CLEANING & HYGIENE

ISSUE 11 | WINTER | JUNE 2023



THE ADVANTAGES OF CHOOSING A PROFESSIONAL CLEANING AND HYGIENE COMPANY

QUARTERLY NEWS
TSEBO CLEANING SOLUTIONS
www.tsebo.com





1. Cost-Effectiveness of Sub-contracting **Commercial Cleaning Services**

- Cleaning supplies and equipment: We supply our professional cleaners with cutting-edge technology, saving you the costs of purchasing and maintaining cleaning tools.
- Hiring: By opting for our professional cleaning service, you can avoid the expensive recruitment process and ensure consistent high-quality results without turnover concerns.
- **Training:** We provide well-trained cleaners, eliminating the need for costly and time-consuming training processes.

2. Improved Building Maintenance

- High standards: Our professional cleaners adhere to strict guidelines, utilise the latest techniques and equipment, and offer reliable customer support to ensure exceptional outcomes.
- Follow-ups: We value the customer's experience and maintain regular communication through weekly calls, quarterly reviews, and monthly reports, ensuring any concerns are promptly addressed.
- **Efficiency:** Our experienced cleaners specialise in their field, allowing them to complete tasks faster and more effectively, resulting in better building maintenance.
- Reporting maintenance issues: Our cleaners partner with you in reporting maintenance issues to ensure a timely resolution.

3. Reduced Workload through Professional Cleaning Services

- Comprehensive services: Our diverse team offers a wide range of cleaning services, eliminating the costs and risks associated with assembling an in-house team.
- Minimal paperwork: Hiring is quick and straightforward, saving you time and effort in managing job applications, tax forms, and administrative duties.
- Delegation of work: By subcontracting your cleaning tasks to us, you can focus on strategic planning and higher-level tasks, leading to more efficient operations and business growth.

4. Dependability of Sub-contract Service Providers

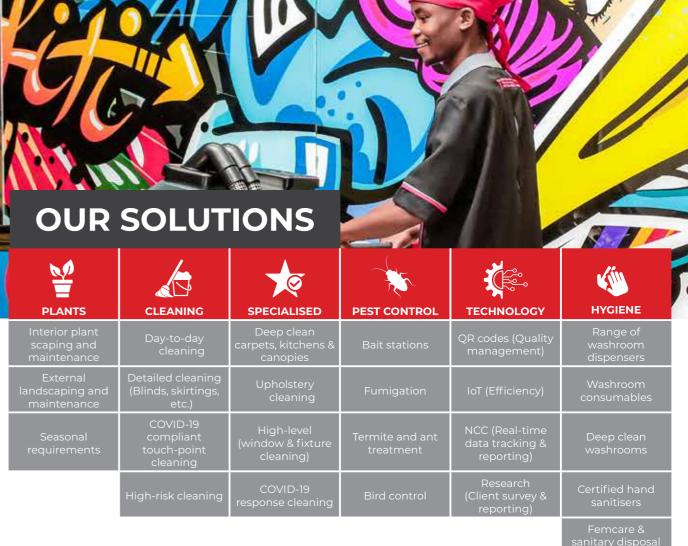
- Availability: Our professional cleaners are available whenever and wherever you need them, ensuring uninterrupted cleaning services, including holiday and emergency servicing. With our nationwide coverage, multisite owners, and managers, you can rely on consistent cleaning services across all locations.
- Longevity: With years of experience and a proven track record, Tsebo has earned a loyal client base and excellent reviews, guaranteeing highquality work without the need for additional training or costs.
- Responsiveness: We are committed to resolving any issues or quality concerns promptly, providing you with peace of mind. Our dedicated operations managers are available around the clock to assist.



5. Accommodation of Specific Requests by Expert Cleaners

- Numerous industries: Our professional cleaners are experienced in serving various industries, ensuring exceptional results while adhering to industry-specific standards and regulations.
- Customised solutions: We understand that each client is unique, and we tailor our services to fit your commercial site perfectly, catering to your specific needs, from construction cleanup to day-to-day management.
- Personalised experience: With our sub-contract cleaning services, you have control over your cleaning preferences. We provide real-time data, customised quality reporting, and an additional layer of insurance, allowing you to monitor compliance, provide feedback, and make necessary adjustments.

