



# THE SCIENCE OF **CLEANING** & HYGIENE

SUMMER | **DECEMBER 2020**



## HOW A PANDEMIC SPARKED A NEW ERA IN CLEANING

As CEO of Cleaning, Monwabisi Kalawe believes in keeping his eye on the horizon while supporting his staff on the ground, allowing them to play their part in the division's growth.

COVID-19 may well have changed the nature of work and social interaction but in a globalised economy, where work and play take place across international boundaries, it's just a matter of time before we start travelling again and hotels, restaurants and entertainment venues resume their previous bustle.

What has changed significantly, however, and will continue to be a priority as we move beyond COVID-19 is the responsibility that workplaces, hotels, restaurants, shops and airlines now have to protect their staff and clients from disease-carrying pathogens by ensuring safe, hygienic and clean environments.

"We will never go back to the previous normal," says Monwabisi Kalawe, CEO Cleaning for the Tsebo Solutions Group. "Before COVID-19, cleaning was considered necessary for a business environment to be pleasing to the eye, but the new requirements are for cleaning to ensure that workplaces are hygienic and safe. Cleaning has become so important that it now takes place as part of strategy conversations."

**QUARTERLY NEWS**  
TSEBO CLEANING SOLUTIONS  
[www.tsebo.com](http://www.tsebo.com)

**TSEBO**

While the coronavirus presented new challenges for infection control, what immediately set Tsebo apart was the fact that the Cleaning division was already deeply rooted in the healthcare sector. This meant it could quickly mobilise its extensive expertise and experience in hospital cleaning to fast-track the implementation of specialised cleaning and rapid-response emergency cleaning services to assist healthcare facilities and businesses to deep clean and disinfect their spaces. This involved specialised training for staff as well as employing the best available science, technology and advanced cleaning methodologies.

In addition to employing the 'Science of Cleaning' principle, says Kalawe, his staff proved their mettle when faced with adversity. "Our people have gone out of their way to give the best support possible to our clients ... sacrificing their all to ensure that the business survived."

The reward was unsolicited positive feedback as healthcare workers (in particular) expressed their gratitude that Cleaning staff has taken time to understand the stringent new protocols and were immediately equipped to support businesses in their efforts to eliminate COVID-19 risks. In addition, staff made themselves available to assist essential workers where possible in the very early days of the pandemic.





This can-do attitude can be attributed, at least in part, to Kalawe's dynamic leadership style. Having started at Tsebo five years ago in the Catering division, Kalawe moved across to Cleaning where he continues to surround himself "with people who set high standards for themselves".

"The trick [to leadership] is to define roles and get out of the way," he says. "You have to allow people to do what they need to do to fulfil the role and, if necessary, replace them [if they aren't the right fit]. A person in the wrong role can kill the momentum of the team's efforts." He believes that people in the right role, however, should be supported and given the training to be the best they can be.

Leadership, Kalawe believes, also requires the ability to adapt communication styles to different personalities – be they staff, family, clients or shareholders. "If I need to have a tough conversation with someone, I'll spend time profiling their personality style and re-position how I deliver the necessary content of the conversation." This includes acknowledging cultural sensitivities and, as far as possible, "I adapt my personality. I go out of my way to adapt my style to achieve a goal."

Before joining Tsebo, Kalawe worked in South Africa, Abu Dhabi and Switzerland. He gained experience across industries ranging from engineering to aviation, defence as well as the technological industry.

His varied background, keen interest in the economy, and reading about business has equipped Kalawe with the foresight to move with the times and adapt as needed. For Cleaning this includes keeping an eye on technology and the many benefits it offers, from robotics to analytics and data capture.

"The use of technology will be the multiplier in the industry. It's cost-effective, less intrusive and can predict, for example, when soap or toilet paper dispensers need to be refilled. There are also so many wonderful things we can do with robots, for example, robots can do the cleaning at night, which means that humans can work day shifts," says Kalawa.

"But the objective over the next five years will be to "support by doing" so that we continue to retain clients, thus ensuring job retention and career development for our staff. I know what part I need to play and will allow others to play their parts to ensure growth."

# VIVA THE VIRUS BUSTERS!

By: Marietjie Swanepoel – Independent Auditor, Tsebo Cleaning

**Reference:** COVID-19 Disease: Infection prevention and control guidelines. Version 1. April 2020. Department Health. Republic of South Africa  
**Source:** Estimates from the WHO, the CDC, the London School of Hygiene & Tropical Medicine and Various studies.

Cleaners and cleaning have become the new superheroes in the fight against COVID-19, a trend that needs to continue to 2021 and beyond.

