



THE SCIENCE OF CLEANING & HYGIENE

WINTER | JUNE 2021



THE IMPORTANCE OF HOSPITAL HYGIENE AND CLEANING SERVICES

At times, one tends to overlook the important contribution of some of the role players when confronted by a disaster and crisis such as the one we have been experiencing during the past months.

Management of hospital hygiene and health care waste is an integral part of infection control at the Urology Hospital, Pretoria. During the COVID-19 pandemic, Annah and her Cleaning Services team became an integral part of going the extra mile in cleaning, disinfecting and managing all cleaning services in the hospital. They assisted in prioritising problems that were encountered and supported the COVID-19 team fully by following the standard precautions identified that were put in place to combat cross infection.

TSEBO
50 YEARS
BUILDING A LEGACY,
INSPIRING THE FUTURE

QUARTERLY NEWS
TSEBO CLEANING SOLUTIONS
www.tsebo.com

TSEBO

I would like to discuss some ways in which teamwork improved and wish to give recognition to Annah and her Cleaning Services team as key role players in contributing to the delivery of high standard hygiene services in an efficient and more enjoyable way, remembering that the main goal is always quality service delivery.

Better service delivery

At the Urology Hospital, we had to prioritise and change some of the policies and regulations to the betterment of the patients during the pandemic. Cleaning Services also needed to adapt to the new regulations and align procedures to ensure effective and systematic cleaning. More thorough service was delivered by the team members as they all felt their responsibility. Each member participated in delivering quality hygiene management because of the danger of contamination.

Improved patient safety through a hygienic and clean hospital environment

All had to monitor and execute tasks, based on the patients' feedback information gathered from all areas of exposure, to create a safe environment for the patients and everybody else in the hospital.

They ensured a quality work environment

The teamwork shown by Cleaning Services was one of support and being there for all hospital staff.

They were invaluable in helping to manage frustrations and stressful situations. Annah communicated to her staff with empathy. She showed understanding for their fears and feeling while being exposed isolation cleaning procedures of infectious cases.

Cost-cutting benefits

Although the cleaning procedures had to be repeated several times, Annah and her team did it in an efficient manner. At times they put shoulder to the wheel to keep the moral high while keeping costs within parameters by not increasing the number of staff members.

Improved communication within the team and also with the hospital Management

Annah has always been an effective communicator, but excelled even more under pressure. She moved between departments effectively to make sure her team was kept informed of any new developments or changes. She interacted to make sure they all received the necessary training. She held regular meetings to update them on policies and procedures that had to change. She also regularly liaised with COVID-19 committee members and evaluated the Cleaning Services team compliance.

Increased job satisfaction

The group worked hard to accomplish some tasks and made sure that the management of the hospital was satisfied with the service delivery.



They were always at hand no matter what time and how many times they had to disinfect areas over and over. They did it with a smile, showing enthusiasm and energy. Most importantly, their supervisors were there for them and supported them all the time-day and night.

The benefits of this team working together resulted in shared responsibility, reduction of errors, and reduced stress for Management and everybody else. The team functioned like a 'well-oiled machine' within the bigger multi-disciplinary team of the hospital.

We strive for 'outstanding due to excellence' and I can say that Tsebo Cleaning Services is a stellar example of living this goal.

We thank you and salute you!



WILMA VAN SCHALKWYK
Nursing Manager – Urology Hospital

ROBOTS, THE FUTURE OF COMMERCIAL CLEANING?

Source: <https://crewcare.co.nz/blog/robots-future-of-commercial-cleaning/>

One of the first applications of robotics in cleaning is the 'robovac' or robotic vacuum cleaner. In 1996, the Swedish appliance manufacturer, Electrolux, launched the "Trilobite". The Trilobite's novelty at the time drove its popularity, but while it worked quite well, it also suffered from a few issues. Electrolux stopped its production in the early 2000s.

Robotic vacuum cleaners, and robot cleaners in general, have come a long way since then. Roomba alone has sold millions of units worldwide. Meanwhile, commercial cleaning companies in New Zealand and elsewhere have been exploring the use of robots to accomplish more cleaning functions.

Will robotic cleaners completely replace humans?

This now begs the question: are robots the future of cleaning? In a sense, yes. Robots are the future of cleaning, particularly on commercial level, simply because technology dictated this direction. What's more, the commercial cleaning industry has become more competitive over the years. With robots helping improve efficiency tenfold, it's a grave misstep for businesses not to invest in cleaning automation.

