



ENTRUST YOUR NON-  
CORE BUSINESS TO THE  
**LEADING FACILITIES  
SOLUTIONS PROVIDER**

**TSEBO**

**TSEBO FACILITIES SOLUTIONS**

[www.tsebofacilities.com](http://www.tsebofacilities.com)

# WHO WE ARE

**At Tsebo Facilities Solutions, we stand as one of Africa's largest and most sophisticated Facilities and Technical Service Providers. Our primary objective is to establish reliable and cost-effective infrastructure platforms that pave the way for our clients' success throughout the continent.**

As a proud member of the Tsebo Solutions Group, a renowned workplace management solutions provider with a strong presence in Africa, we draw on over 50 years of industry experience.

This extensive knowledge allows us to operate effectively across the continent, leveraging our group expertise and buying power to the advantage of our clients. We firmly believe that nurturing and empowering our people form the cornerstone of fulfilling our promise to our clients.

With a strong commitment to delivering facilities solutions in Africa to meet global standards, Tsebo Facilities Solutions serves over 6000 sites spanning various industries. Our clientele includes national, provincial, and local government bodies, retail establishments, banks, financial institutions, IT companies, hotels, automotive industry players, manufacturing and mining sectors.

**OVER 50 YEARS OF  
INDUSTRY EXPERIENCE**





TSEBO  
50+  
YEARS

# WHAT WE DO

## Technical, non-technical and business support services

Tsebo Facilities Solutions is synonymous with expertise in technical and non-technical business support services.

Our extensive experience enables us to provide our clients with a reliable business infrastructure, improving non-core services to deliver continuous cost benefits.

We create ideal working environments by maintaining infrastructure through the delivery of essential support services, all backed by our robust technical architecture and flair for client service.

## LEADERS IN INTEGRATED FACILITIES MANAGEMENT



### HARD SERVICES

We offer comprehensive technical infrastructure services for our clients' facilities, assets, and equipment. Our services not only meet legal requirements but also improve asset lifespan, resulting in significant cost savings and increased return on capital.

#### WHAT WE DO

- Critical engineering
- Planned and reactive repairs and maintenance
- Emergency generators
- UPS
- Air-conditioning
- Aesthetic maintenance
- Project & construction management
- Plumbing
- Auditable real time reporting
- Fire detection and suppression
- Lighting
- Electrical reticulation



## SOLUTIONS FOCUS

### Engineering Solutions

We have extensive engineering expertise and experience to assist companies with general building services, corrective and preventative maintenance, as well as Health & Safety compliance checks to power systems and plant equipment. From simple repairs to complex technical assistance, we are able to meet your everyday needs through a range of services that increase efficiency and reduce downtime and costs.

#### **We tailor flexible and cost-effective solutions that include:**

- Quick recovery of systems – our experts will quickly restore your equipment to good working condition
- Prevention of equipment failure and further downtime for businesses
- Minimising interruptions by ensuring that equipment does not fail the business when needed most, e.g. a generator failure during load shedding can have devastating effects on any business
- Access to Tsebo's call centre for one-point contact addressing all your needs – from air-conditioning to electrical failure or building work requirements
- Tsebo's systems can track and monitor the asset's history and performance record to help predict failures and assist clients in planning for timely replacement of equipment

### Agile Solutions

We offer comprehensive facilities management, maintenance, support, cleaning, catering, and specialised services to companies nationwide.

- 24-Hour, 7-days-a-week service
- One toll-free call for all service needs
- Single-source billing
- National footprint
- Resources for multi-site organisations
- Preventative maintenance programmes
- Customised service programmes developed to meet your needs
- Various ad hoc 'on-call' service solutions
- Customised reporting on services performed
- Reduced rates for volume servicing
- Work monitoring to ensure complete customer satisfaction
- Warranty work tracking
- Highly qualified staff

#### **Bundled services with a 24-hour helpdesk and integrated reporting system:**

- Building and infrastructure maintenance
- Technical and engineering solutions
- Office and business support
- Project and space design management
- Professional catering, including beverage and vending solutions
- Experienced cleaning solutions
- Security systems, technology and guarding
- Energy management interventions, remote utility meter monitoring and bill verification



# WHAT WE DO



## SOFT SERVICES

We provide responsive non-technical infrastructure services which are focused on proactively maintaining a clean, healthy and safe environment that enhances our client's productivity.