On 17 March 2020 when President Cyril Ramaphosa addressed the nation and declared a National State of Disaster, he ushered the nation into a paradigm shift quickly accepted and known as the 'new normal'. By 23 March 2020, he spoke about the extraordinary measures we would all need to take to protect ourselves against the coronavirus and publicly thanked those who had already taken responsibility by changing their behaviour.

### **And, indeed, we have changed our behaviour.**

Starting with washing our hands regularly and in accordance with World Health Organisation recommendations, we now also clean and disinfect touch points and hide behind masks. We locked down, sanitised our groceries and replaced face-to-face events with online meetings conducted from our homes.

The global pandemic gave rise to a slew of buzzwords, such as quarantine, N95 masks, EPA registered disinfectants, fogging, sanitising, HEPA filters, herd immunity and indoor air quality (IAQ), to name a few.

It also gave rise to a new brand of superhero – the all too often overlooked contract cleaner gained newfound respect as people finally understood the important role they play in cleaning and disinfecting our workplaces, shopping malls and airports. Cleaners joined the frontline in the fight against COVID-19 and became the Virus Busters of 2020!

### **The easing of lockdown restrictions**

However, true to human nature, as lockdown restrictions have eased, people started to drop their guard (and their masks) and super-spreader events raised concern about social gatherings and the easing of regulations, particularly after a large outbreak of COVID-19 cases among high school learners was traced back to a bar in Cape Town. Minister of Police, Bheki Cele, issued a stern warning to lockdown lawbreakers, stating that even under Level 1 people would be arrested and charged with contravention of the Disaster Management Act if they break the lockdown regulations. The minister followed through with this warning when a nightclub owner was arrested in Sandton for packing his club beyond normal capacity, ignoring social distancing measures and allowing guests without masks to party way beyond curfew. And so, we ask ourselves: Why do people break the newly set rules and why can't they stick to the 'new normal'?

According to Bangor University psychologist, Professor Fay Short, there are three kinds of rule-breakers: those individuals who don't understand the COVID-19 rules, those who do not regard the rules as important, and those who are trying to exert control.

I think we can add more categories to this list, including people who are of opinion that they are immune to the virus, people who rationalise their behaviour to suit their own views, and the rebels who want to create their own set of rules.

I firmly believe that if people understood the severity of the situation and how the virus is spread (or any virus for that matter), they would adhere to the regulations and act responsibly to protect themselves, their loved ones and the vulnerable.

## About the COVID-19 virus

You might think: “Why take precautions? Let’s get infected, build herd immunity and get this over and done with.” It is however important to understand the facts. Herd immunity occurs when a large portion of a community (the herd) becomes immune to a disease, making the spread from person-to-person unlikely or disrupting the chain of transmission.

For very contagious infections at least 80 to 90 percent of the population needs immunity to achieve herd immunity. This can be achieved through vaccination, or a person can develop antibodies after recovering from infection. If we were all to get infected, our healthcare system would simply not cope with the influx of patients. There is also no evidence to confirm that an infection of the COVID-19 virus will make a person immune to future infections. Flattening the curve is currently the most effective method to control the number of infections.

To fully realise the severity of the virus and understand why we need to practice caution we need to understand the virus itself. Let’s break it down:

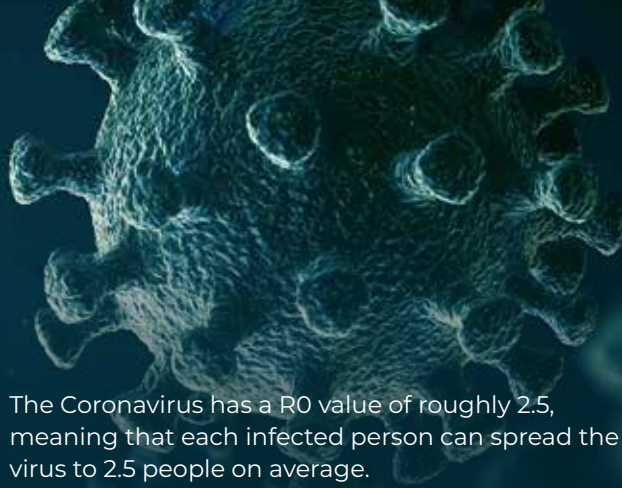
*CO stands for corona, VI for virus, and D for disease and ‘19’ for the year 2019. The COVID-19 virus is a new virus linked to the same family as Severe Acute Respiratory Syndrome (SARS).*

Viruses are not considered to be “living” because they require a host cell to survive long term. When a virus enters your body, it invades some of your cells and takes control to thrive and reproduce.

