



THE SCIENCE OF
CLEANING
& **HYGIENE**

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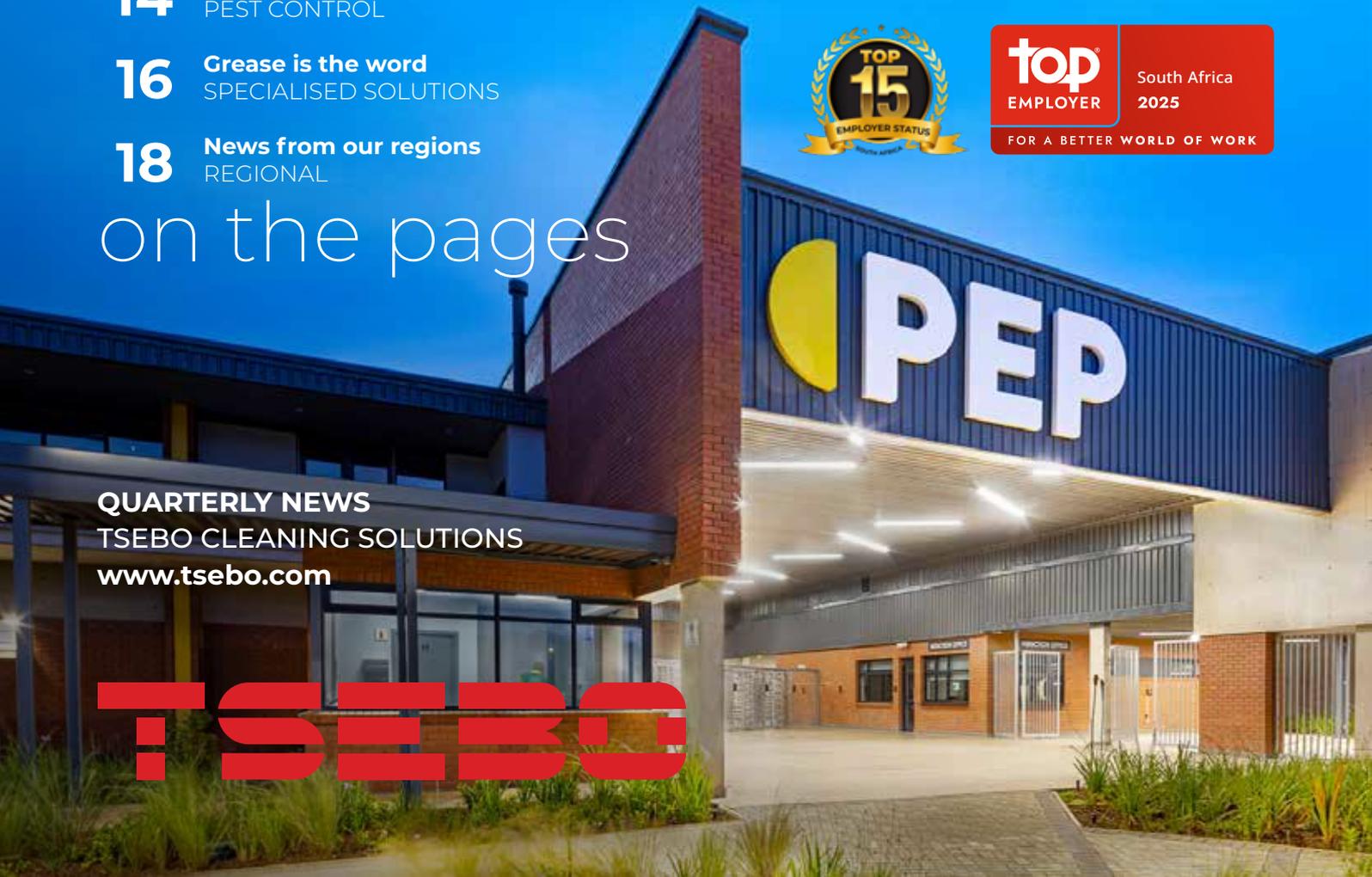
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RETAIL READY: HOW TSEBO TRANSFORMED PEPKOR'S DC INTO A BENCHMARK FOR CLEAN, GREEN AND COMMUNITY-DRIVEN SOLUTIONS

When Africa's top retail logistics hub needed more than just a shine, Tsebo delivered expertise, efficiency, and empowerment.



