



# THE SCIENCE OF CLEANING & HYGIENE

ISSUE 18 | AUTUMN | APRIL 2025

## TOP EMPLOYER 2025

**TSEBO**  
**50+**  
YEARS  
SINCE 1971

- 02** **Top Employer 2025**  
LEADERSHIP
- 06** **Innovative training practices at Tsebo**  
TRAINING AND DEVELOPMENT
- 10** **Safe. Clean. Compliant.**  
SAFETY AND COMPLIANCE
- 12** **High-level, low risk**  
SPECIALISED SOLUTIONS
- 14** **Beyond clean**  
HYGIENE
- 16** **Beneath the shine**  
INNOVATION
- 18** **Clean confidence: Mediclinic**  
REGIONAL

on the pages



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

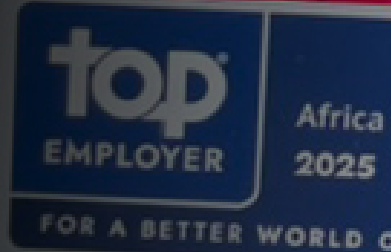
# TSEBO

# Proud to be Tsebo!

CERTIFIED TO CARE.  
DRIVEN TO PERFORM.  
**PROUDLY AFRICA'S  
TOP EMPLOYER!**



**ELANIE KRUGER**  
Group Chief Human Resources Officer



#TopEmployer  
#ForABetterWorld



TOP 15 EMPLOYER:  
YOU BELONG

TSEBO

## A milestone in excellence: Tsebo named Top Employer 2025

We are humbled to have been recognised as a Top Employer in Africa for 2025, a proud and powerful moment in our people journey. At the prestigious Top Employer Awards, held at the Kyalami International Convention Centre, we not only secured a place in the Top 15 employers in South Africa, ranking 14th out of 154 participants, but we also expanded our certification to Kenya, Zambia, and Zimbabwe — marking our debut recognition in these countries.

Taking this honour to the next level, Tsebo won the Case-Based Recognition Award: Empower through AI. This award celebrates our innovative use of AI to empower people and enhance careers — underscoring our commitment to shaping the future of work across the continent.

Awarded by the Top Employers Institute, the global benchmark for HR excellence, this certification reaffirms our dedication to building workplaces that work — for our people, our clients, and our communities.

Elanie Kruger, Group Chief Human Resources Officer, shared:

“This milestone reflects our over 50-year commitment to people and reimagining the world of work. We are proud to be ranked among the best and will continue to foster a culture that inspires growth, performance, and shared success.”

# Why Tsebo? Why now?

The Top Employers Institute certified over 2,400 organisations globally in 2025, across 125 countries and five continents. Companies were rigorously assessed on 255 HR practices across six domains and 20 topics — from Leadership and Learning to Wellbeing, DEI, and Digital HR.

Tsebo achieved a stellar 94.65% overall, outperforming the global benchmark by 10%. In South Africa alone, we scored 96.36%, placing us firmly among the country's elite employers.

**Chris Jardine, Tsebo Group CEO, stated:**

“This award speaks to the soul of our business. We don't just deliver services — we create spaces where people grow, lead, and thrive.”

**Tim Walters, Deputy Group CEO, added:**

“Recognition of this magnitude is only possible through the passion and dedication of our people. We are proud to work alongside such a dynamic team.”

## More than certification. It is culture.

Our submission was also selected by an expert panel from the Top Employers Institute as one of the most inspiring and innovative contributions in the Certification Celebration 2025 Recognition Programme.

As we celebrate this achievement, we extend a heartfelt thank you to every Tsebo employee — you are the reason talent thrives here.



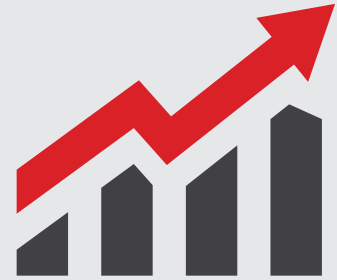
[Click to view our 2025 Top Employer video](#)

# Accelerating people strategies through global benchmarking

With certification now covering approximately 85% of our workforce, Tsebo gains access to valuable insights and global best practices — helping us continually evolve our people strategies and employee experiences.

