



# THE SCIENCE OF **CLEANING** & **HYGIENE**

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**TSEBO**  
**50**  
**+1**  
YEARS  
FROM 1971 - 2022

## **HOW TSEBO USES TECHNOLOGY TO ACHIEVE GREENER HYGIENE AND PEST CONTROL SOLUTIONS**

*By Marliza Snyman, Managing director of Tsebo Hygiene and Pest Control*

**QUARTERLY NEWS**  
TSEBO CLEANING SOLUTIONS  
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**TSEBO**


**MARLIZA SNYMAN**

Managing director of Tsebo Hygiene and Pest Control

**ROCHELLE GOUWS**

National Sales Manager Hygiene and Pest Control

In a world where disease carrying pathogens and pests continuously evolve, Tsebo Hygiene and Pest Control, as part of the Tsebo Solutions Group, is employing technology and innovation to stay one step ahead through more efficient, cost-effective and environmentally sustainable solutions.



When it comes to problem pests (and even disease-causing pathogens) the instinct for life is not dissimilar to that of humans. Their drive is primarily to survive and at an optimal level, to procreate and thrive. To achieve this, they need a safe place to live and a readily available source of food and water – often conveniently found in homes, office blocks, warehouses, and factories where humans provide the perfect environments for pests to flourish. Once they are comfortable in their new homes they are relentless and highly competent at hanging on to their digs, constantly evolving and building resilience to poisons and other preventative or eradication methods.

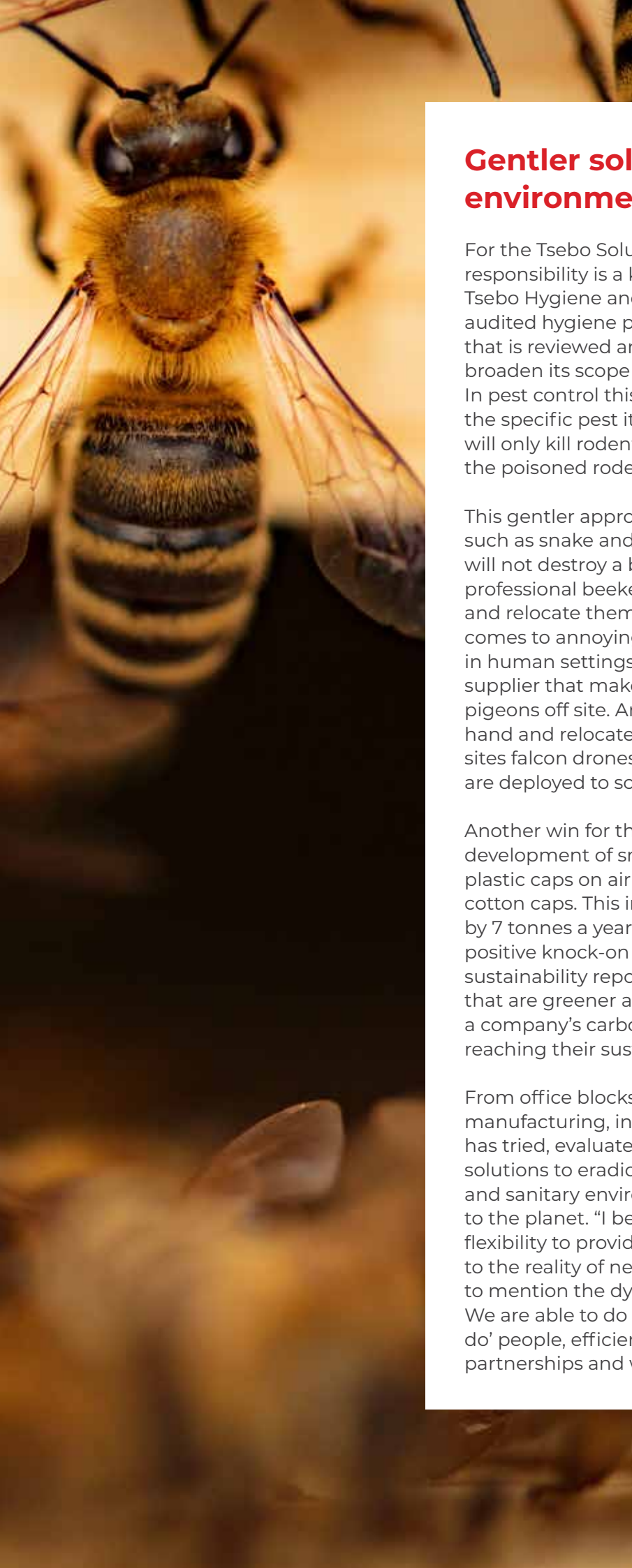
For Tsebo Hygiene and Pest Control, the challenge lies in remaining one step ahead in the fight against pests and pathogens, while remaining cognizant of a mandate to provide sustainable solutions that do not harm the environment. As the new managing director of Tsebo Hygiene and Pest Control, Marliza Snyman has made it her strategic imperative to look to science and technology to provide innovative means of service excellence and environmental sustainability across all aspects of hygiene and pest control. “It’s our goal to continually improve, keep up with market trends and offer our clients new and innovative solutions in the cleaning, hygiene and pest control space,” says Snyman.

