



THE SCIENCE OF CLEANING & HYGIENE

SPRING | SEPTEMBER 2021



Spring

PUTTING PASSION AND HEART INTO CLEANING



TSEBO
50 YEARS
BUILDING A LEGACY,
INSPIRING THE FUTURE

Kubashnie Naidoo, Sales Director: Tsebo Cleaning and Hygiene Solutions believes that by taking time to understand the heartbeat of a client's business, Tsebo maximises its ability to offer best fit cleaning and hygiene solutions that delivers service excellence through innovation, efficiency, and cost savings in a competitive environment.

Having started her career in finance before moving into various roles in operations, sales, and finance in the Soft Services management space, Kubashnie's professional career has put her in good stead for her current role as sales director. The position requires agility and the ability to work directly with a variety of people from cleaning staff to HR, marketing, and management teams.

"It's been an amazing four years at Tsebo and I think the business has such a great entrepreneurial spirit, you feel like it's your business, and as a result you want it to be the best," says Naidoo. However, work experience aside, what sets her apart as being well suited to the position is having, what Naidoo herself refers to as, a 'Tsebo heart'.

QUARTERLY NEWS
TSEBO CLEANING SOLUTIONS
www.tsebo.com

TSEBO

"I believe that the competitive advantage we have as a company is having what I often refer to as a 'Tsebo heart'. I can tell you from first-hand experience that it is a passion and hunger for excellence and exceeding our clients' expectations. It is about pulling out all the stops to resolve a customer's query and about really, really wanting to be the best and never cutting corners. I put my hand on my heart, and say 'you see, we have a Tsebo heart'."

The result is a professional, highly trained team with a passion for precision cleaning and attention to detail as well as an innate understanding of the Science of Cleaning through the application of the correct cleaning products and methodologies for different surfaces and environments. All of which are essential in a world where cleaning and hygiene have moved from being just a necessity service to a direct contributor to health and safety risk management on site as we continue to battle the COVID-19 pandemic.

"It's been predicted that even after COVID-19, the world will continue to experience different biological threats, which places cleaning and hygiene at the forefront, so we need to be able to adapt and react quickly. We were able to do this successfully at the start of the pandemic because of our well rooted healthcare cleaning experience to quickly mobilise and offer our clients COVID-19 specialised cleaning and hygiene solutions. Compliance was a critical health and safety requirement – businesses need to ensure that the right chemicals and processes are being followed to achieve maximum safety for their employees. At Tsebo we align with best practice protocols from the World Health Organisation, the National Institute for Communicable Diseases and the South African Department of Health," says Naidoo

She is quick to point out, however, that although Tsebo guarantees "hospital-level cleaning, no matter the environment", it also structures its solutions segmentally to offer specialised cleaning across different industries such as healthcare, education, commercial, retail and industrial.

"The requirements for cleaning vary significantly across industries. The first thing we do is to assess the risks and needs of a particular environment. If you are cleaning a hotel, for example, the risk is that you are cleaning rooms that are being occupied by a number of different people. You also must consider the hotel's standards. As a cleaner in a hotel you are responsible for upholding these standards in your cleaning routine down to the finest detail."

"Hospitals, on the other hand, have completely different requirements because you have ICUs and critical care environments that require high-risk cleaning to avoid cross contamination and operating theatres that need quick turnaround times between procedures. The cleaning regime must work like clockwork, so the cleaning team needs to know what products and methodologies to use on the right surfaces at the right time without putting themselves or the patients at risk.

"Again, it comes back to the Tsebo heart and caring enough to understand the heartbeat of our clients' businesses," says Naidoo. In this regard, training plays an important part in ensuring that the cleaning team never deviates or compromises on the strictest cleaning protocols while at the same time bringing in the friendliness and respect required to create a great overall customer experience for our clients.

"I always say integrity is what you do when no one is watching and it's part of our business to drive that through training and communication with our teams on the ground. I can meticulously document the process of how chemicals interact and disinfect, but if the person doing the cleaning isn't following the methodology it's pointless, so training and assessment is ongoing to reinforce our purpose of adding true value to our clients beyond the obvious." This integrity filters through to Tsebo's commitment to transformation and ethical business practice in Africa with SMME and supplier development forming a significant part of this.