## Top 5 improvements in 2025:

1. **+19%** Employee listening
2. **+19%** Onboarding
3. **+15%** Diversity, equity and inclusion
4. **+13%** People strategy
5. **+13%** Talent acquisition



## We have been certified as a Top Employer because we:



Put the health, safety and well-being of our people first



Have well-defined business and integrated people and leadership strategies



Enhanced HR policies, practices and projects that improve your world of work



Give our people a diverse range of opportunities to grow, develop and succeed



Prioritise the importance of a diverse, equitable and inclusive workforce



Value engagement, involvement, participation and transparency



Integrate ethical conduct and sustainability in our business and people practices



Recognise and reward sustainable performance and value-driven behaviour



Consistently benchmark, digitise and optimise HR practices to improve employee experiences



Attract, engage, promote and retain the best people



**Explore opportunities. Empower growth.**

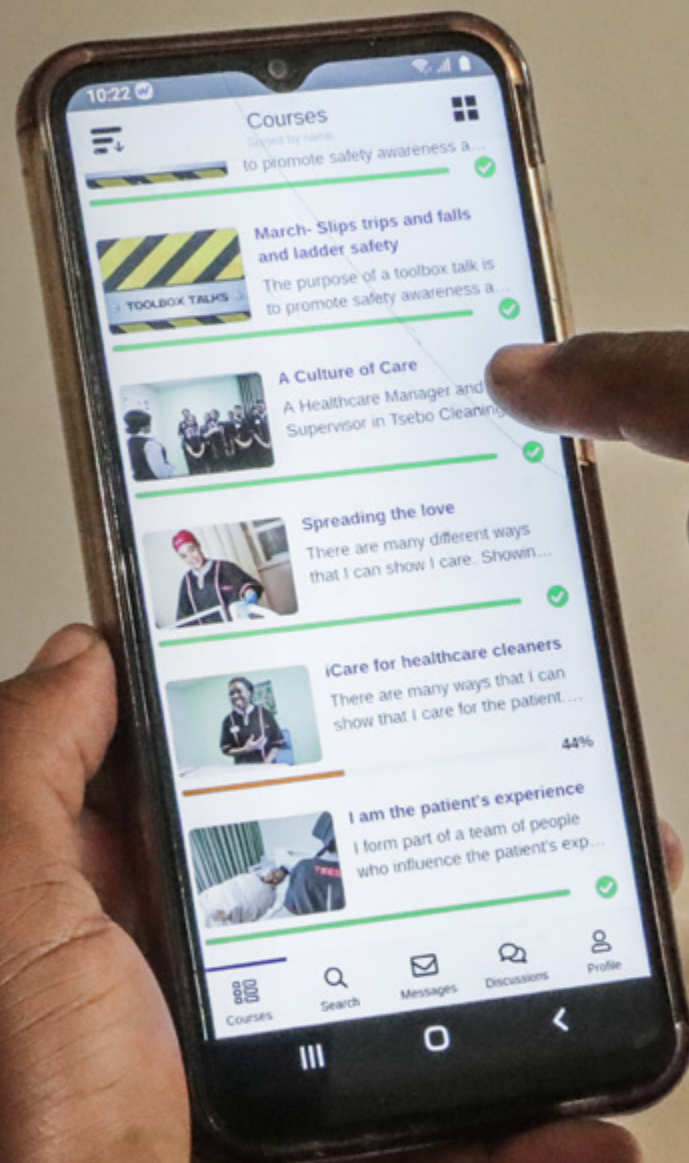
Scan to visit our Careers Centre

# INNOVATIVE TRAINING PRACTICES AT TSEBO: EMPOWERING OUR WORKFORCE FOR THE FUTURE


By Cindy du Preez, Training Manager Tsebo Cleaning

At Tsebo, we believe that continuous learning and professional growth are essential for building a stronger, more capable workforce. Our approach is simple yet powerful: we engage, we empower, and we enable.

This philosophy is embedded in our culture, where every line manager plays an active role in ensuring that “Every space is a learning space.” Employee development is not confined to a training team—it is a collective effort, supported by our suppliers, training providers, CATHSSETA, Services SETA, QCTO, and the Professional Body for Environmental Hygiene.



*Tsebo employee accessing real time learning content.*



Through a range of tailored learning programmes, we equip our employees and managers with the skills and knowledge they need to succeed. These initiatives include:

### **Developing leadership skills through our Management Essentials Programme**

This bespoke Tsebo management development programme provides managers with the tools to navigate customer relations, financial management, and employee engagement, all while mastering Tsebo's systems and procedures.

### **Enhancing expertise with on-the-job learning tools**

Our employees have access to real-time learning through cutting-edge technology on our Learning Platform. This allows us to respond swiftly to shifts in the cleaning and hygiene landscape while keeping our teams informed and skilled.

