FACILITIES SOLUTIONS

FACILITIES SOLUTIONS FOR AFRICA MIDDLE EAST

TSEBO

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

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

ENERGY MANAGEMENT

Tsebo Energy Solutions is the expert in reducing production costs through simple energy solutions – providing insight into consumption as well as the practical solutions needed to target and eliminate unnecessary consumption.

We strive to create strategic advantage for our clients through solutions that minimise energy costs and improve sustainability, resulting in the reduction of organisational carbon footprints.

What we do:

- Utilities management
- Energy management
- Energy conservancy measures
- Renewable energy
- Remote utility metering and bill-verification services

Reduced utility costs and carbon footprint

Improved efficiencies, cost control and quality expertise

Business continuity and sustainability

ENGINEERING

Tsebo has extensive engineering expertise and experience to assist companies with general building services, corrective and preventative maintenance, as well as Health & Safety checks to power systems and plant equipment. From simple repairs to complex technical assistance, we are able to meet your everyday needs through a range of services that increase efficiency and reduce downtime and costs.

We can tailor flexible and cost-effective solutions that include:

- Quick recovery of systems – our experts will quickly get equipment in good working condition
- Prevention of equipment failure and further downtime for businesses
- Minimising interruptions by ensuring that equipment does not failing the business when needed most, e.g. a generator failure during load shedding can have devastating effects on any business
- Access to Tsebo's call centre for one-point contact addressing all your needs – from air-conditioning to electrical failure or building work requirements
- Tsebo's systems can track and monitor the asset's history and performance record to help predict failures and assist clients in planning for timely replacement of equipment

Entrust your noncore business to the leading facilities solutions provider.

AGILE SOLUTIONS

Holistic service offering.
Tailored solution.
Expert delivery.

Tsebo Mobile Solutions provides Facilities Management, Maintenance & Repairs, ad hoc solutions as well as Office & Business Support, Catering & Cleaning Solutions and Specialised Services to many companies nationwide.

- 24-hour, 7-day-a-week service
- One-call, toll-free for all service needs
- Single-source billing
- Nationwide resources for multisite organisations
- Preventative maintenance programmes
- Customised service programmes developed to meet your needs
- Various ad hoc 'on-call' service solutions
- Customised reporting on services performed
- Reduced rates for volume servicing
- Work monitoring to ensure complete customer satisfaction
- Warranty work tracking
- Highly qualified, professional and experienced staff

Bundled services with a 24-hour Helpdesk and Integrated Reporting System

- Building and infrastructure maintenance
- Technical and engineering solutions
- Office and business support
- Project and space design management
- Professional catering, including beverage and vending solutions
- Experienced cleaning and COVID-19 solutions
- Security systems, technology and guarding
- Energy management interventions, remote utility metre monitoring and bill verification

Leaders in integrated facilities management.

DATA CENTRE SOLUTION

Tsebo Facilities Solutions provides a smart data centre solution that increases efficiency and, most importantly, minimises the risk of failure.

- Optimised reliability, availability and lifecycle costing
- Single asset history repository for all maintenance activities performed on an asset
- Administration of PM schedules
- Analysis of maintenance intensive assets from a cost and resource point of view
- Planning and optimisation of maintenance and engineering resources and contractors

TSEBO WORKPLACE DESIGN

Smart work environments to maximise productivity, efficiency, and employee wellbeing.

- **Professional consulting services**
- **Design analytics and solutions**
- **Workplace strategy**
- **Sustainable design**
- **Technology services**
- **Turnkey design and build**
- **Change management**
- **Business moves and management**

QUALITY CRAFTED BREWERY SOLUTIONS

Tsebo crafted brewery solutions provides facilities management, energy management, maintenance and repairs, ad hoc solutions as well as office and business support, cleaning, catering and specialised service solutions to breweries in Africa.

Tsebo introduces carefully crafted agile solutions that take care of the day-to-day operations. By providing an agile and scalable approach to hard and soft services, Tsebo drives cost savings while allowing breweries to operate at full capacity without having to commit to complicated, extended contracts. The service includes a nominated Craft Facilities Manager to personally handle your account and a 24-hour, seven-days-a-week help desk for rapid response to emergency needs such as equipment failure, plumbing leaks, burglaries, and more. By implementing innovative and integrated solutions to minimise energy costs and improve energy efficiency, our Energy Management Solutions save customers money and reduce CO2 emissions.

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.

TIMELINE

1996

A joint venture between Drake & Scull UK and the Tsebo Solutions Group creates Drake & Scull FM SA.

2002

- Africa Health PPP Deal of the Year

2003

- President's Award

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.

