



THE SCIENCE OF  
**CLEANING**  
& HYGIENE



**TSEBO USES ITS BIG-BUSINESS CLOUT  
TO DEVELOP SOUTH AFRICAN SMMES**

*Monwabisi Kalawe – CEO Tsebo Cleaning and Hygiene*

TSEBO CLEANING SOLUTIONS  
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With so many challenges stacked up against them, a significant percentage of SMMEs fail in the first five years. Tsebo Cleaning and Hygiene Solutions CEO, Monwabisi Kalawe, explains how Tsebo is using its skills and experience to develop and grow its small businesses partners.

South Africa's National Development Plan of 2014 highlighted the importance of small, medium and macro enterprises (SMMEs) in job creation and competitiveness, with the goal that by 2030, 90 per cent of new jobs would be created by SMMEs. But the past few years have kicked up a number of challenges for small businesses, the Covid-19 pandemic and loadshedding among them. Add this to a standard list of issues faced by new businesses, such as lack of start-up capital, cash flow and late payments, and it's unsurprising that The University of the Western Cape claims that 70 per cent to 80 per cent of SMMEs in South Africa fail in the first five years. If small businesses are to be significant job creators in our near future, they're going to need a helping hand. For the Tsebo Solutions Group the answer lies in corporate South Africa partnering with SMMEs to grow and transform the national economy for the benefit of all.

**MONWABISI KALAWÉ**

CEO, Tsebo Cleaning and Hygiene Solutions

The Cleaning and Hygiene Solutions division alone partners with three SMMEs, namely Thetha Nathi, TG Sky Cloud, and Elevated Hygiene Solutions. Tsebo helps the SMMEs to identify procurement opportunities and provides the training, mentoring and tactical support they need to successfully take on large contracts. This includes allowing its partners the benefits of Tsebo's group buying power to purchase cleaning chemicals and equipment, as well as access to its well-defined methodologies and processes.

Monwabisi Kalawe, CEO Tsebo Cleaning and Hygiene says, "Our purpose as a company is to develop people, to serve people, and to uplift society. In my view developing SMME's is part of our DNA, it's woven into our business model to ensure that we achieve our ambition of making a significant contribution in uplifting society. The cake is big enough for everyone to participate. I would estimate the cleaning industry alone to be worth between R9 and R10 billion in South Africa of which, I estimate that, maybe R6 billion is outsourced to companies such as ourselves. This leaves roughly R3 to R4 billion that can be outsourced to partnerships between small businesses and corporates. Yet despite the enormous potential for SMMEs, many fall short when it comes to financing the cleaning equipment and products needed for large contracts. Some contracts require huge capital investments, but because of their small size SMMEs don't necessarily have access to the right funding, which means they sometimes need a big brother or sister such as ourselves to use our muscle to procure that equipment on their behalf."

Aside from contributing to Tsebo's transformation agenda, these partnerships help to enhance the professional profile of the industry as a whole by promoting fair labour practices, compliance and adherence to health and safety, as well as by stipulating service excellence.

## Identifying partnerships

When it comes to identifying and strategically evaluating partners to work with, Tsebo uses its internal networks or relies on its partnership with Siyakha, a multidisciplinary consultancy that specialises in SMME and supplier development. Siyakha screens prospective SMME partners and helps them to achieve compliance with SARS and any industry specific requirements, and where necessary, provides business skills training.

"We then identify gaps where they require upskilling. It may be in the financial space, it may be in the client management space, it could be in using and selecting equipment and using the right techniques to clean the client's facilities properly. Essentially, we want to make sure that we're partnering with somebody whose heart is in making the business work; whose ethics are right and who understands that if you want to maintain a long-term relationship you need to meet the client needs at all times," says Kalawe.





## CSI and SMME development in action

Aside from its commitment to SMME development, the Tsebo Solutions Group frequently assists in the communities it serves through various CSI initiatives. Tsebo recently partnered with TG Sky Cloud, a Secunda based SMME, to assist with the deep cleaning of Janelle House, a place of safety for children in need in the community.

Janelle House provides a loving and safe home for 12 children at a time, allowing their healing to begin under the care and guidance of professionally trained staff. The house is a comfortable and cosy home, but like any space where large numbers of children live and play, the house needed some special attention. In partnership with TG Sky Cloud, Tsebo spent the day deep cleaning every inch of Janelle House, paying special attention to soft furnishing, carpets and curtains. The result was a sparkling clean and happy home.

The hope is to continue CSI initiatives of this nature to make a difference in the local community.

**To find out more, watch the video.**



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## Tsebo supports Disability Awareness Month by deep cleaning Triest Centre in Klerksdorp

The Triest Training Centre and Residence for People with Intellectual Disabilities aims to develop, motivate, educate, support and advocate for people with intellectual disabilities, which made it the perfect recipient for Tsebo's latest CSI initiative in partnership with SMME Wongalethu Prominent Services.

The theme for this year's internationally celebrated Disability Awareness Month is "Removing barriers to create an inclusive and accessible society for all", which is partly why Tsebo Cleaning & Hygiene Solutions, in partnership SMME Wongalethu Prominent Services, chose Triest Training Centre and Residence for People with Intellectual Disabilities in Klerksdorp, North West, as the recipient for a recent CSI initiative.