Solutions start with the ability to customize commodities such as soap and towel dispensers, and hygiene bins to fit a client’s brand. “Where the sector once only provided white or silver stainless-steel dispensers, we can now offer a variety of solutions in any colour, branded with a client’s logo. For an industry that is traditionally uniform we can now offer something fresh and exciting,” she says.

Added to this is the use of technology to improve efficiencies and enhance the client experience. This includes Tsebo’s tailored technology and apps, which are used in a variety of ways, from monitoring consumption and stock levels of restroom consumables to tracking the activity of rodents, to determine the best positioning of bait boxes. Hygiene dispensers and sensor technology can be coupled with IoT (Internet of Things) capability to create an alert when a dispenser is due for a refill. Hygiene and Pest Control employees scan a QR code to confirm that their duties have been conducted at specific sites or to report issues or faulty equipment. All activity is reported on a live dashboard and this data can be used to finetune budgets and services going forward.

“Technology is playing an important role and we are developing and keeping ahead of the curve in terms of industry trends and what our clients are asking for, which is essentially more productive workplaces that are safe and enhance the wellbeing of their employees, in a way that is cost effective and sustainable,” says Snyman. Rochelle Gouws, national sales manager for Tsebo Hygiene and Pest Control adds, “The days are long gone where in the hygiene space it was a simple equation of one foam-soap dispenser equals one foam-soap refill. We cannot do that anymore because we live in a hybrid working environment where our clients have fluctuating occupancy levels. We understand this and can adapt our model to fit clients’ needs, allowing them more control over their monthly spend and how that relates to their yearly budget.”

This level of flexibility is possible due to Tsebo’s robust and reliable back-end support system, which ensures attention to details and quick turnaround times. It is not left up to the client to have to contact a helpdesk when something is broken or consumables need replenishing, instead, a delegated administrator manages stock control and site managers visit frequently to ensure that stock levels and equipment are in good order. “Everybody at Tsebo plays a role, it does not matter if you are the managing director or a pest control agent, everybody is a key stakeholder in client satisfaction and has a responsibility irrespective of the size of the client site. Any issues are actioned immediately, and an operational team is deployed to get it resolved within 48 hours,” says Gouws.



## Gentler solutions to protect the environment

For the Tsebo Solutions Group, environmental responsibility is a key component of the company ethos. Tsebo Hygiene and Pest Control adheres to an externally audited hygiene programme improvement campaign that is reviewed annually to ensure that it continues to broaden its scope of environmentally friendly practices. In pest control this means using bait that is only toxic to the specific pest it is targeting. For example, rodent bait will only kill rodents, if a cat or an owl eats the poison or the poisoned rodent it will not be adversely affected.

This gentler approach is followed through in other areas, such as snake and bee-removal and bird control. Tsebo will not destroy a beehive or kill a snake but employs professional beekeepers and snake handlers to remove and relocate them to a safe environment. And when it comes to annoying pigeons that like to roost and mess in human settings, Tsebo has recently partnered with a supplier that makes use of trained falcons to chase the pigeons off site. Any remaining pigeons are caught by hand and relocated 100 kilometres away. For industrial sites falcon drones (which look and sound like live falcons) are deployed to scare off pigeons without harming them.

Another win for the environment is the recent development of smarter packaging that replaces the plastic caps on air freshener aerosols with recyclable cotton caps. This invention reduces plastic consumption by 7 tonnes a year. These kinds of innovations have a positive knock-on effect for clients in terms of their sustainability reporting. By offering sustainable solutions that are greener and can be actively measured against a company's carbon footprint, Tsebo assists clients in reaching their sustainability goals.