However, while there will certainly be a paradigm shift, this doesn't mean that robots will completely take over human jobs. Rather, they will give humans more time to focus on other facets of a cleaning business, such as product development, customer experience, and other aspects of cleaning that require more attention. In addition, and contrary to popular belief, using robots can actually create more job opportunities. These include technicians, operators, and supervisors that will ensure the maintenance and proper utilisation of these robotic cleaners.

The advantages of robots in cleaning

According to the 2018 World Robotics Report issued by the International Federation of Robotics, more companies are expected to use industrial cleaning robots in the coming years. There are many reasons behind this, but the most important one is speed and efficiency. Robots can cover more ground in less time. With continuously improving technology, they have become even more accurate. The COVID-19 pandemic has also increased interest in robotic cleaners and similar machines since they can minimise human contact and thus curb the spread of disease. Robots also don't get sick from toxic gases, and in case they require human intervention, operators can safely control the robot from a safe distance.

Speaking of safety, robotic cleaners can also minimise injury. For example, wall-climbing robots can take over cleaning high walls and ceilings, and robotic cleaners can also be used for skyscraper windows. These are only a few advantages of robots in commercial cleaning. In the near future, when costs aren't as prohibitive, it is highly likely that more and more companies will use robots to clean their premises.

Types of robotic cleaners currently available

Another important question for industry practitioners is this: why are robots being considered the future of commercial cleaning in the first place? To answer this question, let's take a look at the kinds of cleaning robots that are currently being used:

Floor cleaning robots

Did you know that human labour accounts for more than 90 percent of the costs of cleaning a floor? This is why a majority of robotic cleaning solutions have something to do with dusting, vacuuming, and mopping. In addition, many commercial robotic cleaners are geared towards cleaning large swaths of spaces like airports or museums. Modern floor cleaning robots are often equipped with cameras, laser scanners, ultrasonic sensors, gyroscopes, and infrared detectors to accurately map out their routes. There are also models that feature interchangeable attachments, not to mention artificial intelligence that enables them to navigate even between a building's various floors.

Window cleaning robots

One of the more dangerous aspects of commercial cleaning is the glass exteriors of buildings. Luckily, there are now window cleaning robots that feature suction cups that rotate on a guide rail or have vacuum-powered 'feet' that attach to the glass. These machines can scale buildings much faster than humans, and thus accomplish the job quicker. They can also be used even during windy conditions. What's great about these robots is that they can be loaded with regular detergents, as well as more eco-friendly options such as enzyme solutions or demineralised water.

Duct cleaning robots

Duct cleaning is an important part of commercial cleaning since it ensures the cleanliness of indoor air. It also reduces cooling and heating costs. However, duct cleaning is also labour intensive. The good thing is that there are now duct-cleaning robots that can be sent to crawl through even the smallest vents and ducts. They can be remotely controlled by a human operator and are also equipped with cameras for easy progress monitoring.

Disinfection and sanitation robots

As previously mentioned, COVID-19 has changed the way businesses deal with commercial cleaning. To avoid spreading the Coronavirus, human contact should be avoided as much as possible. This is where robotic cleaners can come in handy. UV robots in particular, are quite useful in disinfection and sanitation.

Robots in commercial cleaning are definitely revolutionary. However, they are not the end-all, be-all of the industry. There will always be certain facets of the business that will be handled better by humans. Nevertheless, it can't be denied that robots have a place in commercial cleaning. With careful and conscientious use, they can push companies to greater heights.

HOW FRAGRANCE INFLUENCE OUR WORLD

By Johan le Roux

What function does an air freshener system fulfil in a washroom, hospital, office, restaurant or leisure facility? This question was addressed to some leading manufacturers regarding the value that fragrance systems can add to specific environments.

Most people would agree, the main role of an air freshener system is to mask bad smells. And for obvious reasons, they are mostly used in the washroom. However, fragrance systems are increasingly being used in other environments as well, such as leisure centres, hotels, gyms, offices, shops and spas. Rather than simply being a means of covering up unpleasant aromas, they are being deployed to add an ambience and promote a sense of wellbeing among customers, guests and employees.

But how far does this picture alter from facility to facility? And how important are air freshener systems in each environment?

The fragrance of a hotel, restaurant, café or spa is key in creating an atmosphere for customers. Smell is often the first thing we experience when entering a premise, even before we notice the décor. It stimulates the memory and reminds us of pleasant moments.

