



THE SCIENCE OF
CLEANING
& **HYGIENE**

ISSUE 9 | SUMMER | **DECEMBER 2022**



TSEBO
50
+1
YEARS
FROM 1971 - 2022

TSEBO USES ITS BIG-BUSINESS CLOUT TO DEVELOP SOUTH AFRICAN SMMES

Monwabisi Kalawe – CEO Tsebo Cleaning and Hygiene

QUARTERLY NEWS
TSEBO CLEANING SOLUTIONS
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TSEBO

With so many challenges stacked up against them, a significant percentage of SMMEs fail in the first five years. Tsebo Cleaning and Hygiene Solutions CEO, Monwabisi Kalawe, explains how Tsebo is using its skills and experience to develop and grow its small businesses partners.

South Africa's National Development Plan of 2014 highlighted the importance of small, medium and macro enterprises (SMMEs) in job creation and competitiveness, with the goal that by 2030, 90 per cent of new jobs would be created by SMMEs. But the past few years have kicked up a number of challenges for small businesses, the Covid-19 pandemic and loadshedding among them. Add this to a standard list of issues faced by new businesses, such as lack of start-up capital, cash flow and late payments, and it's unsurprising that The University of the Western Cape claims that 70 per cent to 80 per cent of SMMEs in South Africa fail in the first five years. If small businesses are to be significant job creators in our near future, they're going to need a helping hand. For the Tsebo Solutions Group the answer lies in corporate South Africa partnering with SMMEs to grow and transform the national economy for the benefit of all.



MONWABISI KALAWÉ

CEO, Tsebo Cleaning and Hygiene Solutions

The Cleaning and Hygiene Solutions division alone partners with three SMMEs, namely Thetha Nathi, TG Sky Cloud, and Elevated Hygiene Solutions. Tsebo helps the SMMEs to identify procurement opportunities and provides the training, mentoring and tactical support they need to successfully take on large contracts. This includes allowing its partners the benefits of Tsebo's group buying power to purchase cleaning chemicals and equipment, as well as access to its well-defined methodologies and processes.

Monwabisi Kalawe, CEO Tsebo Cleaning and Hygiene says, "Our purpose as a company is to develop people, to serve people, and to uplift society. In my view developing SMME's is part of our DNA, it's woven into our business model to ensure that we achieve our ambition of making a significant contribution in uplifting society. The cake is big enough for everyone to participate. I would estimate the cleaning industry alone to be worth between R9 and R10 billion in South Africa of which, I estimate that, maybe R6 billion is outsourced to companies such as ourselves. This leaves roughly R3 to R4 billion that can be outsourced to partnerships between small businesses and corporates. Yet despite the enormous potential for SMMEs, many fall short when it comes to financing the cleaning equipment and products needed for large contracts. Some contracts require huge capital investments, but because of their small size SMMEs don't necessarily have access to the right funding, which means they sometimes need a big brother or sister such as ourselves to use our muscle to procure that equipment on their behalf."

Aside from contributing to Tsebo's transformation agenda, these partnerships help to enhance the professional profile of the industry as a whole by promoting fair labour practices, compliance and adherence to health and safety, as well as by stipulating service excellence.

Identifying partnerships

When it comes to identifying and strategically evaluating partners to work with, Tsebo uses its internal networks or relies on its partnership with Siyakha, a multidisciplinary consultancy that specialises in SMME and supplier development. Siyakha screens prospective SMME partners and helps them to achieve compliance with SARS and any industry specific requirements, and where necessary, provides business skills training.

"We then identify gaps where they require upskilling. It may be in the financial space, it may be in the client management space, it could be in using and selecting equipment and using the right techniques to clean the client's facilities properly. Essentially, we want to make sure that we're partnering with somebody whose heart is in making the business work; whose ethics are right and who understands that if you want to maintain a long-term relationship you need to meet the client needs at all times," says Kalawe.





CSI and SMME development in action

Aside from its commitment to SMME development, the Tsebo Solutions Group frequently assists in the communities it serves through various CSI initiatives. Tsebo recently partnered with TG Sky Cloud, a Secunda based SMME, to assist with the deep cleaning of Janelle House, a place of safety for children in need in the community.

