



HOW TSEBO HELPED ONE OF THE WORLD'S BIGGEST DIAMOND MINES TO **IMPROVE THEIR HYGIENE AND PEST CONTROL STANDARDS, WITH ZERO DOWNTIME.**

INTRODUCTION

Situated at an elevation of 3,100 metres, Letšeng Diamond Mine in Lesotho is not only one of the largest diamond mines in the world, it is also the highest. Its remote location high up in the Maluti mountains presents an access challenge, and the high-risk environment of an open-cast mine means that service providers need to adhere to strict health and safety codes.

Lesotho Site Services (LSS) as part of Tsebo Lesotho Solutions, our sister company, has already proved itself as a compliant, quality catering solutions provider for the mine, so it made sense for Letšeng to incorporate hygiene and pest control as part of a cost-effective, bundled solution from Tsebo.



THE CHALLENGE

Aside from being a remote and difficult location to access, the administrative challenges of taking staff and products across a border were exacerbated by the fact that the start of contract coincided with the impending Level-5 lockdown, imposed as a result of the COVID-19 pandemic. This meant Tsebo had only a short window of opportunity to complete an initial installation of hand sanitisers and dispensers. The second phase of installation could only take place after the borders between South Africa and Lesotho were re-opened under Level 1, at which point the client expected a seamless transition from the previous service provider to Tsebo. Movement was restricted due to the nature of an open-cast mine, meaning that rodent bait station boxes had to be strategically placed for effectiveness. The Tsebo team also had to go through a stringent induction process and medical assessments to comply with the mine's health and safety codes.

THE SOLUTION

Tsebo began installation of bait traps and hygiene equipment in October 2020, once the previous service provider had removed their equipment from the site. Tsebo's vast experience in the mining sector and in-depth understanding of its health and safety codes, together with the team's willingness to work extended shifts from 7 am to about 11 pm, meant they were able to complete the installation within five days and ensure that the client wasn't affected by any downtime.

HYGIENE SOLUTIONS



Over 90 sensor and paper towel dispensers and refills



Over 85 platinum top-up soap dispensers



Over 100 hand sanitiser dispensers and refills



Over 70 Femcare sanitary bins (including consumables)



Over 55 airmist air freshners and refills



Over 85 auto urinal sanitisers and refills



Over 10 stand-alone hand sanitisers and refills

PEST CONTROL SOLUTIONS



Over 190 rodent bait stations



Over 5 fly units

THE BENEFITS

In addition to getting the installation done quickly, and the site stocked with relevant products to create a hygienic environment that adheres to health and safety protocols, Tsebo was able to add value for the client by providing a hand sanitation solution that comprises sanitiser and dispensers. This allowed the mine to continue to operate during lockdown.

Hygiene equipment was provided in all the:



Washrooms



Staff dining rooms and kitchens



Common areas



Boardrooms



Recreation areas



Office areas



Medical centres



A high-level pest control solution was provided in the form of rodent and rolling bait stations and fly catchers.

Other benefits and innovations include:

Ongoing high-level service

Whereas the mine's previous service provider was only on site once a month, Tsebo appointed **a full-time hygiene service technician** to live on site and ensure that hygiene bins are regularly emptied and that items such as toilet paper, sanitiser and soap dispensers remain stocked. Members of the Tsebo team visit the mine once a month to service equipment and bait stations, and deep clean the washrooms.

Meet Tsebo's Hygiene Service Technician

Aside from loss of life, the greatest tragedy surrounding the coronavirus is the effect it has on the global economy, resulting in large-scale job losses. Eunice Lefaso was retrenched as a result of COVID-19, but in a happy turn of events, Tsebo was able to appoint her as Hygiene Service Technician for the Letšeng diamond mine, a position that includes accommodation, food and transport.



Advanced reporting

An innovative Proof of Delivery (POD) and Proof of Service (POS) platform was implemented whereby relevant information is loaded on to a tablet and emailed to the client. This information is included in reports.

Pest Control is monitored by live electronic reporting. Each bait station has a unique QR code to easily track activity and comments related to it. Activity levels are recorded and populated on the online dashboard.

Detailed monthly reports are submitted to clients via an advanced automated reporting platform that includes a timestamp to provide absolute assurance that every piece of equipment and bait stations have been checked. The portal is available online 24/7 for access to pertinent service information and registrations.



QR codes specific to each bait station



Bait station

Pest Control Dashboard



Stock management

Tsebo's powerful supply chain capability ensures that there is minimal turnaround time and that a continuous supply of consumables is kept on **hand with two week's worth of buffer stock held on site.**



TSEBO: A COMPLIANCE PARTNER

Tsebo prides itself in partnering with its clients and making life as easy as possible by complying with any rules, regulations and health and safety codes. With vast understanding and experience in the mining sector it is a strategic imperative for Tsebo to work directly with the SHEQ officer to not only ensure that all of the client's criteria are met, but also to help the client achieve compliance. Amidst a pandemic, this includes getting the relevant COVID-19 tests and permits as well as personal protective equipment (PPE) in place for members of the service team to be able to visit the site monthly.

Hygiene and Pest Control was able to meet the client's stringent health and safety requirements owing to its high-level of compliance with a number of international regulatory bodies, including:

- **SAPCA** (South African Pest Control Association)
- **ISO 9001** (Quality Management System)
- **ISO 14001** (Environmental Management)
- **ISO 45001** (Operational Health & Safety)

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Tsebo Hygiene worked hard to ensure a seamless transition during the takeover of pest control and hygiene services from the previous service provider through a carefully planned decommissioning and installation process. I am impressed by their quick turnaround response to queries and complaints raised by the client and other stakeholders. I am proud of you guys, keep it up.

*Posholi Mosothoane, Tsebo General Manager,
Lesotho (former LSS General Manager,
Letšeng Diamond Mine)*

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GET IN TOUCH

+27 (0)11 441 5300 | info@tsebo.com
www.tsebo.com