Marketing specialists understand this and focus heavily on olfactory marketing as a result. However, in some environments, the number one objective is to hide bad smells. This may be the case in hospitals, retirement homes, washrooms and changing rooms, for example.

In retirement homes it may be necessary to destroy bad odours and create a pleasant olfactive atmosphere to prevent the facility from smelling like a hospital. So, the choice of perfumes here is extremely important.

According to some manufacturers, the scope of fragrances is limitless, some are designed to encourage relaxation while others evoke an efficient working atmosphere. There are even amusement parks that use different fragrances to reflect the 'universes' through which the visitor passes. And brochures and magazines are now sometimes scented to influence our buying decisions.

Olfactory marketing can have a major impact on consumer behaviour. The smell of warm bread or pizza might make our mouths water, but those fragrances that the customer doesn't actually notice can have an even more powerful impact. More and more retailers want manufacturers to create personalised fragrances such as the scent of clean laundry, leather, cut grass or the smell of coffee.

According to one of the manufacturers, the presence of a fragrance creates the impression of cleanliness. Most cleaning companies use effective products, but the smell of these will only linger for a few minutes after application and therefore the use of automatic fragrance delivery systems will create a scent that remains in place throughout the day, maintaining the smell of cleanliness.

It is widely accepted that fragrances can have a major impact on customer behaviour. Multiple sensory marketing studies have shown how businesses can create a particular atmosphere by means of music or a pleasant perfume.

In a washroom scenario, air freshening should be the final step in any cleaning routine. Even though the premises may have been thoroughly cleaned, there could be some residual bad smell, as often happens in ablutions and then the cleanliness of the washroom will be questioned, resulting in complaints.

Eliminate, don't mask

A bad odour creates a negative first impression of any facility. Fresh, clean air reaffirms the fact the premises are clean and safe, whereas a bad smell will leave visitors with a poor perception of the cleanliness of the environment. If a customer walks into a hotel, office or leisure facility and is met with an unpleasant smell, they may not return again.

It is therefore vital that the root cause of the odour is eliminated rather than mask it with a fragranced spray. Many air fresheners may hide bad smells, but if the source isn't fully removed, those smells may return at any point. The only way to prevent that from occurring is to kill the bacteria that has caused the odour in the first place. Purifiers can deliver real health benefits by removing harmful bacteria and viruses from the air, reducing the risk of picking up an infection.

Healthcare settings present a greater challenge. Creating a friendly and welcoming atmosphere is particularly difficult in hospitals and care homes because these environments evoke a sensation of discomfort and even anxiety for many people. Eliminating that distinctive hospital or care home smell will definitely help to improve the customers' sense of wellbeing.

Fragrances form an important part of the marketing strategy for many businesses. This is particularly the case in retail centres, restaurants and coffee houses where fragrances are used to create positive memories or favourable impressions. If a scent can be found to match the product on sale it can have a positive influence on the purchasing behaviour of the customer.

During one study in a Las Vegas casino, it emerged that a pleasant scent could be linked to a 45 percent rise in slot machine revenue compared with an equivalent non-scented area. Another study in a shoe shop revealed that 84 percent of people were more likely to buy shoes when trying them on in a scented room. However, a fine balance needs to be struck when creating a fragrance, as a too powerful scent could turn customers away, while a scent that is too weak would not be memorable.

HOW TO REDUCE YOUR COMPANY'S CARBON FOOTPRINT: TAKING STEPS IN THE RIGHT DIRECTION

By Marietjie Swanepoel

Concerns about global warming and environmental health risks have given rise to a new era of sustainability. Everyone has the responsibility to move towards more socially and ecologically responsible business practices that will prevent more ecological repercussions such as global warming. Consumers across the globe are becoming increasingly environmentally conscious and companies are engaging in corporate social responsibility (CSR) practices to meet the sustainability expectations of consumers.

'Going green' is the broad term that refers to making conscious choices to reduce your carbon footprint. You may recognise slogans such as the 3 Rs of green living – 'reduce, reuse, recycle'. Also, movements such as Meatless Mondays, and more people making conscious 'green' decisions such as buying from your local grocer, refilling bottles, saying no to single use plastics, carpooling with friends and colleagues, and shopping at thrift stores.

'Going green' terminology is the lingo of the carbon footprint reduction world. One can easily be overwhelmed with all the new buzz words out there and it is imperative to be educated on the 'green' lexicon to help make sense of everything. Understanding terminology such as carbon footprint, carbon dioxide, greenhouse gases, biodegradability, sustainability and eco-friendly can help us to align ourselves with green-living principles.