According to Pall Thordarson, a professor of Chemistry at the University of New South Wales in Australia, the COVID-19 virus is a “self-assembled nanoparticle in which the weakest link is the lipid (fatty) bilayer. Soap dissolves the fat membrane, and the virus falls apart like a house of cards and dies – or rather, we should say it becomes inactive as viruses aren’t really alive. The combination of soapy water and vigorous rubbing will essentially disassemble the virus’ building blocks as well as dissolve the ‘sticky’ part that causes the virus to adhere to human skin. Using a hand sanitiser containing 70 percent alcohol will work in a similar way.”

## How contagious is COVID-19?

R0 (pronounced R naught) which is a mathematical term indicating how contagious an infectious disease is. The R value indicates the number of people who will contract a contagious disease from one infected person.



The Coronavirus has a R0 value of roughly 2.5, meaning that each infected person can spread the virus to 2.5 people on average.

Although COVID-19 (R2.5) might not have as high an R value as high as, for example, measles (R12-R18), the problem is that many individuals will be asymptomatic (they show no symptoms) and will infect many people without even knowing they are infected. This cannot be compared to measles where people show symptoms and generally isolate as they become sick. This is why preventative measures are essential because a person might walk around without a mask and infect vulnerable individuals without even knowing it.

## The routes of transmission

People get infected through what is referred to as the routes of transmission. COVID-19 is transmitted through droplets propelled through the air when people talk, laugh, cough or sneeze. These droplets could also land on surfaces and survive for hours and up to days, depending on environmental factors. It is for this reason that we need to clean and disinfect ‘frequently touched areas’ such as door handles, telephones, keyboards, remote controls, taps, elevator buttons, etc.

## The new normal

All these factors bring us back to the ‘new normal’. The only way to make it through COVID-19 is to continue practicing the good habits learned from the pandemic, such as cough and sneeze etiquette, hand washing and sanitising, cleaning and disinfecting touch points more frequently, and creating a more hygienic environment for us all. It is critical that we continue to practice the ‘new normal’ throughout 2021 and beyond.

The day will come when we can once again have a huge social gathering, hug each other and burn our masks in celebration, but for now let’s see this pandemic as a learning curve and a building block towards a safer, more hygienic lifestyle. We just don’t know what other new virus might be lurking in the near future.

And, of course, let’s not forget who our real superheroes are!

# THE ROLE OF AI AND ROBOTICS IN THE FUTURE OF CONTRACT CLEANING

The multi-tasking capabilities of robotic floor cleaners, which can clean and track data in real time, offer new levels of control and service excellence for the industry.

The rise of artificial intelligence (AI) and robotics is one of the biggest advancements to hit the contract cleaning industry in recent years. Although it's still a fairly new concept in South Africa, large equipment manufacturers in Europe and the United States, like Nilfisk and Tennant, are already putting some of this equipment to market, with an emphasis on vacuum cleaners and auto-scrubbers. Some of these autonomous floor scrubbers even check stock levels on supermarket shelves while cleaning the floors!

Another exciting development is the trend of using 'intelligent' equipment to collate and share data with clients. This application is far reaching as we can now monitor the productivity of a machine on a live App.