From office blocks to educational environments, retail, manufacturing, industrial and shipping containers, Tsebo has tried, evaluated, accredited and continually evolving solutions to eradicate problem pests and provide safe and sanitary environments without causing undue harm to the planet. "I believe that what sets us apart is our flexibility to provide client-specific solutions and adapt to the reality of new and rapidly changing diseases, not to mention the dynamic macroeconomic environment. We are able to do this thanks to Tsebo's positive, 'can-do' people, efficient processes, excellent supplier partnerships and willingness to innovate," says Snyman.

# THE EVOLUTION OF WINDOW CLEANING

*By Johan le Roux, Specialised Cleaning Technical Manager*

For years, window cleaning was a straightforward task, traditionally carried out with the help of a ladder, bucket and 'squeegee'.

But architectural designs are fast becoming complex and energy sources are also changing. As a result, window cleaners are expected to tackle other surfaces as well, including solar panels, entrance glasswork, atriums and indoor windows. This has done nothing but exacerbate the challenges associated with window cleaning.



## Innovative solutions

Customers are increasingly looking for solutions for a variety of new cleaning issues. For example, people are looking for systems that will help them clean in between narrow spaces or tackle hard-to-reach areas such as overhanging façades and domes. There is also an increasing demand for cleaning systems tailored for interior windows. Cleaning glasswork in high-rise buildings, using abseiling or rope access and gondola systems, cherry pickers or scaffolding work, has also increased significantly.

There is also a growing demand for ergonomic and environmentally friendly cleaning tools that make the work easier to carry out. A good example is the i-Suit® from i-Team Professional. This is a framework, worn by the operator, with a pulley system that carries the weight of the cleaning extension poles, so that the operator only has control of the movement of the pole system. This allows for extended working hours without the fatigue usually associated with window cleaning.

The system comes with a pair of specially designed glasses that enable the operator to look up without bending his neck backwards.

Many suppliers have developed water-fed telescopic poles that can be used to clean windows and structures up to 18 metres high. These systems make use of a water purification system that removes all impurities, minerals and salts from the water. When glass is cleaned with the purified water, it dries without leaving any droplet marks or streaks behind. The biggest advantage of the system is that it is very safe, as work can be done from ground level. It is also a lot quicker than using other access methods.

Other developments saw the combination of the traditional 'squeegee' with the window washer. Essentially, the operator washes and dries the glass in one single movement. This method has an enormous impact on the productivity of the operators.

**For a quote please contact the  
Tsebo Specialised Services Division:**

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[www.tseboclaeaning.co.za](http://www.tseboclaeaning.co.za)

## What about solar panels?

The cleaning and the maintenance of solar panels were initially believed to be unnecessary, as these surfaces were said to be 'self-cleansing'. However, with weather conditions and air pollution leaving their mark on solar panels, cleaning them has become a new and urgent priority. To optimise their efficiency, solar panels need regular cleaning with the right equipment to help maintain an elevated level of electricity yield. Cleaning can increase the efficiency of photovoltaic panels by up to 30 per cent.

Many manufacturers are now offering a complete system for cleaning façades and solar power installations, incorporating rotating roller heads and brushes, plus multipurpose telescopic lances. The accessories can be used with high-pressure cleaners, connected to a hose for clean water applications or linked to a vacuum for removing loose dirt.

At the recent Interclean show in Amsterdam, one company displayed a prototype drone that cleans windows remotely. Unfortunately, due to our strict aviation legislations, this is not a technology that will be available in South Africa in the near future. That said, there are plenty opportunities for South Africa to manufacture cleaning technology that is unique to its needs.



# ROLL OUT THE RED CARPET!

*By Marietjie Swanepoel: Hygiene, Cleaning and Healthcare Specialist*

Carpets are still one of the most popular flooring choices. They provide comfort and shock absorption, thanks to their flexibility and cushioning. Carpets are excellent thermal insulators, and with good underfelt, they can significantly reduce heat loss through the floor. Carpets provide acoustic insulation and are one of the most effective ways of reducing noise.

The textile surface of a carpet and its three-dimensional structure make it a particularly safe surface on which to walk. The carpet surface has excellent slip resistance and will offer a soft, forgiving surface should a fall occur. From luxurious and elegant to casual and comfortable, carpets have a style of their own.

**References:**

- <https://www.mckenzieandwills.co.nz/the-great-debate-synthetic-vs-wool-carpet/>
- <https://flooring-innovations.com/pros-cons-synthetic-carpet-vs-wool-carpet/>
- <https://hostdrycarpetcleaningsystems.com>



## Synthetic or natural fibre?

Deciding on the right carpet for a commercial building can be a tough decision. You may be undecided about choosing between natural and synthetic fibres. Should you go for wool carpets that have been used for centuries or opt for synthetic fibre carpets that are more affordable? Always weigh up your various options to avoid splitting hairs when making the final decision.