'Going green' is a step-by-step process. Why not start by participating in your company's greenapsis? 'Greenapsis' is the process a company undergoes to become a green-living company. Every employee can take part in the process of adapting to a green lifestyle with only a few new life choices and so reduce the negative effects of our carbon footprint.

Less paper

The goal is to use as little paper as possible. Colleagues can be motivated to print less and to recycle. When it is necessary to print, use recycled paper and reuse the back of documents to take notes. Making use of online clouds, encouraging the use of emails and online invoices are steps that encourage a paperless work environment. Sending e-cards to employees is an easy way of using less paper and stepping up your 'going green' commitment.

Create a green-living kitchen

Creating a space with proper silverware and crockery enables employees to move away from single use plastic and non-recyclable materials. The dishes can be taken care of by an energy-efficient dishwasher using environmentally friendly detergents.

A green-living kitchen encourages employees to bring their own lunches from home and reduces the use of fast-food containers that will end up in a landfill. Reduce the amount of waste generated by encouraging waste minimisation and also recycling practices.

Refrigerators run 24/7, making them prime suspects for excess energy consumption. Clean the coils to help the fridge run more efficiently and make sure your fridge and freezer are not set too cold. Regularly defrost manual-defrost freezers and refrigerators and make sure your refrigerator doors are airtight.

Be water wise

There is a global outcry to conserve water sources and check our water usage. As a business, you can take part in water conservation while at the same time lowering your water bill. Improve the efficiency of your plumbing system by switching to low-flow outlets for your toilets, showerheads, and faucets. Check for water leaks and fix broken faucets and toilets as soon as possible.

Say goodbye to grass and plant native plants that use up to 80 percent less water than turf grass. Consider smart watering by installing irrigation control systems that water landscapes in the mornings when temperatures are cooler. Look into rainwater storage options for your building and recycled (grey) water for your bathrooms. Education is key, and why not be creative with displays and posters on saving water?

Remember to switch it off

A device that is always switched on, but is not used contribute to carbon dioxide pollution. Avoid energy vampires, for example electrical appliances that continue to use energy when they are supposedly off like printers on standby. Make a sustainable difference by unplugging devices when they are not used. If this sounds like a lot of trouble, use a power strip that can be turned off at night.

Maximise natural light

Relying on natural light saves energy while also benefitting employees. The World Green Building Council reported that employees who are working near sunlit areas have a 15 percent higher production rate. This is the result of natural light helping the body's natural rhythms. Using plants in the workplace can also have a positive effect as it creates a calmer and more creative atmosphere.

Green energy

Electricity is a necessity in most offices. A switch to clean energy providers can be done in phases to manage cost effectivity. Change lightbulbs to LED or CFL bulbs that work on sensors. Look at your environment and see whether solar, wind, or geothermal sources will be a workable solution for your space. When upgrading devices, search for more energy efficient options and recycle old equipment responsibly.

HOW CAN YOU CONTRIBUTE?

Create your greenapsis team

The first step is to create a 'green team' who can take responsibility and guide the process. Your company's Green Team can investigate the many benefits that a 'going green' policy may have.

Create green-living challenges

Monthly challenges between employees can be a fun way of learning about sustainable living and 'going green' while actively making a difference in the workplace. Using the stairs, not using the aircons, not using plastic utensils, packing your lunch in reusable containers, and encouraging every employee to bring their own mug and (glass) water bottle are just a few ideas to create green-living challenges. Start your own recycling programme and have 'clean it up' challenges in surrounding areas.



EVERYONE BENEFITS FROM A GREEN WORKPLACE

Boost employees' wellness and productivity

Recent studies have shown that a greener workplace improves employees' productivity. Environmentally friendly workplaces enhance the feeling of wellbeing as the employees know their work does not impact the environment negatively. Studies also show that a greener work environment increases job satisfaction and reduces the average sick days per employee. Use indoor plants to improve air quality and pump up the oxygen levels. Plants absorb airborne pollutants and emit healthy negative ions and oxygen into the air. Greener workspaces often have outdoor areas where breaks can be taken. Some companies even host meetings outside of the office. These open spaces make it easier for employees to interact with one another where every employee can literally take a breath of fresh air.