By hiring Tsebo as your professional cleaning service provider, you can leverage these advantages to ensure a clean, healthy, and productive environment. Contact us today to experience the Tsebo difference.



Our other integrated solutions include:



Energy Consulting: Experienced Energy Engineers review your energy requirements and design a solution fit for purpose.



Energy Project Management: Experienced Engineers ensure your ideal installation is installed professionally, delivering the expected results.



On-going Energy Maintenance: Professional maintenance teams directed by qualified Engineers provide excellent aftercare.



Energy Consumption Intelligence: Our cost-effective suite of real-time reports provide insights on consumption, installation effectiveness and auditable reporting on environmental impacts.



Our specialist services include Catering, Beverages, Security, Engineering, and Workspace Design.

Quality: Quality is monitored continuously by site management, operations management, and regional Quality Assurance Managers.

Health & Safety Compliance: We comply with the H&S legislation and regulations to contribute to a safe and healthy environment. Our competent cleaners attend an annual safety induction to ensure that this remains a focus.



With 70 per cent of all dirt entering a building brought in by foot and wheeled traffic, and tracked-in moisture being the prime cause of accidental slips and falls on hard floor coverings, adequate floor maintenance and protection should be the starting point for all cleaning professionals' winter maintenance plans.

The level of dirt, dust and moisture entering and travelling around a building can be successfully reduced by installing a range of floor matting systems throughout key areas. As a minimum of five metres of continuous matting should be installed to effectively minimise the amount of debris and moisture, a three-stage approach should be undertaken. Laying the groundwork

The first zone that should be addressed is the outdoor entrance, as this provides a primary level of defence against rough grit, dirt, grease and initial moisture. Cleaning management teams should install durable weatherproof floor matting that is greater than 1.2 metres in length, so that visitors make contact with both feet when entering the building to remove the highest possible levels of dirt and moisture. For wheelchair traffic, the dimensions of the matting should be large enough for the wheels to turn twice before making contact with the flooring installed underneath. It should also include having a slip-resistant surface and firm top layer.

For busy entrances that experience high levels of traffic, fitted entrance systems that are constructed of 90 per cent recycled anodised aluminium should be considered. This is because they are considerably stronger than PVC, rubber and wired alternatives, ensuring the highest standards of both hygiene and longevity, as the rigid bases will perform for up

The addition of replaceable, yet high performance, polypropylene, nylon, natural coir, or rubber infills that are supplied with a 10-year guarantee consistently removes footborne dirt and moisture, whilst simultaneously providing the highest standards of aesthetics.

For applications where recessed entrance systems may not be suitable, the installation of solid rubber-backed mats provide an effective option, as the 100 per cent polypropylene surface can hold up to 4.5 litres of water per square metre for the highest standards of performance and functionality.

An inside job

Once the exterior entrance area has been addressed, cleaning professionals should then consider what floor matting solutions are required for the indoor entrance. This is particularly crucial for commercial buildings, which often feature hard flooring materials that are susceptible to scratches and staining. Smooth types of flooring materials, such as hardwood or tiles, also present potential slip and trip hazards if moisture is allowed into the building.

It is therefore essential that the correct floor matting system is specified to successfully alleviate these risks, by removing dirt from shoes before occupants' step inside. Due to the nature of internal matting, there are a wide range of options to choose from, with different constructions and materials providing greater moisture resistance or inherent quick drying properties, whilst other products may feature heavy duty fibres for optimum durability.

Whilst suitable for exterior applications, aluminium fitted matting systems can also be installed inside the interior entrance of a building to deliver superior performance.

If management teams are looking for replaceable floor matting options that don't require fixed installation, they should consider mats that are constructed from high-twist nylon fibres and combined with a nitrile rubber backing for unrivalled slip resistance.

Other considerations

To successfully mitigate the level of dirt and moisture entering the building, mats that feature pile heights of up to 9 mm, pile weights of 800 grams per square metre and dirt absorption of 950 grams per square metre should be considered.

