# CLEANING & HYGIENE

SUMMER | DECEMBER 2021



#### TSEBO LANDSCAPING OFFERS FUTURE-READY SOLUTIONS

Graeme Nothard: Divisional Manager: Tsebo Landscaping

Tsebo Landscaping currently operates from KwaZulu-Natal (KZN) with plans to soon expand nationally. We currently offer our clients a range of landscaping and horticultural services, with a special focus on new landscape designs and corporate maintenance solutions. The division is headed up by Graeme Nothard, a qualified horticulturist with 20 years' experience in the green industry. Graeme recently joined the KZN team from Johannesburg.

QUARTERLY NEWS
TSEBO CLEANING SOLUTIONS
www.tsebo.com







#### Trends talk

With COVID-19 restrictions eased, most businesses are starting to welcome back their staff in large numbers. Our decision to ease into the 'new normal' was encouraged by numerous requests from eager clients who are keen to invest in their outdoor spaces. We plan to create tranquil gardens, and green areas for our employees to take much needed breaks from their rigorous workdays. The calming effect of plants is not only limited to the outdoors. Our range of indoor plants and our stylish pots have helped introduce the garden into the workspace.

There are several pertinent topics currently trending in South Africa's world of landscaping. At the forefront is the issue of water and its long-term availability. Water is without a doubt a valuable commodity. We believe that it is imperative for our designs and maintenance principles to focus mostly on using indigenous, water-wise plants that are best suited to our conditions. South Africa is fortunate to have many diverse plant species that can be adapted into a wide range of design ideas. A diverse plant selection accompanied by other garden materials can create its own mini ecosystem.

Water savings can be maintained through collecting rainwater in harvesting tanks, which can later be used for irrigation. Stormwater and run-off can be slowed down or diverted onto lawns and garden beds. Adding shredded organic mulch on top of the soil can also assist in reducing loss of water through evaporation and helps build and protect the microbes in the soil.

#### The future and beyond

One of our key focus areas for future landscaping projects is to ensure that we are creating sustainable gardens and regenerative landscapes that fuse the needs of society with those of the natural environment. The goal being the creation of incredible green spaces that not only focus on aesthetics but protect the natural environment as well. Globally, we have observed a shift in how landscapers are deliberating about urban landscaping.

There is a growing movement encouraging us to think 'edible' where our green spaces are concerned. We have seen traditional garden beds converted into large vegetable and herb gardens that supply the office kitchens and canteens with fresh produce. Garden waste and kitchen waste are then converted back into compost to be used on site. As part of our drive for sustainability, we are on a mission to reduce our chemical usage in favour of organically certified fertilisers and pest control products. These practices will ensure that we are creating ideal conditions in our gardens to welcome the many pollinators – birds, bees, butterflies, and moths – that are essential for healthy, flourishing gardens.

At Tsebo Landscaping, we understand that there is no quick fix to the many environmental issues that currently plague the world. However, we believe that by educating our staff and clients, plus promoting and encouraging these principles, we can go a long way in making a difference in our communities and workplaces. As we strive for a cleaner and greener South Africa, our clients can expect passionate service and advice from us.

# WHY STEAM CLEANING HAS BECOME POPULAR AGAIN

Johan le Roux: Specialised Cleaning Technical Manager

Though steam cleaning is no recent technology, the onset of the worldwide COVID-19 pandemic saw it become a highly sought after form of cleaning.

The sudden demand for industrial steam cleaning units created a huge shortage worldwide, with suppliers struggling to meet this high demand. Simply put, steam cleaning is known for effectively cleaning and disinfecting surfaces.

Steam cleaning is an efficient and environmentally friendly alternative to traditional methods involving mops, buckets, detergents and automated scrubbers. As such, it is fast becoming the preferred method for keeping facilities dirt and grime free.

## Some of the benefits of this forgone cleaning method:

#### 1. Non-toxic

Steam cleaning kills 99.99% of bacteria and does not require the use of toxic and potentially harmful chemicals such as bleach or ammonia. Only heat and water are used, resulting in surfaces being free from chemical residue and dirt. While cleaning, it also leaves surfaces disinfected.

#### 2. Child and pet-friendly

The non-toxic nature of steam cleaning makes your home a much safer environment for children and pets.