The synthetic versus woolen carpet debate has been ongoing, with manufacturers tending to 'agree to disagree' that both fibres are great options. Your choice should be determined by a variety of factors such as durability, ease of cleaning and budget.

Choosing between natural fibre and synthetic fibre carpets could be compared to searching for the perfect winter coat. Retail stores stock a variety of coats manufactured from different types of fibre. Your final decision may be motivated by durability, price, and/or quality. Your choice of a synthetic coat may not have the lush feel of a woolen coat, and may not be as warm, but it will not cost a lot and it is easier to care for in comparison to a wool coat. However, a wool coat is a reliable investment that will last a lifetime if carefully cared for.

## The birth of a carpet

All synthetic fibres start off with plastic pellets, which are melted and then pressed through a spinneret to produce the yarns. Dyed yarns are tufted to a primary backing, and a secondary backing is glued to the primary backing which then adds strength to the carpet. In most cases, carpet padding as an underlay gives it a softer, more luxurious feel.

There are five main carpet fibres: synthetic fibres such as nylon, olefin (polypropylene), polyester, acrylic as well as natural fibres such as wool. Today, a large percentage of pile yarns are made up of synthetic polymers such as nylon, acrylics, polyester and polypropylene. The largest percentage of commercial carpets are made from synthetic fibres, which are often 'reborn' from recycled plastic containers.

Used to make clothing and other textiles for centuries, wool is one of the oldest natural fabrics and is often associated with luxury. However, only a small percentage of carpets are 100 per cent wool.

## The deciders

Choosing the right carpet for the correct application in commercial buildings can be challenging, especially with the broad range available. Before placing an order, it is important to consider factors such as health and safety, durability, maintenance and sustainability. Commercial carpets are rigorously evaluated for the above qualities and certified accordingly.

Based on the test results, carpets are usually grouped into commercial or domestic classifications, and according to their usage suitability:

### Domestic

- Class 21: Moderate domestic use
- Class 22: General domestic use
- Class 23: Heavy domestic use

### Commercial

- Class 31: Moderate commercial use
- Class 32: General commercial use
- Class 33: Heavy commercial use

## Types of carpet fibres to choose from

### Wool fibres:

Wool carpets are the most luxurious choice and are synonymous with quality and durability. Their resilient fibres, with their natural ability to 'bounce back' make them suitable for high traffic areas. Wool carpets are slow to soil and naturally resistant to stains. A well-maintained wool carpet can last a lifetime. Wool carpets are also naturally resistant to fire and are hard to ignite and slow to burn. Wool is a renewable fibre that is 100 per cent natural and biodegradable. It is recommended that wool carpets be cleaned with a dry-cleaning system, as using a wet one can result in over-wetting, which could lead to the carpet shrinking.

### Wool blend fibres:

Not all wool carpets are made from 100 per cent wool fibres. To save costs and to add other characteristics to carpets, wool carpet blends are often used. One of the three synthetic fibres (nylon, acrylic, polyester) will be used as a blend, with nylon fibres being the most popular. Based on proportions, a blended fibre carpet will take on the attributes of the materials being used. A carpet that is 80 per cent wool and 20 per cent nylon will act like nylon 20 per cent of the time and like wool 80 per cent of the time.

### Nylon fibres:

Considered the ultimate carpet fibre, nylon carpets should be your first choice when considering a well-balanced carpet. It has a good yarn memory, making it a durable and suitable carpet for heavy traffic areas, including stairs. It is also easy to clean and maintain, especially when treated for stain protection.

### Polypropylene/olefin fibres:

Polypropylene, also known as olefin fibre carpets, are common in commercial properties as they offer a solid combination of performance and affordability. The solution-dyed fibres are often referred to as 'miracle fibres' due to their stain resistance. The carpet is strong, mildew- and moisture-resistant, as well as easy to clean. These fibres are colour-fast because the production process involves mixing polypropylene with dyes. Olefin works best in loop carpets such as Berbers. The disadvantage of these fibres, however, is their poor resilience—which can lead to crushing of the fibres. It is therefore used in low, loop-pile carpets or carpet tiles. While they are resistant to stains and liquids, they are susceptible to soiling from walk-off or spilt oils.

### Polyester:

These fibres have a fair resilience and are not suitable for high traffic areas. They tend to mat and are therefore more suitable for low- to medium-traffic areas, especially in residential spaces. Polyester fibres are susceptible to piling, oil-based stains and shedding.

