



FEDICS

Nourishing Success

a TSEBO solution

Who we are

South Africa's contract catering and segment-solution pioneers.

Established in 1971, Fedics pioneered the contract catering industry in South Africa and has served public and private institutions as a premium catering brand ever since.

As the leading catering solutions provider in the country, we have created our difference by recognising the need for "segmented solutions" to enhance our clients' success. Regardless of the industry or environment, our 50 years of experience enables us to design specific solutions to meet specific needs – delivering services that go well beyond mere catering.

Best service.
Best quality.
Best value.

Our segment solutions

Healthcare

Nutritional healing that supports the patient journey.

Education

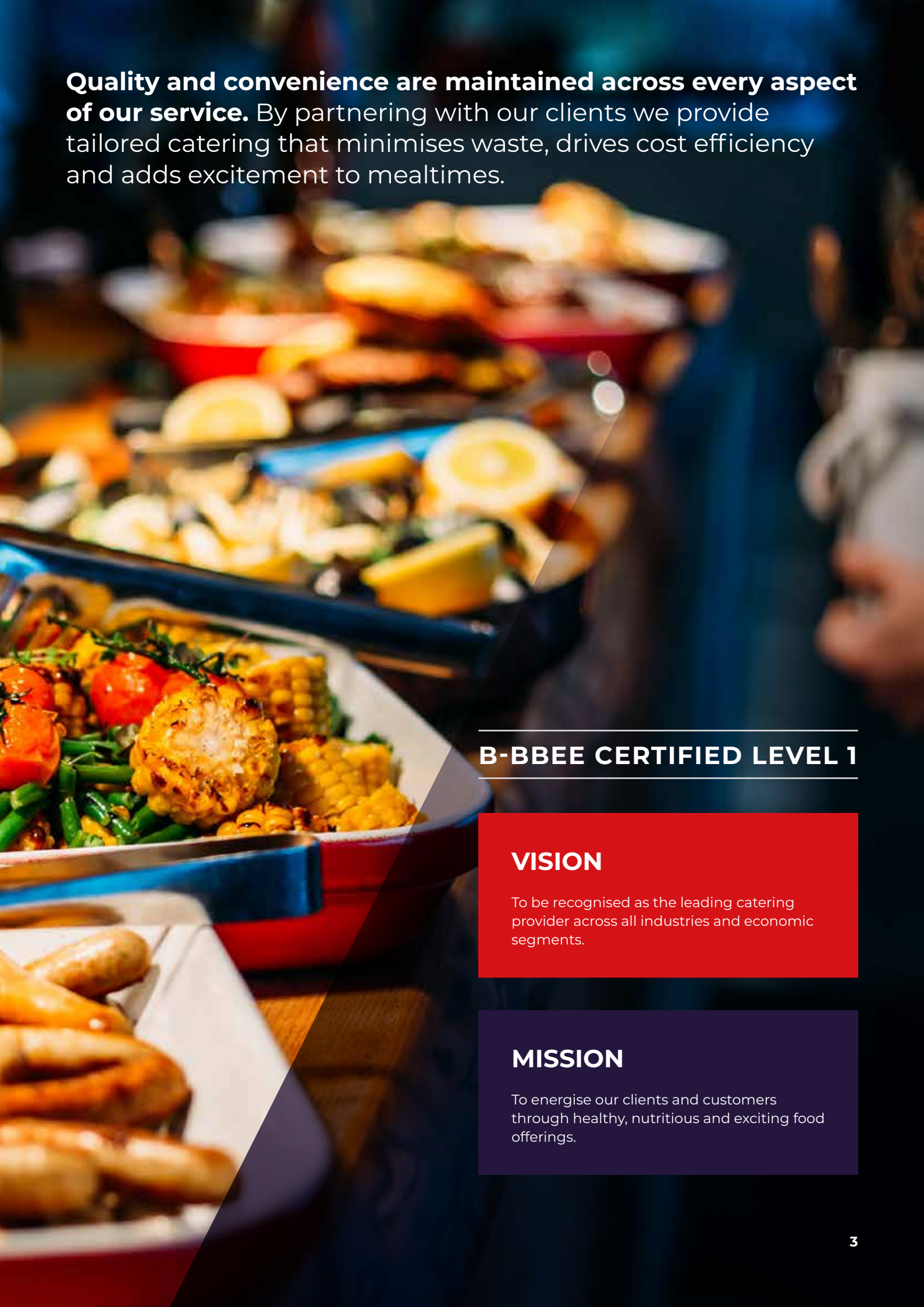
Brain food for future generations of leaders.

