

Cleaning and hygiene
beyond the obvious



TSEBO

WE **DEVELOP** PEOPLE, TO **SERVE** PEOPLE, TO **UPLIFT** SOCIETY

CLEANING AND HYGIENE SOLUTIONS

Who we are

Putting health and hygiene first

Covid-19 highlighted the importance of high standards of cleaning and hygiene. It's not enough for spaces to look spotless, people need to feel secure that the environments they visit and work in are hospital-level clean and disinfected.

With our roots in the healthcare sector, Tsebo Cleaning and Hygiene Solutions is a leader in the contract cleaning industry – with an impeccable service ethos, science-based cleaning methodologies, smart technology, best-in-class products, and expertly trained staff.

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Hospital standard
cleaning and hygiene
for any environment.



+
We are a
Level 1 B-BBEE
HACCP certified
company

History

The Tsebo Solutions Group secured its first contact in 1998 for Suikerbosrand Life Hospital.

By 2011, business growth necessitated the creation of a separate division: Tsebo Cleaning Solutions. In 2020, this division merged with Hygiene Solutions to provide a holistic offering that meets the needs for heightened awareness and legislation around health, hygiene and cleanliness in work, retail, and social environments.

Our core ability remains to provide best-fit cleaning and hygiene solutions in demanding environments that exceeds our clients' expectations. This is reflected in our industry leading track record of contract retention, which averages 10 to 12 years.

We've pioneered multiple market firsts, such as the introduction of technology for performance and standards management, call-on-demand services, as well as the standard practice of training senior managers to post-graduate university level.



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Clean your space, clear your mind.



Why Tsebo?

Intelligent cleaning and hygiene solutions tailored for businesses of the future

Through our proven products and staff compliment of 10 500 cleaning professionals, we provide what we call, 'cleaning beyond the obvious'.

Our teams are highly trained in precise methodologies, and we make use of technology and scientifically verified chemicals, combined with the correct tools to create a safe and hygienically clean environment.

Our focus on science and innovation is backed by a process orientated and systemised business model to ensure a smooth customer experience and consistent service. Our industry knowledge, meanwhile, enables us to operate around the requirements and nuances of various industries and environments. We have won multiple awards across industries including, healthcare, education, finance, and industrial and commercial sectors

We are also members of the NCCA (National Contract Cleaners Association) and ISSA (International Sanitary Services Association)

Hospital-level quality standards

Ours is a quality-driven business model, which is managed to private healthcare standards and includes continual staff training and innovation that aligns with our reputation for having the most thorough standard operation procedures (SOPs) in the industry.



Customer-service excellence

Customer service is built into our staff training and business structure. Our structures are kept deliberately flat and lean for transparency and small-company responsiveness.

Innovation and technology

We employ science to pioneer cleaning technologies and improve our service levels and client experience. Our infection control standards are benchmarked at current CDC (Centre for Disease Control) levels.



Green cleaning

Environmental protection and sustainability are important to us. We use green-certified and environmentally friendly chemicals, whenever possible; recycle and eliminate unnecessary use of materials; and drive innovation to reduce water usage and packaging waste.



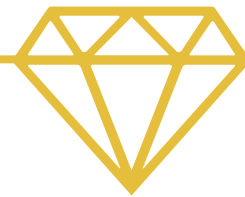


People development

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.** This mantra is entrenched in our Tsebo purpose statement:

WE DEVELOP PEOPLE, TO SERVE PEOPLE, TO UPLIFT SOCIETY.

We invest in skills to deliver the highest quality services to our customers, and to give our people greater opportunity. We strive to ensure that everyone who works for us gains skills for a better life.



2020

Tsebo Cleaning and Hygiene Solutions took home Diamond Arrows in five categories (Healthcare, Commercial, Retail, Entertainment and Industrial) as a testament to the trust their clients place in their ability to keep workplaces safe. They were also awarded two Golden Arrows under categories Education and Hospitality for their excellent work in these sectors. A grand total of seven awards confirms total commitment.

2019

Tsebo Cleaning Solutions was awarded diamond status for being the best overall winners in categories Commercial, Entertainment, Healthcare, and Retail, while securing gold status in Education, Hospitality and Industrial Cleaning.