In 2023, Tsebo was awarded the integrated cleaning, hygiene, pest control, and catering contract for Pepkor's state-of-the-art in excess of 145 000m² distribution centre (DC) in Hammarsdale, KwaZulu-Natal. The DC, a critical node distributing millions of units annually to stores, demanded service excellence, operational dexterity, and sustainable innovation—Tsebo delivered all that and more.

An active facility

With over **860 people** moving through the site every 24 hours, and a constant in-and-out flow of goods, vehicles and machinery, dirt and dust were always tracking into the facility. High-level vents and industrial fittings attracted grime that was difficult to reach. The client's expectation? Flawless cleanliness, day in and day out, without interrupting DC operations.

Adding to the challenge, the client requested that employment be sourced locally, and that small businesses from the area be uplifted as part of the contract delivery.

Precision meets people

Tsebo responded with a flexible cleaning schedule designed to run in harmony with the DC's non-stop operations. Specialised teams tackled high-access zones using advanced techniques and safe equipment. Day-to-day cleaning was managed on site, ensuring immediate responsiveness and impeccable standards throughout the facility.

To deliver hygiene and pest control, Tsebo installed and maintains all systems—from soap dispensers and sanitary bins to bait stations and consumable stock. The hygiene offering is seamless, proactive, and fully integrated.

On the catering front, Fedics introduced its culturally resonant Impilenhle meal concept—nutritious African food with a modern, healthy twist. The on-site canteen includes two expansive service stations and dining areas, energising the workforce and enhancing productivity.

Local impact: more than just clean

Tsebo's commitment to environmental, social and governance (ESG) principles was evident from day one. The team sourced, vetted, and appointed a **100% black woman-owned local SMME** from a shortlist of 10 contenders. The SMME owner receives ongoing mentorship, business support, and a grant to rent office space—turning a cleaning contract into a springboard for entrepreneurship.

Tsebo also collaborated with local authorities to recruit and upskill community members. All employees—from Tsebo and the SMME—receive continuous training aligned with Tsebo's high performance standards. From chemical choices to water-wise cleaning methods, sustainability is embedded in every element of Tsebo's approach.

A measurable success

- **Facility size:** In excess of 145 000m²
- **People on site daily:** 862
- **Catering footprint:** Two large service stations and two dining areas
- **SMME uplifted:** One black woman-owned enterprise mentored and contracted
- **Reporting:** One streamlined monthly report across all services

Two years on, the DC looks—and runs—like new. Thanks to consistent delivery, strong client collaboration, and local partnerships, Tsebo has embedded long-term value that goes beyond surface-level shine.

Tsebo didn't just clean Pepkor's facility—they created a workplace that reflects the retail giant's ambitions: efficient, inclusive, and future-forward. Because in retail, where first impressions and flawless operations count—Tsebo ensures your brand shines from the ground up.

Client testimonial

"The partnership with Tsebo has definitely contributed towards making the DC an environment that is both welcoming to guests and staff who work at the DC day and night.

This is largely due to the Tsebo and SMME staff who continue to give 100% every single day they walk into the DC. Their dedication and tireless effort, backed by strong leadership on site, has allowed us to continue maintaining those high standards.

We are truly grateful for all the work that Tsebo and SMME staff carry out. Your hard work does not go unnoticed. Excellence is always rewarded. Thank you to the team."



EMPOWERING THROUGH EDUCATION

Tsebo Cleaning and Hygiene Solutions celebrates learner achievement

Tsebo Cleaning and Hygiene Solutions reaffirmed its commitment to empowerment and inclusive growth with a graduation ceremony held on 30 May 2025 at the DecoPark offices in Randburg. The event honoured 18 learners who successfully completed the General Education and Training Certificate: Hygiene and Cleaning (NQF Level 1) through the People with Disability Learnership Programme.