### WHAT WE DO

- Industry specific catering
- Beverage and vending solutions
- Contract cleaning
- Specialised cleaning
- Hygiene Solutions
- Pest control
- External landscaping and maintenance
- Interior plant scaping and maintenance
- High access cleaning
- Security (technology, risk management)
- Waste management



## ENERGY MANAGEMENT

We provide customised, reliable energy solutions for long-term business benefits. We understand the unique requirements of each business and offer a range of tailored options. Our knowledgeable team is well-versed in cutting-edge technology, tax incentives, and funding options. We have expertise in optimizing existing assets during the transition to renewable energy solutions. With our consumption intelligence system, immediate savings are possible, and we'll assist you in achieving carbon neutrality.

### WHAT WE DO

- Remote metering
- Utility bill verification
- Tariff management
- On-line energy reporting
- Project management
- Tenant billing and recoveries
- Green building solutions
- Energy performance certification





## BUSINESS SUPPORT

Your non-core business is our core business. We manage all Occupational Health and Safety aspects of your facilities as well as all business support services including Risk Management, Disaster Recovery and Business Continuity Planning to ensure both maximum uptime so you can concentrate on your core business.

### WHAT WE DO

- Printing and scanning
- Long term paper and file storage
- Office automation
- Telephony
- Reception and concierge
- Shredding and confidential document management
- Mail room and courier



## WORKPLACE MANAGEMENT

We provide services that enhance workplace experiences, promoting productivity through well-managed workspaces and the right tools. Efficient space management fosters collaboration and resource optimisation, while improved communication nurtures positive company culture. Embracing automation saves time and empowers employees to focus on essential tasks. Ultimately, our tailored solutions help businesses save costs and achieve success, elevating both employee satisfaction and overall organisational performance.

### WHAT WE DO

- Professional consulting services
- Workplace strategy
- Technology services: Desk booking system
- Business moves and churn
- Turnkey interior design and build
- Project and construction management
- Change management



# MEASURABLE BENEFITS



## REDUCED COSTS

Our group procurement platform delivers the best economies of scale. Combined with our industry expertise and best practices, processes and systems, this enables us to consistently deliver reduced overhead costs.



## 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

We assume responsibility for all processes and systems related to infrastructure maintenance, providing a 'one-stop-shop' for our clients.



## BUSINESS CONTINUITY

We are well positioned in Africa and our reliable business architecture enables our clients to focus on growth.



## HUMAN CAPITAL

We are a people business with a passion for creating a high-performance service culture where people engage in positive employee experiences in the workplace, supported by best-in-class people standards and practices. Our approach to people management has a material impact on our business and is a strategic focus for management. In 2022, Tsebo was a first-time Top Employer South Africa entrant, earning us the esteemed Top Employer Certification for 2023.





## ROBUST TECHNICAL ARCHITECTURE

- Our cloud-based technology capability and systems architecture is geared for African conditions.
- We have world-class certified processes and systems: ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007.
- We have the ability to perform across all service offerings.



## CLIENT SERVICE EXPERIENCE

- We offer strong management based on combined, in-depth experience that aligns to client strategies and job creation initiatives.
- Our staff members are more than capable and are expertly trained.
- We are the pioneers of the PPP model for Facilities Services in SA and have the ability to innovate and adapt our business model without compromising our standards.
- We have an understanding of African business culture and practices, derived from long-standing experience on the continent.
- We offer particular specialisations in risk management, and maintenance in complex and widely distributed environments.



## ENVIRONMENTAL SUSTAINABILITY

- Environmental sustainability is the gold standard for our processes.
- All of our processes and systems are designed to minimise negative environmental impacts.
- Our solutions improve the carbon footprint and energy utilisation of our clients.



## HEALTH AND SAFETY

- We support the Occupational Health and Safety Act, 85 of 1993. Our occupational health and safety policy ensures that our staff and customers always work in environments that are safe.
- To ensure compliance with this legislation in our business, we engage in continual training in accident prevention. We frequently update our GMPs in accordance with the latest practices in this field.
- We audit operational practices on occupational health and safety to drive continuous improvement.