Janelle House provides a loving and safe home for 12 children at a time, allowing their healing to begin under the care and guidance of professionally trained staff. The house is a comfortable and cosy home, but like any space where large numbers of children live and play, the house needed some special attention. In partnership with TG Sky Cloud, Tsebo spent the day deep cleaning every inch of Janelle House, paying special attention to soft furnishing, carpets and curtains. The result was a sparkling clean and happy home.

The hope is to continue CSI initiatives of this nature to make a difference in the local community.

To find out more, watch the video.



Click here to view our latest videos

Tsebo supports Disability Awareness Month by deep cleaning Triest Centre in Klerksdorp

The Triest Training Centre and Residence for People with Intellectual Disabilities aims to develop, motivate, educate, support and advocate for people with intellectual disabilities, which made it the perfect recipient for Tsebo's latest CSI initiative in partnership with SMME Wongalethu Prominent Services.

The theme for this year's internationally celebrated Disability Awareness Month is "Removing barriers to create an inclusive and accessible society for all", which is partly why Tsebo Cleaning & Hygiene Solutions, in partnership SMME Wongalethu Prominent Services, chose Triest Training Centre and Residence for People with Intellectual Disabilities in Klerksdorp, North West, as the recipient for a recent CSI initiative.

Triest's houses 60 residents and has a mission to develop, motivate, educate, support and advocate for people with intellectual disabilities. This resonates deeply with Tsebo's values "to develop people, to serve people, to uplift society".

The Tsebo Solutions Group's commitment to an accessible society for all is realised through various initiatives that promote sustainable growth and development in Africa. Tsebo realises that investing in people is one of the most important building blocks to achieving sustainable development.

It does this through various training and development initiatives, CSI projects in the communities it serves, and through programmes like Tsebo Phakiso, which aims to increase the economic participation of SMMEs. Tsebo Phakiso helps SMMEs to identify procurement opportunities and provides the training, mentoring and tactical support they need to successfully take on large contracts. This includes allowing its partners the benefits of Tsebo's group buying power to purchase cleaning chemicals and equipment, as well as access to its well-defined methodologies and processes.

Tsebo and Wongalethu embarked on a CSI initiative to deep clean Triest's facilities, catering kitchen and residences as well as to donate cleaning products and equipment to help Triest maintain their facilities at the highest standards of cleanliness and hygiene.

Johan Gerber, Director of Triest Training Centre says, "We've got about 60 disabled clients, they are all adults and all intellectually disabled, but being disabled doesn't mean they can't do anything. We like to focus on the ability, not on the disability.

"Our centre has been running for 25 years with the help of the community, by the grace of God, and with support from sponsors like Tsebo. I want to thank Tsebo and Wangaletu for their amazing support. Without support [... like this] Triest won't survive. We are an NPO and rely on support and sponsorships and thank you so so much for your help."

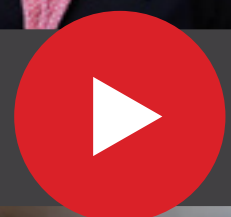
Scholtz May, owner of Wangaletu Prominent Services, meanwhile has this to say, "I want to pass on a message of appreciation to Tsebo and Triest Centre for the opportunity they have given us to work with them on the cleaning of the centre. Also to thank Tsebo for all that they do for SMMEs and to [encourage them to do the same] for SMMEs in other provinces. Thank you Tsebo for making a difference."

Tsebo aims to continue CSI initiatives of this nature to make a difference in the local community.

To find out more, watch the video.



**Click here to view
our latest videos**





TRIEST TRAINING CENTRE BROTHERS OF CHARITY SERVICES

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22 November 2022

Dear Tsebo and Wongalethu Team

This is a very humble letter to thank you for the wonderful support and sponsorship towards our centre. Yesterday you came here and took over like a swarm of bees cleaning the centre and donating a huge lot of cleaning material. Not only did your team clean and donate goods, you also fixed the plumbing and other items. Thank you so much and believe me in these times NPO's are suffering. The road is not easy but with the assistants and wonderful involvement of the community we can carry on rendering a service to the vulnerable people in our society. Gap

Since we are a NPO we rely on donations and the involvement of the community to render service to people with intellectual disabilities. Triest Training Centre is a centre for people with intellectual disabilities and our vision for our clients with intellectual disabilities at TRIEST is to provide opportunities to have a quality of life.