Your moral commitment – attracting the younger generation

Research shows that the younger generations have a strong moral commitment and are looking for companies that reflect these moral commitments. Younger generations know that a positive social responsibility will impact the company's reputation and in the long run the company's profit margin.

Research suggests that up to 91 percent of Millennials will switch to another company based on its commitment to social good and are interested in companies that invest in sustainability. If your company wishes to attract hard-working youth, it is necessary to look at your carbon footprint as these youngsters want a 'green' career with green-living workers and a CEO who is committed to sustainability.

Switching to green living usually happens in different stages and may look different for each company. The most important step is taking the first (green) step!

OUR CLIENTS CONTINUE TO TRUST US

By Kubashnie Naidoo

In a time when cleaning has become more important than ever before; we are most proud of our long-standing relationships with several of our valued clients who continue to choose us as their preferred cleaning service partner. This is by no means an easy role to fulfill as our clients demand only the best in all aspects of our solution, from price to transformation. Understanding their changing needs post COVID-19 and responding with the best-fit solutions that position them well within their respective businesses has been a key success factor for us.

OUR CLIENT TESTIMONIAL

- Tsebo Cleaning Services provide Adams & Adams with office cleaning services, carpet and upholstery cleaning, hygiene services as well as a car washing service.
- The services are provided at the Adams & Adams Lynnwood offices in Pretoria (11,170 m2) and warehouse space in Waltloo (2,400 m2).
- The services commenced in 2016.

It is a pleasure to deal with the personnel from Tsebo Cleaning Services, including both management and the team based on site. All work is conducted according to schedule and adheres to quality specifications. In addition, the entire Tsebo Cleaning Services staff are service orientated and are always willing to go the extra mile.

We would recommend Tsebo Cleaning Services without hesitation.

Regards



DAVE FORBES
CHIEF OPERATING OFFICER
ADAMS & ADAMS

Backed by proudly South African shareholders such as Investec, Nedbank, Ninety-One and Standard Chartered we stand out from the rest in our space with a strong Level 1 B-BBEE status of 54.42 percent black owned and 45.63 percent black woman owned status. As a result, our clients enjoy a 135 percent procurement recognition benefit from doing business with us.

Our clients have seen us go beyond the call of duty in our fight against COVID-19. With our extensive and well-rooted experience in the healthcare sector, they have the confidence that their spaces are cleaned and disinfected to the highest quality standards.

Over the last few years, we have received the highest accolades of Diamond & Gold recognition in all the various industries at the independent annual PMR awards where clients rate us and our competitors on our service delivery standards.

We would like to take this opportunity to thank our most valued clients across all the different industries and regions for their continued valued support and trust!



TRUST

TSEBO SUPPORTS DEVELOPMENT AND GROWTH

By Cindi du Preez

When opportunity meets a brave, hard-working individual, it results in success. I would like to introduce you to a remarkable woman and her story.

Mathapelo Makoro was born on 23 November 1983, to Benedicta Makoro. She grew up without a father, under the nurturing hands of her mother. Times were hard and although her mother was hard working, she did not have a permanent job. She shared the story of them sleeping inside storm water drains when family and friends were unable put them up for the night. She was about 7 years old at the time. Her mother was a strong woman who instilled the values of respect and care. She encouraged her to finish school and make a better life for herself. She also taught Mathapelo life skills; how to cook and how to earn money.

Mathapelo had to get up early in the mornings before school started to make 'vetkoek' batter so that her mother could prepare vetkoek. Her mom sold the vetkoek at Mathapelo's school. She was in Grade 1 at the time. During soccer matches, they would wake up very early, make vetkoek and arrived at the stadium at three o'clock in the morning. When she was 14 years old, they arrived at the soccer stadium one morning and she saw some men standing around. They told her they were there for a security job. She asked to speak to their supervisor and asked if he would consider her to work for the day, even though she was underaged. He allowed her to work for a day as a security guard and she earned R70.



Somehow these difficult times and a strong mother formed her into a determined young woman, with respect for those around her and a passion to help others. She joined Tsebo in 2006 as a cleaner at Fourways Life Hospital. Whenever the supervisor was off sick or on leave, she would take charge and supervise for the day and so showed her manager that she embraced every opportunity to learn. She attended as many Tsebo courses as possible and this proved to be very valuable to her career growth. In 2007, she was promoted to a supervisor and in 2008 she was promoted to Junior Manager at Cliffe Dekker Hofmeyr with 26 subordinate employees. She conducted on-the-job training with all her staff. From 2010 to 2012, she was appointed Senior Manager at Emperor's Palace with 120 employees under her care, including four supervisors reporting to her. In 2014 she was asked to assist at Tzaneen Mediclinic, then was able to return to Gauteng in 2017, where she first was Cleaning Manager at Sunwards Park Hospital, thereafter at the Pretoria Urology Hospital. From 2019-2020 she worked at South Point in Braamfontein as Senior Manager, looking after 32 buildings and four supervisors.