2018

Tsebo Cleaning Services was awarded with a Diamond Arrow for excellence in categories Entertainment, Healthcare and Retail. Tsebo Cleaning Services was also awarded a Golden Arrow in categories Education and Industrial Services, and a Silver Arrow in Commercial and Hospitality.

Our difference

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A clean space
is a safe space.



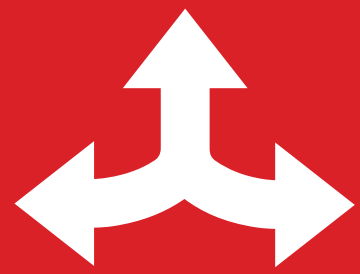
Broad industry knowledge

We understand the requirements and nuances of various industries and environments, providing services tailored to clients' specific needs.



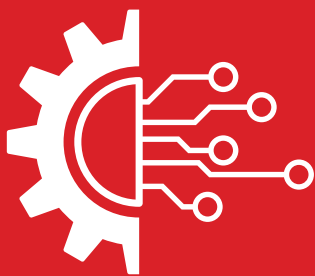
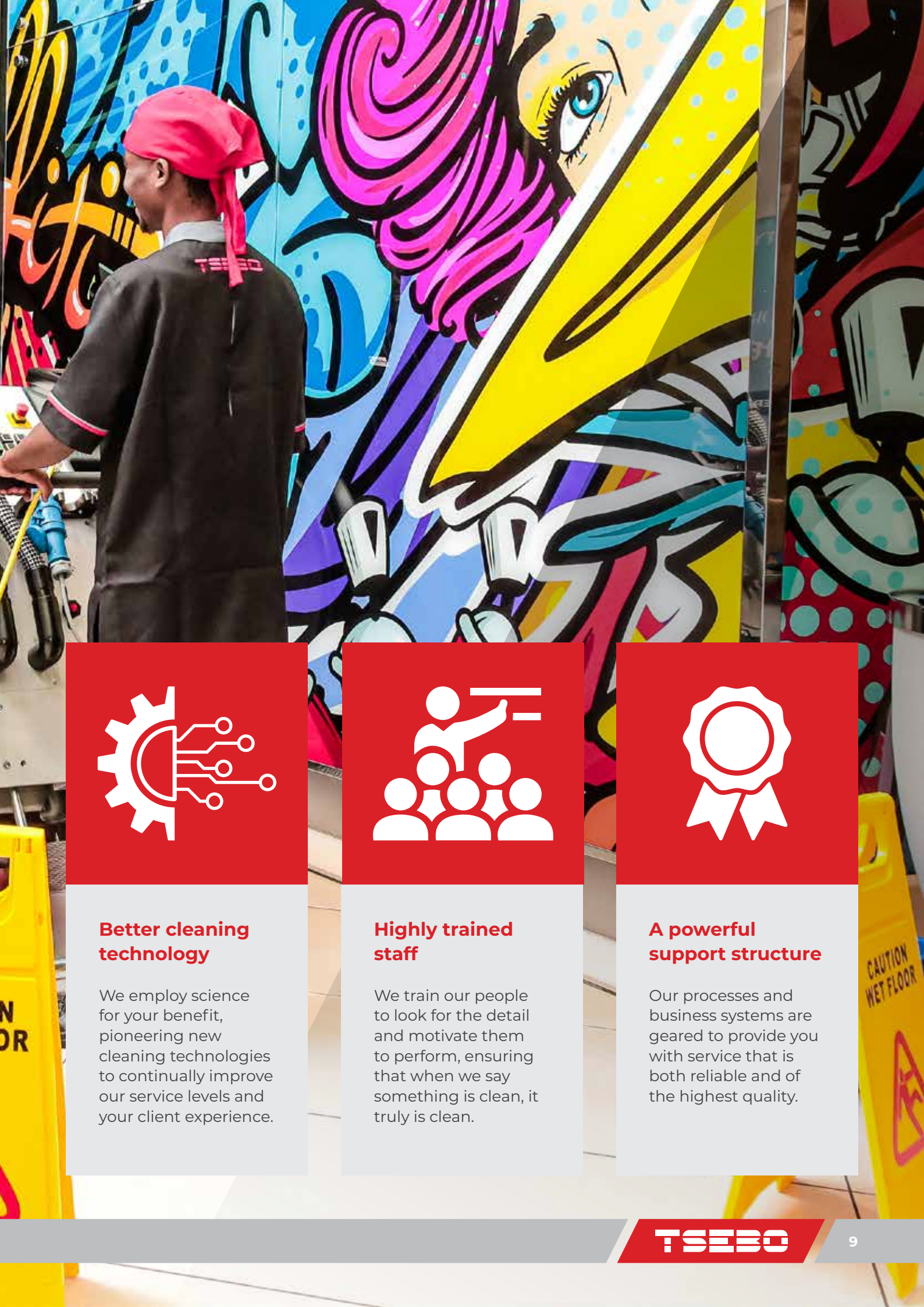
Service responsiveness