Retirement

Providing balance between good nutrition, cultural preference and personal desire.

Industrial

High-volume catering to energise your workforce for optimal efficiency.



Quality and convenience are maintained across every aspect of our service. By partnering with our clients we provide tailored catering that minimises waste, drives cost efficiency and adds excitement to mealtimes.

B-BBEE CERTIFIED LEVEL 1

VISION

To be recognised as the leading catering provider across all industries and economic segments.

MISSION

To energise our clients and customers through healthy, nutritious and exciting food offerings.

Our history



1970s

Fedics is founded and quickly establishes itself as the leading player in the catering market.

1971

Fedics is founded by Federale ICS and Trust Houses (UK) and becomes the first large-scale outsourced caterer in South Africa, creating an entirely new market segment.

1979

Trust Houses sells its share to the other shareholders.



1980s

Fedics establishes itself as a progressive, fast growing South African success story.

1982

Fedics implements its first affirmative action programme – indicative of its commitment to progressive management and transformation.

1983

Sponsors the SA Chef's Association to develop black chefs.

1986

Airport catering concessions commence at Johannesburg, Durban and Cape Town international airports.

1986

Venture into airline catering after winning SAA's in-flight catering tender and launching Air Chefs.

1987

Fedics' training college opens.

1989

Expand presence in airline catering: Air Caterers enter into a joint venture with Gate Gourmet.



1990s



A time of massive change in South Africa and an expanding and ever-progressive Fedics is at the forefront of this change in many ways, including being one of the first businesses to conclude meaningful BEE transactions.

1990

Purchase of 40% equity in Protea hospitality group.

1992

Air Chefs forms a joint venture with Transnet.

1994

The Institute for Hospitality Studies (IHS), our in-house training institute, is established.

1994

Awarded Sancorp's Investor in People Award.

1995

Establishes nine black empowerment ventures at Johannesburg, Cape Town and Durban international airports. Launches Our Dream – a vision programme for the future. Receives the Black Management Forum's Most Progressive Company of the Year Award.

1996

Joint venture with Drake & Scull Engineering (UK) to offer full Facilities Management services.

1997

Purchase of 33,3% shareholding by a black-owned investment consortium comprising investments progress groups, Nozola and Siphumelele. Launches in-house branded food courts.

1998

Introduces segment branding; receives Business-to-Business Marketing Company of the Year Award from the Institute of Marketing Management. The Tsebo Outsourcing Group is formally established, with Fedics as a core, flagship brand and solutions provider.

Our history

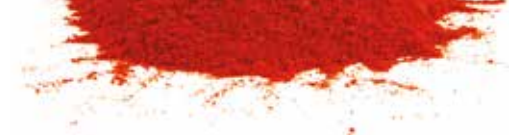


2000s



Fedics renews its focus on contract catering and starts the millennium by de-listing from the JSE to pursue a shareholding strategy that creates further opportunities for empowerment shareholders.

- 2001**
Finalist for the Black Management Forum's Most Progressive Company Award.
- 2002**
Implements a supply chain strategy and e-procurement through mymarket.com. Tsebo features in corporate research foundation publications: *SA's Leading Managers* and *SA's Most Promising Companies*.
- 2003**
Sells Air Chefs and Gate Gourmet in-flight businesses to focus on core business. Fedics listed in SA's top 300 National Companies and in SA's top 300 Empowerment Companies.
- 2006**
Purchases 43% shareholding in Wiesenhof Coffee Shop.
- 2006**
Achieves first Empowerdex AA Rating.
- 2007**
Recognised as an Emex BEE Verification Level 3 Contributor.
- 2008**
Recognised as an Emex BEE Verification Level 2 Contributor. Purchase of 49.9% shareholding by Absa Capital and 15% shareholding by Lereko Investment Holdings.
- 2009**
Achieves highest ever BEE Level 2 contribution rating of 94.3%.



After achieving the highest BEE rating ever for generic enterprises in the contract catering industry, Fedics continues to play a pivotal role in Tsebo's catering division, supporting the Group as it continues to pursue an acquisition and growth strategy that makes it into an African outsourcing giant.