### Acrylic:

These are fibres made from acrylonitrile, which became a substitute for wool in a number of carpets after the 1950s. The acrylic carpet has some advantages. It is less expensive than wool, resistant to mould and mildew, easy to dye in bright colours, is fast-drying and fairly stain-resistant. Although these fibres have the look and feel of wool, the carpet lacks in quality. Acrylic fibres have poor resilience and tend to fuzz and pile. Acrylic is the least durable of all synthetic fibres.

### Synthetic blend fibres:

Synthetic blends combine nylon, acrylic and/or polyester. Olefin is very rarely used for blends as it tends to attract dirt and has poor resilience. Nylon and polyester blends are the most popular, offering durability at an affordable price. The 80/20 per cent rule also applies to these mixes, as a blended fibre carpet will take on the attributes of the materials being used based on proportions.



## Comfortable!

Carpets are cosy, chic, smooth and give a plush underfoot feeling, making people feel instantly comfortable in a carpeted room. We can all agree that carpets are soothing in the kind of manner that no other floor covering can offer. Carpets are timeless and manufacturers always ensure that recent technology continually enhances the durability and beauty of these floor coverings.

# COMPETENT & CONFIDENT!

*By Cindi du Preez: National Training Manager*

We often describe people as competent or, sadly, incompetent. In a customer centric environment such as ours, competence is an important cornerstone for building solid and trustful relationships with our clients. But what is competence, and how do we measure it?

**Competence necessitates three elements: knowledge, skills and attitude.**

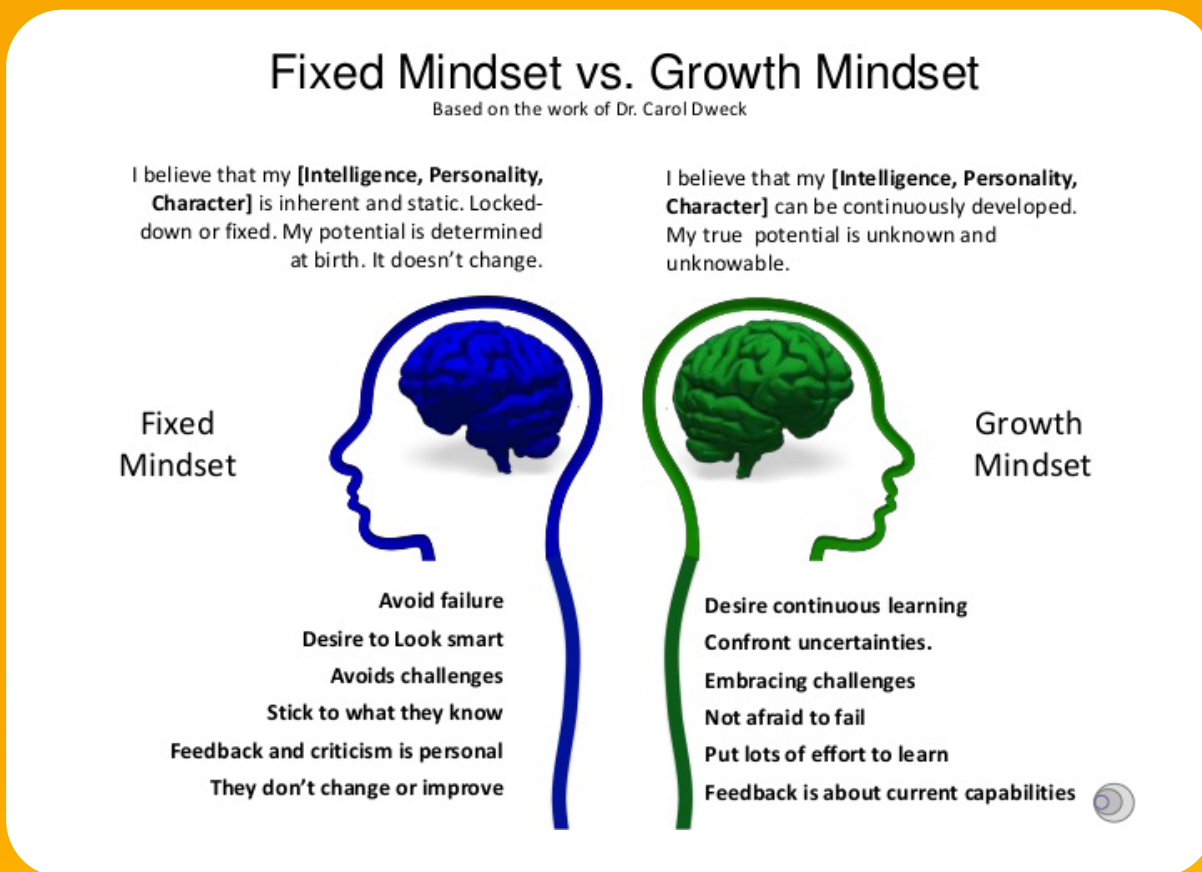
- Our employees must understand why they do what they do.
- As a business you need to ensure that your employees can do their work effectively.
- Employees ought to be excited about their contribution and proud of what they are doing.