“We believe in empowering small companies responsibly by partnering with them and progressively transferring our skills and expertise to them as well as by sharing our competitive advantage. This gives emerging small companies a springboard for ensuring that they meet the demands of large commercial contracts successfully,” says Naidoo.

Another important driver for Tsebo Cleaning Solutions is its commitment to innovation, which can take the form of anything from robotic vacuums and i-mops to apps and barcoded checklists. “Continuous improvement is so important to us, it’s something we regularly reflect on. Technology helps us to build the right structures and put the right processes in place to inspire client confidence in the work we do for them. Tailored apps can be used to track and measure operational support and quality. Our plans include linking Tsebo’s National Operating Centre to monitor the cleaning process and offer clients real-time tracking and reporting in addition to monthly integrated reports.

“Businesses are now faced with many challenges. There’s minimal stability and change is survival. Because cleaning and hygiene has become an essential service on site, we must be able to respond quickly to our clients’ changing needs and be available 24/7 for emergencies. We know the importance of responding quickly, especially in the unfortunate case of a possible COVID-19 infection on site. Our aim is to act fast, not only to reduce the risk of spread of the disease but also to reduce downtime for our clients. You can’t be flexible if you don’t understand their business and expectations.”

With 50 years of experience behind its name, Tsebo has mastered its passion for service excellence and can respond to its clients’ needs in uncertain times by doing more with less, through smart rostering reducing waste through smart rostering, and controlling costs without compromising quality. All of which, Naidoo believes, forms part of having ‘Tsebo heart’.



Kubashnie Naidoo
Sales Director for Tsebo Cleaning
and Hygiene Solutions

A BREATH OF FRESH AIR

Marietje Swanepoel: *Hygiene, Cleaning and Healthcare Specialist*

Over the last few years workplace wellness has become a key goal for many corporates. Architects have also shifted their focus to creating healthy, comfortable, and productive indoor environments with the aim of improving employees' mental and physical health.

Human beings take in around 16 breaths of air per minute. This accumulates to approximately 23 000 breaths in 24 hours! According to the American Lung Association a human consumes approximately 7 570 litres of air daily.

Fresh air is vital to one's overall health and has been proven to help increase serotonin levels in our blood. Serotonin is also known as a 'feel good hormone'. Additionally, fresh air helps with effective digestion of food, improves blood pressure and heart rate, strengthens the immune system, and reduces obesity. Healthier employees are happier employees, which in turn, amounts to fewer sick leave days.

Feeling sluggish?

According to the US Environmental Protection Agency (EPA), the air inside buildings can be five times more polluted than the air outside. Employees spend the bulk of their time indoors, therefore the quality of air in air-conditioned buildings is critical to human respiratory health. Indoor air has become more polluted over the last few decades, which has resulted in employee fatigue.

Efforts to save energy have resulted in tight sealed buildings with increased usage of air conditioners and poor ventilation. The result is low oxygen levels with ordinary contaminants accumulating inside.

Decades ago, a window left open helped reduce the build-up of contaminants. The World Health Organization (WHO) has noted that globally up to 30 percent of new and remodeled buildings subject their occupants to health hazards related to poor indoor air quality (IAQ). Indoor air pollution is consistently ranked as one of the top five environmental risks to public health in the world.

It must be in the air

One of the most typical indicators of poor air quality is “Sick Building Syndrome” (SBS). Poor indoor air quality is the cause of numerous respiratory ailments including asthma, respiratory inflammation, decreased lung function, and even cancer. The more time employees spend in these buildings, the more severe the symptoms tend to get. However, the symptoms improve over time, or even disappear, when employees spend time away from the building. SBS causes are usually linked to flaws in the heating, ventilation, and air conditioning (HVAC) systems.

The main culprits

The most common indoor air pollutants include both chemical and biological contaminants. The main source of chemical contaminants such as volatile organic compounds (VOCs) is formaldehyde from adhesives, upholstery, carpeting, copy machines, pesticides, and cleaning agents. Indoor respirable solid particles such as dust, varying widely in size, originate from copy machines. Also, soot from motor vehicle exhausts enters through air intake vents, windows, and doors.