2016

Achieves a historic Level 1 Rating on the 2015 Amended BEE Codes in South Africa.



2021

Fedics celebrates its 50th Anniversary and refreshes its brand for the future.



Benefits beyond catering

Fedics has built a professional reputation as a reliable and experienced service provider.

Our industry solutions have a lot to offer our clients.



Exact industry solutions Our industry experience delivers tailored solutions to fit your business.	Employee wellness Healthy food solutions for every Living Standards Measure (LSM).	Boosted human capital A pleasant workspace that attracts industry talent.
Gains in productivity Healthy and nourished employees are focused and efficient.	Quality and expertise Our corporate systems provide quality, hygiene and training.	Commercial value Flexible commercial models, scale-driven pricing.
	Employee satisfaction Happy, settled staff are more productive.	

Our catering provides the nourishment to support our clients' success.



Solutions to support client success

At Fedics we understand our clients, their cultures and objectives and the environments they operate in. For this reason, we don't believe in providing generic solutions but tailor our offerings to meet specific schedules, budgets, needs and business models.

Nourishing Success



Nutritional healing that supports the patient journey.

A well-balanced, healthy meal plan is a major contributor to a patient's quick recovery and sustained wellbeing. Fedics Healthwise integrates with the core functioning of our clients' operations and takes hospital and medical catering to previously unseen levels of quality, value and convenience.

Through its flagship products, NutriCare, NutriKidz and Simply Pure, Healthwise offers nutritious diets, designed and regularly overseen by our professional dietitians. We have extensive knowledge of the role of nutrition in the healing process and always strive for the best-practice provision of nutrition.



Simply Pure - A name that immediately suggest fresh, real, untainted and naturally healthy food and beverages. Whether you're an intuitive eater or trying for the first time to improve the way you eat and drink, Simply Pure will revolutionise how you approach food and drink and lead you down the path to a healthier life.



NutriCare's range of tasty options cater for the nutritional needs of all patients. It includes everyday meal plans and specialised diets to meet particular medical requirements.



NutriKidz caters for the specific nutritional needs of children through flavourful diets and meal plans to meet particular medical requirements.



Brain food for our future leaders.

Fedics Class provides attractive, fun product offerings and environments for schools and tertiary institutions to fuel the success of our learners on their educational journey.



Planet Savvy aims to reflect a tertiary institution's core values of excellence, quality, creativity and diversity across a full range of catering facilities. These include vibrant food courts, daily meal lines in student restaurants, hearty meals for live-in students and online food delivery from cafés, coffee shops and health bars.

smartchoices

Our SmartChoices offering ensures that food provided to pupils in schools is nutritious and of high quality. Dining rooms are a critical part of a school's provision because nutritionally balanced food can encourage children to engage in healthy eating habits as they get older. Our SmartChoices food offering caters for learners in early, elementary and secondary years according to their age-specific needs and preferences.



A traditional yet contemporary, fun offering for the young and trendy. Fresh food, craft coffee, and an array of beverages to suit any palette, freshly baked pastries and convenient service. We believe quality comes first, so, we offer a range of consistently excellent goods to suit all our customers. Sustainability and community is at the heart of the Jamii concept.

High-volume catering for optimal efficiency.

With the longest standing heritage in South African catering, Fedics Food Services understand how to balance the various interests and concerns of our clients to provide a consistently excellent product – delivering a service that keeps South African industry operating efficiently.



Wethu meaning Ours in Xhosa, is a unique trendy, cosmopolitan coffee shop experience with local flavour. The style and décor aims to capture the vibey city life ambience. For those needing an escape from their desk, just follow the aromas, and let your nose lead you. It's the aroma and the balance of flavour unique to each city that pulls you away from your desk.

AMBROSIA

Another bespoke solution that can be tailored to your needs, whether you looking for a tuk-tuk, pop-up cart or barista tricycle, we can arrange it all for you.



Fatigue refers to mental or physical exhaustion that stops a person from being able to function normally. It can be caused by many factors, including prolonged periods of physical and/or mental exertion and shift work. Impilenhle food options are developed by registered dietitians to form part of a Fatigue Management Plan and promote optimal nutrition for physical and mental performance.





Your relaxation and rejuvenation are our pleasure.