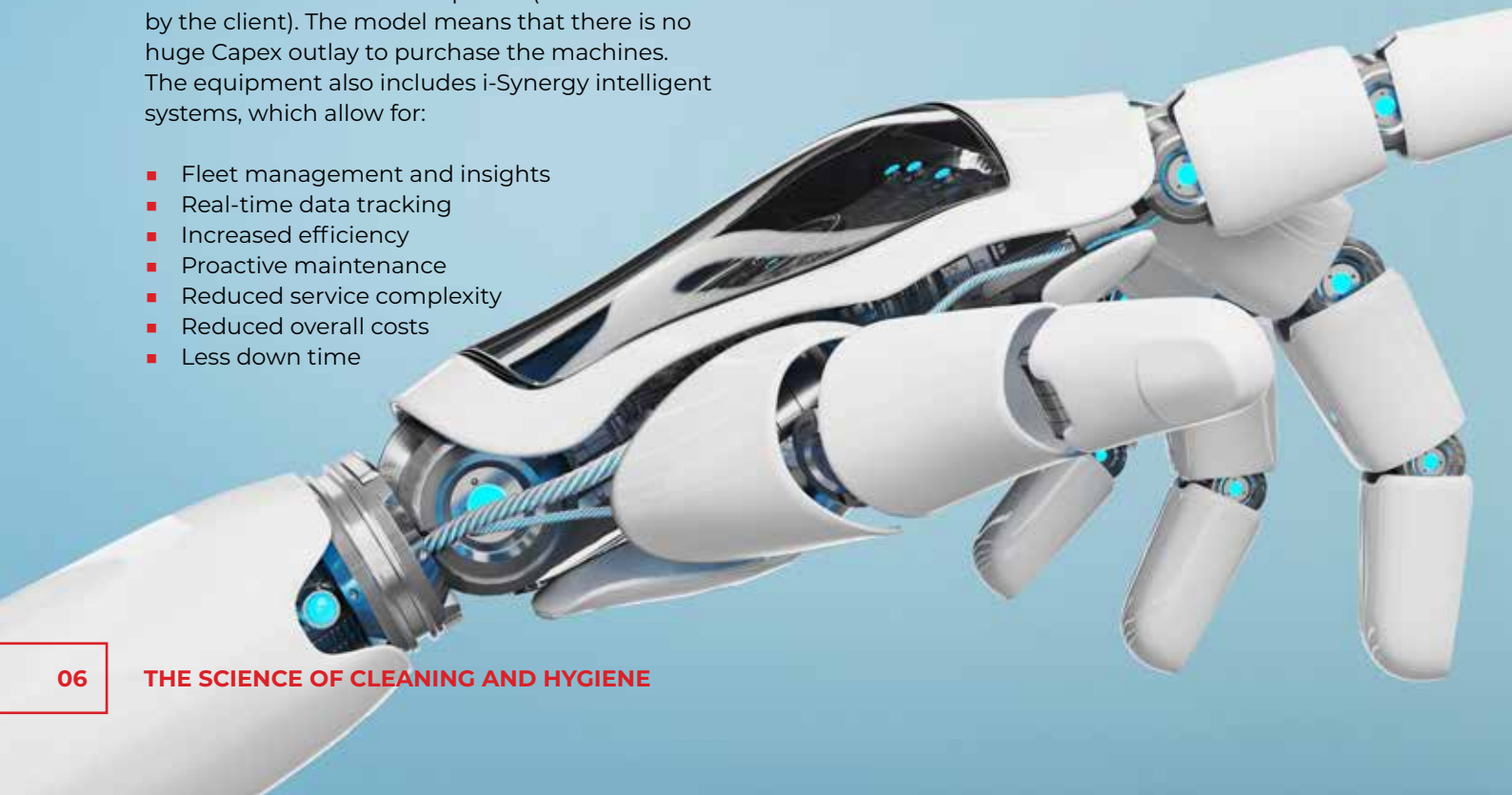
The Tsebo Inland Team recently attended the launch of a new range of floor cleaning equipment available from Ice Robotics in Bedfordview. Their business model is quite unique in South Africa. It provides the client with an all-inclusive, fixed monthly cost for the duration of a rental period (as determined by the client). The model means that there is no huge Capex outlay to purchase the machines. The equipment also includes i-Synergy intelligent systems, which allow for:

- Fleet management and insights
- Real-time data tracking
- Increased efficiency
- Proactive maintenance
- Reduced service complexity
- Reduced overall costs
- Less down time

The relevant data generated by the equipment is uploaded to a cloud-based platform that is monitored by the Ice Robotics Client Care Team, and can also be viewed by the client in real time. Any malfunction is communicated to the team, who in turn offer virtual assistance to the operator, or arrange for a service technician to visit the site. If the machine can't be repaired on site, it is removed and replaced with a loan machine to prevent any down time for the client.

The App, meanwhile, allows the Client Care Team (and client) to monitor whether the machine is cleaning or on charge, the duration it cleans, and the square meterage covered in the time. It also monitors the battery life. Because the system operates in real time, you can immediately see if there are any deviations from the planned cleaning schedule.

*By: Johan le Roux – Divisional Manager, Specialised Cleaning*



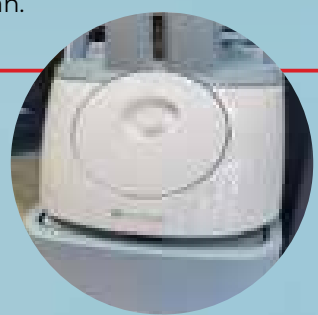
# IT'S A WHIZ!

Among the new products offered by Ice Robotics is the Whiz vacuum cleaner, an intelligent and innovative solution for autonomous cleaning that can support cleaning teams on larger sites. Cloud connections allow for storage of multiple site maps, while a camera and sophisticated on-board computer vision system allow the Whiz to navigate around people and obstacles. If there is an obstacle, the Whiz will move around it and return once the obstacle has been removed.