#### 3. Allergies

People with allergies and asthma will benefit significantly from steam cleaning as it only requires water and heat to create an all-natural steam that removes dirt and grime from any non-heat sensitive surface. Therefore, it will not aggravate allergy symptoms or cause respiratory issues.

#### 4. Cost effective

Apart from the obvious health benefits, steam cleaning can save you a lot of money over the long term. Over and above the initial purchase, the only costs incurred for steam cleaning are for the water and electricity used. In comparison to the repeated costs of purchasing detergents, cleaners and other products used throughout a facility, steam cleaning has proven to be cost effective.

#### 5. Mould removal

Once mould starts growing, particularly in the bathroom, it can produce harmful and deadly mycotoxins that can lead to a host of health ailments. Most chemicals do not kill mould. Instead, they turn the mould white, making it blend in with the surface. The hot temperature used in steam cleaning kills the mould, while the bristles of the various attachments used can remove it from the cracks and hard-to-reach spots altogether.

## How does pressurised steam work as an everyday cleaner?

When steam is forced onto a surface, the small vapour molecules penetrate the pores in the surface. The vapour molecules quickly and powerfully expand to force out all dirt, grease, detergents, bacteria, and any particles that do not belong on the surface. A bonus is the elevated temperature of the vapour molecules, which kills bacteria and other pathogens like mold, fleas, flea eggs, and dust mites. The result is a surface that is sanitised, deodorised, and hypoallergenic. You can clean everything with a steam cleaner. However, do not use a steam cleaner on paper products or unsealed hardwood floors!

#### The following surfaces can easily be cleaned without harsh chemicals:

- Tile floors
- Sealed hardwood floors
- Laminated flooring
- Linoleum
- Grout
- Ovens
- Stove tops
- Windows
- Mirrors
- Pet areas
- Carpets
- Gymnasiums and training equipment
- Grills
- Sinks
- Bathtubs
- Shower floors
- Fridges
- Freezers
- Toilet bowls
- Children's toys
- Mattresses
- Blinds (non-fabric)
- Car wheel rims
- Upholstery
- Car interiors
- Pillows
- Comforters

## ATOUCHY SUBJECT

Marietjie Swanepoel:

Hygiene, Cleaning, and Healthcare Specialist

#### Hands off!

The office environment is a hub of activity and chances are, germs may be lurking all over. We spend the bulk of our time at our various places of work, and therefore need to protect ourselves against contamination. The USA based Centers for Disease Control and Prevention (CDC) estimates that up to 80% of all infections are spread by hand contact. Microorganisms enter your system through mucous membranes when you touch your nose, eyes, and mouth after touching a contaminated surface. Statistically, it is estimated that human beings touch their faces between 16 to 32 times an hour!

#### Hand hygiene is the single most effective way to avoid spreading infections, and to protect yourself and others.

The simple truth is that many diseases spread if we do not wash our hands properly. With the COVID-19 pandemic having wreaked havoc globally, hand hygiene has become a strong focal point; the average adult now washes and sanitises their hands at least eight times a day. However, more than one in 10 individuals still admitted to not washing their hands after using the bathroom.

Human beings touch a lot of different surfaces that hundreds of others touch unconsciously. Note that each time you touch your desk, keyboard, or telephone you pick up germs. More than 10 million bacteria are on a typical office desk; 400 times more bacteria than found on the average toilet. According to the National Health Interview Survey, influenza alone is responsible for about 200 million days of reduced productivity and 75 million days of work absence in the USA annually. Germs spread quickly from one person to the next, from stomach-churning food poisoning bacteria such as Salmonella, E. coli, Campylobacter and Staphylococcus aureus to viruses like Norovirus, colds, and flu.

Microorganisms like these do not multiply on desks or chairs without any help. Germs only move around when we do. Therefore, we are all responsible for the transfer of germs from one person to the next. Understanding what workplace surface types provide the greatest risk for disease transmission allows people to curb the spread of germs.