Mathapelo completed the Management Development Programme, Level 3, offered by Tsebo Training Academy. She was then appointed Cleaning Manager at Wits Donald Gordon Medical Centre and this is where I met her. We were shooting a cleaning video at the time and her knowledge and input impressed me greatly. She had a very special way about her. When an opportunity arose, I appointed her as a training facilitator.



Her work life has not been without sacrifice. There were times when she was working in Limpopo and her mother was looking after her children. She only saw them once a month or during school holidays. This was very hard for her. Her determination to make a better life for her and her family was what drove her. She feels very proud that she was able to buy her own house in 2010 as well as a car. She was able to enroll her children in good schools. When her mother inherited a two-bedroom house from her mother, Mathapelo was able to convert it into a three-bedroom house in 2019.

Mathapelo's commitment to her own career growth, her bravery and willingness to sacrifice, a good personal support structure and her own personality has taken her far in Tsebo. She is positive and always willing to embrace opportunities to enable herself to support her family. Mathapelo is currently involved in facilitating the Supervisory Development Programme for a group of supervisors in the Inland Region. She is an example of the Tsebo values and inspires others to become the best they can be.

Benedicta Makoro, sadly passed away on 28 January 2021, but I would imagine that her daughter made her very proud. Mathapelo followed in her mother's footsteps and became a strong, hardworking woman. We are proud of having you on board the Tsebo team Mathapelo!



MATHAPELO MAKORO

WORKPLACE OF THE FUTURE

By Rochelle Gouws, National Sales Manager

What is happening in the hygiene and pest control arena?

With the increase in COVID-19 infections, the message in hygiene is clearer than ever; that no organisation can afford to compromise on the fundamentals of hygiene in the workplace. It is expected that there will be an enhanced focus on wellness and workplace readiness for hygiene products. Hygiene has evolved from a 'nice to have' to a necessity and hopefully a habit that in turn translates to long-term returns. Clients want a product and brand they can trust and that meet their expectations, with a service standard that speaks directly to their health and safety goals. Tsebo is perfectly poised to meet client expectations. It is up to us to educate our clients on the importance of good housekeeping and hygiene practices.