Our operational teams get to know your business inside and out, forming strong client relationships to facilitate exceptional service responsiveness.



Flexibility

Our customised contract plans, and specifications are designed to meet our clients' immediate needs as well as to adapt as those needs change.



Better cleaning technology

We employ science for your benefit, pioneering new cleaning technologies to continually improve our service levels and your client experience.



Highly trained staff

We train our people to look for the detail and motivate them to perform, ensuring that when we say something is clean, it truly is clean.



A powerful support structure

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

Specialised cleaning

Hospital level cleaning

Tsebo Cleaning and Hygiene Solutions is dedicated to the health, safety and wellbeing of your staff, guests and customers.

Our supervisors and management team daily perform quality checks to ensure our teams adhere to strict standard operating procedures and preventive measures. We customise services based on the layout, frequency of foot traffic and any other unique cleaning needs of a particular premises.

Our services range from day-to-day cleaning and hygiene for offices, hospitals, industrial premises, nursing homes, schools, hotels, government buildings and shopping centres to highly specialised and specific cleaning services. With our roots in the healthcare sector, our heritage translates into a service ethos and cleaning methodologies of the highest standards. Today, we provide hospital-level cleaning and hygiene services for multiple sectors, working closely with the largest public and private facilities. We also provide personal protective equipment (PPE), hygiene dispensers, sanitisers and a wide range of certified and approved products.

A photograph of a Tsebo cleaning staff member, a woman wearing a pink Tsebo-branded cap, a black uniform with pink trim, and blue gloves. She is holding a spray bottle and a blue cloth, cleaning a white hospital bed. The room has patterned curtains and a wooden cabinet in the background. A yellow 'BEWARE' sign is visible in the foreground.

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Scientific approach.
Global best practice.
Risk reduction.

Warehouse cleaning

The rigorous operational requirements of managing a warehouse make it a challenging business. Keeping it clean is even more challenging due to the constant movement of people and lifting machinery. In addition, not having preventative pest control measures in place could have a dire effect on your product and brand.

Tsebo removes that burden from you. We use advanced, innovative equipment combined with professional cleaning methods and quality management processes to deliver prompt, hassle-free and proven results. Plus, we have the ability to provide a customised solution specific to your site.

Our fit-for-purpose solutions include preventative pest control measures, and we carefully evaluate our client's environment and needs to ensure that the best possible products are placed on site to offer the right balance between cost and service intervals.

Our robotic scrubbers offer real-time updates and information so that the client knows exactly where the machine has worked, for how long it has cleaned, and can keep track of the battery's status. Should the machine need to be serviced or removed from site, we will provide a replacement machine to ensure that cleaning continues without any disruptions.

Our rigorous quality management and routine or planned scheduling processes conveniently save you time and ensure that your facility is always clean and presentable.

We create a safe, hygienic and pest free environment, with minimal impact to your people, your profit or our planet.

When it comes to cleaning a warehouse, you will wonder how you ever managed without Tsebo.

Solutions

- Cleaning offices, ablutions and change rooms
- Cleaning the warehouse
- Cleaning all shelving
- Cleaning overhead beams and structures
- Pest control

Benefits

- A warehouse that is in a presentable condition all year round
- Fixed monthly rate on scrubbers
- Daily active feedback on completed cleaning
- Pest-free environment

Deep cleaning

Mechanical surface cleaning has been proven to substantially reduce bacterial colonies. Regular deep cleaning and sanitisation, with a focus on high-touch points (door handles, office equipment, light fittings, etc.) helps to reduce the spread of disease carrying pathogens.



