



THE SCIENCE OF
CLEANING
& **HYGIENE**

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**INNOVATING
PEST CONTROL
FOR A SAFER,
GREENER FUTURE**

TSEBO
50+
YEARS
SINCE 1971

top
EMPLOYER
SOUTH AFRICA
2024
CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

QUARTERLY NEWS
TSEBO CLEANING SOLUTIONS
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TSEBO

Tsebo's solutions are about more than just pest control; they're about setting new standards in the industry and adopting sustainability for the new world of work.



ROCHELLE GOUWS

National Sales Manager,
Hygiene & Pest Control, Tsebo Solutions Group

Clients, investors, the public and the media are increasingly holding companies accountable for measurable environmental, social and governance (ESG) good practice that leads to long-term sustainability and positive outcomes for the planet and its people.

Sustainability is an important strategic and operational imperative for most businesses, so when Tsebo launched its inaugural Sustainability Report in 2023, it was a company-wide pledge to our clients that we would continue to set and meet ambitious ESG targets – that support our sustainability goals and those of our clients.

At Tsebo Cleaning and Hygiene, we believe that pest control should lead the way to creating a safer and greener future. Our solutions are not just about pest control; they're about setting new standards in the industry and adopting innovative solutions for the new world of work.

As part of our commitment to working towards a net-zero, resilient future by 2050, we partner with our clients, suppliers, and communities to set continuous short- and long-term targets that comply with recommended global environmental legislation and standards. We comply with ISO 14001: Environmental management and ISO 9001: Quality management systems alongside other health and safety and quality control standards – including the South African Pest Control Association (SAPCA), and Hazard Analysis and Critical Control Points (HACCP).

Our highly trained and skilled pest control specialists adhere to environmental best practices and are encouraged to introduce innovative solutions that drive commercial and ecological benefits.

We've got compliance covered

Businesses face increasing pressure to ensure that their pest-control solutions are sustainable and backed by data that can be audited to ensure compliance. This is particularly pertinent for businesses in the food processing, food retail, healthcare or hospitality industries where non-compliance can result in loss of permits, operational income or even shut down.

Tsebo's innovative app-based solution, provides clients with a transparent means to track pest-control measures and maintain an easy-to-access database of service and specific treatments, that not only simplifies the auditing process but helps to maintain effective pest control.

Our aiding devices are fitted with a unique QR code that is scanned at every service to allow our pest-control operators to administer the best preventative measures based on ongoing data collection and reporting. Meanwhile, clients have real-time access to a sophisticated online app that tracks and documents our pest-control

Taking a holistic view of pest management

We maintain a holistic view of pest control through Integrated Pest Management (IPM), an environmentally sensitive approach that combines prevention, monitoring and control strategies to manage pests with the least possible impact on people, property, assets and the environment.

This includes removing potential food sources and points of entry for vermin and other pests into buildings, using non-toxic solutions such as tamper-proof bait stations, and applying multi-feed rodenticides that do not harm non-targeted species.

Tsebo installs indicator boards and uses a tailored app to track pest activity thereby ensuring sustainability at every stage of the innovation process. This data is analysed quarterly to unpack trends and decide on what actions are necessary. By maintaining control over the client's environment, Tsebo prevents pests from becoming a problem. Pesticides are only used as if monitoring shows that it's necessary – and then only if non-toxic or pest-proofing solutions are ineffective. Treatments are environmentally sustainable with the least associated hazards, and do not harm non-targeted species. All pesticides are registered with the Department of Agriculture and are only used as prescribed under controlled conditions. We only use proven brands of pest-control equipment that have been tested over the years and have passed all safety requirements.

This approach not only addresses current infestations, but prevents future ones, ensuring long-term protection and peace of mind. It also ensures:

- **Asset Protection:** We implement targeted strategies to prevent damage to vital equipment and appliances, safeguarding the tools that keep your business running smoothly.
- **Stock Integrity:** Our tailored solutions are designed to ensure that your stock remains pristine and undamaged, upholding the value and quality of your inventory.
- **Preserving Productivity:** By mitigating the spread of communicable diseases that can be spread by pests, we protect the health of your employees and prevent loss of productivity.