## CLIENT ALIGNMENT

- We operate in all economical and geographical sectors and integrate with the corporate culture of our clients. This increases their competitiveness and effectiveness.
- We deliver improved quality of service through accountable and responsible management.
- We are risk management specialists. We contribute at corporate level to delivery of strategic and operational objectives.
- We provide a safe and efficient working environment on a daily basis.

**ENHANCE  
WORKPLACE  
EXPERIENCES**

# KEY HIGHLIGHTS



## 90% LOCAL

**Inputs locally sourced supplier development:** Induction, training and development EME's and QSE's

## NATIONAL OPERATIONS

Operates across **25.5 million m<sup>2</sup>** in South Africa, providing **76** services across various industries

## ELECTRICITY MANAGEMENT

Processes **32 000** client utility bills annually, amounting to 1.4 GW electricity managed.

## ENERGY SAVING

Just over **R90 million** in energy savings

## MEALS SERVED

Monthly meals served across Africa: **+28 million**

## ENGINEERS EMPLOYED

Over **300** Engineers and Technicians

## SITES

Over **6 000** sites across various industries

## CONSTRUCTION

Over **200 000 m<sup>2</sup>** in construction



EXPERT DELIVERY.  
TAILORED SOLUTION.  
HOLISTIC SERVICE OFFERING.



# TRANSFORMATION JOURNEY

## HISTORY

### 1996

- ★ A joint venture between Drake & Scull UK and the Tsebo Solutions Group creates Drake & Scull FM SA.

### 2004

- ★ The EMCOR Group buys Drake & Scull. Tsebo acquires the whole South African joint venture and Drake & Scull FM SA becomes a 100% Tsebo subsidiary.
- ★ EMCOR sells the Drake & Scull brand rights to Drake &
- ★ Scull International, based in Dubai.

### 2004 - 2016

- ★ The Drake & Scull FM SA brand name is used in South Africa under license from Drake & Scull International.
- ★ The company operates outside of South Africa as Tsebo Facilities Solutions.

### 2016

- ★ We rebrand. The company now operates as Tsebo Facilities Solutions in all territories.
- ★ PMR Diamond Arrow: Facilities Management - Excellence in Facilities Management
- ★ SAFMA Award

## AWARDS

**PMR Diamond Arrow Award Winners for 8 consecutive years.**

## HIGHLIGHTS LAST 5 YEARS

### 2020

- ★ PMR Diamond Arrow: 1st overall facilities management

### 2021

- ★ PMR Diamond Arrow: 1st overall facilities management
- ★ SAFMA Award

### 2022

- ★ PMR Diamond arrow: 1st Overall facilities management
- ★ SAFMA 3rd Place: Technology Implementation of the year
- ★ SAFMA 1st Place: Management & Response to Covid-19
- ★ SAFMA Chairman's Award
- ★ SAFMA 3rd place Young Achiever of the Year

### 2023

- ★ PMR Diamond Arrow: 1st Overall facilities management
- ★ SAFMA 2nd Place Facilities Manager of the Year
- ★ SAFMA Chairmans Award 2023: Albert Luthuli Central Hospital.
- ★ SAFMA Management Response to SA's Energy Crisis – 1st Place: Inkhosi Albert Luthuli Central Hospital.

<b>1983</b>	First affirmative action programme launched	
	We sponsor SA chefs to develop black chefs	<b>1983</b>
<b>1995</b>	We win the Black Management Forum Progressive Company award	
	Conclude our first B-BBEE transition with Nozala	<b>1996</b>
<b>2007</b>	Achieve Level 3 B-BEE status	
	Achieve Level 2 B-BEE status	<b>2009</b>
<b>2010</b>	Reach 94.21 out of 100 points achieving one of the highest Level 2 industry scores for a company our size	
	First large corporate to achieve Level 1 B-BEE status	<b>2015</b>
<b>2016</b>	Black women ownership of 37.91%	
	Increase our black women ownership to 43.03%	<b>2018</b>
<b>2019</b>	Increase our black women ownership to 44%	
	Increase our black ownership to 54.42% and black women ownership to 45.63%	<b>2020</b>

**TSEBO**

Tsebo Solutions Group is proud to be a B-BBEE Level 1 contributor

**LEVEL 1  
B-BBEE**

**55.15%**

Black ownership

**33.84%**

Black woman ownership

Call or visit our website to receive a copy of our certificate.

