



THE SCIENCE OF
CLEANING
& **HYGIENE**

ISSUE 17 | SUMMER | DECEMBER 2024

INNOVATING SUSTAINABILITY: HIGHLIGHTS AND TRENDS FROM 2024

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THE LAST WORD



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TSEBO

REFLECTING ON 2024

Pioneering sustainability and innovation

The year 2024 has been a groundbreaking one for Tsebo, marked by significant achievements in sustainability, innovation, and leadership within the cleaning and hygiene industry.

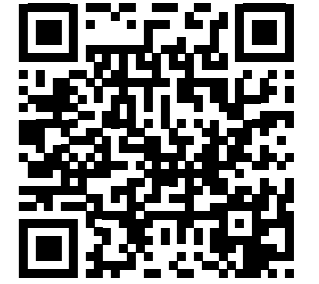
From introducing environmentally friendly practices to gaining recognition as a Top Employer, we have consistently pushed boundaries to ensure cleaner, greener spaces for all. This year of growth and breakthroughs has been a transformative year for the cleaning and hygiene industry. Through pioneering innovations and insightful trends, Tsebo has remained at the forefront, championing sustainability and operational excellence.

Highlights of 2024

- Emphasis on sustainability at the heart of operations through innovative cleaning practices
- Key industry trends shaping workplace hygiene and productivity
- Advanced technologies like AI redefining operational standards
- Innovations in pest management and hygiene technology
- Empowering communities through training and partnerships
- Recognition of excellence with Top Employer certification



Scan the QR code to watch the highlights video



SPOTLIGHT ON SUSTAINABILITY



Key achievements

- Launch of the 2023 Sustainability Report, showcasing milestones across environmental, social, and governance (ESG) initiatives.
- Introduction of eco-friendly cleaning solutions, such as biodegradable Enviro products and Diamond Pad technology, leading to a 50% reduction in water usage.
- Transitioning to reusable microfibre cloths to minimise environmental impact.
- Cleaning machines have become key contributors to greener operations, with advances in energy efficiency and lifecycle management.
- Reuse and recycle: Machines made from recyclable materials reduce landfill contributions.
- Efficient resources: Technologies that use concentrated cleaning agents and energy-efficient batteries enhance sustainability.
- This shift aligns with global sustainability goals, ensuring eco-friendly and cost-effective cleaning.



Looking ahead

Tsebo's sustainability roadmap highlights continued focus on reducing water and energy consumption while upskilling local communities and empowering women-owned businesses.



Scan the QR code to view the full report

PIONEERING INNOVATION



Integrated pest management (IPM)

Our approach combines prevention, monitoring, and environmentally safe treatments to address pest issues without harming non-targeted species or ecosystems.

Notable innovations include:

- Custom QR-coded aiding devices for transparent compliance tracking.
- Adoption of non-toxic solutions.

Impact:

Through these measures, Tsebo has enhanced stock integrity, protected vital assets, and ensured sustainable pest control practices across diverse industries.

Sustainability meets technology

Maximising solar panel efficiency through solar panel maintenance has emerged as a crucial trend for optimising energy output while preventing wear and tear.

Innovative tools

Soapless brushes and purified water techniques minimise residue and maximise panel longevity.



Automation

Robotics-driven cleaning systems improve precision and reduce operational costs. These developments are vital for industries relying on renewable energy solutions.

SOCIAL IMPACT

Empowering communities

Tsebo partners with Likamva and Citizen Leaderlab on behalf of Mediclinic to uplift schools in the Western Cape.

In a heartening display of community support and supplier development, Tsebo Cleaning and Hygiene, a division of the Tsebo Solutions Group, recently teamed up with Citizen Leaderlab on behalf of Mediclinic and local SMME Likamva to bring positive change to schools in the Grabouw and Overberg region. This initiative highlights Tsebo's dedication to empowering small, medium, and micro-enterprises (SMMEs) while supporting Mediclinic's mission to uplift local communities.