These fundamentals are measured through a formal or informal assessment process. At Tsebo, we continually assess our employees as part of our training and management processes. We engage in formal learnership programmes where employees attend classroom training, followed by workplace integration and coaching by onsite management, and lastly, knowledge and observation assessments are done. This is a progressive way to build competence and an opportunity to spot those employees who truly possess a mindset focused on personal growth.



## Growth is a necessity

According to American psychologist Dr Carol Dweck, who spends the bulk of her time researching why people succeed (or don't), as well as those resources within our control that help foster success, there are two types of mindsets. Her theory of the two mindsets, and the difference they make in outcomes, is powerful. The two mindsets are best described by the diagram below.



You will notice that people with a fixed mindset believe that their abilities, intelligence and personality are fixed at birth and cannot change, no matter what they do. Simply put, people with a fixed mindset are set in their ways. So, no amount of extra effort, research and involvement by other parties will change that. People with a fixed mindset always stick to what they know and avoid challenges at all costs in fear that people will discover that they are not smart or good enough. One mostly often see this trend when people enrol in a learnership programme. They give up and run away at the first sign of a hurdle.

Then there are those who stick it out, who press on and get past the hardships by embracing challenges, forming new relationships and expanding their minds. Dr Dweck refers to this as a 'growth mindset'. It comes with a desire to continuously learn and grow. These people are not ruled by fear of failure, in fact, failing becomes just another opportunity to learn. The qualities of people with a growth mindset are truly admirable:

- They thrive on challenges and do not treat failure as evidence of unintelligence, but as a springboard for growth and stretching existing abilities.
- They believe that qualities are cultivated through effort and deliberate practice. This creates a passion for learning in order to overcome deficiencies
- They always welcome feedback that helps them learn and grow.

Our beliefs, both conscious and subconscious, are powerful and even the simplest change can have a profound impact on every aspect of our lives.

## Onwards and upwards!

When celebrating employees who successfully completed a learnership programme, we are in fact celebrating competence and those people who wholeheartedly embrace their growth mindsets. In 2019-20, we had a group of employees from our Secunda, Johannesburg and Pretoria areas on a Learnership in Hygiene and Cleaning, who have now graduated.

The Secunda group held their awards ceremony on 26 August 2022, and the Johannesburg/Pretoria group celebrated theirs on 29 August this year. Heartfelt congratulations to all! Well done to each of them on their tenacity and willingness to own their development!

We started with our next intake in July 2022, this time on NQF level 2:

Business Administration Learnership. We first considered and invited employees who already attended the NQF 1 Learnership in Hygiene and Cleaning and there were many of them who also enrolled for NQF 2: Business Administration Learnership. We wish them only the best and feel proud of them for their dedication and growth mindset!



**Back, from left to right:** Sithembile Myeni, Fikile Mathebula, Beauty Masilela, Piet Nkosi, Thulisile Khoza, Thuli Skosana

**Front, from left to right:** Nomusa Mthimunye, Susan Maliaga, Ellen Mashinini, Jumaimali Khumalo



**Back, from left to right:** Thabelo Ramabulana, Queen Twala, Xikombisa Bila, Kulani Mathebula, Maxwell Munzhedzi, Sekiwe Mbewu.

**Front, from left to right:** Kedibone Mohatsi, Hendrietta Mokoto, Stella Hlako, Nelly Mthenjane



Members of our Secunda group who graduated from the Hygiene and Cleaning Learnership and also enrolled for the NQF 2 Business Practice Learnership:

**Back, from Left to right:** Queen Twala, Xikombisa Bila, Kulani Mathebula and Sekiwe Mbewu

**Front, front from left:** Kedibone Mohatsi, Hendrietta Mokoto, Thabelo Ramabulana and Nelly Mthenjane



Members of our Johannesburg/Pretoria group who graduated from the Hygiene and Cleaning Learnership and also enrolled for the NQF 2 Business Practice Learnership.