Whilst entrance matting may be the primary focus for professionals when creating maintenance plans, it is important to consider matting systems for additional areas of a building. By installing floor matting throughout the reception

- in addition to communal spaces that present themselves as key transfer zones
- such as lift lobbies, individuals can ensure that all areas of the building are adequately protected.

Floor mats that have a high capacity for dirt capture, whilst also offering enhanced levels of aesthetics, are a suitable choice for a diverse range of interior applications.

With a high percentage of a commercial cleaning budget typically spent on floor maintenance, by installing a dedicated combination of interior and exterior systems throughout key areas of a building, management teams can successfully reduce cleaning maintenance requirements this winter, whilst simultaneously optimising safety and long-term flooring durability.



THE SCIENCE OF CLEANING AND HYGIENE

SUSTAINIBILITY IN THE CLEANING INDUSTRY

By Marietjie Swanepoel: Hygiene, Cleaning and Healthcare Specialist

Cleaning is an essential part of our daily lives. However, as we become more aware of the impact of our actions on the environment, it is important to consider the sustainability of the cleaning products and practices we use. The cleaning industry has a significant role to play in promoting sustainability.

Another reason why sustainability is important in the cleaning industry is the increasing demand from customers for environmentally friendly solutions. Clients are becoming more aware of environmental issues, and they want to do their part to reduce their carbon footprint. This demand for sustainable products and services has led to an increase in companies adopting environmentally friendly practices to meet the needs of their customers.

Challenges in implementing sustainable practices in the cleaning industry is the lack of education and awareness. Many professionals are not aware of the environmental impact of traditional cleaning products and methods. Therefore, it is important to educate cleaning professionals and clients about their carbon footprint.

Paths to sustainability

There are several paths to sustainability. One approach is to focus on the three Rs: reuse, reduce and recycle. Reuse involves finding ways to use products and materials multiple times, reducing waste and conserving resources. Reducing involves using fewer resources in the first place, such as by using more efficient equipment and processes. Recycling involves finding ways to repurpose waste products, reducing the amount of waste sent to landfills.

The circular economy

The circular economy is a model of economic development that prioritises resource conservation and sustainability. In the context of the cleaning industry, this might involve designing cleaning systems that use recycled or repurposed materials and focus on energy and water conservation.

The cradle-to-cradle theory is a sustainable design approach that promotes the use of materials that can be fully recycled or biodegraded, minimising waste, and reducing the industry's environmental impact. This approach encourages the use of sustainable materials, with plant based raw products, and the elimination of toxic substances. By adapting the cradle-to-cradle principles, the cleaning industry can create products that are not only effective, but sustainable, contributing to a circular economy that benefits both the environment and society.

NDUSTRY TRENDS

Green practices

Green business practices are those that prioritise environmental and social responsibility. Sustainable practices in the cleaning industry include using eco-friendly products, reducing waste, and conserving energy and water.

The carbon footprint is a measure of the amount of greenhouse gas emissions produced by a particular activity or product. In the cleaning industry, reducing the carbon footprint might involve using more energy efficient equipment, reducing the use of chemicals that produce greenhouse gases, and using sustainable materials.

Green cleaning refers to the use of cleaning products and methods that have a reduced impact on the environment and human health. This includes using products that are biodegradable which break down naturally in the environment, reducing the amount of waste that ends up in landfills or pollutes waterways.

Another important aspect of sustainability is the use of easily recyclable packaging. Before using any alternative packaging, it is prudent to look at the Life Cycle Analysis of the packaging being used and compare it with alternatives before making any change.