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For us, transformation has never been a compliance requirement. Transformation is part of our DNA and is woven into our business model, business processes, cultural values and business strategy. We pioneer enterprise and skills development in both the public and the private sector.

**THE TSEBO SOLUTIONS GROUP IS A  
LEVEL 1 B-BBEE CONTRIBUTOR**

“Local development is ingrained in the company’s DNA and we are committed to transformation in Africa.”

**TSEBO**

## TSEBO ENVIRONMENT, SOCIAL AND GOVERNANCE HIGHLIGHTS



### Environment

From providing intelligent metering and monitoring to helping our clients minimise water and energy consumption to the use of eco-friendly cleaning products and recyclable food packaging - Tsebo works closely with our clients to **minimise environmental impact** through our **technologically advanced solutions and set ongoing targets for improvement.**

Nearly **R200 MILLION** in total energy savings achieved for Tsebo clients.

#### Tsebo Environmental Highlights:

- **ISO 14001** Environmental Management Standards
- Over **80%** of all Tsebo's packaging spend is on recycled or recyclable material
- In 2022, Tsebo managed to recycle **6587 kg** of paper across our business = 20 m<sup>3</sup> of landfill and 235 kL of water saved
- Over **90%** of all our procurement is locally sourced, thanks to our formal supplier development initiatives
- We **use approved, certified, and eco-friendly** cleaning and hygiene chemicals/products as far as possible
- **95%** of our total seafood purchases are on the SASSI Green list. Target 100% at end of 2023
- **87.1 tonnes** of plastic and paper waste-to-landfill prevented



### Social

From **1983**, when we adopted our first affirmative action programme to our current **Level 1 BEE status**, Tsebo has been a sustainable social development partner with a transformation ethos that guides us to ensure we **develop, employ, capacitate and partner** to benefit our **people** and our **local communities.**

#### Tsebo Social Highlights:

- Over **3 800** African vendors and entrepreneurs upskilled in the communities in which we work
- Over **255** local suppliers across Africa were uplifted by our enterprise development initiatives
- Over **60%** of our total workforce is female with a black Woman Ownership of **33.84%**
- **R4.2 million** total spend in 2022 assisting local communities
- Over **40 000** people trained annually across the continent
- **+40 000** training and development interventions (Learning and Development spend = 4.2% of annual leviabale amount)
- **82%** global benchmark score received for people practices as a Certified Top Employer SA
- **60%** female employees, with 42.3% female representation in Senior Management
- **82%** average Client Satisfaction score with a 95% average Client Retention rate
- **+200 certified** local-to-local community suppliers
- **+32.2 million USD** total domestic spend on Corporate Social Responsibility (CSR) initiatives across Africa
- **+70 CSR** projects across eight African countries





## Governance

**Transparency, trust and value-driven, ethical behaviour** across all our business operations is vital for the sustainability of Tsebo and our clients. We invest and align to global industry accreditations, standards and best practice codes and make sure that we constantly improve our internal control and compliance processes.

### Tsebo Governance Highlights:

- Our sustainability goals align to the **15 Sustainable Development Goals** of the **UN Global Compact**
- We are an early adopter of **Ten Principles of the UN Global Compact** – it is rooted in our strategies, policies and procedures
- **COMMITTED TO A SUSTAINABLE, PROSPEROUS AFRICA:** Tsebo is a formal member of the **UN Global Compact's Africa Business Leaders Coalition (ABLC)** – A group of leaders committed to sustainable development and ambitious climate action on the continent.



## HEALTH, SAFETY & WELLNESS COMES FIRST

### Our ISO 45001 OHSAS Framework incorporates:

- **250** safety procedures
- **50 000** hours of Health & Safety training Annually
- **5 million** hours of health and safety experience



**AFRICA BUSINESS  
LEADERS COALITION**



## Tsebo's sustainability strategy is focused on contributing to 15 of the SDGs



We assist in alleviating poverty through initiatives, such as our local procurement policy, enterprise and supplier development programmes, sub-contracted EME/QSE model, Employee-to-Entrepreneurship programme and large-scale job creation and development initiatives across the continent.