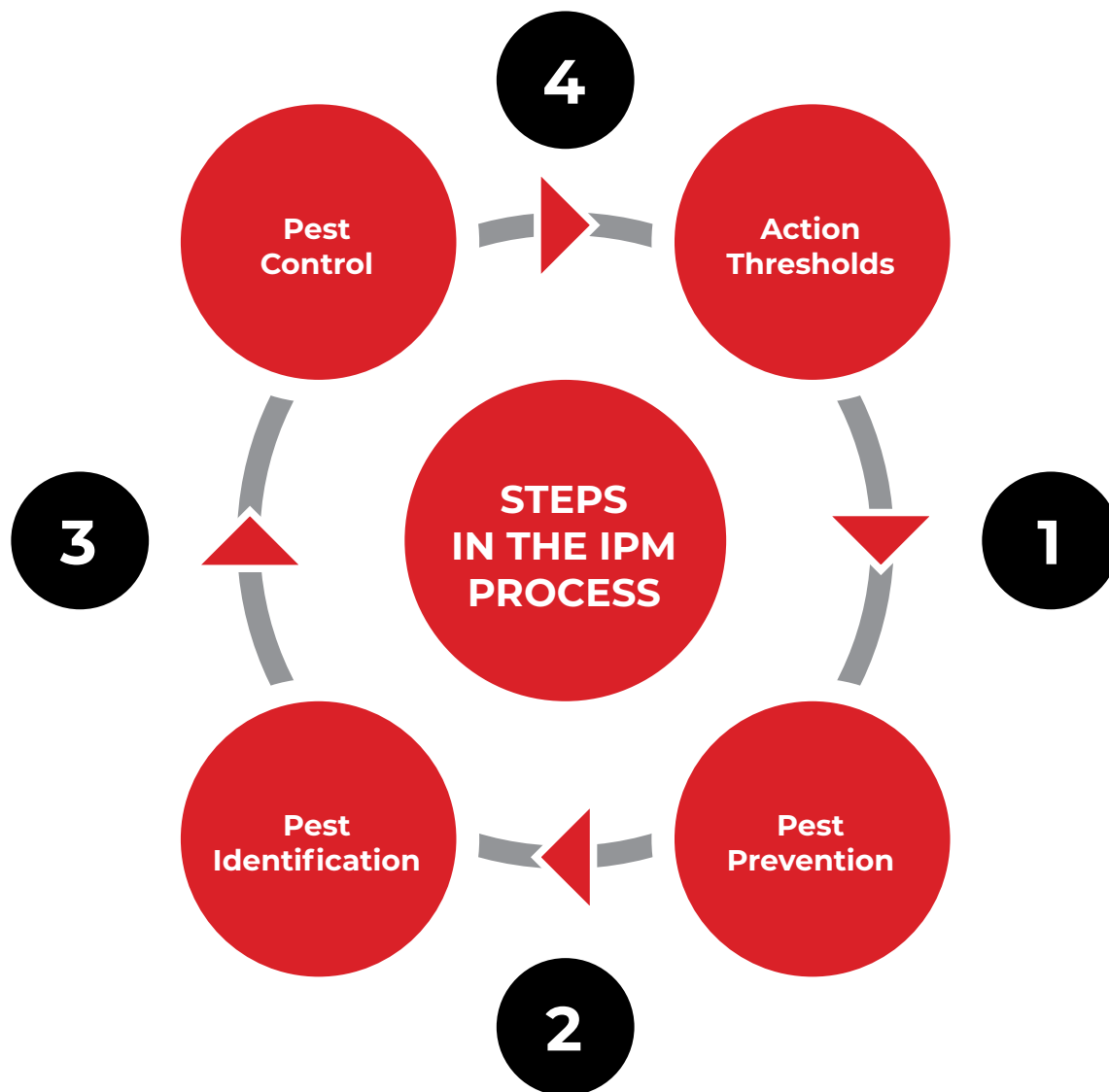
Remember: "Price is only ever an issue in the absence of value." We do not sell hygiene products, we sell solutions. Showing value and that we can truly minimise the impact of COVID-19 on our client's businesses is the language we should be talking. The impact has been significant across sectors. Without proper hygiene protocols in place, the impact will be far greater. We need to continually strive to be better, to give great advice and follow this up with excellent service. We will write our name down in history books as a company that truly partnered with clients and assisted them through these turbulent times.

No business can afford to close their doors for prolonged periods. A way to avoid this scenario is to place hygiene and employee safety at the very top of the priority list. By keeping their employees safe, the employers are significantly mitigating the risk of office and business closure and their operations can continue to contribute to the economy.

Our clients will be looking at us as solution specialists to assist them with creating a culture within their businesses that follow hygiene protocols, getting the employees to buy in and manage the change. It is important that Tsebo representatives buy into this culture as well for it to trickle down to service delivery level. Each and everyone can contribute to this long-term plan and partnership approach with our clients.

Change starts with you!





Hygiene tips

- Regular washing of hands with available soap and water.
- Seventy percent alcohol-based hand sanitiser dispensers strategically placed for regular and frequent sanitising of hands.
- Clean and disinfect surfaces frequently, especially those that are regularly touched, such as door handles, faucets and phones.
- Regular deep cleaning of ablutions.

Pest control

COVID-19 may have hidden another contributor to illness that is just as important, if not more, when taking the current pandemic into account. No one, sick or healthy can afford falling ill now as statistics have proven that compromised and failing immune systems puts a person at greater risk of severe COVID-19 symptoms.

To have a pest control service in place provides protection from harmful bacteria, sickness, and illness from carriers such as rodents, cockroaches and flies. Not only do they carry diseases but can cause costly damages to your property as well. Clients can ill afford even more expenses during these trying times.

The following measurements will protect staff and assets:

- Rodent bait stations
- Insect light traps
- Regular routine treatment available in various methods to combat the signs of ants, cockroaches, and any other crawling insects.

NEWS FROM THE REGIONS

What we've been up to.

TCS STAFF'S EXCEPTIONAL SERVICE AT BUHLER

REGION: Inland

SITE: Buhler Honeydew - Gauteng

On 8 April 2021, while cleaning the office areas, one of our staff members based at Buhler found R1400 wrapped in a tissue paper.