Triest can only achieve its goals with the involvement, assistance, care, love and donations from our community, friends and sponsors. Without these, serving people with disabilities in our area would not be possible.

This is a very humble letter to thank you for your support and involvement with the centre.

Best regards

Johan Gerber
Director: Triest Training Centre



SMME partnership in action: Thetha Nathi

Thetha Nathi Facilities Group, a 100 per cent Black female owned SMME offering professional cleaning services in Gauteng, was recently given a boost when they were identified by Tsebo as an Enterprise Partner of Choice on a large contract for a major motoring dealership. “At the time of recruitment, we didn’t know who they were except for introductions and background information. Upon meeting the owner, however, I found that our value systems aligned, and they came across as highly experienced. Furthermore, the services they offer complement ours to a large degree,” says Kalawe.

With its inherent understanding that a clean office environment is a key to a modern, effective organisation, Thetha Nathi has proved to be the perfect SMME partner and takes care of the office cleaning at the dealership, while Tsebo looks after the warehousing.

SMME partnership in action: Elevated Hygiene Services

In 2014, Elevated Hygiene Services was chosen from among a selection of small businesses to partner with Tsebo on a bid for a large hospital cleaning project. In addition to passing the objective criteria, they showed enormous passion and commitment. The bid was successful and Tsebo helped Elevated Hygiene Services to grow the business by navigating complex regulations and laws and offering human resources services. This included contract advice as well as managing administrative issues, such as UIF.

Says Brian Zulu, owner and manager of Elevated Hygiene Solutions: “The relationship with Tsebo has benefitted us enormously, not just through training for specialised health cleaning, but also by allowing us the buying power normally only available to large corporations. Tsebo is invested in developing small businesses and making sure that we come out of the process better than we were before. This is rare to see in such a big company.”

Elevated Hygiene Services has subsequently become an Enterprise Partner of Choice and has benefitted from skills and knowledge share as well as operational support. “We gave Brian an opportunity to grow and when we were satisfied that he had achieved the right level of development, we extended the relationship to a large government contract, which he is basically running on his own based on the skills we shared and the business support we still provide. Our ultimate goal when we partner with SMMEs is that they will eventually be developed enough to be able to compete against us in the market for cleaning opportunities,” Kalawe concluded. Or to put it in Zulu’s own words, “We are small now, but we hope to grow up to be a Tsebo one day.”

HOW BATTERIES ARE TRANSFORMING THE CLEANING WORLD

By Johan le Roux, Specialised Cleaning Technical Manager

The breakthrough!

For many years, batteries were part of our daily existence. A lot of development has since been put into the production of batteries, causing them to have a prolonged lifespan. This has especially been true for cell phone battery development. The biggest breakthrough came with the introduction of lithium-ion batteries that suddenly allowed us to use our mobile phones for longer time frames. Cell phones can now be charged more often, and the charging times are less.

The above-mentioned breakthroughs formed the basis of the development of a variety of cleaning equipment that can now be operated with battery power. Examples include compact floor scrubbers as well as back-pack vacuum cleaners.



May the best battery type win

So, what are the benefits of lithium-ion batteries compared to the traditional lead acid and gel batteries?

As businesses look to use more sustainable working methods through the use of electrified equipment, understanding the different types of batteries and what they offer is key for understanding overall user costs. For instance, more traditional lead acid and gel batteries are often cheaper to buy at the onset. However, their long-term capacity diminishes at a much faster rate when compared to lithium-ion batteries. This often results in the former needing to be replaced after short intervals, which leads to higher costs for the user.

A lead acid battery has a rate of up to 900 cycles in its lifespan. It is rechargeable and is relatively inexpensive. The battery loses a cycle each time it is charged and also produces hydrogen gas that reduces its charging efficiency. This results in the battery achieving only 80 per cent operational efficiency. Another disadvantage is that the batteries are heavy.

A lithium-ion battery, on the other hand, has a lifespan of up to 3800 cycles. It is also lighter than lead acid batteries and can therefore be used in a wider range of equipment. It also has a very low self-discharge rate, which enables users to achieve a near 100 per cent operating capacity, ensuring it will last longer compared to its lead acid battery counterparts.