In partnership with Citizen Leaderlab on behalf of Mediclinic, a trusted healthcare provider, Tsebo spearheaded the project and invested R110,000 in Kathleen Murray Primary School to enhance educational facilities within the region. As part of this vision, Tsebo enlisted Likamva, a Cape-based SMME, to lead the training of cleaning staff from local schools. This capacity building effort focused on transferring valuable skills, ensuring a revitalised and welcoming environment for students at these schools.

Likamva and Tsebo facilitated comprehensive training for all in-house cleaners at the surrounding schools, with certificates awarded upon completion. Additionally, Likamva donated cleaning tools, empowering the trained cleaners to implement the practical steps learned during training and improve cleaning standards across the schools.

This collaboration symbolises the power of strategic partnerships in driving social impact. By working with Likamva, Tsebo not only supported Mediclinic's community goals but also bolstered the growth of local enterprises, in line with Tsebo's supplier development initiatives. Together, they have demonstrated how business partnerships can extend beyond profit, fostering sustainability, growth, and opportunity in areas that need it most.



Key initiatives

- Partnering with local SMMEs to create 200 jobs since 2018.
- Training and upskilling employees to adopt best practices in sustainable cleaning.
- Engaging schools and retirement homes to promote health and hygiene through targeted outreach programmes.

Other success stories

- El Shammah Baby Home sponsorship: Supporting education and cleanliness.
- Skills development initiatives ensuring communities thrive alongside our business growth.

RECOGNITION AND ACHIEVEMENTS

Tsebo Cleaning and Hygiene Solutions: A decade of Diamond Excellence

We are proud to announce that Tsebo Cleaning and Hygiene Solutions has been honoured with multiple awards at the PMR Diamond Arrow Awards 2024, including Diamond Awards in Commercial, Education, Hospitality, and Industrial sectors, along with Gold Awards in Healthcare, Entertainment, and Retail.

This achievement marks a decade of recognition in the Healthcare category, highlighting our steadfast commitment to excellence. These accolades celebrate the dedication, innovation, and high standards that our teams consistently deliver across diverse industries.

By continuing to set the benchmark for quality and customer satisfaction, Tsebo remains focused on driving our vision of cleaning for a better tomorrow.

Top Employer certification

Tsebo earned its place among South Africa's Top 20 Employers in 2024, reflecting our commitment to employee well-being, diversity, and innovation.

top[®]
EMPLOYER

SOUTH AFRICA
2024

CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

pmr[®]
.africa

Milestones celebrated

- Recognition for leadership in sustainability.
- Celebrating women's advancement through compelling career journeys shared in *The Science of Cleaning and Hygiene* magazine.

TRENDS TO WATCH IN 2025

Emerging trends

- Increased focus on AI-powered hygiene technology for smarter cleaning solutions.
- Expanding ESG reporting and sustainability frameworks for greater transparency.
- Community-driven initiatives to promote resilience and local empowerment.

The psychology of a clean environment

A cleaner space, a happier mind

Clean environments contribute to both physical health and psychological well-being.

- **Improved air quality:** Reduced allergens lead to fewer respiratory issues.
- **Boosted productivity:** Organised spaces enhance focus and clarity.
- **Positive emotional impact:** Cleanliness promotes feelings of safety and self-esteem.

Investing in cleaner workspaces is a step toward holistic wellbeing.

Navigating winter health in the office

Resilience against seasonal illness

With the right measures, office environments can remain healthy and productive during colder months.

- **Hygiene first:** Frequent handwashing and surface sanitisation are essential.
- **Enhanced ventilation:** Improved air circulation reduces airborne infections.
- **Boosting immunity:** Nutrient rich diets and proper rest protect employees.

These simple yet effective strategies promote a healthier workforce.

The evolution of cleaning and AI's role

From rituals to revolution

The cleaning industry has evolved from ancient practices to a sophisticated, technology-driven sector. With AI now leading the charge, cleaning processes are becoming more efficient and data driven.

- **AI in action:** Robotic cleaners and machine learning improve accuracy.
- **Future forward:** Predictive cleaning and customised solutions are redefining industry standards.

As we enter 2025, innovation and sustainability will remain at the heart of Tsebo's mission to shape a cleaner, greener future.