#### Office hotspots

- elevators buttons. Hundreds of people use elevators daily. Staphylococcus and Streptococcus are among the bacteria strains that could be contracted at the touch of a button. To protect yourself against germ-infested elevator buttons, use an elbow or knuckle instead of fingertips to push the elevator buttons. Workplaces should provide a sanitiser and or hand wipes to ensure that people have access to immediate disinfection.
- Telephones. Scientists note that telephones can hold more than 25 000 germs per square metre. To prevent the spread of germs when using the phone, users should wipe down handsets and keypads with sanitising wipes after using them, and periodically throughout the day.
- Cell phones. From a microbiological point of view, one of your most prized possessions, your cell phone, may not be your friend! The average person touches their cell phone 50 times a day. We carry cell phones everywhere, even to the toilet, and they could be a breeding ground for E. coli, Staphylococcus and Streptococcus. A study titled, Don't miss the real reasons why texting may actually be bad for your health, found that cell phones carry 10 times more bacteria than a toilet seat. Get into the habit of wiping your phone regularly, using alcohol wipes.
- Computer keyboards. A dirty mouse and keyboard can harbour about 7 500 germs, meaning lunch at your desk may be potentially hazardous. Shared computers are especially unsafe! Use disinfecting wipes to remove dirt, dust, and biological contaminants from keyboards. Since wet materials interfere with the functionality of keyboards, first check with your IT department for recommendations on which products to use.
- Door handles. These are usually the most touched surfaces in the office, and chief spreaders of viruses like the Norovirus. Norovirus and other viruses, and bacteria, can also be found in faeces. They can be easily transferred to surfaces around the office if someone does not wash their hands after using the bathroom.
- Coffee cups. It is common for coffee cup rims, handles, and lids to be multi-contaminated, even with faecal matter! A study found that up to 20% of office coffee cups harboured related bacteria from faeces. Simple rinsing may not be sufficient to eliminate your colleague's germs. Wash your cups in a dishwasher or soak them in a bleach solution.





#### **Hotel danger zones**

When booking a hotel room, remember that you are signing up to stay in a space that was previously occupied by thousand others. Granted, cleaning staff do a scrub down before the next guest checks in, but you might be surprised to learn where some of the germs hide.

With 14 to 16 rooms to clean in an eight-hour shift, hotel staff do not always get sufficient time to clean a room, linen, and appliances from top to bottom: only 30 minutes on average, or less during a busy season.

- **TV remote.** Many hands touch this device, and it is not high on the housekeeping team's extensive list of cleaning tasks. Along with the toilet and bathroom sink, the TV remote contains the highest levels of bacterial contamination.
- Bed comforter or duvet. Staff typically change linen between guests. However, the turnaround time for checking in new guests can be so fast that washing large comforters is impossible. When we sleep, we release body oils and shed skin flakes, which shed on the bedspread along with bacteria we might be carrying. It is estimated that hotels only wash and change bed comforters four times a year. Fold the bedspread and put it away, and do not use it during your hotel stay.
- Drinking glasses. You may want to wipe them down before drinking from them, especially if they are kept in the bathroom. A 2018 study published on the National Library of Medicine's website confirmed that flushing the toilet can contaminate many other nearby surfaces.
- Ice buckets. These might require decent cleaning too. In 2007, Condé Nast Traveler found E. coli on ice buckets it evaluated from various hotel rooms.
- Hotel kettles. Tests have found traces of E. coli on hotel rooms kettles. This could be due to cleaning personnel using the same cloth they use to wipe down toilets for kettles.
- Lamp or light switches. The same research team that discovered bacteria on TV remotes also found extreme bacterial contamination on the bedside lamp switch in many hotel rooms. Light switches, especially in the bathroom, are prone to collecting bacteria due to the many hands that touch them.

Remember, the more people touch a touchpoint, the higher its risk of cross contamination. Most importantly, always practice good hand hygiene!

### LEVEL 1 B-BBEE

It is with pleasure that we announce that Tsebo has once again achieved Level 1 B-BBEE accreditation. providing procurement recognition for customers of 135% spend with our Group. We have also grown our Black ownership to 53.7%, and our Black women ownership to 45.9% - a significant achievement that stands as testament to our ongoing commitment to be a progressive corporate entity.

Tsebo regards transformation and B-BBEE as a business imperative; it is part of our DNA and is weaved into our business model, processes, culture, values, purpose statement and strategy. Nowhere is this more evident than in our commitment to people empowerment, enterprise development, socioeconomic development, and preferential procurement. This achievement would not have been possible without ongoing commitment and effort across all our business units.

Congratulations to everyone involved in making achievement happen!

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Local development is ingrained in the company's DNA and we are committed to transformation in Africa.