Providing catering related services to retirement villages, country clubs, golf clubs, casinos, hotels and resorts, guesthouses, game lodges, conference centres and entertainment centres. Fedics Lifestyle is dedicated to ensuring that guests are well taken care of.

livinglifestyle

CHOICES THAT FIT YOUR NEEDS

The Living Lifestyle solution contributes positively to retirement living environments through innovative and multi-cultural menus and dining service that maintain a balance between good nutrition, religious preferences and personal desires. Our chefs prepare delicious meals for the à la carte restaurant and work together with our dietitians to attend to the unique nutritional needs of frail care patients.

PERK UP

Perk Up offers customers fresh, healthy and wholesome seasonal ingredients together with our signature roast coffee. Whether you are looking for a quick pick-me-up or an intimate sit-down to reconnect, we take care of the environment while you take care of yourself.

THE BISTRO

Bistro menus are built around comfort food that is soulful and diverse, yet simple. Each Bistro restaurant is tailor-made according to the specific demographics of the environment. We offer a casual, affordable dining experience; serving food that is rustic and classic, but artistically presented and which offers a true reflection of the creative vision of our onsite executive chefs.

THE BISTRO

C E N T R A L

Simple, hearty and filling food, cooked by a classically trained chef who is able to combine haute cuisine techniques with regional traditions that are soulful and diverse, combining balanced nutritional meals with the use of seasonal and local ingredients and produce. Our emphasis is on high quality and food enjoyment!



TSEBO SITE SOLUTIONS

TSS creates a home away from home for the construction and resources industries through tailormade remote site solutions.



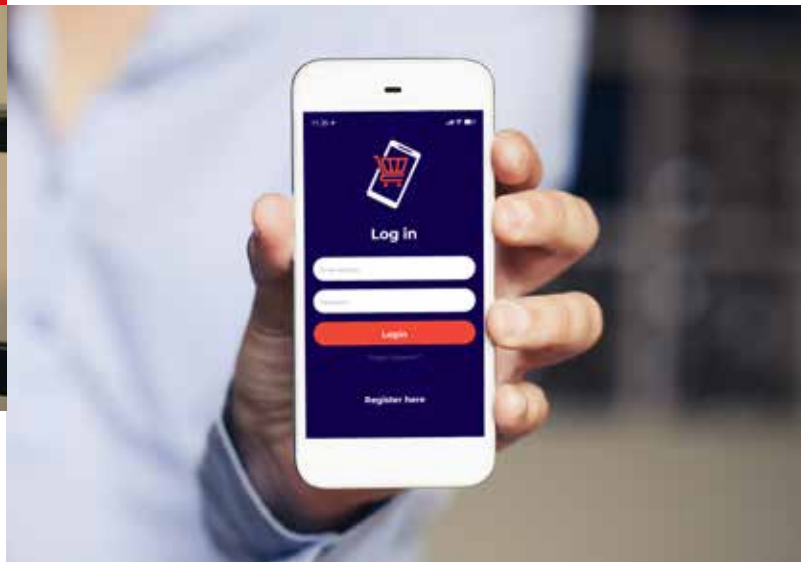
Kusempilweni offers traditional food that is scientifically crafted to manage fatigue and increase productivity for a challenging shift or longer working hours. We use top quality, naturally wholesome ingredients sourced for their nutritional properties and methodically combine and arrange them to sustain and boost energy, stamina and alertness. Kusempilweni provides healthy, great tasting meals that actively support safety and wellness at work.



Advanced service offerings

Pedal Palette offers easy online ordering from the palm of your hand.

The Pedal Palette App offers a fresh new way to enjoy your food. Amazing features allow you to schedule your order ahead of time, to pay, skip the queue and collect – all via one App!



Healthy and nutrient rich fast food, without the fuss of having to prepare it.

Our dietitians carefully select a combination of foods for the menu, keeping a balanced lifestyle in mind for health conscious clients who want to eat well, but don't have the time to choose ingredients and prepare meals themselves. Our chefs use their experience and skills to ensure enjoyment and satisfaction for the discerning client who knows what they want. Our packaging is practical and recyclable, keeping safety and convenience in mind.



Our difference

Our pedigree is unmatched.

Only Fedics has 50 years of experience in providing catering solutions across all segments of society. We lead the industry in the development of people at all levels. We create the conditions for success in your business.