The cleaning industry and batteries

In the cleaning industry, it is crucial to have batteries that can be charged quickly and efficiently to reduce equipment downtime. When using a fast charger, certain lithium-ion batteries can be charged in as little as two hours. Over a 24-hour period, the user would be able to spend up to 14 hours cleaning and ten hours charging. This helps to increase productivity and avoid equipment down time. Another advantage of lithium-ion batteries is that they require zero maintenance from the user as they contain no gel or liquid substances. Additionally, they contain a battery management system (BMS) that operates as the brains of the battery. From charging to discharge, the BMS oversees all battery activity.

When it comes to selecting battery powered equipment, knowing the differences between lead acid and lithium-ion batteries will help users make an informed decision based on what works best for their needs. Although more expensive in the beginning, lithium-ion batteries can be more economical over an extended period. The other big advantage is their ability for opportunistic charging, especially in an environment where load shedding is an almost daily occurrence.

Reference: <https://www.healthline.com/health/ph-of-blood>

A BALANCING ACT

By Marietjie Swanepoel: Hygiene, Cleaning and Healthcare Specialist

“One accurate measurement is worth a thousand expert opinions.”

- Grace Hoppe

We use a measuring tape to measure the length of an object in centimetres and metres. When we travel from one place to another, we measure the distance in kilometres. We can use a thermometer with both a Celsius (°C) and a Fahrenheit (°F) scale to measure temperature. Seismometers are used to measure earthquakes by converting vibrations into seismograms. In science and everyday life, we measure the acidity or alkalinity of substances in pH units; allowing us to determine the acidity of a specific shampoo as pH 5.5 or that a skin product is pH neutral.

The pH (potential hydrogen) scale forms part of our daily lives. We use a test kit to maintain the pH levels of our swimming pools. Doctors use strips to test the acidity levels in our urine. We refer to alkaline diets and consume alkaline powders to keep our bodies' pH levels neutral. The moral of this introduction? Measurements tell a story and healthy pH levels are key to optimum body functionality.



Your body and the pH scale

Your blood has a natural pH of 7.4 to 7.8 and needs to maintain this level to function at its peak. pH Balance is crucial for almost every bodily function, including your digestive system, muscles, joints and your immune system. However, the different organs in your body each have their own pH level to maintain. You may have heard of the term 'pH balanced' skin products. But, did you know that your skin measures slightly more on the acidic side at a pH of 5.5? Saliva is also slightly acidic on the pH scale, ranging from 6 to 7 pH, which helps with the partial digestion of food. However, high acidity levels in your mouth can cause tooth decay and an alkaline toothpaste can help restore the balance. Normally, the pH value of our stomach is very acidic, ranging around 1.2 on the pH scale. Drinking plenty of water, minimising alcohol and processed foods, avoiding sugar and too much salt, exercising and minimising stress all contribute towards maintaining a healthy pH balance in the body. Remember: you are what you eat!

It is no rocket science

You do not have to be a scientist to understand how the pH scale functions. As previously mentioned, the abbreviation 'pH' stands for potential hydrogen and informs us of the concentration of hydrogen ions in a solution. The value ranges from zero to 14, and the pH is the unit of measure that describes the degree of acidity or alkalinity of a solution.

Understanding the pH scale and cleaning chemicals

Understanding the pH scale is the golden thread for any cleaning operation to obtain optimal results. The pH scale indicates whether a solution is acidic, neutral, or alkaline. The numerical range of the pH scale ranges from zero to 14, with seven being neutral. A pH of less than seven indicates acidity, whereas a pH of greater than seven indicates alkalinity. The pH scale is a logarithmic scale and not an arithmetic scale; where each pH unit represents an exponential increase in acidity or alkalinity the further you move away from seven. This means that a chemical with a pH of five is ten times more acidic than pH6, while pH1 is 100 000 times more acidic than pH6. Seven is the middle of the pH scale, and the neutral point (neither acid nor alkaline). From seven to five would be a very weak acid and from seven to nine would be a very weak alkaline. From a practical point of view, it is therefore safe to treat pH5 to pH9 as neutral products.

Neutral territory

Neutral detergents are characterised by having a gentle cleaning action. Whatever is not damaged by water will not be damaged by a neutral detergent. Acidic or alkaline detergents are more powerful and aggressive but carry the risk of being corrosive and potentially damaging to certain surfaces or finishes. Extremely acidic or alkaline materials are called “reactive” and can cause severe burns and damage. Examples include automobile battery acid, which is very acidic and an oven cleaner, which is very alkaline. To remove dirt effectively from a surface, we first need to decide whether to use a neutral, acidic or alkaline detergent.