**Tsebo Solutions Group** is proud to announce that we are a B-BBEE Level 1 contributor



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#### PREMIER VERIFICATION

B-BBEE Verification Certificate for Tsebo Solutions Group (Pty) Ltd ing Subsidiaries as 8 to House, 7 Amold Ro LEVEL ONE (1) CONTRIBUTOR Generic Scorecard ed BBBEE Codes of Good Practice | Government Gazwite No. 42496 and 36298

| Orberia                                | Seut                  | Weight |
|--|-----------------------|--------|
| Ownership                              | 25.00                 | 25.00  |
| Management Control                     | 13.16                 | 19.00  |
| Skills Development                     | 11.00                 | 30,00  |
| Enterprise and Supplier<br>Development | 45.00                 | 42.00  |
| Socia-Economic Development             | 5.00                  | 8.00   |
| Overall Result                         | 100,16                | 111.00 |
| Empowering Supplier                    | Yes                   |        |
| Priority Elements Achieved             | Yes                   |        |
| Discounting Principle Used             | No                    |        |
| Nature of Business                     | Multi Service Company |        |
| Measurement Period                     | 31 December 2020      |        |
| Certificate Number                     | FV_2110008            |        |
| Version Number                         | C02                   |        |
| Re-lasue Dete                          | 32 October 2021       |        |
| lease Date                             | 21 October 2021       |        |
| Europe-Date                            | 20 October 1977       |        |

| Elehard   | Besid  |  |
|---|--------|--|
| Black Ownership                                   | 83.73% |  |
| Black Female Ownership                            | 48.93% |  |
| Black Designated Group                            | 2.10%  |  |
| Black Youth                                       | 0.88%  |  |
| Black Disabled                                    | 0.54%  |  |
| Black Unamployed                                  | 0.00%  |  |
| Black People living in Rural areas                | 0.00%  |  |
| Black Military Veterans                           | 0.00%  |  |
| Black New Entrents                                | 43.72% |  |
| Modified Flow Through Applied                     | No     |  |
| Exclusion Principle Applied                       | No     |  |
| Participated in Y.E.S Initiative                  | Ne     |  |
| Achieve Y.E.S Target and 2.5%<br>Absorption       | No     |  |
| Achievo 1.5 x Y.E.S Target and<br>5% Absorption   | Be     |  |
| Achieve Double Y.E.S Target and<br>Pli Absorption | Ne     |  |



## PMR.africa AWARDS

As Tsebo Solutions Group, we are extremely proud to have walked away victorious at the 2021 PMR. africa Awards. We bagged a total of eight accolades that included Tsebo Cleaning and Hygiene Solutions winning 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.

"What sets Tsebo apart is the fact that the cleaning division is deeply rooted in the healthcare sector," said Monwabisi Kalawe, CEO of Tsebo Cleaning and Hygiene Solutions. "It's about more frequent cleaning of surfaces using the correct chemicals and methodologies and being able to respond quickly."

Tsebo Facilities Solutions, another subsidiary of the Tsebo Group, took home a Diamond Arrow and the highest industry rating among its competitors – 4.25 out of 5. Tsebo Facilities Solutions' CEO, Aubrey McElnea, says they have been hard at work re-imagining places of business, rethinking operational and space requirements, and exploring innovative technologies. "While doing this, we have also been looking at how to assist clients with space utilisation, cost management, cost surety and how to stay on top of operations at the touch of a keypad."

The PMR.africa Awards are based on a research process where 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. These industry accolades have inspired our various business divisions to continue reaching for the stars!







# LEARNING IN A SILENT WORLD

Cindi du Preez: National Training Manager

Imagine a world without sound. Not waking up to the sound of birds chirping, hearing soothing waves crashing on the beach or standing in front of someone and not being able to communicate with them clearly. This is the daily reality of eight deaf employees at one of our contracts.



What has made matters more challenging is that, as per the COVID-19 health and safety protocols, everyone is now required to wear masks. Our deaf employees are now unable to read their colleagues' lips.

To overcome this challenge, we trained all employees working on this contract in partnership with the National Institute for the Deaf. The team was evaluated to determine their mother tongue, level of hearing impairment, their understanding of sign language, and their ability to read lips. The National Institute for the Deaf freely shared advice and assisted us with remote interpretation during the training.