Nourishing your success

We are driven by our business values.

Quality

We strive to deliver excellence in everything we do.

Cost

We deliver competitive pricing and the very best cost to client.

Convenience

We deliver convenient food solutions for our customers and simplified business solutions for our clients.

Change

We never let our offerings become stale or front-of-house service fall below the highest standards.

We cultivate honest, personal and responsive connections with our customers and clients



Putting people first

We retain a steadfast dedication to the growth of our employees and believe this is our most compelling competitive edge.

Managing people responsibly

- We uphold employee rights.
- We do not create cost advantage at the expense of our staff.
- We invest in our employees' growth.

Investing in knowledge

Fedics is the only organisation in the industry that has its own training college. Our staff are trained in craft skills, IT skills and business training. Learners emerge with NQF certificates recognised throughout the industry.

Creating tomorrow's skills

Fedics runs a training programme that aims to ensure that each staff member consistently learns new skills throughout their tenure with the company.

Moulding future leaders

Fedics sponsors every middle and senior manager to complete the 18-month Leadership Development Programme at GIBS (Gordon Institute of Business Science) Business School.

Employee wellness

Fedics has led the industry in the development of wellness catering, whether it is related to HIV, healthcare nutritional healing or corporate wellness solutions.



B-BBEE and empowerment success

In line with its strategy to transform business through equitable ownership, enterprise development, socio-economic development and preferential procurement, Tsebo Solutions Group is a Level 1 B-BBEE company with black ownership of 53.7%, and black women ownership of 45.9%. This provides procurement recognition for customers of 135% of spend with the Group.

Tsebo is one of the few businesses in our sector that has a black owned status and black women owned status with these percentages, thereby providing numerous procurement recognition benefits to our clients and potentially three times the score (BO/BWO, Preferential procurement spend with QSE & EMEs) because of our B-BBEE Level 1 status.

As a qualified accredited training institution that provides training and SMME supplier development we are a natural partner to integrate small businesses from communities into our operations and provide quality assurance function as well as our basic services.

We strive to create sustainable growth and development in Africa through our initiatives, we realise that investing in people is one of the most important building blocks in achieving sustainable development.

Tsebo has been able to implement initiatives that have had a positive social impact and believe that we are on the right course in creating a meaningful future for generations to come.

TSEBO



Tsebo Solutions Group
is proud to announce that we are
a B-BBEE Level 1 contributor

**LEVEL 1
B-BBEE**

53.7%
Black ownership

45.9%
Black Female Ownership

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

+27 (0)11 441 5300 | info@tsebo.com | www.tsebo.com  

“

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

”

Sustainability for a cleaner future

Fedics is an industry leader in adopting environmentally safe practices in the outsourced catering industry.

We are deeply aware of the responsibility we have within our own operations and on our clients' sites and always strive to have a positive impact on the environment. We see sustainability as a holistic topic, not just the fad of "going green". Rather, sustainability for Fedics encompasses every aspect of managing our business as a responsible member of society; protecting the natural environment, our internal human capital, our community stakeholders and our customers.

Because of this view, Fedics seeks to play an expanded and proactive role in improving lives and leaving a legacy of positive contributions to environmental protection. Fedics is governed by a strict environmental policy that we encourage our clients to support. Additionally, we conduct internal training on managing our business responsibly and we engage in many programmes to uplift local communities. We work closely with the Tsebo Foundation, and our operational processes, inputs used and products marketed are all designed to minimise harm to the environment.



Health and safety

As part of the Tsebo Solutions Group, Fedics upholds the Group's policies for occupational health and safety to ensure that our staff and customers always work in environments that are safe.

The Tsebo Solutions Group supports the Occupational Health and Safety Act, 85 of 1993. To ensure compliance in our business with this legislation, we engage in continual training on accident prevention and frequently update our GMPs in accordance with the latest practices in this field. Over and above this, we have an internal team that audits operational practices on occupational health and safety in order to drive continuous improvement.



Nourishing **Success**



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 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 14001 **Environmental Management**

We follow the specific EMS standards for handling environmental issues within an organisation.

ISO 14001:2004

ISO 45001 **Occupational Health & 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 53.7%
- Black Woman Ownership of 45.9%

TRANSFORMATION AND EMPOWERMENT

ABAC & 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 whistleblower 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 & 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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OUR FOOTPRINT

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