Opposites attract!

Did you know that dirt deposits also have a pH? We can therefore identify acidic dirt versus alkaline deposit build-up. To dissolve dirt, we need a chemical with an opposite pH value to have a chemical reaction that will dissolve the dirt. In other words, acidic soil build-up requires an alkaline chemical, and alkaline soil build-up requires an acidic chemical.

Alkaline dirt

Alkaline dirt can be classified as inorganic and comprises mineral-based stains such as calcium, rust and mineral deposits. When water evaporates, salts and minerals (calcium and magnesium) remain, causing a chalky substance that forms in crusts around taps and shower heads, for example. Another example of limescale is the white crust that forms around your kettle element. We find limescale in bathrooms, kitchens and around swimming pools and fountains. Acid-based chemicals will dissolve these calcium and mineral deposits into soluble salts. Natural acidic household products to use are white vinegar and lemon juice. Chemicals that fall into this category include de-scalers and toilet bowl cleaners.

Acidic dirt

Acidic dirt can be classified as grease, oils, proteins, vegetable oils and other organic residues. The ideal skin potential hydrogen of humans is between pH4.5 and pH5.5, which is considered acidic by pH scale standards. When we use an alkaline solution on acidic dirt, the solution reacts with natural fats and vegetable oils to form soluble soap. Natural alkaline cleaners are bicarbonate of soda, which is commonly known as baking soda, and closely resembles sodium bicarbonate. De-greasers and oven cleaners fall into this category.



Never mix chemicals!

Remember that classic experiment from your school days where you created the effect of a volcano by mixing an acid and an alkali to create a chemical reaction? The reaction of mixing vinegar (acidic) and baking soda (alkali) with a detergent (natural) resulted in a fizzy effect created by a bubbling explosion once the vinegar had reacted with the baking soda. This school experiment could be potentially dangerous to people and their surroundings. Mixing chemicals without following the manufacturer's instructions must never be allowed in professional cleaning operations.

Safety Data Sheets

A Safety Data Sheet (SDS) is a document that contains information on the potential hazards (health, fire, reactivity and environmental) and how to work safely with the chemical products. All chemicals used for professional cleaning should have MSDSs available. Professional cleaners often ask: "Can we use X or Y product for cleaning?" and the answer is: "If it is not accompanied by a MSDS, do not use it!"

Assess the dirt

Once you established whether the pH value of the dirt you are cleaning is alkaline or acidic, and after collecting the correct chemical, always ask yourself if the surface is alkaline or acid resistant. Why is this step important? Because we do not want to end up damaging surfaces.

First rule of thumb: Maintaining balance is key!



EFFECTIVE HANDWASHING IN 11 STEPS

By Cindi du Preez: National Training Manager

Not so long ago, we were taught that washing our hands for the duration of the 'Happy Birthday' song was enough time to possibly prevent the spread of germs. In the healthcare sector, however, we have learnt the process behind adequate handwashing. And we now know that washing one's hands effectively does not add up to six or even eight, but a total of 11 steps instead!

First regional winners: In our Inland Region, the winners came from Team Sasol at Embalenhle Club, who impressed us with their dance moves, all while demonstrating the 11 steps.



From Left to Right: Sonto Mashinini (Supervisor), Amazement Mbantsana, Cynthia Nxumalo, Elinah Mngomezulu, Nonesi Mphetshwa, Duduzile Nzimande, Ennie Magagula, Mary Khoza and Jabu Nkosi.



Second regional winners: The Mediclinic Milnerton Team, supported by Trudy Karelse, rocked Ska-Rumba with 11 Steps that would have made singer Juanita du Plessis proud