Originally enrolling 21 learners, the 12-month programme ran from 1 April 2023 to 31 March 2024, culminating in an impressive 86 % completion rate. This initiative forms part of Tsebo's broader mission to foster meaningful transformation by equipping individuals with disabilities with essential workplace skills.

Distinguished attendees included Mr Melusi Maphosa (CEO), Mr Hendrick Mokolane (HR Director), Ms Janine Tuck (National Operations Director), Mr Leslie Thomas (Group Learning and Development Manager), and Ms Zodwa Maseko (Group Transformation and Learning Coordinator). Also in attendance were representatives from Siyanqoba, Mr Eddie Morrison and Ms Hazel Motsisi, whose support was instrumental to the programme's success.

Learners recognised on the day were:

- Samkelisiwe Mbongwa
- Phindile Mavuso
- Makhosazana Sithole
- Martina Maleka
- Jeanette Twala
- Reginah Modisadife
- Mashudu Masindi
- Mokgadi Setelela
- Buyisiwe Masinga
- Khayakazi Mbontsi
- Andisa Madlelana

Speaking at the ceremony Skills Development Specialist, Nonhlanhla Mokoena, highlighted the programme's impact, noting that it not only upskills participants but also instils confidence and independence. This learnership is a testament to Tsebo's role in shaping a more inclusive workforce while aligning with national skills development priorities. As the company continues to invest in people, it remains focused on building capabilities that uplift communities and drive long-term transformation.



RETAIL HYGIENE

The unseen advantage shaping shopper experience

In retail, the details make the difference, and none more so than cleanliness. While price and product may attract, it is the state of a store's environment that can tip the balance between a quick exit and a confident purchase. From gleaming floors to odour-free washrooms, hygiene has become a powerful—yet often overlooked—driver of brand credibility and customer retention.



The silent influencer behind retail success

Shoppers rarely compliment a clean store, but they instantly notice when standards slip. Hygiene isn't just about aesthetics; it plays a measurable role in dwell time, customer satisfaction, and even basket size. As retail competition intensifies, the margin for error narrows, and cleanliness becomes a business imperative. Retailers today face mounting pressure: regulatory compliance, operational costs, staff shortages, and demanding customers. In this environment, outsourcing to experienced, integrated cleaning partners is not just convenient—it is commercially strategic.

Meeting the moment: what retailers need now

Tsebo Cleaning and Hygiene Solutions, with over two decades of industry experience, understands the complexities of the modern retail landscape. This is why leading shopping centres, boutiques, grocers and national retailers turn to us—not only for visible cleanliness but for the peace of mind that comes with professional service delivery.

Our approach is built on four pillars:

- 1. Sustainability:** eco-conscious practices and green-certified chemicals
- 2. Compliance:** HACCP-aligned protocols, ideal for food retailers
- 3. Consistency:** ISO 9001 certification and rigorous quality controls
- 4. Flexibility:** customised solutions for varied store formats and budgets

From storefront to stockroom: a holistic hygiene mode!

Retail spaces are dynamic. Our integrated service model is designed to keep pace, offering daily cleaning, deep cleans, high-traffic hygiene support, pest monitoring, and educational audits—all tailored for the fast-moving retail floor.

Key services include:

- General and specialist cleaning (windows, canopies, carpets)
- Fully managed washroom and hygiene systems
- HACCP-aligned pest control with environmental consideration
- Staff training and hygiene awareness campaigns
- Quality audits to maintain consistency and compliance

Why it matters: tangible outcomes for retailers

Clean environments translate into tangible business gains.

Tsebo clients regularly report:

- Higher customer satisfaction and extended in-store time
- Improved brand presentation and merchandising impact
- Stronger team morale and retention
- Lower risk of health violations or negative reviews
- Simplified operations with a single service partner

Setting the standard, quietly

The best cleaning solutions are the ones shoppers never notice, because everything simply feels right. At Tsebo, we operate in the background to ensure your retail environment does the talking. After all, your store's first impression should speak of trust, quality and attention to detail—every single day.