Covid-19 specialised cleaning

In response to the COVID-19 pandemic, Tsebo Cleaning and Hygiene Solutions launched an emergency service for fast turnaround times on responsive COVID-19 specific cleaning (pre-cleaning for return to work and post-infection cleaning). The service aligns with recommendations from the National Institute of Communicable Diseases and guidelines from the Department of Health.





Electrostatic disinfection

We use specialised technology to deep clean and disinfect every millimetre of surface and hard-to-reach space. An electrostatic sprayer is used in conjunction with a broad-spectrum virucidal, bactericidal and fungicidal disinfectant. As the solution leaves the sprayer it is electrically charged, ensuring better adherence to all surfaces and a more even distribution, resulting in better disinfection.



Industrial cleaning

Industrial spaces with heavy-duty equipment and machinery are magnets for grease and grime that collect in hard-to-reach places. Our skilled teams use specialised equipment and cleaning products to tackle challenging interiors and exteriors of buildings and structures. Our staff are experts in high level and difficult cleans in areas where rope, scaffolding and industrial cleaning equipment is needed.

Floor care

With multiple people tracking dirt into the workplace, it doesn't take long before floors become unsightly and unhygienic. Tsebo employs rigorous quality management, and routine or planned scheduling processes to ensure that hard and soft surface floors appear spotless and reduce the spread of dirt, improve indoor air quality, reduce safety risks, and enhance image and brand experience.



Industrial and high-level cleaning

Our skilled teams use specialised equipment and cleaning products to tackle challenging interiors and exteriors of buildings and structures. Our staff are experts in cleaning areas at high level and difficult cleans in areas where rope, scaffolding and industrial cleaning equipment is needed.



Information technology (IT) cleaning

Dust is potentially fatal to the fine mechanisms of IT equipment. High-touch areas like computer keyboards are often the most germ infected items in your home, office or school. Tsebo uses specialised equipment to safely remove dust, dirt and bacteria without damaging the delicate mechanisms of your computer, components and peripherals.



Kitchen and canopy cleaning

Kitchens are high-risk environments for carrying food-borne diseases such as Salmonella and Listeria. Furthermore, 70% of fires in commercial kitchens are caused by defective ventilation because of fat and grease build-up, requiring a radical approach to kitchen canopy cleaning. Tsebo works around the busy schedules of professional kitchens to provide a flexible service that ensures compliance with occupational health and safety regulations.

Hygiene

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Best-value solutions for a germ-free environment.

**Specialist
hygiene
services**



At Tsebo, we understand that hygiene services are a specialised, technical and rigorous discipline – from the choice of fixtures and equipment in washrooms, to the consumables, chemicals and processes used to keep things hygienic and clean.

We provide a simple and cost-effective service to maintain germ-free environments for every industry.

We partner with our clients to address concerns around hygiene and create peace of mind by increasing the visibility of our hygiene services teams. Our solutions are always customised to meet an organisation's specific needs.

Benefits

Immediate

- Best cost and value
- Low-cost and flexible consumable model
- Customized and fit-to-purpose solutions that meet real needs
- Responsive client service from seasoned, educated professionals
- Flat management structures
- Consistent quality guaranteed

Long term

- The right balance between cost and quality
- Hassle-free hygiene solutions
- Assured predictability of cost
- A personal dimension to your contract relationship
- Supervision by senior management
- Direct client liaison with senior management

Washroom

Hygiene products for healthier people, workplaces and brands

Good hygiene practices help to enhance the staff and customer experience, adding to an organisation's image branding. Tsebo Cleaning and Hygiene Solutions' remedies help to maintain healthy environments and prevent infection.

Soap dispensers

Manual or hands-free dispensers available with various refill products, from foam soaps to alcohol-based waterless cleansers.



Dust floor mats

Our all-inclusive wash and service includes the provision of dust floor mats that trap dirt and protect your floors from being damaged.

Hand sanitising

We supply sanitising products in gel, spray dispensers and wipes to keep your employees' and customers' hands sanitised and clean.





Air freshener dispensers

Our automated air freshener dispensers ensure quality air in bathrooms and other areas and can be programmed around working hours.

