## Innovation that Never Stands Still.



'FIRSTS'

1st

action

1st

1st

1st

1st

2000

caterer in Africa

SA corporate to

in the industry to

implement black empowerment deal

corporate HIV/AIDS

wellness programme

caterer to introduce consumer segmentation

corporate to sponsor

cleaning company in

SA to use hand-held

pan-African industry

large corporate to

achieve Level 1 BFF on

awarded achievement

certificates in two

categories of the inaugural SABPP

Equity, Diversity and

Transformation (EEDT)

awarded first place in

the Large Company

inaugural Southern

and Private Equity

Association (SAVCA) industry awards

African Venture Capital

Category at the

Employment

Awards

technology

footprint

new codes

1st

1st

GIBS qualifications

entrench affirmative

## Innovation that Never Stands Still.

Welcome to the Tsebo Solutions Group

We have been a leading innovator in our industry since 1971. Our innovation philosophy is simple: deliver improved cost, quality, convenience and client delight, from output to outcome.

We continually seek to develop new offerings for the markets we serve, looking to our clients' unmet needs and finding measurable benefits that keep our clients at the leading edge.

## CUSTOMER EXPERIENCE Underpins sector-specific innovations People are working differently... Call-on-demand technology for client/customer engagement immediate response. We create wifi-enabled work/connect/eat Cliefly customer interviews per month spaces for the new generation of I-clean CRM System Needs analyses mobile, on-the-move working. Ultraviolet pens and torches to Net promoter scores Satisfaction audits monitor cleaning activities Quarterly client deep dives ORP Meters (Infection Recovery plans Monitoring) PDAs to log reports Hepa-filters for indoor air Work ENTIFY UNMET NEED PH monitors for water testing cafés AND SOLUTION Area Decontamination - whole environment cleaning (not just **CLEANING** hygienic surfaces) SENHANCE CLIENT 1 & CUSTOMER VALUE 0 **FOOD** mobile command want is key for employee retention and workplace We maintain an audit trail from producers to whole foods consumers. ancient **FACILITIES** MANAGEMENT **VALUES** Optimised maintenance system 360° cameras Presence sensors **Pep Stores** Meeting room sensors By simply Unilever optimisation uShaka Sea World narrowing the width of the till Canal converted into a Business intelligence Ethical consumption and ethical slip paper by reporting nursery for fish species, production are inextricably linked

including hammerhead

CCTV system

sharks, and monitored by a

We operate cloudbased systems across Africa.



- reduced reliance on unreliable data networks
- robust and simple to deployhighly flexible functionality
- adaptable front-end easy to customise
- cost-effective to manage
- ideal for the challenges of Africa interrupted links, distributed networks, numerous languages



We hold the Guinness World Record for:



Deepest fine dining experience: 3km underground at the bottom of a mine



Biggest boerewors roll ever made



Largest serving of fish and chips













WE WILL CONTINUE TO

Our knowledge and leadership in innovation delivers real value.

1mm, we saved

the company

millions

Digital processing

BMS for energy

payments

of calls, invoices and

LEADING EDGE