BUGGED OUT: THE COSTLY TRUTH ABOUT HIDDEN INSECT INVADERS IN STORED FOOD

By Elisa Classen, Hygiene and Pest Control Solutions Manager

Imagine opening a storeroom or warehouse and finding your stock—grain, flour, dried fruit—crawling with tiny, unwanted guests. Stored product insects (SPIs) are silent saboteurs of the food industry, causing contamination, spoilage, and even health hazards long before you notice they have moved in. At Tsebo Hygiene and Pest Control Solutions, we tackle these hidden threats head-on, using science, strategy, and precision.

What are SPIs?

Stored product insects are a group of pests that target dry goods during storage. While they may be small, their impact is anything but.

The most common culprits include:

- **Grain weevils:** These tiny borers lay eggs inside whole grains. One female can lay up to 500 eggs, each one hidden in a grain kernel.
- **Flour beetles:** Frequent offenders in flour and cereal, they shed skin and leave droppings, making products unfit for consumption.
- **Indian meal moths:** Known for their distinctive wing pattern, they invade everything from grains to nuts and dried fruits.
- **Tobacco moths:** While the adults don't feed, their larvae leave webbing and droppings that spell disaster for stored food.

Why it matters

The presence of SPIs goes beyond a simple nuisance. Their droppings, exoskeletons, and moulting fragments can contaminate food and trigger mould growth.

For businesses, this leads to:

- Product loss
- Reputational risk
- Compliance failures
- Financial damage

From silos and processing plants to commercial kitchens and retail stores, SPIs thrive in dark, undisturbed places—anywhere food is stored without proper monitoring.

The science of prevention

Combatting SPIs begins with control, but it is sustained through prevention. Here is how businesses can take proactive steps:

- Store stock in airtight containers
- Regularly rotate and inspect inventory
- Keep storage areas dry, well-lit and clean
- Use pheromone traps for early detection
- Dispose of contaminated product immediately

But most importantly, engage a trusted pest control partner.

Tsebo's integrated approach

We don't believe in one-size-fits-all solutions. SPIs evolve. So do we. Our Integrated Pest Management (IPM) programme is tailored to your site and risk profile.

This includes:

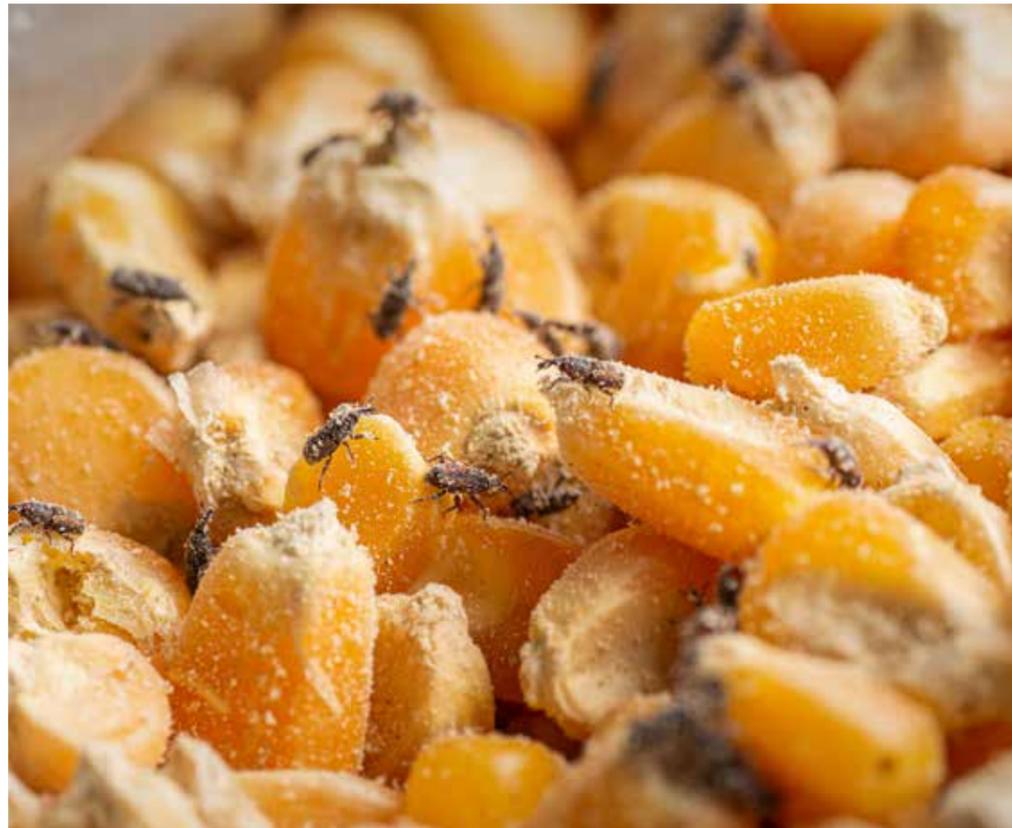
- Scheduled inspections and data-driven monitoring
- Safe, targeted insecticide application where necessary
- Staff training on storage and hygiene practices
- Continual review and optimisation