#### These were some of the basic insights we discovered:

- There are various levels of deafness.
- Sign language is not a universal language; it differs from region to region and between countries.
- Some people learn sign language through formal schooling, while others learn it from the community.
- Not all deaf employees are able to read lips.
- For some, sign language is their first language, for others their second.
- Finding the right training solution is not a one-size-fits-all approach. Solutions must always vary.

#### What is working for us currently?

- Having small groups and short classes.
- Having a web camera so that the remote interpreter can clearly see everyone.
- Having a screen that allows everyone a good view of the interpreter.
- The training room should be set up in a U-shape.
- Making use of our own employees to further determine where language barriers exist.
- Our trainer, Mapula Molemi, made use of visual aids and practical demonstrations, and even learnt some sign language.



#### Staff sentiments

"I would like to express my gratitude to everyone that administered this training. We are happy that Tsebo went the extra mile for us to ensure that we also get equipped with knowledge like other employees in the company. We feel a sense of belonging without being judged or excluded. We are not just a number but part of a great company that looks after its employees. We can now proudly call ourselves professional cleaners! We wish other companies could learn from Tsebo's earnest efforts."

- Goodness Dlamini

# PROVIDING A SUSTAINABLE SOLUTION FOR TSEBO CLEANING AND HYGIENE

Rochelle Gouws: National Hygiene and Pest Control Sales Manager

Sustainability is a word that forms part of our everyday conversations. Oftentimes we get asked what Tsebo's contribution to this pressing phenomenon is. Though we have heard the word mentioned in conversations, do we understand what it means?

Sustainability means meeting our own needs without compromising the ability of future generations to meet their own needs.

It is the capacity to endure, in an ongoing way, across various domains of life. In the 21st Century, it refers to the capacity of Earth's biosphere and human civilisation to co-exist.

Tsebo Cleaning and Hygiene has partnered with reputable companies to assist with contributing towards creating a more sustainable environment.







#### Below is a brief report on the products we use:

#### 1. Paper products

- Virgin paper used from managed forest for the manufacturing of paper.
- Recycled paper is 100% recycled.
- To reduce the cost of single-use plastics, Tsebo removed the plastic from our 1000 sheet toilet paper and placed it into paper bags.

#### 2. Aerosols

- Plastic lid removed from cans to reduce plastic content. This will be replaced with a small sized cardboard board to protect the valve and nozzle only.
- Our dispenser range takes the larger and smaller can refills, which allows for a reduction in waste due to the size of the can.
- By removing the plastic cap on our 250 ml aerosol, we can reduce the single-use plastic by 10.6%.
- By removing the plastic cap on the 100 ml, we can reduce single-use plastics by 15%.

#### 3. Hand soaps

- We have introduced re-usable and pumpless soap refills to reduce the plastic content of our sachets.
- Implementing this change has seen us reduce plastic content by 56.5%.

#### 4. Hygiene dispensers

- All equipment is made from polypropylene and ABS plastic.
- Any damaged or unsalvageable dispensers are sent to a plastic recycling plant.

#### 5. Batteries

 All old batteries used for dispensers are sent for recycling.

# NEWS FROM THE REGIONS

#### **CONGRATULATIONS ARE IN ORDER!**



Janine Tuck and Kirsty Dudgeon

#### **Inland:** Netcare Head Office

Kirsty Dudgeon, Commodity Manager for Netcare Head Office, recently completed several cleaning courses on our e-learning platform as part of her personal development.

She completed:

- Safety Induction Part 1 and 2
- Clean an Occupied Isolation Room
- Perform a Terminal Isolation Clean

Janine Tuck, our National Director of Operations, issued her with her certificates for successful completion. Awesome work Kirsty!

#### **TSEBO STAFF BELIEVES IN HONESTY**

#### Inland: Nelspruit Mediclinic

A patient at Nelspruit Mediclinic forgot her new cell phone in the public bathroom, and it was found by Tsebo cleaner Busisiwe Nkosi. Busisiwe went in search of the owner in the hospital corridors. The delighted patient gave a glowing review. Hospital manager Carmen Savva thanked Busi for considering herself part of the Nelspruit Mediclinic team and further commented on how honoured she was to have her on site.

Patient Review: "I would like to thank Tsebo employee Busisiwe Nkosi for what she did for me as a patient. I left my latest iPhone in the bathroom, and she found it and returned it to me. In this world that we live in, only three out of 10 people would do what she did. I want to thank her and Tsebo for employing honest people like her."



