer Opperman deep cleaning at Goldfields



After deep cleaning the student's room and dining hall



Team at Neelsie Student Centre: Vuyelwa Gcora, Elsabe Boks, Lobabalo Julius Mgiijima, Daniel Gordon, Peggy Madera, Deborah Baily and Florian Robin (Supervisor)

MEDICLINIC AND SURROUNDING BUSINESSES APPLAUD TSEBO STAFF FOR CLEANING THE STREET

REGION: KZN

SITE: Mediclinic, Pietermaritzburg

The main street running past Mediclinic, Pietermaritzburg, was in dire states due to littering and rubbish. Our cleaning team decided to step in and assist to collect the rubbish and improve the appearance of the street. One of the businesses on the street posted on Facebook to show their appreciation for the initiative taken by Tsebo staff.



Sipho Cebekhulu and Sibonginlanhla Ngcobo from the cleaning division. Siyabonga Mtholo and Snehlanhla Ngubane from the garden division.

SPECIALISED CLEANING, INLAND

By Derick Zeelie

COVID-19 has necessitated regular specialised cleaning as a non-negotiable for keeping staff safe.





Within a short space of time, the coronavirus has changed our personal lives as well as the manner how we work. This is especially relevant when it comes to working from the office. As leaders in the cleaning sector with a thorough understanding of infection control protocols, we at Tsebo make it our priority to ensure safe working environments for all employees. Many Tsebo regional offices nationally operated at lower capacity over the 2020/2021 festive season, and in some instances, offices were closed completely.

Precautionary COVID-19 cleaning after the festive season was identified as a non-negotiable. The deep cleaning was aimed to ensure that Tsebo adheres to health and safety best practices, and to provide returning employees with the reassurance and confidence of having a safe working environment.

OUR APPROACH

- The cleaning service we provide is a precautionary procedure with the purpose of breaking the chain of infection and preventing any further spread of SARS-CoV-2.
- Our cleaning and disinfecting protocols and personal protective equipment (PPE) used are in line with the guidelines from the Centre of Disease Control (CDC) as well as the World Health Organisation (WHO).
- Cleaning staff who carry out the task are trained as per infection control methodology, and universal precaution is applied during all cleaning procedures.
- We follow a two-step process of cleaning and thereafter disinfecting, adhering to specific protocols.
- Disinfectants used on hard surfaces and hard floors, contain Sodium Hypochlorite in dosages of 1000 ppm (parts per million).
- Carpets and other upholstered finishes are sensitive to chemicals, we therefore make use of a certified broad spectrum viricidal, bactericidal, fungicidal and tuberculocidal disinfectant that is equally effective against the COVID-19 virus.
- This is applied in a fine mist by way of electrostatic spraying.
- Under normal circumstances work surfaces are covered with large numbers of disease-causing pathogens. As a result of the COVID-19 pandemic, people have become more aware of the risks presented by pathogens as well as their prevalence on shared surfaces.
- When performing COVID-19 cleaning and disinfecting tasks our teams are trained to cover all surfaces that could possibly have been contaminated by hands or aerosol droplets.
- Increased focus is applied to touch points, door handles, railings, desks, chairs, light switches, telephones, kitchens, offices, board rooms, pause areas, and sanitary areas.

THE IMPORTANCE OF HYGIENE AND SANITISATION

By Rochelle Gouws

Cleaning and hygiene is not only essential for our physical health and safety, but has a positive effect on our mental health too.

A clean and hygienic washroom is crucial to the health of an organisation as it reflects one's regard for the health and safety of visitors and employees. In this day and age, washrooms are an indispensable part of the brand experience.

Clean water and sanitation are not only about hygiene and disease, they're about dignity, too.

"Everyone, and that means ALL the people in the world, has the right to a healthy life and a life with dignity. In other words: everyone has the right to sanitation."

- Prince Willem Alexander of the Netherlands, Chair of the UN Secretary General Advisory Board on Water and Sanitation.

Basic principles and service offerings pertaining to ablation deep-cleaning services include:

- Effective preventative maintenance
- Ensuring healthy working environments
- Reduction in build-up, less bacterial growth and reduced malodour
- Use of enzyme based environmentally friendly green chemicals
- Flushing of rims, cleaning of fittings, pipe outlets and surrounding floor and wall areas of ablation units

THE 'SNEEZE EFFECT'

A study was carried out by Dr Charles Gerba on the spread of bacteria when a toilet is flushed and the term 'sneeze effect' was coined.

The study showed that bacteria particles can be projected up to eight feet away after flushing and are disbursed on surfaces, on the person and through water particles that can stay airborne for up to an hour.

The airborne mist that sprays out, we must also consider that toilet seats are contaminated by not only the water from the bowl after use, but also some residue that may have been left behind by the previous user.

