Facilities Management Solutions For Africa Middle East
The Company Supporting
The Best Companies in Africa

Contract Non-Core Services

- TECHNICAL MAINTENANCE
- SOFT SERVICES
- SECURITY
- ENERGY
- PROCUREMENT
- CLEANING
- ENERGY
- PROCUREMENT

Measurable Business Benefits

- PRODUCTIVITY
- CONVENIENCE
- COMPETITIVE CAPABILITY
- OPEX
- CAPEX
- BUSINESS RISK

Pan-African Footprint and Operating Experience

- 27 COUNTRIES
- 7,500 SITES
- 47 YEARS
- 41 OFFICES
- 39,000 EMPLOYEES

World-Class Operating Standards

- ISO 9001
- 14001
- 22000
- OHSA
- 18001
- HACCP

An Authentic African Company

- FOUNDED
- GROWN
- INVESTED
- MANAGED
- OPERATED
- INGRAINED

An Ethical and Responsible Corporate Citizen

- MULTINATIONAL CLIENTS
- CORPORATE CITIZENSHIP
- ENVIRONMENTALLY RESPONSIBLE
- ETHICS & GOVERNANCE
Our Reach

Tsebo’s experience across Africa is substantial

North Africa / Middle East
Tsebo has a large established business in Saudi Arabia and Bahrain, operating over 40 on-shore and off-shore oil rigs, as well as land-based contracts in construction and education.

West Africa
Tsebo, through the ATS business, with regional headquarters in Accra, Ghana has established operations in Nigeria, Burkina Faso, Cameroon, Côte d’Ivoire, DRC, Guinea, Gambia, Gabon, Sierra Leone, Mali, Liberia, Uganda, Zambia and services clients in mining, oil & gas, manufacturing, retail, construction and agriculture in all these countries.

Eastern & Central Africa
Established operations in mining, oil & gas, corporate and healthcare in Mozambique, Kenya and Tanzania.

Southern Africa
Tsebo has 11 established offices across South Africa, Namibia, Botswana, Swaziland and Lesotho, servicing contracts in every industry sector from mining and industrial to corporate, healthcare and leisure.
Deliver Measurable Business Benefits That Improve Your Bottom Line
From office park maintenance to wholesale management of municipal service delivery processes, Tsebo is synonymous with expertise in technical and non-technical business support services.

We provide our clients with a reliable business infrastructure, creating ideal working environments by maintaining infrastructure through the delivery of essential support services, all backed by our robust technical architecture and client service flair.

Our extensive experience enables us to deliver continuous cost benefits while improving the quality of non-core services. This allows our clients to focus without distraction on their core priorities.

We are experts in all aspects of the highly technical field of infrastructure management. Our knowledge of all the elements in this field is unmatched and we deliver this accumulated capability to all our clients.

Using our Group procurement platform and industry expertise, we are the experts at delivering cost-effective non-core services.

Our cloud-based technology capability and systems architecture is geared for African conditions.

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Facilities Management

Expertise in technical & non-technical business support services

- **Hard, Soft and Business Support Services**
  - Building maintenance, cabling, lifts, HVAC, access, fire detection and storage, furnishings and interiors, painting, parking, landscaping, help desk, reception, switchboard, photocopiers and archiving.

- **Safe and Efficient Workspaces**
  - We are risk management specialists, contributing at the corporate level to the delivery of strategic and operational objectives; while on a day-to-day level, we provide a safe and efficient working environment.

- **Improved Efficiency and Expertise**
  - We are experts in all aspects of the highly technical field of infrastructure management. Our knowledge of all the elements in this field is unmatched and we deliver this accumulated capability to all our clients.

- **Convenience and Business Continuity**
  - We are well positioned across Africa and provide a reliable business architecture that enables our clients to focus on growth. We assume responsibility for all processes and systems related to infrastructure maintenance. This provides a "one-stop-shop" for our clients.

- **Robust Technical Architecture**
  - Our cloud-based technology capability and systems architecture is geared for African conditions.
Remote Camps

Tsebo enables ambitious companies to work in the most remote locations in Africa. We manage all phases of remote camps, from exploration through construction and into full production.

Managing all phases of remote camps

Whatever the challenge, we have the know-how and can-do attitude to keep you going at peak performance. Our service includes catering, accommodation and camp management across the entire operation lifecycle.

Facilities Design
We design, procure, construct and furnish camps anywhere in Africa. We advise on location, utilities and construction type: tented camps, fixed or mobile hard camps or permanent structures.