## Advantages of the Whiz

- **Performance:** It delivers a deeper carpet clean to consistently high standards that can be tracked and monitored.
- **Productivity:** The Whiz is consistent and efficient every time.

The Whiz can be programmed to start itself at a specific time, vacuum the carpets in a scheduled area and park itself once completed. If the vacuum bag needs to be replaced during operation, it will notify the supervisor to replace the bag. It is the first vacuum sweeper that offers real data of each clean.



*The Tsebo Inland Team at Ice Robotics' new premises in Bedfordview.*



*Live display on the App.*



*A wide range of floor scrubbers and ride-on sweepers are available.*

By taking advantage of the innovative technology available, the industry is able to enhance its service excellence through data tracking and verification. By allowing robots to tackle the mundane jobs it frees up existing staff to perform more complex tasks such as in-depth, detailed cleaning.

# TEAM HYGIENE

With strong leadership, sales specialists and staff, Hygiene and Pest Control are an inimitable team set for expansion across sectors and geographies.



*Donovan Foster, Managing Director Tsebo Hygiene*

By now Donovan Foster, MD for Tsebo Hygiene and Pest Control, is a familiar face in the Tsebo family, having joined the Group in 2017 with a clear vision and strategy for expanding Hygiene Services. In just three years, Foster has grown this division from strength to strength – expanding its national footprint to include cross-border operations. Pest Control was added to the offering in June 2019, and a strategic sales and operational structure has been implemented and to position it for expansive growth within various sectors and geographies.

The Sales team has been bolstered by the appointment of Rochelle Gouws as National Sales Manager, who brings with her 15 plus years of sales experience, eight of which have been in the hygiene and pest control industry. She is known for her tenacity, professionalism and passion for her team. She was joined shortly after by Elshanet Hattingh as Business Development Manager (Inland).

Together with Mymoena Abrahams, the Business Development Manager (Coastal), these women are sure to set the industry on fire with their knowledge, passion and precision for creating tailored customer solutions in hygiene and pest control.

Both the management and sales teams are supported by regional operational teams to ensure responsive and effective execution of all new site installations, as well as the continuous servicing of current and new clients. Customer centricity is the key to our success.

## **We take great pleasure in introducing Team Hygiene to you:**

**Western Cape:** Noel de Gersigny, Divisional Manager

**Eastern Cape:** Rudi Bloemstein, Operations Manager

**Gauteng:** Calvin Chetty, Divisional Manager, and Siphon Nyandeni, Operations Manager

**KwaZulu Natal:** Ashwani Mendis, Divisional Manager, and her two Operations Managers, Trishen Hunsraj and Amith Mowbeth





**Eastern Cape:** Rudi Bloemstein – Operations Manager



**Cape Town Operations team:** Noel de Gersigny – Divisional Manager (left) and Mymoena Abrahams – Coastal BDM (right)

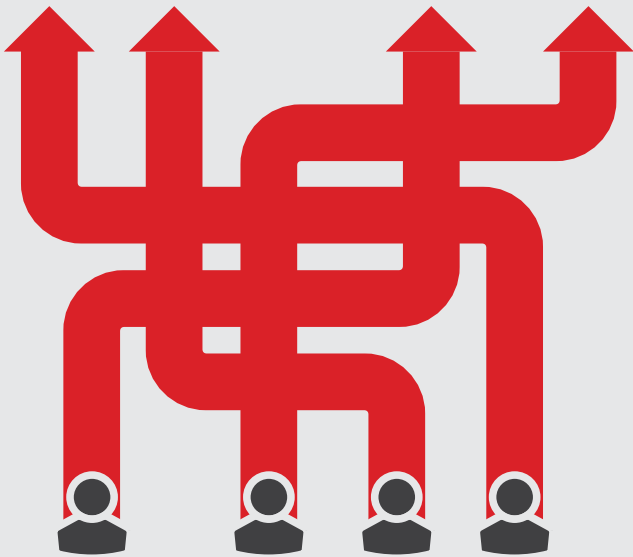


**JHB Sales and Operations team, from left to right:** Elshanet Hatting – Inland BDM, Sipho Nyandeni – Operations Manager, Rochelle Gouws – National Sales Manager, and Calvin Chetty – Divisional Manager



**KZN Operations team, from left to right:** Trishen Hunsraj – Operations Manager, Ashwani Mendes – Divisional Manager, Amith Mowbeth – Operations Manager

# CREATING LEARNING PATHWAYS TO SUCCESS



By: Cindi du Preez, National Training Manager

During the COVID-19 lockdown, we changed our e-learning platform to ensure better reporting capability. The roll-out of our new cloud-based solution will progress in stages and is currently in a testing phase to ensure that everything is working as planned. The hope is that in future this will form part of a viable solution for many of our business units, and even for training in outlying areas.