**From left to right:** Susan Maliaga, Nomusa Mthimunye, Beauty Masilela, Ellen Mashinini, Jumaimali Khumalo

# HACCP UNPACKED

## HOW TO CONDUCT AN HACCP ANALYSIS

*By Rochelle Gouws, National Sales Manager and Tebogo Makgari,  
Business Development Manager*



**HACCP**  
**HAZARD**  
**ANALYSIS AND**  
**CRITICAL**  
**CONTROL**  
**POINTS**



Sometimes, in addition to your own prerequisite programme (PRP) and good manufacturing practices (GMPs), customers will ask that you also have a hazard analysis critical control point (HACCP) system as part of your food safety management system (FSMS).

HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product. This is a risk assessment programme used alongside good housekeeping practices to find potential sources of contamination and put measures in place to prevent them.

## Conduct a hazard analysis

A hazard analysis is an analysis of the conditions or contaminants in foods that can cause illness or injury.

### These hazards include:

- Biological agents – bacteria, parasites, and viruses
- Correctly identifying problem insects and rodents in all the various food establishments
- Physical objects such as bandages, rodent faeces, jewellery, glass, and packaging material
- Chemical contaminants, including natural plant and animal toxins, animal dander, pollen, dust, cleaning products, and insecticides

## Determine the critical control points (CCPs)

There are points in the food production process where an action can be taken to prevent or reduce hazards. This is the step at which control can be applied to reduce the hazard to an acceptable level.

### For example:

- Hand washing is definitely a preventative CCP
- Refrigeration or cooling of food
- Jewellery, including watches, not to be worn
- Cuts to be covered with a waterproof plaster

### More examples include:

- The heat factor in the cooking process is considered a CCP because control measures are necessary in dealing with the hazard of pathogens or bacteria surviving the cooking process.
- Pest control to prevent insecticides and pests from falling into food. If present at high levels in food, pesticides may cause health risks.

What else constitutes a CCP? Proper maintenance and regular servicing of EF units and rodent stations are CCPs. Pest control or management in itself is not a CCP, but a means of controlling a CCP.

## Establish the critical limits

This is the limit at which a hazard is acceptable, without compromising food safety.

### Below are a few examples:

- The cooking stage includes specific times and temperatures for cooking food products.
- For effective pest control, determine the critical limit per specie. How many flies, cockroaches or rats do you allow before action is implemented? For instance, does one rat warrant immediate action? Each food establishment has its own protocol on insects and rodents, and time when action is needed.







## Establish critical control point monitoring

Monitoring activities is essential in ensuring that the process continues to operate safely.

### A few examples:

- Determining the internal temperature of the food product, using a specialised thermometer, during the cooking process. Food samples are also a way of monitoring.
- Sticky insect detectors, pheromone traps as well as inspections for rodent droppings are ways of monitoring.

## Establish corrective actions

These actions must be implemented to bring the production process back on track, should monitoring suggest that deviation has occurred. In food production, corrective actions before the end stage production are far more effective than waiting until a product is done in order to test it.

### Here are a few examples of corrective action:

- When the required temperature has not been reached, the corrective action would be to cook further. When the cooking temperature cannot be reached even after further cooking, then the corrective action is to destroy the product.
- Pest control comprises cultural, mechanical, biological and chemical control. Introducing pest control methods often leads to early prevention and exclusions.
- Seal rodent and cockroach entry points.
- Use T-Rex traps.
- Install metal plates on outside doors.
- Install self-closing door devices.





## Record keeping procedures

This will be a summary of the hazard analysis and control measures. It demonstrates the effective application of the CCPs.

### Examples of hazard analysis and control measures:

- Keep a cooking log sheet or block lists (date, start and finish times, temperatures and employee signature)
- Treatment reports pertaining to pest control
- Sighting logs
- Trend reports
- Inspection reports
- Action reports
- Chemical log sheets
- Material safety data sheets (MSDSs)

## Establish verification procedures

The company's HACCP team or external expert evaluates the system to ensure that the HACCP plan is correctly followed. The expert may verify or assist when systems fail, or new hazards are recognised. It is also necessary that routine checks be done to check if employees are doing their job.

SHINING THE SPOTLIGHT ON

# PORTIA KHUMBUZA

**PORTIA KHUMBUZA**

As part of the Tsebo Cleaning and Hygiene team at Clifton Preparatory School, Portia Khumbuza knows what it means to live the values of Diligence, Caring, Enterprising and Integrity. Recently, however, Portia exceeded even these high standards by adding 'hero' to her resume.