Supply Chain
Our supply chain management processes integrate with camp management to ensure demand and supply signals are transmitted between camps, central procurement teams and supply partners. This results in flexible, agile and fast turnaround times.

EPCM
We provide full Engineering, Procurement and Construction Management (EPCM) services. Our site mobilisation experts take into account the availability of water, power, security as well as long-term weather considerations.

Logistics
We own and operate our own truck fleet and our procurement teams are based both on and offshore, ensuring that the best quality materials are obtained at optimum costs and meet local and international standards.
We are the largest caterer on the continent and our segmented offering is designed to meet the needs of all industry sectors and institutions.

Fresh, nutritious & well-balanced meals that drive productivity

We provide fresh, nutritious, and well-balanced meals that drive productivity and wellness. We operate at the highest international levels of quality, taste and hygiene and provide a constantly changing menu with international and ethnic choices.

Exact Industry Solutions
Generic solutions produce a mediocre fit. We deliver solutions that fit your business.

Convenience and Commercial Value
We deliver convenient food solutions for our customers and simplified business solutions for our clients. We provide flexible commercial models and scale-driven pricing.

Gains in Productivity
Our solutions help keep employees healthy, energised, focussed and settled.

Employee Wellness and Satisfaction
We provide healthy food solutions for blue-collar workers all the way up to c-suite level.

Change
We never let our offerings become stale or front-of-house service fall below the highest standards.
Tsebo is the leader in the contract cleaning industry. We provide high quality cleaning services that support the health of employees, customers and workspaces. We combine the best people with the best technology and the best systems to deliver consistent, high quality service.

Hospital standard cleaning in all industries

Better Cleaning Technology
We train our people to see the microscopic and incentivise them to perform, ensuring that when we say something is clean, it truly is clean.

Powerful Support Structure
Our processes and business systems are geared to provide you with service that is both reliable and of the highest quality.

Environmental Responsibility
We use environmentally friendly chemicals whenever possible, we use technology to reduce water usage and packaging waste, and we promote recycling.

Service Responsiveness
Our Account Managers get to know your business inside and out, forming strong client relationships to facilitate exceptional service responsiveness.

Broad Industry Knowledge
We understand the requirements and nuances of different industries and environments, providing services for your specific needs.

In Built Flexibility
Our customised contract plans and specifications are designed to meet your immediate needs and adapt as those needs change.
Tsebo is an industry leading security solutions provider, providing a wide range of security products and services. We combine technology and human capital to ensure the safety of employees in all environments.

We manage our security officers through a linear structure that empowers key people to make vital decisions, alleviating the massive operational hierarchies normally associated with guarding operations.

We are dedicated to delivering quality services to our clients. We apply a quality management system based on the principles of the ISO 9001:2008 SABS system standards.

**Combining technology & human capital to ensure safety**

**Risk Assessment**
“Baseline Risk Assessments” are conducted to recognise and control hazards and exposures in the workplace. We set risk management standards based on acceptable safe practices and legal requirements, thereby reducing incidents and saving costs by being proactive.

**Remote Monitoring**
Our National Remote Monitoring Centre conducts and monitors CCTV & alarms, gate automation, electronic patrols, electric fences, cold storage facilities, vehicle tracking, activation of lights, and monitoring of site security personnel.

**Manned Guarding**
We provide professional, trained and vetted security personnel. Our services include: access control, patrolling, canine handling, weighbridge control, reception duties, searching, receiving/dispach, event protection, and casino/gaming security.

**Security Systems**
We design, implement and maintain the following systems: CCTV surveillance, video analytics, access control systems, alarms, perimeter detection, fire detection & suppression, and control rooms.
The Tsebo Solutions Group is committed to internalising internationally recognised best practices. As such, we embrace policies and invest in accreditations and certifications in order to deliver the best services to our clients.

ISO 9001
Quality Management
We hold the internationally recognised QMS standard. A powerfully designed business improvement tool ensuring continuous improvement.


ISO 14001
Environmental Management
We follow the specific EMS standards for handling environmental issues within an organisation.

ISO 14001: 2004

ISO 22000
Food Safety Management
We are proudly compliant to specific FSM standards with a system that ensures all organisations in the food chain control safety up to the time of consumption.

ISO 22000:2005

OHSAS 18001
Occupational Health and Safety
We eliminate or minimise the health and safety risks of our activities for both employees and other interested parties.

OHSAS 18001:2007

Our global standards across operational delivery, health and safety, financial management, operational procedures, business transparency, tax and regulatory compliance, labour management ethics and governance, skills building and use of technology all enable us to deliver the highest quality services and provide clients with absolute confidence.