Tsebo helps our local communities to tackle food insecurity by implementing farm-to-fork and innovative nutrition initiatives while supporting sustainable agricultural programmes through partnerships with local charities and organisations.



We put the health, safety and well-being of our employees, clients and communities first – steered by applicable policies and wellness programmes. Consumers and employees can make informed, healthier meal choices through nutrition advancements and information.



Tsebo provides continuous on-the-job training and career development for all employees through our Learning and Development Academy and other educational initiatives, such as structured career development plans, and SETA-accredited learnerships.



With a predominantly female workforce, we place a strong emphasis on developing women, at all levels of the organisation, and support women's empowerment initiatives. Just over 33% of our business is Black Women Owned.



Tsebo's Energy division helps our business and clients save money by implementing intelligent energy monitoring to identify areas where energy is wasted or could be used more efficiently and by implementing various energy-saving technologies.



Our strategy addresses the positive, long-term outlook for all our people, in turn, creating sustainable job and learnership opportunities designed to attract and retain top talent.



Tsebo understands the intricacies of businesses across several industries and how to leverage technology and innovation to evolve with our clients' needs, simplify processes, create modern workspaces and improve efficiencies.



Tsebo is a development partner with a transformation ethos dating back to 1983 – with the utmost respect for human rights and the dignity of all people. We are a Level 1 B-BBEE organisation with 55.15% black ownership and 33.84% black female ownership.



We have a track record of implementing legacy programmes or CSR initiatives in our operational communities, improving inclusivity, safety and prosperity for all. Our Workplace Design business is a leader in green building design and construction.



Tsebo has ambitious climate-related targets to reduce carbon emissions (Scope 1 & 2) by 2030, and our CEOs are official members of the UN Global Compact's Africa Business Leaders Coalition – uniting to sign the first continental climate statement.



Tsebo has strict procurement policies in place to protect our oceans, marine resources and the livelihoods of coastal communities. Therefore, 95% of all seafood procured, is sustainably sourced from the SASSI Green list.



We ensure that high-impact products used across all our operations are sustainably sourced and eco-friendly, contributing to a better life on land and a circular economy. We actively promote biodegradable alternatives and implement several waste-to-landfill reduction initiatives.



Tsebo governs business responsibly and accountably, fostering transparency, trust and value-driven, ethical behaviour across all our business operations, with zero-tolerance for bribery and corruption.



Tsebo partners with our clients, government, global bodies, suppliers and other stakeholders to strengthen and accelerate universal SDGs.



# TOP EMPLOYER

**top**<sup>®</sup>  
EMPLOYER

SOUTH  
AFRICA  
2023

CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

**Being certified as a Top Employer is a testament to our dedication to build a better world of work through our HR policies and people practices.**

We are committed to building on this and accelerating our people strategies by benchmarking policies with proven HR best practices around the world. With an overall score of over 82%, benchmarked against a globally certified group of more than 2 050 Top Employers, this accolade provides us with a competitive advantage in our industry.



**TSEBO**



Catering  
Cleaning  
Hygiene  
Pest Control  
Protection

Remote Sites  
Facilities Management  
Energy  
Engineering  
Workplace Design

## CONTRACT NON-CORE SERVICES



PRODUCTIVITY  
TRANSPARENCY  
COMPLIANCE

BY INCREASING

### WE IMPROVE

THE EASE OF  
DOING BUSINESS,  
ALLOWING THE  
CLIENT TO FOCUS  
ON THEIR CORE  
BUSINESS

OPERATIONAL RISK  
COMPLEXITY  
COST

AND DECREASE

## OUR DIFFERENCE

Estate Living  
Oil and Gas  
Mining and Resources  
Corporate and Financial Services  
Manufacturing  
Public Sector  
Healthcare  
Education  
Leisure and Hospitality  
Retail and Wholesale



## KEY SECTORS

**26** Countries

**3 500** Sites

**51** Years

**32 000** Employees

**32** Offices

## FOOTPRINT AND OPERATING EXPERIENCE



# CUSTOMISED INTEGRATED WORKPLACE MANAGEMENT SOLUTIONS BUILT UPON OVER 50 YEARS OF EXPERIENCE



## ISO 9001 **Quality Management**

We hold the internationally recognised QMS standard, a powerfully designed business quality tool ensuring continuous improvement.