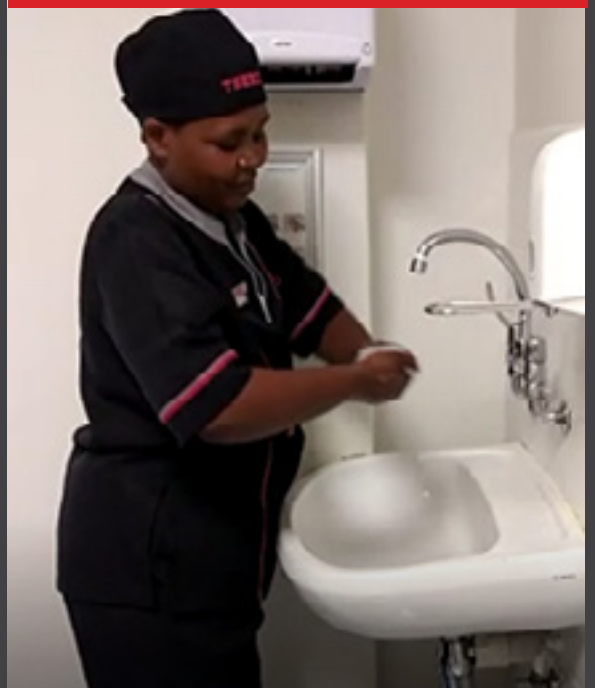


From left to right: Charity Mteshane, Trudy Karelse, Mandisa Dosha, Maria Mpapela, Sinazo Dosha, Masande Kumsha, Yankela Rolinyathi enjoying their celebratory chicken meal. Sinethemba Mbidla was not present in this photo but participated in the winning video.

At Tsebo, we understand that handwashing is the single most important step in the prevention of the spread of germs. Effective handwashing is about reaching all the places where micro-organisms could be lurking rather than the time it takes to finish the 'Happy Birthday' song. That said, there really is no reason you cannot do both.

At Tsebo Cleaning, we recently updated our handwashing procedures to adapt to the new 11-step procedure as promoted by the World Health Organisation (WHO). We encouraged participation by launching a video competition where Tsebo teams had to create a creative and accurate demonstration of the 11 steps. A winner was identified per region, and our amazing employees rose to the occasion and did not fail to impress. All winners received a celebratory chicken meal and cool drink for their efforts. The handwashing video competition reminded us that a team that knows how to have fun together can achieve much more!

Third regional winners: KZN produced a solo act by Busisiwe Ntunja, to the sweet sounds of Lionel Richie, supported by her colleague, Ntombenhle Khoza, behind the camera.



Busisiwe Ntunja



STEPS TO WASHING YOUR HANDS

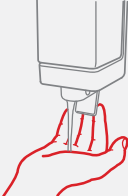
DISINFECTION AND APPROPRIATE WASHING OF THE HANDS

Wash visibly soiled hands with soap and water, otherwise use alcohol based hand rub. When overlapping hands, use 5 strokes every time. **Please remember to close tap when lathering your hands to conserve and save water.**

 Duration of the entire procedure: 40-60 seconds

1 

Wet hands with water;

2 

Apply enough soap to cover all hand surfaces;

3 

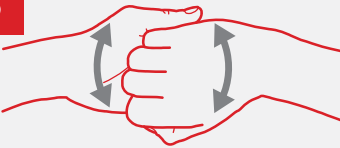
Rub hands palm to palm;

4 

Right palm over back of left hand with interlaced fingers and visa versa;

5 

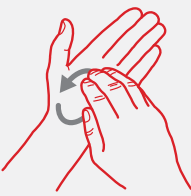
Palm to palm with fingers interlaced;

6 

Backs of fingers to opposing palms with fingers interlocked;

7 

Rotational rubbing of left thumb clasped in right palm and vice versa;

8 

Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

9 

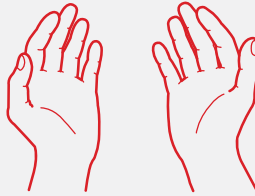
Rinse hands with water;

10 

Dry hands thoroughly with a single use towel;

11 

Use towel to turn off faucet;



Your hands are now safe.

PEST CONTROL AND THE **FOURTH** **INDUSTRIAL** **REVOLUTION**

*Rochelle Gouws: National Sales Manager, and
Michelle Seetharam: Business Development Manager*

Impact of technology on pest control

Does it concern you that climate change and related severe weather events will drive pests out of their natural habitat and into urban areas such as residential areas or commercial or industrial districts?