Biological contaminants include pollen, bacteria, viruses, fungus, and mold. These contaminants can breed in stagnant water that has accumulated in humidifiers, poorly maintained air conditioning equipment, drainpipes or in areas with a damp problem. Insect and bird droppings can also be a source of biological contamination.

Building regulations and ventilation shouldn't be 'hot air'

Outdoor air can enter and leave a building through infiltration as well as natural and mechanical ventilation systems. The air exchange rate is defined as the rate at which outdoor air replaces indoor air. Where there is little infiltration, natural or mechanical ventilation, the air exchange rate is too low and could increase pollutant levels.

South African National Standards (SANS 10400-2011:O) relating to South African national building regulations, natural or mechanical, specify the minimum outside air requirements and relative pressure relationship for various areas in buildings. For example, extract ventilation is required in the kitchen and toilets where odours and fumes are produced. Sections of a hospital where infection control is important require higher amounts of outside air at a positive relative pressure. These standards are in conjunction with international ones set by reputable institutions such as the WHO, US EPA and The American Society of Heating, Refrigeration and Air-conditioning Engineers (ASHRAE). Just recently, ASHRAE recommended a standard ventilation increase of 15 to 20 cfm/person for office areas. This equals about 10 litres of fresh air per person every second! In case you're wondering, these new recommendations are in line with South African standards.

Today's 'green' designers also tend to focus more on natural ventilation systems where adjustable windows, fresh air ducts and ventilation grills are being used to draw in fresh air and allow old stale air to exit with ease.

How filtration works

Filtration is a sticky wicket, but it's all about the airborne particle sizes and the filtration percentage thereof. Airborne particles are measured in microns. A micron is a millionth of one metre. Viruses measure between 0.1 and 0.3 microns; tobacco smoke, metallic oxide fumes and bacteria measure between 0.3 and 1 micron, while pollen and mold spores can measure up to 10 microns.

High Efficiency Particulate Air (HEPA) and Ultra Low Particulate Air (ULPA) filters are installed in cleanrooms, pharmaceutical and healthcare facilities, as well as in airplanes. The Centre for Disease Control and Prevention (CDC) recommended the use of these filters during the COVID-19 pandemic since HEPA filters remove at least 99.97 percent of airborne particles that are 0.3 micron in size. ULPA filters remove 99.9995 percent of airborne particles that are 0.1 micron in size. These filters, however, are rarely installed outside of specialised applications and not all filtration systems on air conditioners are for solemnly ridding the air of irritants and pathogens. Any of these filters' main purpose is to protect the mechanical parts of the HVAC system from coarse dust.

Offices and hospital wards have less specialised filtration. Filters carrying Minimum Efficiency Reporting Value (MERV) ratings ranging from 1 (lowest) to 16 (highest) are used. A MERV14-16 filter can remove at least 75 percent of all airborne particles larger than 0.3 microns from the air but are not routinely installed in offices. Instead, MERV1-4 filters are commonly used. These filters are all less than 20 percent efficient in catching particles smaller than 10 microns. This means that most allergens like dust, spores and pollen still make their way into the indoor air. Particles, in the smaller size ranges, such as viruses, bacteria and aerosols may not get filtered out at all.

Why so stuffy?

There is nothing as unpleasant as walking into a room with musty, dusty, stale, and stuffy air. This should be a real cause for concern as it usually points to a build-up of contaminants and humidity and signals the absence of fresh air

Appoint an IAQ representative as part of your business' Occupational Health and Safety (OHS) committee to evaluate and monitor your building's IAQ. IAQ is a shared responsibility between building management and occupants. Information relating to the four basic factors influencing IAQ – the occupants, the HVAC system, possible pollution pathways or possible contaminant sources – should be gathered. Consult experienced heating, ventilation and air conditioning professionals when considering changes to HVAC systems and equipment.

IAQ survey

Inspect and study the type of HVAC system installed in the building. Check that the maintenance plan is up to date and that filters are regularly cleaned and replaced. Check the ratio of fresh versus recirculated air, and the control thereof. To ensure adequate ventilation, an expert can be consulted to measure the carbon dioxide (CO²) concentrations during the day.