Quality & governance that provides client assurance

Anti-Bribery and Corruption (ABAC) Policy
Tsebo has a zero tolerance policy on theft, corruption and inducements.

Internal Audit
Tsebo’s internal auditing is an independent, objective assurance and consulting activity designed to add value and improve compliance, quality assurance and its operations. It brings a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

We have zero tolerance on bribery and corruption

Code of Ethics and Good Business Practice
Tsebo subscribes to the ethical principles underpinning good corporate governance as laid out in King 3 (responsibility, accountability, fairness and transparency) and the UN Global Compact Principles on human rights, labour, the environment and corruption.
Creating a meaningful difference in local communities

Tsebo is committed to creating sustainable projects within the local communities we serve that produce equitable, inclusive and sustainable growth, and leave a lasting legacy of development. We facilitate networking with individuals and businesses within client community catchment zones, and focus on activities that yield maximum social impact.

Our community engagement programmes use a participative approach to harness community potential by partnering with local communities and integrating them in our value chain. This approach achieves the interests of all stakeholders, including shareholders, clients, employees, local communities and the environment.

We adhere to a comprehensive guideline for social investment with well-tested management tools and ongoing training to address the social needs of communities.
Localisation & development of Africa are ingrained in our DNA

Tsebo Siyakhula Initiative
This initiative empowers viable opportunities that support job creation, sustainable enterprise creation and community involvement. A particular focus is Tsebo CSI beneficiary, Christel House SA. We support sustainable access to job opportunities for the community of Ottery in the Western Cape, and provide a supplementary income and reduced costs for certain goods and services for Christel House. This is intended to positively reduce the operating expenditure of the school. Siyakhula also produces and delivers fresh produce to Fedics sites in the province.

Tsebo Phakiso Enterprise & Supplier Development Programme
This programme focuses on providing small businesses with the skills they need to grow as viable and financially sound SMMEs that can develop and take part in the country’s economic growth. The beneficiaries earmarked for this programme are black owned businesses that are current Tsebo suppliers. 2016’s qualifying suppliers were Maggie’s Mageu, Noma Namuhlja Trading & Projects (Pty) Ltd., Thetha Nathi Supplies, and Botshelo Packaging.

Tsebo Servco Fasenda Mizimo Farm Project
This project is training over 600 Mozambican farmers and small growers in simple, effective and proven farming methods – directly benefiting more than 2000 people. Participants learn what grows best in the soil type they have, how to generate organic fertilisers, the best methods for irrigation for different crops and soils, crop rotation and much more. Approximately USD 60 000 has been invested in the project for the initial setup, covering the construction of a classroom, kitchen space for the preparation of lunches, kitchen equipment, desks, chairs, air conditioners and toilets.

Tsebo Women’s Trust
We know that tackling poverty and effecting positive community development and transformation can only be achieved when the untapped potential of women to remedy social ills is recognised and supported. To help, we have established a Women’s Trust (Tsebo BBOS Trust) to channel our contribution to advancing the development of black women in South Africa. Developmental focus areas are Education, Health, Rural Development & Upliftment, and Entrepreneurship. Beneficiaries are organisations led by women who are passionate about creating meaningful change in the lives of ordinary citizens.

Enterprise Development Across Africa
Since the birth of the company, the Group has lived by a powerful mantra: that it is possible to serve a demanding shareholder mandate while simultaneously building social value for the people and communities of Africa. In everything the Group does, a concrete effort is made to create opportunities for people to improve their lives. It is our belief that every choice we make will contribute to creating a brighter future for all.
Selected Tsebo Office Locations

- Bahrain
  - Riffa

- Botswana
  - Gabone

- Burkina Faso
  - Ouagadougou

- Cameroon
  - Yaoundé

- Côte d’Ivoire
  - Abidjan

- DRC
  - Kinshasa

- Gabon
  - Libreville

- Gambia
  - Banjul

- Ghana
  - Accra

- Guinea
  - Conakry

- Kenya
  - Nairobi

- Saudi Arabia
  - Al-Khobar

- Senegal
  - Dakar

- Sierra Leone
  - Freetown

- South Africa
  - Bloemfontein
  - Cape Town
  - Durban
  - Johannesburg

- Swaziland
  - Matsapha

- Tanzania
  - Dar es Salaam

- Uganda
  - Kampala

- Zambia
  - Kitwe
  - Lusaka

- Zimbabwe
  - Harare