Restroom products

We provide Femcare sanitary bins, safe seat dispensers and toilet roll holders, as well as other services for hygienic, clean and safe restrooms.



Industrial floor mats

We provide industrial floor mats that are specifically designed to trap and deal with heavy spillage and grease residue.

Hand dryers

We provide and service air hand dryers and paper towel dispensers, depending on a client's needs, budget and volume of use.



Pest control

Managing pest risks to promote health and safety

Buildings such as offices, schools and production facilities can provide the ideal living conditions for pests.

When office workspace remains unused or 'mothballed' for extended periods, nuisance pests such as vermin and cockroaches can quickly infest the space, carrying diseases with them.

Our registered pest control operators ensure the environmentally friendly eradication and removal of rats and mice, cleaning and disinfection after rat and mouse activity (droppings, carcasses and nests), as well as elimination, spraying, baiting for and trapping of problem insects.

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Cleaning is a practice,
not a project.

Solutions

- Rodent bait control stations
- Fly control units
- Cockroach treatments
- Termite and ant treatment
- Fogging to control flying and crawling pests
- Disinfection of high-risk pest harbourages, such as refuse areas, drains and grease traps
- Bird control
- Value-added initiatives



Landscaping

An aerial photograph of a landscaped garden. A curved stone border separates a gravel path on the left from a green lawn on the right. Several rectangular, raised garden beds are visible, containing various plants and mulch. The scene is brightly lit, casting shadows.

Tsebo Landscaping Solutions offers a range of specialised landscaping and corporate maintenance services.

We are committed to the design and installation of sustainable, water-wise gardens specifically tailored to the unique requirements of your location. Our indoor plant solutions bring the garden into your office with an extensive range of indoor plants and also maintenance options. Our corporate packages are carefully cultivated to suit the individual maintenance requirements of indoor and outdoor sites.



Solutions

Landscaping

- Detailed on-site consultation
- Proposal of landscape design and planting pallet
- Soil preparation, planting and installation of hard landscaping
- Aftercare and maintenance

Corporate maintenance

- Full-time teams and weekly services
- Mowing and fertiliser programmes
- Irrigation systems and stormwater management
- Weed control and soil conditioning
- Plant care and pruning

Indoor plant services

- Stylish pots and planter solutions
- Indoor and silk plants
- Complete rental and maintenance packages

Site clearing and once-off clean-up

- Clearing of overgrown sites and plots
- Felling of smaller trees and shrubs
- Once-off mowing and garden services

Benefits

- Healthy, thriving plants
- Clean, manicured gardens and surrounds
- Sustainable, eco-friendly solutions bring nature back to your gardens
- Fast and friendly services with knowledgeable advice from our horticulturists

Sectors

Highest quality cleaning and hygiene services, no matter the environment

As leaders in cleaning and hygiene, we are dedicated to the health, safety and wellbeing of your people, guests and customers.

Having started in the healthcare sector, Tsebo Cleaning and Hygiene Solutions adopts the very highest standards of service and cleaning methodologies. Today, we provide hospital-level cleaning and hygiene services across multiple sectors.





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When you choose
Tsebo Cleaning and
Hygiene Solutions
you will always have
complete peace of
mind.

Healthcare

Healthcare facilities are specialised, high-risk environments. We classify areas according to their level of risk to apply the relevant cleaning methodologies for infection control. A hygienic hospital environment plays a vital role in lowering the risk of infections and helping patients to recover. From the cleaning and disinfection of medical equipment, to laundry services and more, we ensure the highest standards in the healthcare industry.



Finance

Clean, hygienic, welcoming workplaces help boost concentration, fuel productivity and reduce stress – all of which helps to attract and retain talent and strengthen an organisation's reputation with visitors. We ensure corporate offices reflect the brand essence and maximise staff retention. This is underpinned by thorough health and safety, as well as risk and compliance frameworks.

Education

As service providers within educational spaces, we take our responsibility for the success of learning seriously. A clean and hygienic learning environment is crucial for the health and wellbeing of both teachers and students. We ensure that these spaces meet the highest standards so that learners and institutions make the most out of their learning journey.