Learning pathways is a continuous work in progress. Starting a couple of years ago with about 16 courses, it has grown to a substantial offering of 18 learning pathways with multiple content, and videos and assessments, and we continue to grow. The idea is certainly not that technology will replace trainers. As George Couros, author of *The Innovator's Mindset* says: "Technology will not replace great teachers, but technology in the hands of great teachers can be transformational."

This way of learning will enhance the way we train and equip our trainers and managers alike. It will prepare us for a future where we need to be able to adapt quickly or be left behind. It will also prepare us for a future where distance and logistics are no longer an excuse for not learning. If COVID-19 has taught us anything, it is that we need to be more adaptable.

At Tsebo, the Fourth Industrial Revolution is no longer just a buzzword. We are living it and teaching our staff the skills to access learning in this new and exciting way.

Tsebo's unique method of training allows people to learn at their own pace and helps to overcome barriers to learning.

At Tsebo, we believe that continual learning is a key differentiator on a path to success. We also understand that people learn at a different pace and are increasingly busy in their work and personal lives, which is why we have carefully constructed our training into learning pathways for various sectors. In line with global trends in teaching and development, learning pathways take employees through a range of e-learning activities, allowing them to learn in digestible chunks and progressively build their knowledge.

Learning pathways shift 'choice' from the tutor to the learner and make learning available in an easily accessible and standardised manner that can accommodate the individual pace of the learner and overcome barriers to learning. For example, language is often a barrier to learning but learning pathways overcome this by presenting the material visually. There is a natural progression through the basics (such as cleaning above-floor surfaces, ablutions and floors) right up to the specialisation areas that prepare cleaners for specific roles within a business unit.



# CHANGES IN LEADERSHIP

Get to know who is new at Tsebo Cleaning and Hygiene Solutions.



Kumaran Pillay has been appointed as the Sales Director for Tsebo Cleaning Solutions. Before joining Tsebo, he worked as National Sales Director at Servest Security and prior to that he held the same position for Servest's office services.

Pillay has strong and extensive sales and operational leadership experience in cleaning solutions, having operated in various capacities from Business Development Manager and Regional General Manager up to his current role as Sales Director.

With more than 17 years in the facilities services industry, Pillay has a strong track record in building winning sales teams and ensuring a high performance culture to meet sales targets. He holds a Higher Certificate in Business Administration and Management from Damelin Management School. He also completed a Sales Management Development Mastery Programme from the Growth Matters Institute of Sales Management.



On 1 September 2020, Vusani Ntini was appointed as HR Director for Tsebo Cleaning and Hygiene Solutions. Ntini brings more than 20 years' experience in Human Resources Management to the position, having joined Fedics in April 2016 as Regional HR Manager responsible for Inland, before being promoted to the HR Director position for Tsebo Catering Solutions in December 2017.

Prior to that Ntini held several senior HR management and leadership roles in companies such as Royal Mnandi, Royal Serve Cleaning and Ster Kinekor. He holds a Masters' degree in Labour Relations and Human Resources from the Nelson Mandela University and has been instrumental in the leadership of Tsebo Catering over the past few years.

Ntini's experience and knowledge of the cleaning industry was gleaned while working for Royal Serve Cleaning (now Bidvest Cleaning Services) for more than four years. In his last role at Royal Serve Cleaning, as National HR Manager, this portfolio was extended across South Africa, Mozambique, Namibia and Lesotho. We have no doubt that Ntini's passion will contribute to growth of Tsebo Cleaning and Hygiene Solutions.

## ACHIEVEMENTS

# TSEBO STAFF ACHIEVE MAXIMUM PRESS GANEY TARGETS

Press Ganey is a scientifically rigorous, validated survey that allows hospitals and healthcare facilities to measure patients' perception of hospital care with the goal of strengthening patient-provider relationships through real-time feedback and performance benchmarks.

Mediclinic has been making use of this targeted, dynamic survey and rounding technology to engage patients in meaningful dialogue and to capture deeper data to pin-point areas that can be improved.

**When it comes to cleaning, Press Ganey asks patients to score:**

1. The cleanliness of the room
2. The courtesy of the cleaner

Tsebo makes use of this information and applies it to 'The Tsebo Journey' to equip our staff to better represent themselves.

