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A Market  
Leader in Skills  
Development.

**TSEED**

# A Market Leader in Skills Development.

As a people-based service provider, our business model is based on the skills and knowledge of our people. Our intellectual property is their capability. We invest in skills to deliver services, and to give

people greater opportunity. We strive to ensure that everyone who works for us gains skills for a better life.

## SUPPLIER DEVELOPMENT

### PHAKISO PROGRAMME

- Structured development programme for black EMEs and QSEs
  - Provides formal business skills training to our small black suppliers and non-suppliers in accounting, marketing, operations, cost control and business development
- We fund induction, training and development of existing suppliers enabling them to scale up**



## STAFF TRAINING

### THE TSEBO SKILLS ACADEMY

In-house training institute



Trains over  
**20,000**  
People every  
year

### LEARNERSHIP & APPRENTICESHIP PROGRAMME

**1000** employees on generic level 1 operational practices

**200** employees on supervisory skills

### INSTITUTE FOR HOSPITALITY STUDIES (IHS)

- Provides skills training and management-training programmes to ensure that skills obtained are maintained and developed
- Over 40,000 people trained in the last 3 years
- Seta accredited and registered with DHET

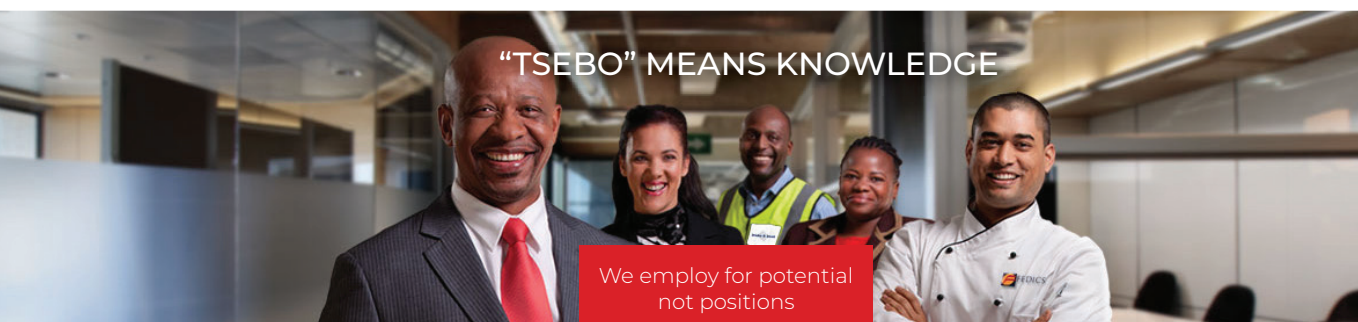


### BASIC SKILLS DEVELOPMENT

- Formal training on basic skills, operational standards and legal compliancy

**2015/16: 12,000 staff**

**2016/17: 15,000 + staff**



### SMME INCUBATION

We uplift smaller, independent companies within our industry by underwriting their services

We are dedicated to positive change delivered through the continuous growth of our human capital, our business, industry and society.

