

FACILITIES SOLUTIONS

FACILITIES SOLUTIONS FOR AFRICA MIDDLE EAST



TSEBO

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

Facilities Management. Remote Camps. Catering. Cleaning. Protection. Hygiene. Energy. Procurement.

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

WHAT WE DO

TECHNICAL, NON-TECHNICAL AND BUSINESS SUPPORT SERVICES

From office park maintenance to wholesale management of municipal service delivery processes, Tsebo Facilities Solutions is synonymous with expertise in technical and non-technical business support services.

We provide our clients with a reliable business infrastructure. We create ideal working environments by maintaining infrastructure through the delivery of essential support services, all backed by our robust technical architecture and client service flair.

Our extensive experience enables us to deliver continuous cost benefits, while improving the quality of non-core services. This allows our clients to focus without distraction on their core priorities.



HARD SERVICES

Building maintenance, cabling, lifts, HVAC, access, fire detection and storage



SOFT SERVICES

Furnishings and interiors, painting, parking and landscaping



BUSINESS SUPPORT

Helpdesk, reception, switchboard, photocopiers and archiving

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.



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. Drake & Scull FM SA falls away. The company now operates as Tsebo Facilities Solutions in all territories.



BEE AND TRANSFORMATION

For us, transformation has never been a compliance requirement. Transformation is part of our DNA and is weaved 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 BBEE CONTRIBUTOR

HUMAN CAPITAL

- We have the ability to interpret change and unclear information, and we adapt to transformation and uncertain conditions.
- We solve problems concerning insufficient information by drawing from our experience and thinking on our feet.
- Our judgement is always based on facts and experience.

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 creator of the PPP model for Facilities Services in SA and have the ability to innovate and adapt our business model without compromising 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.

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.

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 in order to drive continuous improvement.

OUR TEAM



AUBREY MC ELNEA
Chief Executive Officer



HLOIPHILE (HLO) GABELA
Director: Operations



ISHARA SINGH
Director: Human Resources



NOLOYISO MHLUBULWANA
Director: Financial and Commercial



ANDILE MGUDLWA
Director: Sales

AWARDS

		 Nominated as one of the "Top 300 Companies"	Contribution to Facilities Management in South Africa PPP Contributor of the Year	 Golden Arrow: Facilities Management
2002	2003	2005	2006	2012
Africa Health PPP Deal of the Year 	President's Award 	Nominated "Most Transformed Supplier" 	Logistic Achiever Award 	Global FM Awards Finalist
	 Diamond Arrow: Facilities Management	 Diamond Arrow: Facilities Management	 Golden Arrow: Facilities Management	
2017	2016	2015	2014	
PPP of the Year 	Excellence in Facilities Management 	Facilities Management Excellence 	Golden Arrow: Facilities Management 	
Provider of FM Services 	TOP PERFORMING 			
 Diamond Arrow: Facilities Management				
2018	2020			
Employment Equity, Diversity and Transformation (EEDT) – Change Agent Award 	Employment Equity, Diversity and Transformation (EEDT) – HR Best Enabling Environment 	Diamond Arrow: Facilities Management 		



Facilities Management Protection
Remote Camps (ATS) Hygiene
Catering Energy
Cleaning Procurement

CONTRACT NON-CORE SERVICES

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



Revenue

- PRODUCTIVITY
- CONVENIENCE
- COMPETITIVE CAPABILITY

Costs

- OPEX
- CAPEX
- BUSINESS RISK

MEASURABLE BUSINESS BENEFITS



Level 1 Contributor
BBBEE Recognition Level 135%

BROAD-BASED BLACK ECONOMIC EMPOWERMENT

Oil and Gas
Mining and Resources
Corporate and Financial Services
Manufacturing
Healthcare
Education
Leisure and Hospitality
Retail and Wholesale



KEY SECTORS

CODE OF ETHICS
King IV, UN Global Compact Principles

ABAC
Policy, Declaration and Incident Registers, Supplier Warranty, Gifting and Policy Register, Data and Information Policy

SAPIN ii
Code of Conduct, Internal Whistleblower Mechanisms, Risk Mapping, Third-party Due Diligence, Strong Accounting Controls, Compliance Training Programme, Disciplinary Code Regime, Internal Controls

INCLUSIVITY
2.3% Persons with Disabilities Workforce
+20 000 Employees Trained Annually
90 % Inputs Locally Sourced
Supplier Development: Induction, Training and Development EME's and QSE's


EMPOWERMENT

27 Countries **7500 Sites**
49 Years **38 000 Employees**
49 Offices



FOOTPRINT AND OPERATING EXPERIENCE

Multinational Clients
Corporate Citizenship
Environmentally Responsible
Ethics and Governance
An Authentic African Company



AN ETHICAL AND RESPONSIBLE CORPORATE CITIZEN

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OUR
FOOTPRINT

OUR VALUES



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

INTEGRITY



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

ENTERPRISING



We care for people, communities and the environment.

CARING



We are industrious, efficient and dependable.

DILIGENT