2005

- Nominated as one of the "Top 300 Companies"
- Nominated "Most Transformed Supplier"
- Contribution to Facilities Management in SA
- PPP Contributor of the Year
- Logistic Achiever Award

2012

- Golden Arrow: Facilities Management
- Global FM Awards Finalist

2014

- Golden Arrow: Facilities Management

2015

- Golden Arrow: Facilities Management
- Facilities Management Excellence

2016

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

- Diamond Arrow: Facilities Management
- Excellence in Facilities Management

2017

- Diamond Arrow: Facilities Management
- Provider of FM Services
- PPP of the Year

2017

- Diamond Arrow: Facilities Management
- Employment Equity, Diversity and Transformation (EEDT) – Change Agent Award
- Employment Equity, Diversity and Transformation (EEDT) – HR Best Enabling Environment

2020

- Diamond Arrow: Facilities Management

ADDED VALUE WITH TSEBO FACILITIES

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.

TSEBO'S TRANSFORMATION JOURNEY

1983	First affirmative action programme launched
1983	We sponsor SA chefs to develop black chefs
1995	We win the Black Management Forum Progressive Company award
1996	Conclude our first B-BBEE transition with Nozala
2007	Achieve Level 3 B-BEE status
2009	Achieve Level 2 B-BEE status
2010	Reach 94.21 out of 100 points achieving one of the highest Level 2 industry scores for a company our size
2015	First large corporate to achieve Level 1 B-BEE status
2016	Black women ownership of 37.91%
2018	Increase our black women ownership to 43.03%
2019	Increase our black women ownership to 44%
2020	Increase our black ownership to 54.42% and black women ownership to 45.63%

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 B-BBEE CONTRIBUTOR

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

THE COMPANY SUPPORTING THE BEST
COMPANIES ACROSS AFRICA MIDDLE EAST

Facilities Management
Remote Camps (ATS)
Catering
Cleaning
Protection
Hygiene
Energy
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 B-BBEE contributor:

- **Procurement recognition for clients of 135%**
- **Black Ownership of 54.4%**
- **Black Woman Ownership of 45.6%**

BROAD-BASED BLACK ECONOMIC EMPOWERMENT

Estate Living
Oil and Gas
Mining and Resources
Corporate and Financial Services
Manufacturing
Public Sector
Healthcare
Education
Leisure and Hospitality
Retail and Wholesale

KEY SECTORS

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 Program, Disciplinary Regime, Inernal Controls

INCLUSIVITY
2.3% Persons with Disability Workforce

+20 000
Training sessions conducted annually

90%
Inputs locally sourced supplier development: Induction, Training and Development EMEs and QSEs

EMPOWERMENT

25 Countries
50 Years
34 Offices
5 500 Sites
32 000 Employees

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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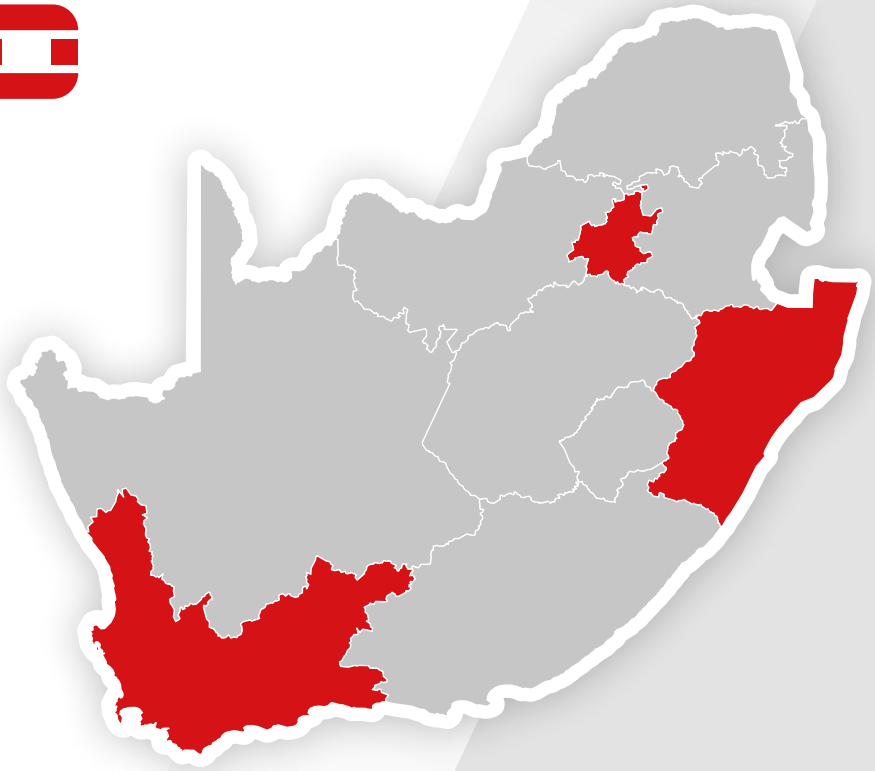

OUR FOOTPRINT

OUR VALUES

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

ENTERPRISING
We seek opportunity, respond rapidly, strive for continuous improvement and behave like intrapreneurs.

CARING
We care for people, communities and the environment.

DILIGENT
We are industrious, efficient and dependable.