Nature's role (and a fun fact!)

You may not like spiders in your storage room, but they are often doing pest control for free! Spiders are natural predators of SPIs and can help reduce adult insect populations. Still, a more consistent and safe solution is always best handled professionally.

The bottom line

SPIs are a hidden risk with visible consequences. Whether you are in food retail, warehousing, or manufacturing, early intervention is key. With Tsebo's pest management expertise, your stock remains safe, your brand protected, and your shelves infestation free. Let's leave pests to the past! Contact Tsebo today for a tailored SPI control strategy.



Grain weevils



Flour beetles



Indian meal moths



Tobacco moths

GREASE IS THE WORD – AND THAT’S THE CHALLENGE: WHY KITCHEN CANOPY CLEANING IS CRITICAL TO COMPLIANCE AND SAFETY

In high-pressure commercial kitchens, cleaning the visible surfaces is only half the battle. The real risk hides above—in your canopy and extraction system. Without regular and professional cleaning, this critical area becomes a ticking time bomb for fires, food safety violations, and costly downtime. At Tsebo Cleaning and Hygiene Solutions, we understand that compliance is not a luxury, it is a necessity. That is why we have built our canopy cleaning service around precision, regulation, and results.

Why kitchen canopy cleaning matters

Statistics show that more than 70 per cent of fires in commercial kitchens are caused by fat and grease build-up inside ventilation systems. When left unchecked, layers of flammable residue accumulate quickly. What begins as a minor oversight can spiral into a full-blown hazard. But fire risk is not the only concern. Poorly maintained canopies are breeding grounds for bacteria like Salmonella and Listeria, leading to foodborne illness, staff absenteeism, and reputational damage.

Mandated by law: What SANS 1850 requires

The SANS 1850 standard is not a suggestion—it is the benchmark for health and safety compliance in food service environments. It outlines the requirements for cleaning frequency, process, and documentation of kitchen extraction systems. Non-compliance can result in heavy fines, insurance complications, and even forced closures during inspections.

What you get with Tsebo

Our team of trained specialists provides a comprehensive canopy cleaning service that goes beyond surface cleaning. We use certified food-safe chemicals, industry-approved tools, and schedule services around your operational needs. Whether it is an overnight deep clean or routine monthly maintenance, we make safety seamless. We clean:

- **Canopies and filters:** full degreasing and sanitisation
- **Extraction ducts:** removing flammable build-up inside ventilation lines
- **Grease traps and floors:** including difficult-to-reach zones
- **Walls and surrounds:** to eliminate splatter zones

Benefits beyond cleanliness

- **Reduced fire risk:** prevention of hazardous grease accumulation
- **Improved airflow:** better working conditions and energy efficiency
- **Extended equipment life:** cleaner systems run longer and stronger
- **Pest prevention:** less residue means fewer infestations
- **Health inspection ready:** meet compliance standards without the stress