**Congratulations to Tsebo staff at the following hospitals for exceeding the maximum score in October:**

- Mediclinic Bloemfontein
- Mediclinic Victoria
- Mediclinic Plettenberg Bay
- Mediclinic Durbanville
- Mediclinic Muelmed
- Mediclinic Emfuleni
- Mediclinic Morningside
- Mediclinic Nelspruit

As a token of appreciation each staff member has been issued with a 'Smiley Mask' in recognition of their friendly, smiling faces behind their masks. Well done and keep up the good work!



*Mediclinic Muelmed received their smiley masks while Lualin Felix, a client, shares in the joy.*



*Staff from Mediclinic Paarl*



*Staff from Mediclinic Durbanville*

## GOING THE EXTRA MILE FOR THE NURTURE HEALTHCARE GROUP

Tsebo is proud to be in partnership with the Nurture Healthcare Group where we are responsible for providing quality cleaning, pest control and hygiene at 11 sites across the country.

The COVID-19 pandemic resulted in the staff at these hospitals being faced with many challenges, at home and at work. They had to adapt quickly to ensure that we never compromise on excellent service delivery.

It brings us great joy to award four of our site supervisors for the excellent service they delivered by going the extra mile to ensure client satisfaction. Tsebo awarded them with a certificate and gift voucher.

**Well done to:** Nomusa Dlamini (Nurture Ballito KZN), Estelle Lotz (Nurture Cape View), Monica Essex (Nurture Sunnyside CT) and Leah Mandleni (Nurture Hillendale).



*Estelle Lots proudly displays her certificate and gift voucher for going the extra mile, while Janet Bradbury, Hospital Manager Nurture Cape View, is happy to share in the moment. Although no masks were worn in the photograph, social distancing was observed. Well done Estelle, you make Tsebo proud!*



*Nurture Sunnyside Supervisor Monica Essex is given an elbow bump by Hospital Manager Helene Herbst and Operational Manager Gary Hill. Well done on receiving the Extra Mile Award!*



*Superstar Leah Mandleni (Nurture Hillendale in Bloemfontein)*



*Pamela Groenewald, the hospital manager recognises the extra effort that Nomusa Dlamini puts in and is proud and grateful for all her hard work.*

## TSEBO SAYS THANK YOU

# THANKING TSEBO'S FRONTLINE WORKERS WITH 'COOKIES AND BOOKIES'

## WE SALUTE YOU!

There were big smiles and excitement all round as we paid special tribute to our healthcare heroes for their winning attitude and commitment during the challenging times of COVID-19.

Our token of appreciation was just a small gesture of gratitude to give thanks to our healthcare team for serving our clients so well, especially over the Level 5 lockdown period.

### Our special message:

To our healthcare champions, we THANK YOU for...

- Being committed to arriving at work every day
- Standing in lines to be screened
- Wearing PPE like never before
- Working in new ways by repeatedly cleaning and disinfecting
- Protecting yourself and others by keeping a safe distance
- For washing your hands more frequently than before
- Serving with bravery and courage
- Smiling behind a mask

Thank you for saving lives, Tsebo Heroes we salute you!

“

The brave man is not the one who has no fears, he is the one who triumphs over his fears.

- Nelson Mandela

”

We handed out gifts of appreciation to all our frontline staff who operated during lockdown Level 5.



# HOSPITAL MANAGER DIRK TRUTER, THE MATRON, AND AN IPC SISTER THANK THE NETCARE KUILSRIVER TEAM



*A warm thank you to all the healthcare cleaners at the frontline who gave their best on a daily basis during Level 5 of the pandemic. We appreciate everything you do and appreciate you leaving your loved ones at home to do your part during the pandemic.*

*You made many patients feel safe and cared for. You made your managers proud and carried Tsebo's name with a smile.*

***We salute you!***



# A POEM OF THANKS

## A MESSAGE OF THANKS TO THE TSEBO NETCARE BLAAUWBERG STAFF FROM THE NETCARE INFECTION PREVENTION DEPARTMENT



The Tsebo cleaning staff at Netcare Blaauwberg have proved themselves as hardworking, committed and loyal during the COVID-19 lockdown. This is one of the few hospitals that did not experience an outbreak. We are proud of each and every staff member who bravely arrived at work day after day to fulfill their role in fighting the pandemic. Netcare Blaauwberg thanked Tsebo staff with this beautiful poem by Cindy:

### Dear Tsebo staff,

What a year it has been.

From COVID to earthquakes, it really feels like Mother Nature is checking our strength.

COVID has shown me many things.

I saw families in my neighbourhood unemployed and without food for children and their animals.

I saw staff breakdown and struggle to cope with the stress of the unknown.

I saw hospitals closed down due to outbreaks.