Apply control measurements by removing sources of contamination. Ensure that no harmful chemicals and substances are being used on site. Cleaning also plays an important role in controlling dust and dirt in any environment, and your committee should ensure that the highest standards are maintained to prevent contaminants from spreading. Replace water-stained ceilings, tiles, and carpets. Use paints, solvents, adhesives, and pesticides in well ventilated areas and only use, preferably, during periods of non-occupancy. Vent contaminant source emissions to the outside by installing larger network printers in well ventilated areas with a direct exhaust to the outdoor air. Prevent contaminants from entering the building by adequate filtration of inlet or circulated air.

Controlling temperature and humidity are also considered important elements of IAQ as fluctuations in temperature and humidity can cause condensation, and lead to the growth of mold.

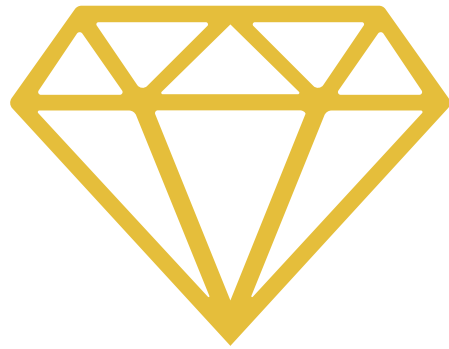
Let employees walk on air

Want your employees to think, focus and concentrate better? Remember that 20 percent of the oxygen we breathe in is used by our brains. Providing good quality air to employees will not only improve their clarity of mind but will promote optimal brain function as well.

At the next Wellness Day, let the focus be on environmental support and brainstorming ways to invest in good air quality!

Technical data has been verified by Mechanical Engineer Gardiol Grove. Grove and More Consulting Engineers specialises in HVAC systems.

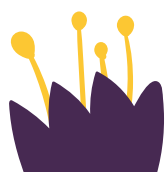
Contact Details: Gardiol@gmconsult.co.za



Tsebo Solutions Group is once again a proud winner at the 2021 PMR.Africa Awards with an overall total of eight awards.

This includes Tsebo Cleaning and Hygiene Solutions bagging five Diamond Arrow awards for the Education, Healthcare, Commercial, Retail and Entertainment sectors, two Golden Arrow Awards for the Industrial and Hospitality sectors, and the overall highest industry rating for its sector, as voted for by its clients. With Tsebo Facilities Solutions, another subsidiary of the Tsebo Solutions Group, taking home a Diamond Arrow and the highest industry retain among its competitors - 4.25 out of 5.

The #PMRafrica Awards are the culmination of a research process in which companies and institutions are rated based on respondents' perceptions with a strong focus on evaluating and measuring customer service and customer satisfaction. The Diamond Arrow Award has long been considered a benchmark for companies delivering outstanding service in the industries they serve.



WHY TECHNOLOGY-DRIVEN DEVICES ARE GETTING MORE POPULAR IN THE CLEANING INDUSTRY

Johan le Roux: *Specialised Cleaning Technical Manager*

Cleaning has always been considered a manual process. Fortunately, a wide variety of machines, equipment, consumables, and chemicals that reduce the time spent on cleaning, and ensure better results, are now available. These are auto scrubbers, mopping equipment, scrubbing machines, new cloths, and a wide range of chemicals, including the bio-based types. Traditionally, this model has always been dependent on human involvement.



As is the case with most areas of our modern world, technology also infiltrated the cleaning sector. The result has been high-tech methods involving digital systems, sensors and robots entering the cleaning world. These breakthroughs are all aimed at speeding up the cleaning process, optimising chemical consumption and using the workforce more productively. It also gives the client accurate insights into cleaning activities on a site.

The take-on costs for these new cleaning technologies are much higher than normal, but the proven benefits far supersede the initial costs. The arrival of the global pandemic also helped change some industry mindsets, which in turn made clients look differently at innovative solutions. Some of these technologies are already being used in airports, schools, health care facilities, retail facilities, manufacturing, railways, and hospitality.

These managing systems are mostly focused on productivity and ensuring customer satisfaction. Managing staff and their productivity has always been a huge challenge. By using some of these Artificial Intelligence (AI) driven applications, time and consumable spending can be better controlled. The biggest benefit is that feedback is in real time, meaning that site managers, facility managers and supervisors know exactly where, on the floor, their teams are working, areas that have been cleaned and work that is still outstanding.