BRIDGING THE GAP: TSEBO CLEANING BRINGS HYGIENE TO THE FOREFRONT

In a world where access to proper hygiene can make all the difference, Tsebo Cleaning and Hygiene is taking impactful steps to create healthier learning environments.

Partnering with local schools and community organisations, Tsebo has extended its hand through an inspiring initiative that brings the message of hygiene straight to the heart of our communities.

Recently, the Tsebo Hygiene team visited schools to deliver much needed hand sanitizers to eager young learners. This initiative, a vital part of Tsebo's Corporate Social Investment (CSI) programme, not only provides essential hygiene products but also raises awareness about the importance of cleanliness in preventing illness.

"We are committed to making a tangible impact," says Tsebo's Managing Director of Hygiene and Pest Control, Marliza Mocke-Maree. "Providing hand sanitizers to children is more than just a donation; it's about instilling a culture of hygiene that will benefit them for a lifetime."

This week, Tsebo is proud to sponsor a collection of essential hygiene items to the El Shammah Baby Home in Edenvale, a small facility caring for vulnerable infants. Led by Merencia Scholtz, Tsebo's donation includes sanitary bins, wall bins, paper towel dispensers, sanitizing wipes, hand sanitizers, and laminated hand towels, with a total value of R11,769.41. The donation is designed to meet the immediate hygiene needs of the baby home, providing much-needed support to the staff and residents.

In addition to this project, Tsebo has also partnered with Doc Sithole to support 32 schools across the Limpopo area—19 primary schools serving 17,391 learners and 13 secondary schools with 11,748 learners. The first phase of this multi-month initiative begins with the distribution of 100 ml hand sanitizers to each learner at five initial schools, with further needs, such as sanitary bins and cleaner training, to be identified in consultation with school principals. This evolving project is a testament to Tsebo's commitment to sustainable community health and education.

Accompanying this effort, the Tsebo team demonstrated proper hand hygiene techniques to ensure that children understand how to effectively use the sanitizers and protect themselves from germs.

It is these small but significant actions that contribute to healthier school environments and, in turn, healthier futures for the children.

Moreover, Tsebo's partnership with the Netcare Foundation has expanded the impact of this initiative. Netcare has been instrumental in supporting Tsebo by providing resources that help bridge the gap in underprivileged schools.

Through this collaboration, sanitizers are being distributed alongside educational tools that empower learners to protect themselves, ultimately promoting long-term health benefits.

This initiative is just one part of Tsebo's broader focus on creating sustainable solutions that enhance the wellbeing of those in under-resourced areas. By handing out sanitizers and providing hygiene training, Tsebo Cleaning and Hygiene is playing a crucial role in promoting wellness and ensuring that hygiene is accessible to all, no matter their circumstances.

The video of Tsebo's team handing out sanitizers to the children showcases the brand's commitment to community upliftment, making a difference where it is needed most. Through such efforts, Tsebo is not just a service provider—it is a partner in community health, working hand-in-hand with organisations like the Netcare Foundation and Doc Sithole to bring about meaningful change in South Africa.



MESSAGE FROM THE CEO: REFLECTING ON A REMARKABLE YEAR

As we conclude 2024, I am filled with immense pride in what we have achieved together at Tsebo. This year has been a testament to our unwavering commitment to innovation, sustainability, and community upliftment. We have set new benchmarks in the cleaning and hygiene industry, demonstrated resilience in overcoming challenges, and continued to empower the people and communities we serve.

From pioneering technologies that reshape our industry to fostering partnerships that drive real social impact, every milestone reflects our vision of a cleaner, greener future. These successes are not merely corporate achievements but affirmations of our dedication to creating meaningful change where it matters most.

As we step into 2025, let us carry forward this momentum. Let us remain steadfast in our purpose to lead with innovation, inspire through collaboration, and uplift through action. Together, we will continue building spaces that do more than function—they thrive, transform, and empower.

Thank you for being an integral part of this journey. Here's to shaping a brighter, cleaner tomorrow, together.



MELUSI MAPOSA
CEO, Tsebo Cleaning and
Hygiene Solutions