When a contract worker had an epileptic fit and fell into the school pool, Portia remained calm and administered first aid before placing him in the recovery position.

There can be no greater contribution to the company then this act of caring displayed by Portia, who has proved herself as an exemplary example of living Tsebo's values. We are all extremely proud of Portia.

A letter from the client expresses their gratitude and appreciation of this exceptional individual.



Dear Mrs Naidoo and Mrs Gaillard,

I just wanted to inform you that this morning we held a special Preparatory School assembly to congratulate Mrs Portia Khumbuza.

Last week Portia was the first person on the scene to supply first aid to a contract worker who had an epileptic fit and fell into our school pool.

The man was brought to the side of the pool and Portia remained calm, reassured the man, gave first aid and then placed him in the recovery position.

She was fantastic in her duty of care, and we are all very proud of her here at Clifton.

Kind regards,

Jason Brown  
Clifton Preparatory School Principal

# NEWS FROM THE REGIONS

## SECUNDA YOUTH DAY 16 JUNE 2022

### Inland: Sasol Secunda

The Sasol Team had so much fun commemorating Youth Day in 2021, that they decided to do it again in 2022, but they went bigger this time!

The team participated in a few sporting activities with the children of Secunda. The day ended with a goodie bag handed out to each child. Team Sasol certainly had a jolly time representing the Tsebo brand!



Veronica Dlamini hands out goodie bags.



Frikile Maseko, Kagiso Matibidi, Suzen Maliage, Amelia Rantsai, Veronica Dlamini



November Maela, Susen Maliage and Fana Mofokeng

## MANDELA DAY AT MEDICLINIC GARIEP

### Inland: Mediclinic Gariep

Employees opened their hearts and 'kitchen cupboards' to partake in the Gariep Mediclinic Mandela Day project.

Tsebo would like to thank all who contributed generously. Your kind gestures are much appreciated.



Front: Siziphiwe Ntswayi. Back from left to right: Lerato Leshope, Amanda Modise, Charmaine Voyzana, Refiloe Kokoane, Lerato Niezer



# MEDICLINIC VICTORIA TEAM SCORES AGAIN!

## KZN: Mediclinic Victoria

Every month, we take a closer look at the Press Ganey scores; a rating patients give each facility.

For a few consecutive months now, Mediclinic Victoria has been attaining above maximum scores and continues to do so proudly. Management treated the staff to tea and snacks, plus a small gift to show our appreciation for the team's challenging work. With the renovations and construction currently underway at Mediclinic Victoria, our team has done really well at embracing the many challenges, as well as the patients.



Mediclinic Victoria Cleaning Team make us proud!



Contract Manager, Jane Govender, and Renisha Kistnan (Doctor Relationship Manager)



Contract Manager, Jane Govender, and her supervisors Ntombenhle and Princess.

# TSEBO KZN REGIONAL OFFICE – CLEANING, HYGIENE, SPECIALS AND GARDENS

## KZN: Tsebo KZN Regional Office

In February 2022, the Tsebo KwaZulu-Natal regional office moved to new premises. The goal was to incorporate all the divisions under one building to enable better service provision and encourage unity among the team. We found a new building, and renovations were soon underway. We finally moved into our new home at Intercite Business Park, in Springfield Park, at the end of June.



Welcome to our new offices!

# HERITAGE FESTIVAL

**Western Cape:** Netcare N1 City

Netcare N1 City celebrated Heritage Week from 3 to 7 July 2022. The nursing staff dressed up for this special occasion, and our staff were also invited to join in the fun.

They received horse cart rides, henna tattoos, face painting, and also made their own artworks on paper plates that are currently displayed at the hospital entrance. Our team truly appreciated being included in this momentous celebration.



Linda le Gransie , Leslene Claassen, Roslyn Lakey, Jaydene Syster, Ndileka Ngxambuza, Ndileka Ngxambuza, Tania Lightburn, Jasmyn Lewis and Genevieve Plaatjies enjoying the festival.

Creating paper plate artworks were fun!



# HANDWASH

**Western Cape:** Western Cape Operations Team

The Regions were challenged to each record a handwash video to demonstrate the new, recently rolled out Handwash Procedure.

Divisional Manager, Juan Smith, briefed the Western Cape operations team on what was expected from them. In no time, the team had devised a creative plan and the video was captured successfully. The final product, which had many funny moments, demonstrated the true meaning of teamwork.



From left to right: Dawie Maas, Colleen Pearson, Jeanine Stallwood and Carmen Buchner.