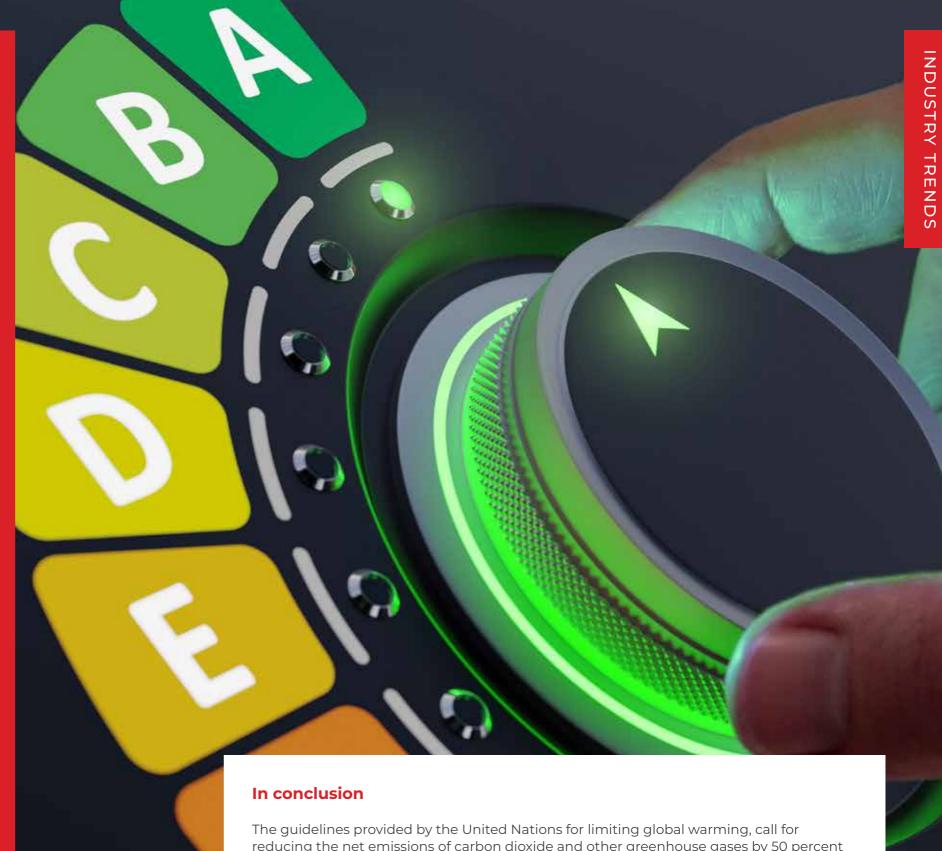
Green cleaning methods prioritise energy and water. By using energy efficient equipment such as vacuum cleaners and washing machines and turning off lights and equipment when not in use, green cleaning practices can help reduce energy consumption and lower carbon emissions.

Sustainable materials

Sustainable materials are those that are produced in a way that conserves resources and minimise harm to the environment. In the cleaning industry sustainable materials might include recycled paper products, biodegradable cleaning cloths and cleaning agents with a low bioaccumulation potential.

One of the biggest challenges in implementing sustainable practices is the resistance to change. There is a perception that environmentally friendly products are not as effective as traditional products. However, this is not always the case as many environmentally friendly products are just as effective as traditional products and are often safer to use.

EU Ecolabel is one of the many certification schemes that identify products and services that have a reduced impact on the environment. To be awarded certification with a certification scheme such as the EU Ecolabel, goods and services should meet high environmental standards throughout their entire life cycle: from raw material extraction through production and distribution to disposal. The label also encourages companies to develop innovative products that are durable, easy to repair and recyclable. Products that carry a certification should be accredited through the Global Ecolabelling Network as they require rigorous testing to ensure they meet strict environmental standards.



The guidelines provided by the United Nations for limiting global warming, call for reducing the net emissions of carbon dioxide and other greenhouse gases by 50 percent before 2030 and achieving net zero emissions by 2050. This goal is commonly known as "Net Zero. This goal is requiring companies to evaluate their strategies for going green. The cleaning industry has a critical role to play by adopting sustainable practices, such as reducing packaging waste, reusing materials, recycling, and implementing cradle to cradle principles. The industry can reduce its environmental impact and contribute to a cleaner, healthier planet for generations to come.

ISSUE 11 | APRIL 2023 | WINTER

THE COCKROACH PANDEMIC: BATTLING HOUSEHOLD PESTS AND PROTECTING YOUR BUSINESS AND HOME

By Rochelle Gouws, National Sales Manager, Hygiene & Pest Control

ENE AND PEST CONTROL

HYGI

As the seasons change, so do the patterns of pest infestations in our country. Winter brings with it a surge in cockroach activity, making it crucial for businesses and homeowners to be vigilant in protecting their premises. In this article, we delve into the breeding habits of cockroaches, the harm they can cause, and effective prevention and treatment methods.