### JOB CREATION

Consistent growth has increased our organisational head count

**10,000 to 37,000** over the past 10 years

### LEADERSHIP DEVELOPMENT

We invest in our middle and senior management through a partnership with GIBS



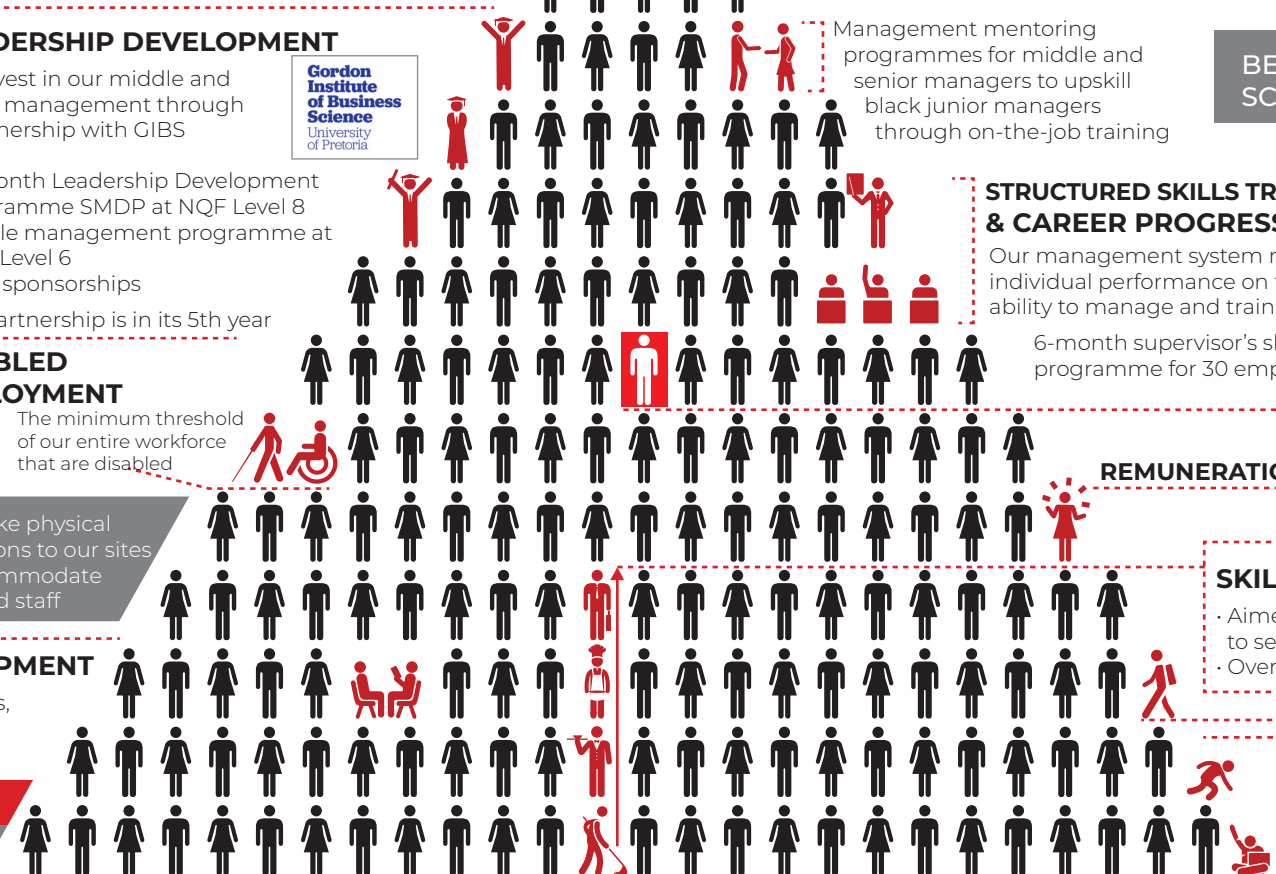
- 12-month Leadership Development Programme SMDP at NQF Level 8
- Middle management programme at NQF Level 6
- MBA sponsorships

This partnership is in its 5th year

### DISABLED EMPLOYMENT

**2%** The minimum threshold of our entire workforce that are disabled

We make physical alterations to our sites to accommodate disabled staff



### STRUCTURED SKILLS TRANSFER & CAREER PROGRESSION

Our management system measures individual performance on the ability to manage and train staff

6-month supervisor's skill programme for 30 employees

We offer a fully-fledged career in Facilities Management where people operate **"in the core"** of the business and are encouraged to rise

### INCREASED JOB SECURITY

Our scale enables us to move staff and managers minimising the risk of retrenchment

**REMUNERATION:** All staff receive full benefits packages:

provident  
medical aid  
life cover  
bonuses

### SKILLS ACADEMY: Structured skills development programme

- Aimed at upskilling employees from entry level through to senior management
- Over 70 individual training courses on offer

### DISADVANTAGED

We recruit and train previously unemployed people, upskilling for formal employment

**500** candidates on full learnerships

80% of these people will be employed through our formal adoption process

## CHANGING LIVES AT BARCLAYS

LARGEST FACILITIES MANAGEMENT MOBILISATION IN AFRICA: 2200 PEOPLE | 3000 SITES | 3 COUNTRIES

Over 1,800 people trained

26 staff certified as data centre professionals

20 disabled staff deployed

Of the 41 managers transferred to Tsebo from ABSA/JCI

22 have been promoted | 18 have been through external industry training | 7 have been sponsored to attend business school

5 former tea ladies are now floor managers

A helpdesk operator and a receptionist are now senior FM's

5/15 disabled learners are now junior managers

A logistics labourer is now a floor manager

A filing clerk is now a finance manager

BEE SKILLS DEVELOPMENT SCORECARD: **80%** OF MAXIMUM POINTS

SKILLS DEVELOPMENT IS THE FOUNDATION STONE OF OUR 46 YEARS OF SUCCESS

PROFESSIONALISM FROM THE GROUND UP