**ISO 9001:2000 ISO 9001:2008**

## 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 compliant to specific FSM standards, ensuring that all organisations in the food chain control safety up to the time of consumption.

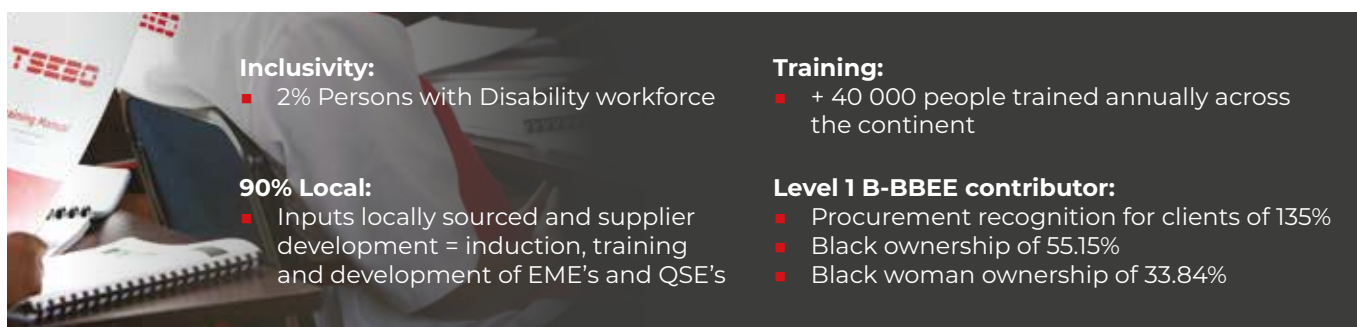
**ISO 22000:2005**

## ISO 45001 **Occupational Health and Safety**

We eliminate or minimise the health and safety risks of our activities for employees and other interested parties.

**ISO 45001:2018**

## WORLD-CLASS OPERATING STANDARDS



**Inclusivity:**

- 2% Persons with Disability workforce

**90% Local:**

- Inputs locally sourced and supplier development = induction, training and development of EME's and QSE's

**Training:**

- + 40 000 people trained annually across the continent

**Level 1 B-BBEE contributor:**

- Procurement recognition for clients of 135%
- Black ownership of 55.15%
- Black woman ownership of 33.84%

## TRANSFORMATION AND EMPOWERMENT

### ABAC AND CODE OF ETHICS

Tsebo's global standards adhere to the UK Bribery Act and the South African Prevention and Combatting of Corrupt Practices Act. In terms of our internal governance, all Tsebo employees must adhere to our anti-bribery and anti-corruption policy, our whistleblowing policy and procedure, gifts and entertainment policy and our strict code of ethics and good business practice.

### TIP-OFFS ANONYMOUS

Tsebo operates an independent 24/7 hotline monitored by Deloitte, where suppliers, employees and customers can notify the business of any infractions, which will be investigated.



## ZERO TOLERANCE FOR BRIBERY AND CORRUPTION

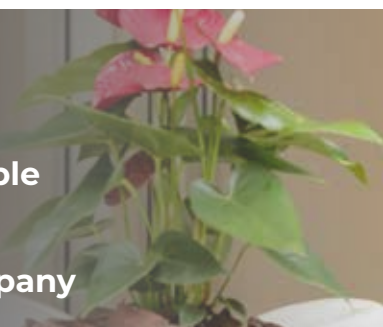
Multinational clients

Sustainability framework

Environmentally responsible

Ethics and governance

An authentic African company



## AN ETHICAL AND RESPONSIBLE CORPORATE CITIZEN



## GET IN TOUCH

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## SOUTH AFRICAN OFFICES

## OUR VALUES



We embrace highly ethical, moral and respectful behaviour, without exception.

**INTEGRITY**



We seek opportunity, respond rapidly, strive for continuous improvement and behave like intrapreneurs.

**ENTERPRISING**



We care for people, communities and the environment.

**CARING**



We are industrious, efficient and dependable.

**DILIGENT**