More than cleaning confidence

When you partner with Tsebo, you gain peace of mind. With over 25 years of experience in specialised cleaning and a proven track record across hospitality, healthcare, and industrial sectors, our teams know what it takes to keep kitchens safe and compliant. Our goal is simple:

- Zero disruptions
- Maximum compliance
- Ongoing protection

Let us keep your kitchen safe

A clean canopy is more than just good housekeeping; it is good business. Do not let hidden hazards put your team, your customers, or your reputation at risk. Partner with Tsebo Cleaning and Hygiene Solutions today—because the safety of your kitchen starts from the top.

NEWS FROM OUR REGIONS



Shining through: Giveness Galeemelwe sets the standard for hospital hygiene in Johannesburg

In the fast-paced world of healthcare, cleanliness is not just appreciated, it is critical. That is why Nametsegang Giveness Galeemelwe, a Tsebo cleaner at a private hospital in Johannesburg, stands out. Tasked with maintaining the orthopaedic ward, Giveness is consistently praised for her exceptional attention to detail, dedication, and patient-first attitude. Described by staff and patients as “sweet, well-spoken, and someone who can clean,” her consistent delivery of a spotless, welcoming environment truly embodies Tsebo’s commitment to quality and care.

From reward to remarkable at Kievit’s Kroon: Happy Mahlangu’s Cape Town getaway

Recognition feels good, but at Kievits Kroon, it also comes with a view. When Happy Mahlangu won a company-wide prize during the annual opening function, he never imagined it would lead to an all-expenses-paid trip for two to Cape Town. From airport chauffeur service to luxury hotel stays and gourmet meals, the experience was seamless. The thoughtful send-off by client Lawrence Mona highlights the strong partnerships and people-first culture that define Tsebo’s operational ethos.



A joyful gift of learning: Easter at Tarlton Primary Farm School

In the heart of rural Krugersdorp, Gauteng, Tarlton Primary Farm School provides more than just education—it offers hope. As a Quintile 1 no-fee school serving 563 learners from nearby farms and disadvantaged communities, Tarlton is a place where dedicated educators and eager young minds come together against the odds.

This Easter, Tsebo joined the Tarlton community to spread cheer through a heartfelt initiative that blended joy and learning. Each learner received a chocolate Easter egg and a LEGO figurine; small tokens that sparked big smiles. For many of the children, it was their first time experiencing such a gesture, turning an ordinary school day into an unforgettable celebration.



What began as a simple gift distribution became something more profound. As the Tsebo team handed out treats and joined the children in games and laughter, the playground came alive with energy, excitement, and gratitude. “It was a deeply meaningful experience,” reflected one participant, “a reminder that kindness—no matter how small—can make a lasting impact.” Supporting schools like Tarlton is not just a charitable act, it is an investment in the future. As Principal Mr Ben Sithole and his team continue to nurture young talent, Tsebo remains committed to uplifting communities through practical, people-centred initiatives.



Leadership in motion: Alan Abrahams steps into regional role at Netcare

Congratulations to Alan Abrahams, newly appointed Regional General Manager for Netcare Cape Region. With over 25 years of experience in hospital operations and financial management, Alan brings seasoned leadership to his expanded role. From Gauteng to the coast, his impact has been felt across Netcare facilities. As he continues to manage Netcare Blaauwberg, while overseeing the wider region, we are proud to celebrate this milestone with him. We are grateful for the trusted partnership we continue to build together.

High and mighty: Rope access team sets safety benchmark in Umhlanga

When Liberty Umhlanga required a high-risk clean of its 30-metre steel structure, Tsebo's specialised rope access team was ready to rise to the occasion—literally. The crew tested anchor bolts and conducted precision window and structural cleaning across two weekends, all under strict compliance standards. The client's written praise commended the team's professionalism, accuracy, and commitment to safety. For Tsebo, it is another proof point that we do not just deliver cleaning, we deliver confidence at every height.