This is a justifiable fear as some of the latest research shows that global warming is driving pests from their natural habitats into commercial and human settlement. In addition, we are currently living in the Fourth Industrial Revolution (4IR) where, according to Founder and Executive Chairman of the World Economic Forum, Professor Klaus Schwab, there is a “fusion of technologies that is blurring the lines between the physical, digital and biological spheres.” Therefore, the second valid question that must be asked and answered is whether the latest technologies developed in the 4IR, such as the ‘Internet of Things’ add value to the process of keeping pests out of your businesses and homes or not. The succinct answer to this question is: Yes, IoT technologies can be utilised to keep pests out.

How?

Getting rid of pest infestations and keeping them out with the intelligence of the 4IR as well as monitoring patterns with early warning detections is possible.

- The first and most important step to take is to contact a specialist involved closely with pest control at Tsebo Solutions Group, to prevent or remove the pest infestation in your business or home.
- The next step is to fix all the holes, gaps, and spaces where the pests entered your premises. The intention is that these pests should not be able to enter your living space again.
- Once your home is sealed, the next step is to install a network of smart devices that can be controlled remotely to ensure that the pests do not return.

It is now possible to remotely monitor for specific pests to understand their activity, location and patterns. This technology is primarily used in food manufacturing, storage, HACCP, warehousing, agricultural and hospitality to name a few. We find that this method can easily be adapted for use inside corporate and commercial as well as residential living areas where pests tend to gather.

Additionally, because internal temperatures and food storage appliances like fridges and freezers are remotely controlled, it is possible to ensure that your home or business is always kept at an optimal temperature, and it reduces the risk of food going rotten. This, in turn, will reduce your venue’s attractiveness to pests like cockroaches, rats and mice.

Final thoughts

In a sense, all of the Industry 4.0 technologies are relatively new. We know they are continuing to develop at a rapid rate at the same time. Therefore, the ability to control pests via IoT technology can only improve with time.

NEWS FROM THE REGIONS

SIEMENS ENERGY COMPLIMENTS!

Inland: Siemens Energy, Johannesburg

Since the start of our Siemens contract on 1 April 2022, we have received nothing but compliments from the company's senior management, thanking our team for their excellent service and hard work.

The team based at Siemens were rewarded with special recognition certificates from our CEO for their unparalleled dedication. Thank you for flying the Tsebo flag high team Siemens. We are proud of you and keep up the great work!



From left to right: Themba, Benjamin, Simphiwe, Willie, Xolani, Masungulo Nompumelelo, Londiwe, Christina, Bongumusa, Isabella, Simphiwe and Akho.

HERITAGE DAY SECUNDA



Left to right: Lawrene Hlatshwayo, Nonhlanhla Thabethe, Kagiso Matibidi, Shoniez Cassim, Portia Mthimunye.

Inland: Sasol Secunda

Tsebo Cleaning and Hygiene Solutions, Secunda celebrated Heritage Day in style. A big shout out to our lovely Secunda office personnel for showing up dressed immaculately in traditional attire — and reminding us that diversity is indeed beautiful!

MEDICLINIC BLOEMFONTEIN PATIENT EXPERIENCE TRAINING

Inland: Mediclinic Bloemfontein

Every month, we take a closer look at the Press Ganey scores; a rating patients give each facility. Tsebo employees walked away extremely motivated after the recent patient experience training at Mediclinic Bloemfontein. Facilitated by Marietjie Swanepoel from MS consulting, we are certain that Mediclinic Bloemfontein patients are in for even greater service from our team.



Marietjie Swanepoel and the Mediclinic Bloemfontein team.



Shirley Lottering and Abrielle Jooste

EMPLOYEE RECOGNITION

Western Cape: Liberty Promenade

Abrielle Jooste was awarded 'Employee of the Month' for being a true embodiment of the Tsebo value 'Diligent'.

Abrielle works hard, lends a helping hand when required and always goes the extra mile. Well done Abrielle!

HANDWASHING FUN!

Western Cape: Mediclinic Milnerton

The Regions were challenged to each curate a handwashing video to demonstrate the 11 Steps of Handwashing procedure. The Mediclinic Milnerton team danced to the famous lyrics of Juanita du Plessis' *Ska-Rumba* song while demonstrating these eleven steps. The team also showed their support for Breast Cancer Awareness Month by wearing pink.



Trudy Karelse and Masande Khumsha (Performer)



Charity Mtshane, Mandisa Dosha, Maria Mpapela, Sinethemba Mbidla, Sinazo Nikiza, Yolandi Beukes and Yamkela Rolinyathi.