Through proactive partnerships we empower our clients to maintain pest-free environments by providing feedback on housekeeping and maintenance best practices and working closely with them to effectively implement pest control measures that result in a positive outcome for our clients, their employees, their assets, and the planet.



THE IMPACT OF CLEANING MACHINES ON SUSTAINABILITY

By Johan le Roux, Divisional Manager Tsebo Cleaning Solutions

In the cleaning sector, the benefits of a “sustainability first” approach extend beyond the traditional more obvious initiatives but also touch on the day-to-day machine/equipment related operational impacts. Cost effective servicing programmes can support machine repair and maintenance and the re-use of equipment can extend the working lifespans of these machines to ensure machines do not end up in landfill prematurely.



Like all sectors, the cleaning industry is also under scrutiny to demonstrate sustainability credentials. Efficient use of water and chemical volumes, cutting waste and opting for cleaning machine solutions that consume less power and produce fewer harmful emissions are some of the ways that the cleaning sector can contribute to a better and greener future. The cleaning industry is not immune to the requirements to act responsibly with equipment strategies needed to offset the sustainability impact of cleaning activities, but at the same time deliver high performing cleaning solutions.

There are companies that take positive steps to ensure that both aims are tackled simultaneously. Not only can they use advanced cleaning machine technology, together with a sustainably based lifecycle offering to ensure effective cleaning performance is maintained, but also makes a positive contribution to the ongoing sustainability challenge.

Keep machines working

The term ‘sweating assets’ is a familiar expression used by many companies. For cleaning contractors looking to reduce costs pressures, to build in operational sustainability and maintain service standards, the ability to make machines run as long and efficiently as possible can be both a practical and strategic solution.

To optimise cleaning operations, it only makes good business sense to look at maintaining equipment rather than to replace it. Operationally it is very frustrating to have machines out of action due to a fault or unplanned maintenance requirements. Keeping equipment downtime to a minimum is key to maintain efficiencies. This can be achieved by using machines that give prior warnings of potential part failure or undertaking regular preventative maintenance measures.

Another important factor is to partner with reputable and reliable suppliers. One of the biggest mistakes made by cleaning contractors is to place equipment on a site that does not fit the requirements of the site. This leads to frequent breakdowns that is costly as well as delivering a sub-standard service.

Reuse and recycle

All machines will eventually come to the end of their lifespan. At that stage, a key sustainability aspect of the deployment of equipment is what to do with the old machine? This is another reason to partner with reputable suppliers. Many suppliers will allow returning these old machines and where possible will re-furbish it, or if that is not viable will investigate recycling of components to reduce the impact on landfill sites. Many of the modern machines are made of components that are manufactured from recycled materials and can be recycled repeatedly.

Consuming resources sustainably

Sustainability also includes waste and resource reduction of material use and packaging. Latest developments include the use of concentrated chemicals that reduce the container volume, and chemicals that are available in a powder form in dissolvable sachets. When it comes to floor cleaning for example, smart dosing systems offer tangible economic and effective use of both cleaning chemicals and water and help with the lessening of overall environmental impact. Finally, it is also possible to work more sustainably during the actual cleaning process as machines are becoming more energy efficient by using different battery systems that do not require frequent charging. All of this can help the cleaning industry to deliver an ongoing effective and sustainable contribution without compromising efficiencies and results.



THE PSYCHOLOGY OF A CLEAN ENVIRONMENT

By Marietjie Swanepoel, Hygiene, Cleaning and Healthcare Specialist

The positive influence of a clean environment on occupants of a building cannot be ignored. In our fast-paced modern world, it is no secret that our environment plays a significant role in our overall wellbeing, both physically and mentally. The state of our surroundings can have a profound impact on our mood, energy levels, and even productivity. This is especially true when it comes to the cleanliness of our indoor spaces.