Busisiwe Nkosi

# CLUB SURGICAL STAFF - BREAST CANCER AWARENESS MONTH

#### Inland: Club Surgical Centre

Located in Hazelwood, Pretoria, Club Surgical Centre is a state-of-the-art day hospital with a stunning stone sculpture at its front entrance.

During Breast Cancer Awareness Month, the sculpture was neatly draped in pink material across its chest. To support Breast Cancer Month efforts, the team wore pink masks that matched the sculpture's outfit.



Rakgadi Zondo, Ericah Montjane, Amos Ramotshela, Magdeline Makolane, Selina Noko, Blantina Racheku, Prince Mashiane, Lucas Phiri, Doreen Malapile, Joyce Manchidi, Patricia Mabotja, Anneline Janse van Rensburg

#### KZN RECOGNITION AWARD

#### KwaZulu-Natal

Following the recent quality audits by Marietjie Swanepoel, Rozana Naidoo achieved an overall score of 96% at Varisty College, Durban North Campus.

The audit encompasses inspections of entrances, classrooms, ablutions, storerooms, equipment, public areas, and staff image. Achieving a 96% score is no easy feat – a special thank you to the professional staff. This award was in recognition of Rozana's drive to achieve lofty standards on site. We are proud of your continued passion Rozana!



Rozana Naidoo, Area Manager (L) receiving a gift voucher and certificate from Carmen Gaillard, KZN Regional Director.

#### **BREAST CANCER AWARENESS**

Western Cape: Western Cape Regional Office

In support of Breast Cancer Awareness the Western Cape Regional Office team pledged their support by all wearing pink.



**Men in pink:** (From left) Muhzaid Wilsnach, Juan Smith and Shervaan Singh



**Back Row:** (From left) Jeanine Stallwood, Gaynor Frantz, Gelian Davids and Corine Goss

**Front Row:** (From left) Ntomboxolo Golo, Shervaan Singh and Charleen Snyman



### A TOKEN OF APPRECIATION

**Eastern Cape:** Netcare Greenacres

The South African Society of Physiotherapy, and the Netcafe management at Netcare Greenacres in Port Elizabeth, showed appreciation to our team for their challenging work by rewarding them each with a goodie bag.

(From the top) Contract From the top: Contract Manager Chantelle Strydom, Irvin Rayners, Kayla Hammond, Mario Killian, and Dylan Booysen





HERITAGE DAY

**Western Cape:** Netcare Christian Barnard Memorial Hospital

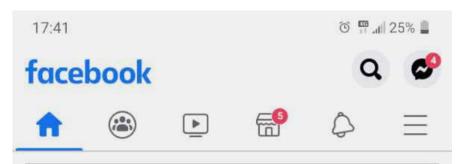
Tsebo staff joined the Heritage
Day celebrations organised by the
nursing staff at Netcare Christian
Barnard Memorial Hospital on 24
September.

In an uplifting turn of events, different South African cultures showcased their traditional regalia.





Conley Adams, Quinton Stroud, Susan Barnard and Mertyl van den Heever





#### Paarl Emergency Centre

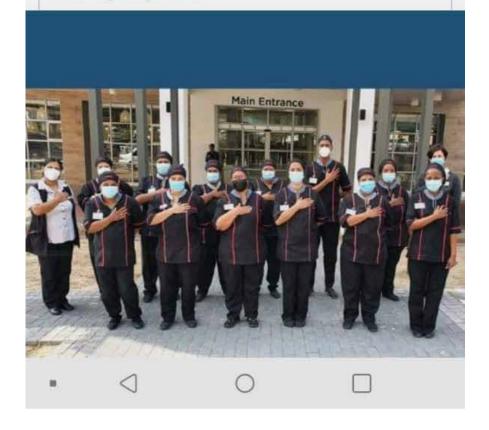
8h . 3

Mediclinic Paarl Emergency Centre is proud to recognise the hard-working employees that keep our hospitals clean and safe.

The amazing care we provide starts with all of you.

Join us in sending a huge Thank You to our staff!

#emergency #paarlemergency
#thankyoustaff #hardworkers
#emergencycentre





**Western Cape:** Paarl Mediclinic

Paarl Mediclinic recently thanked Tsebo staff for their arduous work and keeping the hospital clean and safe on the Paarl Emergency Centre Facebook page.

Onwards and upwards to our team!