The Resilient Cockroach

Cockroaches are notorious for their ability to adapt and thrive in various environments. With females capable of laying hundreds of eggs in their lifetime, their rapid reproduction rate poses a significant challenge. These nocturnal insects prefer warm and humid spaces, often hiding in dark corners such as kitchens, bathrooms, and basements.

Health Hazards and Property Damage

Cockroaches bring more than just unsightly infestations. They are carriers of diseases and bacteria, including salmonella, staphylococcus, and E. coli. Allergic reactions triggered by cockroach droppings, shed skins, and saliva can lead to respiratory problems and asthma. Additionally, these pests can cause structural damage by chewing through various materials, including paper, fabric, and even plastic.

The Culprits They Carry:

Perhaps most concerning is the fact that cockroaches can harbour other pests, such as mites, ticks, and fleas. These secondary invaders can inflict bites, rashes, and transmit diseases. Parasitic worms are also linked to cockroach infestations, posing risks to both humans and pets.

Prevention and Control Measures: Maintaining a clean and sanitary living environment is crucial in deterring cockroaches. Regular cleaning of kitchen and bathroom areas, proper food, and trash storage, and sealing cracks and crevices are effective preventive measures. In case of an infestation, it is vital to seek professional assistance from pest control experts who can conduct thorough inspections and recommend appropriate treatment plans. These may include chemical sprays, baits, traps, and sealing entry points.

Conclusion

Cockroaches present a significant challenge to businesses and homeowners due to their rapid breeding, health hazards, property damage, and association with other pests. Taking proactive steps, such as maintaining cleanliness, sealing entry points, and promptly seeking professional pest control, is essential for prevention and effective treatment. By understanding the habits and risks associated with cockroaches, businesses and homeowners can protect their premises and ensure a safer, healthier living environment for employees as well as families.

NEWS FROM THE REGIONS

ANOTHER SUCCESSFUL MOBILISATION

Inland: Clinix Cullinan Wellness Hospital

Tsebo Cleaning is proud to announce the successful mobilisation of Clinix Cullinan Wellness Hospital, marking yet another milestone in our partnership. Since July 2022, when we opened seven other Clinix facilities, our collaboration has been thriving.

Clinix Cullinan holds a special place in our hearts due to its tranquil ambiance and stunning wooden floors. Our dedicated team eagerly embraced the challenge, working diligently to breathe new life into these spaces. The results speak for themselves - the floors now exude a vibrant, restored, and captivating beauty.



Jabu Mtsali, Dimakatso Rahlogo, Pamela Mola, Anna Mojapelo, Excellent Shikwambane, Boledi Mphahlele, Londeka Mkhize, Rally Malazi, Johanna Bokabam, Zanele Mtsali





Witnessing the joy and satisfaction of the hospital staff as they step into their revitalised workplace has been truly exhilarating. We are honored to have played a part in creating an environment that fosters positivity and well-being.

Tsebo Cleaning remains committed to delivering exceptional services that not only meet our clients' expectations but also enhance the overall experience for staff and visitors. Our partnership with Clinix continues to flourish, reflecting our shared vision for excellence and creating spaces that inspire.

As we celebrate this achievement, we look forward to future opportunities to make a positive impact and transform more facilities into havens of cleanliness, comfort, and serenity. Stay tuned for more success stories and updates on our ongoing endeavors.

A HEARTWARMING GESTURE AT HUAWEI WOODMEAD

Inland: Huawei Woodmead

At Huawei Woodmead, a heartwarming gesture of appreciation left the Tsebo cleaning team feeling valued and recognised. Our esteemed clients went above and beyond by providing a delicious lunch for the entire team, expressing their gratitude for the hard work, dedication, and unwavering support provided on-site.

This thoughtful token of appreciation serves as a testament to the strong partnership and mutual respect that exists between Tsebo and our clients. It is a powerful reminder of the impact our dedicated team has on creating a clean and welcoming environment that enhances the overall experience for everyone at Huawei Woodmead.

We extend our heartfelt thanks to our clients for their kind gesture and for recognising the efforts of our exceptional cleaning team. This act of appreciation not only nourishes the body but also feeds the spirit, motivating our team to continue delivering top-notch service with pride and enthusiasm.