A clean environment not only enhances our physical health but also positively influences our psychological well-being. When we step into a clean and organised building, it creates a sense of calmness, clarity, and order. In this article, we will explore the psychology behind a clean environment and discuss the numerous benefits it brings to occupants.

One of the most immediate and noticeable effects of a clean environment is the improvement in indoor air quality. Dust, allergens, and pollutants tend to accumulate in unclean spaces, leading to poor air quality that can trigger allergies, respiratory problems, and even asthma. Clean spaces promote better indoor air quality by removing those harmful particles, creating a healthier environment for occupants. Numerous studies have shown that a clean environment contributes to a decrease in allergies and respiratory issues. When allergens and dust are minimized, individuals are less likely to suffer from symptoms such as sneezing, coughing, or itchy eyes. This reduction in physical discomfort leads to an improved quality of life and a happier, healthier mindset.

Additionally, cleanliness has a significant impact on our mental state and psychological welfare. Cluttered and messy spaces have been found to be associated with increased stress levels, anxiety, and feelings of being overwhelmed. On the other hand, clean environments promote a sense of tranquillity, productivity, and improved mental clarity. When a building is clean and well-maintained, it creates an environment that is visually and aesthetically pleasing. The absence of clutter and dirt allows our minds to feel at ease, reducing the cognitive load. A clean environment frees up mental space that would otherwise be occupied by thoughts of disorganisation or messy surroundings. Thus, a clean space can lead to increased focus and improved concentration, which in turn boosts productivity.



Moreover, a clean environment promotes a positive mood. Studies have consistently shown that cleanliness is strongly linked to happiness and overall life satisfaction. A well-kept building sends signals to our brain that we are cared for and respected, resulting in a general sense of well-being, contentment, and even self-esteem. This positive emotional state not only benefits individuals personally but also enhances their interactions with others, leading to better relationships and more positive social interactions.

A clean environment also has the potential to promote healthier lifestyle choices. When our surroundings are clean and organised, it becomes easier to maintain healthy habits. For example, clean and well-stocked kitchens encourage healthier eating choices, whereas cluttered and dirty spaces may lead to higher consumption of processed foods. Additionally, when our living or working spaces are clean, we are more likely to engage in regular exercise and other healthy activities, contributing to our overall welfare.

It is worth mentioning that the benefits of a clean environment extend beyond solid structures. Virtual environments, such as digital workspaces, can also have a significant impact on our mental state and productivity. A cluttered desktop or a disorganised digital workspace can cause the same cognitive overload as physical clutter. Therefore, it is essential to keep our digital spaces clean and ordered to maximize our productivity and maintain a positive mindset.

In conclusion, the psychology of a clean environment is multifaceted, with numerous positive influences on the occupants of a building. A clean environment enhances indoor air quality, reducing allergies and respiratory issues. It also promotes mental clarity, productivity, and improved concentration. Furthermore, a clean space contributes to a positive mood, increased happiness, and a general sense of comfort. Ultimately, a clean environment has the potential to improve both physical and mental health, leading to a more fulfilling and satisfying life. So, let's take the necessary steps to create and maintain clean spaces, knowing that it is an investment in our happiness.



A clean environment
promotes a positive mood.

WHY USE PEST CONTROL?

By Rochelle Gouws, National Sales Manager Hygiene and Pest Control

Pest control refers to the management and regulation of species that are considered pests, which are organisms that negatively impact human activities, health, or the environment. This can include the control of insects, rodents, birds and other animals that are deemed to be detrimental to human well-being, agriculture, structures, or natural ecosystems.

THE IMPORTANCE OF PEST CONTROL

Pest control plays a pivotal role in safeguarding human health, ensuring and preserving the delicate balance of ecosystems.

The impact of pest control resonates across diverse sectors, making it a critical component of public health, agriculture and environmental conservation efforts.