One of the latest cleaning developments in AI is the use of auto scrubbers. These machines literally communicate with the control centre all the time. Not only is the information sent to the control centre, but site management can simply log onto an application on their phone and view all information available on a specific piece of equipment. ICE Robotics is one of the leading manufacturers currently supplying a range of vacuum cleaners, auto scrubbers and sweepers to the South African market. These machines are designed to operate alongside human beings.

What makes these machines different from other auto scrubbers?

- They use a unique rental option that is new to the South African market. If a machine cannot be repaired within the agreed time, the unit will be exchanged until the other is repaired. This ensures no downtime on a site.
- They offer a complete fleet management service. This allows clients to know exactly where the machines are. If already dedicated to a specific site, equipment cannot be moved from one site to another. Furthermore, it can be programmed to only work in a specific area. If moved to another location, the machine will automatically send messages to the control centre and site management.

Productivity and efficiency

- The machines give continuous feedback to the control centre, meaning that there are always insights on its location, how long it has been charging, who the operator is, how many square metres it cleaned, the available battery life, and time spent not cleaning. All this monitoring can be done from the comfort of a phone application. There is also the option of sharing customised reports with clients at any given time.
- The machines are programmed to specific areas, and there is readily available information on how many square metres it can clean during a single charge cycle. This makes it easy to track and manage productivity.

As part of Tsebo's cleaning services mission to keep up with the latest technology, the company recently introduced a number of these machines on some of the company's cleaning sites.

GOOD NEWS!



Thambiran Murugan: *Divisional Manager*

In June 2021, Tsebo received news of being awarded the Liberty Two Degrees (L2D) contract for cleaning and hygiene services. Eastgate Shopping Centre, the 171 Katherine Street Office Building, Sandton Shopping Centre, and Atrium on 5th, are some of the new sites Tsebo Cleaning Solutions has been tasked with cleaning. Our services include general cleaning, specialised cleaning, hygiene, and pest control.





1 August 2021: The day we had all been eagerly awaiting finally arrived!

Our teams immediately implemented our national mobilisation plan and set out to complete site-specific due diligences, including procuring the best and most innovative equipment as well as the preferred green chemicals. To ensure streamlined communication and proper planning, the team formed weekly internal and client update sessions to mitigate risks, highlight best practices and to begin building and nurturing client relationships.

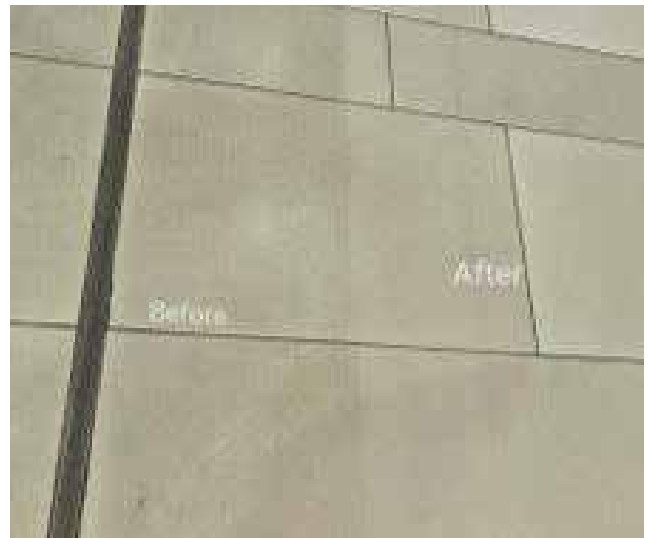
In the background, the training department had its hands full drawing up best cleaning practices and efficiencies, while our HR department commenced with the recruitment and selection process of more than 350 staff members. Staff training kicked off the week before startup to ensure that staff acted in accordance with Tsebo standards and cleaning methodologies before the commencement date of 1 August 2021.



The IT department procured all IT related equipment for all sites, while the equipment suppliers started procuring all the necessary equipment. Not even COVID-19, nor the recent politically motivated riots, deterred the Tsebo team from ensuring that all deadlines and client expectations were met and exceeded.