Industrial

Cleanliness and proper hygiene are critical to productivity. A production facility relies on its infrastructure, and manufacturing sites often use equipment that requires specialised care (such as nuclear welders that are sensitive to dust, or food processors that are vulnerable to contaminants). Tsebo ensures the conditions for optimal performance, and our teams continuously adhere to client-safety protocols. We place emphasis on site induction, ongoing training and rigorous safety standards.



Commercial

Tsebo understands the low-margin, high-volume retail business model, where small operational changes can affect the bottom line. Maintaining pleasant store environments is essential. Everything from lighting, ventilation, temperature, exterior and interior aesthetics influence shopper loyalty. A clean and hygienic environment is crucial to creating a pleasant shopping experience

Leisure and hospitality

Having a clean hotel is one of the most important factors in gaining customer loyalty and creating a positive hotel brand. Depending on the hotel and the services offered, there may be unique features that require a specialty cleaning solution. It is necessary to utilise a quality hotel cleaning service to achieve consistent customer satisfaction.





Environmentally
friendly products.

Environmental policy

The Tsebo Solutions Group is committed to responsible business practices that minimise our impact on the environment and maximise the wellbeing of all stakeholders – including the surrounding communities and employees.

Activities in this regard include staff training, operational processes, inputs used, and products marketed. Sustainability in our commercial relationships is always actively encouraged.

Health and safety

Tsebo Cleaning helped to pioneer the health and safety practices for the Tsebo Solutions Group in accordance with the highest benchmarks, to ensure that our staff and customers always work in environments that are safe.

Tsebo's cleaning professionals are called on to perform their duties under many different circumstances and the Tsebo Solutions Group ensures that, in every instance, we adhere to safe practices.

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 constantly update our GMPs in accordance with the latest practices in this field. Over and above all this, we have an internal team that audits operational practices on occupational health and safety to drive continuous improvement.

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 Solutions group 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 and 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 be a B-BBEE Level 1 contributor

**LEVEL 1
B-BBEE**

53.7%

Black ownership

45.9%

Black woman ownership

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

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

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 53.7%
- Black woman ownership of 45.9%

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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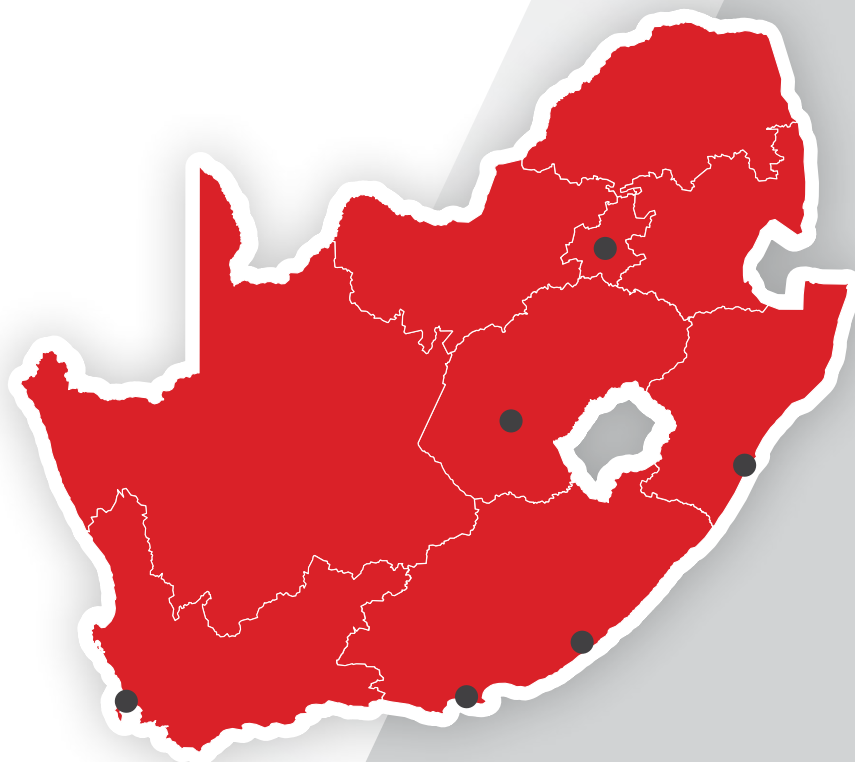
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OUR FOOTPRINT

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