STRUCTURAL PESTS

Ants ■ Termites ■ Flies ■ Cockroaches ■ Fleas ■ Carpet Lice ■ Rodents ■ Snakes ■ Bees ■ Wasps

THE IMPACT OF PEST CONTROL

Pest control is essential for safeguarding public health, protecting food supplies and preserving the integrity of ecosystems. By effectively managing pest populations we can mitigate the spread of diseases, prevent damage to structures and minimise the ecological impact of invasive species.

Responsible pest control contributes to creating healthier and safer environments for communities around the world.

A standout aspect of pest control lies in its role in preventing the transmission of diseases. Pests such as mosquitoes, ticks and rodents are vectors for serious illnesses including malaria, dengue fever and lyme disease. By controlling these pests we can significantly reduce the risk of disease transmission and protect the wellbeing of the population.

Pest control is crucial for maintaining food security. Pests cause substantial damage to stored food supplies, leading to significant economic losses and in extreme cases food shortages.

Did you know?

Cockroaches can regenerate lost limbs.

Much like lizards and some other creatures, cockroaches have the ability to regrow a missing leg if it is damaged or severed.

Cockroaches feed on almost everything.

Such as decaying matter, garbage and feces.

Flies regurgitating their stomach contents onto their food to liquify it before consuming it.

This process helps them break down solid foods into a form that they can ingest.

NEWS FROM THE REGIONS

SPECIAL RECOGNITION

Inland: Liberty Sandton Mall

Liberty Sandton City clients have showed their appreciation to one of its Tsebo employees for her outstanding cleaning in her area. Tsebo had provided a performance certificate, while the client had provided the employee with a voucher for her hard work.



From left to right: Mathapelo Makoro (CM), Rudi Oosthuizen (Client), Tsakani Ngobeni (Employee of the month), Herniza Issufo (Senior Client), Pamela Mathebe (Client), Thomas Mitileni (Assistant CM)

THANK YOU TO THE STAFF AND MANAGEMENT AT ASTRON REFINERY

Western Cape: Astron Refinery

A heartfelt "Thank You!" to the staff and management at Astron Refinery for your commitment and perseverance having been instrumental in driving our company's success. Your passion and diligence have not gone unnoticed, and we are immensely grateful for the energy and expertise that each and every one of you brings to our organisation.



Tabisa Hewukile and Dimitrios Arendse (Contract Manager)



Dimitrios Arendse and Siyanda Sikweyiya



Dimitrios Arendse and Portia Gadudu

OPENING OF NEW CONTRACTS

Western Cape: Smollen and SSISA Sports Institute

We are thrilled to announce that our company has secured two new contracts: with Smollen and with the Sport Science Institute. The opportunities presented by these two contracts are a testament to the quality of our work and the strength of our team. We are confident that our collective efforts will lead to great success in these ventures.



Smollen: Pumza Mtlemeza and Elizabeth Mathinka



Sport Science Institute: Siyanda Basa, Lusanda Vumazonke, Akhelethu Qudalele, Zethu Jejane, Sanelisiwe Mkhangel, Buyiswa Mangcotywa

POLMED HEAD OFFICE

We are excited to announce the start of Tsebo Cleaning Solutions at Polmed Head Office in Lynnwood, Pretoria on 1 February 2024.



From left to right: Regina Kganakga, Queen Makondo, Sarah Mangena, Karabo Kgadima, Tryphina Sentle, Evah Lebeso

FAREWELL TO GARY HILL

Eastern Cape: Operations Manager

It is with heavy hearts that we bid farewell to a cherished member of our team. Your decision to move on to new adventures brings mixed emotions of sadness at losing a valued colleague, and yet, happiness for the exciting opportunities that lie ahead for you. We want to express our deepest gratitude for your dedication, hard work, and positive contribution to the company. Your presence has been an integral part of our team, and your absence will surely be felt. Your professional demeanor, collaborative spirit, and unwavering commitment to excellence have left an indelible mark on all of us.



Back, left to right: Alicia Barnard, Gelian Davids, Wilma Comans, Sharon Bezuidenhout, Colleen Venturini, Juan Smit. **Front left to right:** Monica Essex, Gary Hill, Chantelle Strydom