The training teams, along with the equipment suppliers, were based on sites at least one week prior to the start date. They made provisions to still be stationed at the sites four weeks after the start date to mentor and monitor staff as well as offer on-the-job refresher training including equipment usage and maintenance skills, job cards, customer centricity, inductions and health and safety training.

Mobilisation, with our latest state of the art equipment, commenced on 29 July. The teams had been trained on Tsebo methodology, coupled with site-specific job cards based on best practice and efficiencies, and were ready for deployment. Tsebo support teams were present at all sites from 29 July dispatching the new trendy uniforms, as well as receiving, labelling, marking, and assembling the equipment for the go-live date of 1 August.



1 August 2021: A thrilling rush!

Even though it seemed as though the mobilisation plans had just commenced a week prior, it had been seven full weeks of hard work behind the scenes! Our trained staff were neatly dressed in their trendy new uniforms, job cards were ready, equipment was set up and ready for deployment, chemicals had been diluted, senior management and support teams were on site to aid the newly acquired teams.

We went live at 6 o'clock on a month-end Sunday! Shoppers merrily went about their shopping in large numbers, while the Tsebo team managed all cleaning aspects without any reported glitches. The new client welcomed the Tsebo team with open arms. The shopping centre tenants noticed the new uniforms, and new regime of working, but found the transition seamless. It seems we were on the right track for this huge mobilisation!

Once the shopper foot count had decreased, the afternoon and night shift staff commenced with their deep cleaning regimes using the brand-new equipment, eager to test it and assess the before-and-after results.



NEXT ON THE AGENDA

- Floor restoration tops our priorities list. Chemical build-up needs to be removed, and floors restored to their original shine. A demonstration showcasing the restoration of marble, and the beauty of the natural stone floor, has been arranged.
- Job cards will be revised and realigned to practical business requirements.
- Building a mindset that understands and embraces the Tsebo brand of quality, efficiency, and service excellence in every employee, supervisor, and manager.
- On-the-job training from Tsebo management and trainers to re-enforce new methodology and create a Tsebo cleaning culture.
- Detailed cleaning of ablutions, corners and lift tracks. Tsebo doesn't only pay close attention to the obvious and highly visible features of a building.
- Deep cleaning of escalators. This is highly specialised and due consideration must be given to prevent damage.



MANAGING THE TALENT PIPELINE

Cindi du Preez: National Training Manager

Supervisors have a direct impact on employees' performance. They can either be instrumental in improving results and developing future leaders or detracting from employees' effectiveness.

The potential negative impact of poor supervision can be severely disabling to a company. Not only can it lead to poor morale, low levels of employee engagement and high staff turnover, but it can also lead to reduced customer satisfaction and loss of business. From a financial viewpoint, it can result in low productivity, decreased revenue and profitability – not forgetting the hidden costs of lost opportunities, training, recruitment, and selection. The development of supervisors should always be aimed at enabling them to carry out duties effectively and efficiently without being prompted by a line manager. To attain this, it is crucial that supervisors understand their role, the outcomes that need to be achieved and that they are suitably equipped to perform at their best. It includes sharing technical knowledge that will grow their subject matter expertise, but also requires essential skills to work with people and achieve through people.

One of the challenges supervisors often face when promoted is the change in relationship with their co-workers, and a subsequent sense of isolation. Many managers will also confirm that the best worker does not necessarily make the best supervisor. It requires a shifting of gears and a new set of skills. Without these, they could find themselves swimming in deep waters. Most of these skills are seldom picked up intuitively without any formal training.



Janine Tuck: Operational Director, welcomed and challenged the candidates to commit 100% and confirmed our support. Vusani Ntini: HR Director, and Peter Dalzell joined via teams with words of welcome



Kubashnie Naidoo: Regional Director, had all on board with her motivational talk on 'The Heart of Tsebo'.



One of the top skills a supervisor needs is communicating effectively. This includes listening to employees and clients while posing the right questions to fully understand the issues and problems, communication goals and expectations, as well as giving proper feedback and instructions to clients and employees, handling conflict, coaching employees, and conducting effective and inclusive one-on-one team meetings. All these responsibilities require proper communication skills.