We are grateful for the opportunity to serve and exceed expectations, and we look forward to continued success and shared achievements in the future. Together, we will continue to elevate the standards of excellence in facility management and customer care.



Ntombizodwa Siwela, Thivhonali Nephawe, Lerato Kapok, Lebogang Tshwale, Dollence Mabunda, Mashudu Ndou, Gloria Kgakatsi, Bonisiwe Mkhize, Magrete Malatji

OUR STAFF RECEIVED A COMPLIMENT FOR THEIR SERVICE AND PROFESSIONALISM

KwaZulu-Natal: Our Lady Of Fatima School



Thokozane Linda, Siphesihle Gumede, Sabelo Mthimkhulu, Jabulani Mdluli, Nomusa Luthuli, Nokulunga Mdladla, Princess Kubeka, Zandile Mthembu, Nobuhle Nene, Nonkululeku Ndlovu, Samkelisiwe Mavundla, Lynette Qwabe

"I feel so blessed to be able to work with such a dynamic team. Thank you, from the bottom of my heart, for EVERYTHING you did to make the concerts a success."

- Victoria Erasmus, Head of Music

SINENHLANHLA NCOBO'S ACT OF KINDNESS AT NETCARE KINGSWAY HOSPITAL

KwaZulu-Natal: Netcare Kingsway Hospital

At Netcare Kingsway Hospital, an inspiring act of honesty demonstrated by our staff member, Sinenhlanhla Ncobo, has touched hearts and exemplified the values we hold dear. Sinenhlanhla discovered a significant sum of money belonging to a patient and went above and beyond to ensure its safe return.

This remarkable act of integrity was reported to hospital management, who acknowledged and commended the honesty displayed by our staff. Sinenhlanhla's selfless action serves as a shining example of the compassionate and trustworthy nature of our team at Netcare Kingsway Hospital. In recognition of this exceptional deed, the hospital presented Sinenhlanhla with a certificate of appreciation and a well-deserved voucher. These tokens of gratitude symbolise our deep appreciation for individuals who go the extra mile to uphold our commitment to exceptional patient care.

The story of Sinenhlanhla Ncobo's honesty not only reaffirms our values but also serves as an inspiration to others. It demonstrates the impact that small acts of kindness can have on the lives of patients and their families, fostering an environment of trust, compassion, and excellence. We are immensely proud of Sinenhlanhla and extend our sincere congratulations for this commendable act. As we continue to provide exceptional healthcare services, we are reminded of the profound difference that each team member can make in the lives of those we serve.



Sinenhlanhla Ncobo receiving her certificate from Felisha Ramsuraj (Admin Manager Netcare Kingsway

NEONATAL ICU AT MEDICLINIC PIETERMARITZBURG ACHIEVES PERFECT PATIENT SCORES

KwaZulu-Natal: Mediclinic Pietermaritzburg



NICU unit manager, Snenhlanhla, Patricia Madlala and Nonjabulo Zuma

The dedicated staff members of the Neonatal Intensive Care Unit (NICU) at Mediclinic Pietermaritzburg have reason to celebrate as they achieved a remarkable feat. They received a perfect 100% score on the monthly Press Ganey scores, a significant recognition bestowed upon them by the patients themselves.

Press Ganey scores are an invaluable tool that allows patients admitted to the hospital to provide feedback on various aspects of the services they received during their stay. The exceptional score achieved by the NICU team is a testament to their unwavering commitment to providing the highest level of care and support to both infants and their families.

The entire staff in the unit deserves heartfelt acknowledgement for their tireless efforts and dedication in delivering exceptional service. Their collective commitment to excellence has not only earned them the trust and appreciation of their patients but also sets a standard of care that inspires others.

This achievement is a testament to the passion and expertise that permeates through every interaction within the NICU at Mediclinic Pietermaritzburg. The team's relentless pursuit of excellence and their ability to create a nurturing and supportive environment have undoubtedly made a positive impact on the lives of countless infants and their families.