We didn't know how bad it was going to get.

Every day there were new changes and we had to be on our game, changing everything we had been taught.

But .....

COVID also showed me other things.

I saw healthcare workers, and by healthcare workers I mean everyone who works in this hospital.

You came to work every day.

You stood in a long queue to get into the hospital every day. You adapted to the new processes every day.

You had to wear PPE like never before.

You coped with the stress and fear amongst your colleagues.

You cleaned surfaces over and over again even when it had just been cleaned.

You saw colleagues get sick with COVID and they survived!

We are blessed not to have lost one staff member.

We don't know what lies ahead, but I do know, I am extremely proud of the Tsebo team at Blaauwberg Hospital.

Without all your hard work we would not be where we are now.

I am very grateful for all your hard work and I salute you.

**Cindy**

# OTHER ACHIEVEMENTS



## MEDICLINIC BLOEMFONTEIN

Maria Matsaba received a Patient Experience Ambassador Award from Mediclinic Bloemfontein for her hard work, dedication, care and compassion in September 2020.



## MEDICLINIC BLOEMFONTEIN

Mrs Van Zyl (a patient) wanted me to compliment Kelebogile Mohale. Mrs Van Zyl said that Kelebogile is always friendly, willing to go the extra mile and takes pride in her work. She greets her in a professional manner and makes her feel at home. I must say I am honoured to have Kelebogile on my team.



## MEDICLINIC WELKOM

At Welkom Mediclinic we celebrated the awesome feedback we received from our client after a Department of Health audit.



## CLUB SURGICAL CENTRE

I would like to compliment Tebogo Sesoko of Tsebo's Cleaning and Medical Waste staff for the outstanding service he renders daily to the Club Surgical Centre in Pretoria.

Sesoko never complains when given a task, completes the task on time and executes the task exceptionally well. He is quick to assist, arrives on time, is always friendly and sometimes assists me out of his scope, with Tsebo's permission, if male strength is needed.

He is an asset to your company and deserves acknowledgment for his outstanding performance month after month.



## NETCARE UMHLANGA

Our cleaner Sindi Mzulwini was chosen as the Achiever of the Month by Hospital Manager, Sara Nayager.

"It is with great pleasure that we in SW3 would like to nominate Sindi Mzulwini for excellence and hard work. In addition to performing her job at an exemplary level, Sindi demonstrates an extraordinary commitment to her colleagues. Sindi takes it upon herself to provide exceptional support and service to all. Sindi is helpful, caring, resourceful, and happy to offer service no matter the task. She often performs above and beyond and with the recent pandemic she has showed tremendous skills and proven to be very helpful to all the healthcare workers, even though this was not required of her. She does it so willingly and cheerfully. Sindi is very committed and always cheerful and exceptional in everything she does. Sindi is a real and true team player."

## AKESO UMHLANGA

A message from Hospital Manager Brenda Govender:

"I would like to take this opportunity to commend and thank all teams for your hard work and commitment rendered towards the success achieved at our DOL inspection held Wednesday this week. The DOL gave less than 24 hours' notice, yet we have gone through this audit with zero 'non-conformance'. The auditors were very impressed and even made mention that they would recommend our facility to other facilities. Steven, thanks again for support. Please give my thanks and appreciation to ALL staff at floor level that have contributed to this success. I'm so proud to be part of this team."

## FROM OUR COMMERCIAL SIDE IN KZN

### UNILEVER INDONSA

“With pride, I would like to inform you all that we got our FSSC re-certification audit and transition to Version 5. I need to mention that we are the number one site in Africa. I salute you all. Well done Team, no major findings.”

– Nqobile Mazibuko (QMS and Hygiene Coordinator – Unilever Indonsa factory)

### DURBAN GIRLS COLLEGE Audit Finding Housekeeping: Excellent

“It was noted during the school’s HSE Audit that the housekeeping in the Tsebo offices was singled out as being greatly improved upon since the audit conducted in September 2019. It is always good to see improvements in our implementation of the HSE guidelines and general housekeeping and I therefore would like to thank you and your team for this. I would like you to pass on my thanks to the supervisor and her team and would like to encourage them to keep up the good work.”

- Angela Parker (Regional Support Manager, Facilities Management)



Auspol, at Cairn Hall Hospital, handed out gifts to our cleaning personnel to thank them for their hard work throughout the COVID-19 period.



## SANTA SHOEBOX

Tsebo Cleaning and Hygiene Solutions is gearing up for the Festive Season by contributing to the Santa Shoebox project, which collects and distributes gifts of essential items and treats for the underprivileged children in South Africa and Namibia.