Tsebo Cleaning Solutions has identified the development of its supervisors as a critical focal point. Not only do we value the wellbeing of our employees, but we also recognise that our supervisors play a critical role in the company attaining its business goals.

At the beginning of April 2021, we launched our Supervisory Development Programme (SDP) for existing supervisors and potential supervisors, nationally. The programme is aligned to unit standards, but also customised to the cleaning industry to ensure its relevance. The programme is attended by 49 employees – 35 existing supervisors and 14 potential supervisors. To teach in digestible chunks and allow for the effective application of skills, the programme will run over a year.

We recognise that the development of our supervisors needs to take place in a supportive atmosphere and environment. The launch was supported and attended by HR Director: Vusani Ntini, Operations Director: Janine Tuck, Tsebo Group National Training Manager: Peter Dalzell, and members of the senior management team.



Inland SDP launch



Cape Town SDP launch



The KZN SDP launch



The Bloemfontein SDP candidates and facilitator



Training is facilitated by (from left to right): Mathapelo Makoro (Inland), Annmarie Zeelie (Inland), Khethiwe Minange (KZN), Siza Khumalo (KZN), Nomawabu Steleki (Cape) and Susan Moffat (Bloemfontein), who has since resigned, and a new appointment will be made.



DON'T LET BUGS SPOIL SPRING!

Rochelle Gouws: *National Hygiene and Pest Control Sales Manager*

As the weather starts warming up in spring, seasonal pests will start emerging from their winter hibernation to enjoy all the good things offered by the new season. Often unwanted and a nuisance to humans, make sure to notice any signs of infestation.



Here are some common pests to expect in spring, and the potential damage they can cause if their populations are left to grow out of control:

- **Mosquitoes:** eggs begin to hatch in spring and reach their adult stage in less than two weeks.
- **Ants:** emerge from their nests during spring and are often drawn to homes and any area where food is available, in search of their next meal.
- **Fleas:** they start hatching in early spring.
- **Flies:** this pest needs moist and warm conditions for their larvae to thrive, making spring the perfect time to breed.

There are no eradication methods, but by implementing preventative solutions, we the specialists can assist clients in controlling their unwanted guests. The Tsebo pest control division has developed an online platform that allows the client to track day-to-day activities and trend reports.

Don't let bugs spoil the best time of the year. To put preventative measures in place, contact us today.

Live electronic servicing

- QR codes specific to each bait station
- Linked to our pest control service report
- Easily track activity and any comments related to bait stations
- Activity levels are recorded and populated on the online dashboard



Our convenient online dashboard gives clients 24-hour access at the click of a button.



NEWS FROM THE REGIONS

Celebrating Sasol Youth Day!

Inland: Sasol Secunda

Through our passion to collaborate with non-profit organisations, YEYA Foundation reached out to Tsebo Secunda to partake in their Youth Day celebrations. YEYA is a community-based foundation aimed at promoting entertainment, fun, sports, arts, and culture in the Secunda area.

The organisation believes that sports and recreational activities, besides having overall health benefits for the community, are also instrumental in the following:

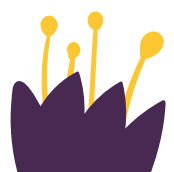
- Combating drug abuse
- Combating anti-social behaviour
- Contributing towards skills development
- Uniting the community

YEYA's vision is to transform the socioeconomic circumstances of the most deprived youth in the townships. Their research has shown that there is a lack of development in the community, and that ample opportunities exist for them to make a difference in this regard.

Tsebo was proud to donate lunch packs on the day. A team of cleaners and managers were present to fly the Tsebo flag high, as well as join in the festivities with the youth and YEYA members.



Amelia Rantia and children from the local community





Emma Nkosi, Linda Nkosi, Nonhlanhla Mahlangu, Paulina Ntsala, Veronica Dhlamini, and Amelia Rantia



Nonhlanhla Mahlangu and children from the local community



Nonhlanhla Mahlangu and Paulina Ntsala



HONOURING THE STAFF MEMBER WHO WALKED FROM HER HOME TO WORK DURING THE UNRESTS IN KWAZULU-NATAL

KwaZulu-Natal: Ahmed al Kadi Private Hospital

During the week-long unrests in KZN, a dedicated staff member walked 25 kilometres from her home to work.