We extend our sincere congratulations and gratitude to the outstanding staff members of the Neonatal ICU. Their unwavering dedication and exceptional service continue to make a difference in the lives of those they care for. Their commitment to excellence serves as a shining example to all, reinforcing our shared goal of providing the best possible care to our patients.

A RISING STAR: NTOMBETHEMBA NOLALA'S JOURNEY OF POETRY AND INSPIRATION

Western Cape: Kronendal Retirement Village

Born in the enchanting Eastern Cape in 1995, Ntombethemba Nolala has always had a remarkable talent for poetry. From a young age, she found solace and joy in crafting heartfelt verses and captivating audiences with her performances.

In 2012, Nolala's family relocated to the vibrant city of Cape Town. Following her high school graduation, she embarked on a journey in the hospitality industry, working at the esteemed Newlands Hotel. However, when the unforeseen wave of the Covid-19 pandemic forced the closure of hotels, Nolala sadly found herself without a job.

However, as fate would have it, a new opportunity emerged for Nolala at the Kronendal Retirement House. Eagerly embracing her role as a cleaner, she seized every chance to pursue her passion for poetry. Despite the challenges and uncertainties, Nolala never let go of her dream and continued to write and perform her captivating poems.

Recognising her undeniable talent, our esteemed client extended a heartfelt invitation to Nolala. They requested her presence at the Kronendal Retirement House's Heritage Day celebrations, where she mesmerised the residents with her soul-stirring recitations and performances of her own original poems. The event became a testament to Nolala's remarkable ability to touch hearts and captivate minds through her words.

Even in her spare time, Nolala remains dedicated to her craft, pouring her heart and soul into creating beautiful verses that inspire and uplift. Her passion for poetry continues to burn brightly, serving as a beacon of hope and creativity.

Ntombethemba Nolala's journey is a testament to the resilience of the human spirit and the transformative power of artistic expression. Her unwavering dedication to her craft, coupled with her ability to connect with audiences on a profound level, has allowed her to shine brightly in the world of poetry.



HAT CARNIVAL DELIGHTS STAFF AND CELEBRATES UNITY

Western Cape: Akeso Kenilworth

On a joyous day, marked on 26 April 2023, the vibrant spirit of Akeso Kenilworth came to life through a dazzling Hat Carnival. This spirited celebration not only brought together the Akeso community but also extended a warm invitation to our dedicated staff, who eagerly embraced the festivities.

Immersed in an atmosphere of excitement and camaraderie, our staff members were thrilled to be part of this memorable occasion. They adorned a kaleidoscope of captivating hats, each unique in its design and reflecting the diverse personalities and creativity within our team.

The Hat Carnival served as a delightful reminder of the power of unity and the joy that can be found in coming together. It exemplified the spirit of Akeso Kenilworth, a place where individuals can thrive and find solace in a supportive community.

Through this vibrant celebration, Akeso Kenilworth reaffirmed its commitment to fostering a positive and inclusive environment for both staff and patients.

As we reflect on this extraordinary Hat Carnival, we are reminded of the importance of creating spaces where individuals can express themselves freely, connect with one another, and find solace in the joyous moments of life. Akeso Kenilworth continues to be a beacon of light, providing compassionate care and cultivating a sense of belonging for all who walk through its doors.



Jostacia Europa, Lucia Jwambi, Katlyn Adams, Kaylin Roberts, Cashiefa Cassiem

AS FIT AS A FIDDLE

Western Cape: Southern Sun – Cape Sun Hotel

Our client, Rogers Mchunu, a valued member of the Southern Sun Cape Sun team, recently achieved an incredible milestone by participating in his first-ever ultra marathon, the Two Oceans Marathon. We are proud to share that Rogers completed the challenging race in an impressive time of 5 hours and 45 minutes. His determination and perseverance are truly commendable.

Not only did Rogers excel as a runner, but he also embodied the true spirit of hospitality throughout the event. Ever ready to lend a helping hand, he offered care and support to fellow runners in need along the way. Rogers was particularly amazed by the revitalising energy he gained from enjoying a boiled potatoe on Constantia Neck, which propelled him through the final stretch of the race.

To Rogers, we extend our warmest congratulations and admiration for this remarkable accomplishment. May your running journey be filled with many more happy miles ahead, as you continue to inspire and uplift those around you.