Triest's houses 60 residents and has a mission to develop, motivate, educate, support and advocate for people with intellectual disabilities. This resonates deeply with Tsebo's values "to develop people, to serve people, to uplift society".

The Tsebo Solutions Group's commitment to an accessible society for all is realised through various initiatives that promote sustainable growth and development in Africa. Tsebo realises that investing in people is one of the most important building blocks to achieving sustainable development.

It does this through various training and development initiatives, CSI projects in the communities it serves, and through programmes like Tsebo Phakiso, which aims to increase the economic participation of SMMEs. Tsebo Phakiso helps SMMEs to identify procurement opportunities and provides the training, mentoring and tactical support they need to successfully take on large contracts. This includes allowing its partners the benefits of Tsebo's group buying power to purchase cleaning chemicals and equipment, as well as access to its well-defined methodologies and processes.

Tsebo and Wongalethu embarked on a CSI initiative to deep clean Triest's facilities, catering kitchen and residences as well as to donate cleaning products and equipment to help Triest maintain their facilities at the highest standards of cleanliness and hygiene.

Johan Gerber, Director of Triest Training Centre says, "We've got about 60 disabled clients, they are all adults and all intellectually disabled, but being disabled doesn't mean they can't do anything. We like to focus on the ability, not on the disability.

"Our centre has been running for 25 years with the help of the community, by the grace of God, and with support from sponsors like Tsebo. I want to thank Tsebo and Wangaletu for their amazing support. Without support [... like this] Triest won't survive. We are an NPO and rely on support and sponsorships and thank you so so much for your help."

Scholtz May, owner of Wangaletu Prominent Services, meanwhile has this to say, "I want to pass on a message of appreciation to Tsebo and Triest Centre for the opportunity they have given us to work with them on the cleaning of the centre. Also to thank Tsebo for all that they do for SMMEs and to [encourage them to do the same] for SMMEs in other provinces. Thank you Tsebo for making a difference."

Tsebo aims to continue CSI initiatives of this nature to make a difference in the local community.

**To find out more, watch the video.**



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# TRIEST TRAINING CENTRE BROTHERS OF CHARITY SERVICES

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22 November 2022

Dear Tsebo and Wongalethu Team

This is a very humble letter to thank you for the wonderful support and sponsorship towards our centre. Yesterday you came here and took over like a swarm of bees cleaning the centre and donating a huge lot of cleaning material. Not only did your team clean and donate goods, you also fixed the plumbing and other items. Thank you so much and believe me in these times NPO's are suffering. The road is not easy but with the assistance and wonderful involvement of the community we can carry on rendering a service to the vulnerable people in our society. Gap

Since we are a NPO we rely on donations and the involvement of the community to render service to people with intellectual disabilities. Triest Training Centre is a centre for people with intellectual disabilities and our vision for our clients with intellectual disabilities at TRIEST is to provide opportunities to have a quality of life.

Triest can only achieve its goals with the involvement, assistance, care, love and donations from our community, friends and sponsors. Without these, serving people with disabilities in our area would not be possible.

This is a very humble letter to thank you for your support and involvement with the centre.

Best regards

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Johan Gerber  
Director: Triest Training Centre



## SMME partnership in action: Thetha Nathi

Thetha Nathi Facilities Group, a 100 per cent Black female owned SMME offering professional cleaning services in Gauteng, was recently given a boost when they were identified by Tsebo as an Enterprise Partner of Choice on a large contract for a major motoring dealership. "At the time of recruitment, we didn't know who they were except for introductions and background information. Upon meeting the owner, however, I found that our value systems aligned, and they came across as highly experienced. Furthermore, the services they offer complement ours to a large degree," says Kalawe.

With its inherent understanding that a clean office environment is a key to a modern, effective organisation, Thetha Nathi has proved to be the perfect SMME partner and takes care of the office cleaning at the dealership, while Tsebo looks after the warehousing.

## SMME partnership in action: Elevated Hygiene Services

In 2014, Elevated Hygiene Services was chosen from among a selection of small businesses to partner with Tsebo on a bid for a large hospital cleaning project. In addition to passing the objective criteria, they showed enormous passion and commitment. The bid was successful and Tsebo helped Elevated Hygiene Services to grow the business by navigating complex regulations and laws and offering human resources services. This included contract advice as well as managing administrative issues, such as UIF.

Says Brian Zulu, owner and manager of Elevated Hygiene Solutions: "The relationship with Tsebo has benefitted us enormously, not just through training for specialised health cleaning, but also by allowing us the buying power normally only available to large corporations. Tsebo is invested in developing small businesses and making sure that we come out of the process better than we were before. This is rare to see in such a big company."

Elevated Hygiene Services has subsequently become an Enterprise Partner of Choice and has benefitted from skills and knowledge share as well as operational support. "We gave Brian an opportunity to grow and when we were satisfied that he had achieved the right level of development, we extended the relationship to a large government contract, which he is basically running on his own based on the skills we shared and the business support we still provide. Our ultimate goal when we partner with SMMEs is that they will eventually be developed enough to be able to compete against us in the market for cleaning opportunities," Kalawe concluded. Or to put it in Zulu's own words, "We are small now, but we hope to grow up to be a Tsebo one day."