She immediately handed the money over to the site's facility manager. Upon investigation, it was ascertained that the money belonged to one of our other cleaners who had withdrawn the money to pay off school fees and other accounts on the day.

This act of honesty and integrity in today's day and age speaks volumes for Nomusa's character. Her actions have had a positive impact on the staff member who lost the money as it helped her to pay her accounts within her budget constraints.

Well done to Nomusa on living our values!



From left, Shawn Martilouw (client), Nomusa Pleasure Makhubu, Kubashnie Naidoo Regional Director and Gradwell Basson (client).

TEAM LEADER, BUHLER HONEYDEW

REGION: Inland

SITE: Buhler Honeydew - Gauteng

Judith was based at Buhler as a team leader. She subsequently applied for a learnership with Buhler and among all entrants, she was selected. Further to this, and based on Judith's experience on the site, her willingness to always assist the client with ad hoc responsibilities while ensuring that her main job was always completed, the client thereafter offered her a trainee contract position as a receptionist.

Judith subsequently resigned from Tsebo and is now a proud Buhler staff member. These actions clearly prove that our staff are always being monitored and due to their abilities, passion, determination and dedication, they are able to secure jobs and career growth if they excel in all areas of their work.



Shawn Martilouw (client) and Judith Ramatsoha.

MEDICLINIC PIETERMARITZBURG PASSED A DEPARTMENT OF HEALTH AUDIT WITH 100 PERCENT

REGION: KwaZulu-Natal

SITE: Mediclinic Pietermaritzburg

The Department of Health conducts random audits at healthcare facilities.

When they visit a site, they check cleanliness, compliance to standards, related files and paperwork. This is for all divisions present on a site, namely Nursing, Laundry, Catering, Cleaning, and Security. The department performed an audit at Mediclinic Pietermaritzburg and the cleaning division received a score of 100 percent. The client congratulated the cleaning staff and they all received easter eggs as a gesture so say, "Thank you!".



Staff receiving their easter eggs as a thank you gift.

KZN REGIONAL OFFICE TEAM

REGION: KwaZulu-Natal

SITE: Mediclinic Pietermaritzburg

The team in KZN wearing their new uniforms



KZN Management team: Deon Reddy (Divisional Manager: Commercial and Hospitality), Shaun Lee (Divisional Manager: Specials), Natalie Scholtz (Divisional Manager: Healthcare), Carmen Gaillard (Regional Director: KZN) and Malani Subramoney (Divisional Manager: Commercial)



Natalie Scholtz, Rozana Naidoo, Deon Reddy, Chantel Pakkiri, Rudolph Terblanche, Malani Subramoney, Shaun Lee, Simmie Sitalparsad, Artwell Bhala, Rosalind Chetty, Carmen Gaillard, Usha Santhlal and Sbusiso Mbambo

WINDERMERE SHOPPING CENTRE - IN RECOGNITION OF STAFF HONESTY

REGION: KwaZulu-Natal

SITE: Windermere Shopping Centre

A shopper left her laptop in the public ablutions. The cleaner found the laptop and handed it in to Security in case the shopper returned. The shopper then returned and placed this article on social media.



Buhle receiving a thank you for her honesty.



Lee-Ann Albers is at **Windermere Centre**.



1h · Durban, KwaZulu-Natal · 🌐

I just left my laptop in the rest room at [Windermere Centre](#) and when I realised I was almost at my office. I called centre management who promptly told me the cleaner had handed it in and I could come collect it. So grateful to Buhle the cleaner for being a beautiful and honest individual 🙏🥰



God is good all the time!
What an honest group of staff Windermere centre has! Well done to Jocelyn and her team 🙌👓🥰

PATIENT FEEDBACK

PROJECT: iCare: My Customers

CLEANER: Natasha Barnes

HOSPITAL NAME: Durbanville Mediclinic, Western Cape

Natasha has been working as a hostess at Durbanville Mediclinic for four years. As part of the iCare training module that was rolled out in March 2021, the compliment from the patient fits in well with the training received.

Direct words quoted by patient:
"Compliments to Natasha for her care, compassion and lovely meals she serves me every day, and lovely tea! Thank you!"



SPECIALISED CLEANING, CAPE TOWN

PROJECT: Window cleaning

CLEANER: Sinethemba Howard

Our specialised team in Cape Town recently got geared up to start high-level window cleaning. This opens various business opportunities. Here our team is busy cleaning the Western Cape Head office windows.