A porter at the site, she also assisted with cleaning duties during that week. In an article published in the local newspaper, the hospital management praised her dedication, loyalty, and passion for patient care.



Glenrose Simanane receiving recognition for her loyalty and passion.

CLIENT ACKNOWLEDGES AND CELEBRATES TSEBO STAFF MEMBERS' SELFLESS DEDICATION

KwaZulu-Natal: Netcare St Anne's Hospital

During the KZN unrests, many of our staff members sacrificed their homes and families and stayed on the hospital premises to ensure that patients continued to enjoy clean facilities.

As a token of appreciation, Netcare St Anne's Hospital management gave Tsebo staff vouchers and certificates for their dedicated service during that week of unrest.



The cleaning team with the client, Louis Joubert (General Manager: St Anne's Hospital)

ENVIRONMENTAL IMPROVEMENT

KwaZulu-Natal: Florida Road, Durban

In July this year, a team from Tsebo Solutions Group's landscaping division in KZN, together with the Florida Road Urban Improvement team, undertook several upliftment projects down the length of Florida Road.

For two weeks, the two teams painted the old bus terminals in a brilliant shade of blue, wooden fences received new coats of sparkling white, and post boxes returned to their original vibrant reds – adding splashes of colour down Florida Road. While painting is not one of Tsebo's core functions, this was carried out with guidance from the Urban Improvement team.

Residents and shop owners stopped to compliment the work done, and many were very excited to see old kerb stones being repaired and painted. The team also cleaned out litter and leaves from storm drains and added pebbles around tree bowls to help with the flow of water during the upcoming rainy season.

This project came at a time when many KZN residents were desperately searching for positives to hold on to following the week-long unrests. The Tsebo landscaping division was grateful to be able to bring some joy to the residents of Florida Road.



Team members of the landscaping division of Tsebo Solutions Group hard at work to bring joy!



Enthusiastic landscaping division members packing pebbles and painting fences in Florida Road, Durban

A WARM TSEBO WELCOME TO OUR NEW TEAM MEMBERS!

Western Cape: Netcare Kuilsriver Hospital and Netcare Christiaan Barnard Memorial Hospital

Tsebo Management would like to welcome all new Operations team employees to the Tsebo family.

Bradley Swarts recently joined the Western Cape team as Area Manager. Selvie Subbiah is the new Contract Manager at Netcare Kuilsriver Hospital. Collette van Rensburg joined the Netcare Christiaan Barnard Memorial Hospital team as Assistant Contract Manager.



Selvie Subbiah: Contract Manager, Netcare Kuilsriver Hospital



Collette van Rensburg: Assistant Contract Manager, Christiaan Barnard Memorial Hospital

Western Cape: Liberty Promenade

We also would like to welcome Phillip Booyesen back from his three-month sabbatical. He is now Contract Manager at the Liberty Promenade. Faith Louw and Rhona Rezan also recently joined the Operations team at the Liberty Promenade.



Faith Louw (Supervisor), Bradley Swarts (Area Manager), Rhona Rezan (Supervisor) and Phillip Booyesen (CM) of the Liberty Promenade

FAREWELL

Western Cape: Netcare Kuilsriver Hospital

Adeline Watt joined the company as Contract Manager at Netcare Kuilsriver Hospital on 1 December 2017.

A great asset to the company, she was loved and respected by both staff and clients. Her friendly demeanour and famous saying, "Môre my Roos!" will surely be missed.

Enjoy your retirement, Adeline. Lots of love from the Tsebo family!



Adeline Watt (left) and Matron Charmaine Stephanus (Netcare Kuilsriver Hospital)



Muhzaid Wilsnach

WELCOME, AGAIN!

Western Cape: Western Cape Head Office

Muhzaid Wilsnach started out at Tsebo as Operations Manager, and later became the HR Business Partner for the Western and Eastern Cape.

We were all sad to see him leave the company after seven years of hard work. But as it turned out, Muhzaid missed the Tsebo culture so much that he returned after just two weeks. He joined the Western Cape team as HR Manager.

Welcome back Muhzaid!