### **Creating career pathways in cleaning**

We have introduced an accredited Commercial Cleaning qualification at NQF Level 1, with plans to roll it out nationally, alongside the Cleaning Practitioner qualification at NQF Level 3. As new occupational qualifications emerge, we will continue expanding these career-building opportunities to ensure industry aligned growth for our employees.

## Building a competent workforce through our Centres of Excellence

These hubs provide new employees with practical training and real-world exposure, ensuring they are fully prepared for their roles. This initiative also strengthens our pool of temporary employees, ensuring seamless service delivery.

*Our Pretoria Class of 2023 graduates.*







*Our Johannesburg Class of 2023 graduates.*

### Seamless site mobilisations

New sites are launched with teams that are already aligned with Tsebo's methodologies, ensuring operational excellence from day one.

At Tsebo, our people are at the heart of our success. When we say, "We develop people, to serve people, to uplift society," it is not just a statement—it is the foundation of our culture.

Among the many success stories that illustrate this commitment is Refilwe Morake, who began her Tsebo journey as a cleaner in 2013. Her dedication saw her rise through the ranks to Supervisor, Assistant Contract Manager, and now Learning Facilitator, where she shares her expertise to uplift others. Similarly, Mathapelo Makoro started as a cleaner in 2006 and progressed to Supervisor, Contract Manager, and ultimately Learning Facilitator. Today, she leads one of Tsebo's most prestigious retail sites, embodying the spirit of perseverance and professional growth.

We are "One Tsebo", working together to shape a better future for our people and our customers. In 2025, we were recognised as an Employer of Choice, a reflection of our commitment to people-first business practices. After all, a company's success is built on the strength of its people.

# SAFE. CLEAN. COMPLIANT.

## How Tsebo embeds daily safety into cleaning excellence

### A safety-first approach to maintenance cleaning

At Tsebo Cleaning and Hygiene Solutions, safety is not a checklist — it is embedded into everything we do. From the grassroots level up, our cleaning protocols are designed not just to deliver spotless environments, but to ensure that every site is safe for our people and our clients.

Daily maintenance cleaning presents unique risks, which is why Tsebo's safety strategy combines training, tools, and continuous improvement to mitigate hazards and raise service quality. This is how we turn safety from policy into practice.

## Integrated safety measures

### Rigorous training

Every cleaning professional undergoes thorough, hands-on training covering the safe use of chemicals, equipment handling, and emergency response. This equips teams with the confidence and skills to work safely from day one.

### Site-specific risk assessments

Each contract begins with a detailed hazard assessment to identify site-specific risks — from wet floors to proximity to electrical systems. Preventative measures are then tailored for each environment.

### Personal protective equipment (PPE)

We provide full PPE, including gloves, goggles, and protective wear. Usage is non-negotiable and subject to regular checks to ensure staff remain protected on the job.

### Safe chemical management

All chemicals are clearly labelled, securely stored, and used according to manufacturer guidelines. This reduces the risk of exposure and ensures environmental safety standards are met.

### Proactive equipment maintenance

Our teams inspect tools and machinery before every shift. Faulty equipment is reported immediately and removed from circulation — safe tools are essential for safe tasks.

### Clear, organised work areas

Cleaning zones are marked with clear signage and kept free of obstructions, preventing trips, spills, or accidental exposure.

### Emergency preparedness

Our staff are trained to respond swiftly in case of fire, injury, or chemical spill. From knowing the location of exits to using first aid kits, safety knowledge is kept current through regular drills.

### Continuous improvement culture

We listen, learn, and evolve. Safety protocols are regularly reviewed against global best practices and regulatory requirements. Feedback from the field is encouraged — because great ideas often come from the frontline.

## Safe environments, trusted results

By integrating these daily safety protocols, Tsebo provides more than a cleaning service — we deliver safe, trusted, and efficient cleaning solutions that protect people, promote well-being, and ensure operational continuity.

**Clean, safe, and always one step ahead. That's the Tsebo difference!**

# HIGH-LEVEL, LOW RISK: CLEANING SOLUTIONS THAT REACH FURTHER

*By Derick Zeelie, Divisional Manager – Specialised Cleaning*

At Tsebo Cleaning and Hygiene Solutions, we understand the unique risks and requirements of working at height. Whether it is windows, ceilings, gutters or solar panels, cleaning elevated surfaces safely and professionally demands the right expertise, equipment, and accreditation — and that is exactly what we deliver.

As a registered member of the Institute for Work at Heights, we provide tailored high-level cleaning services that reduce safety risks, protect your assets, and enhance the visual impact of your facility — inside and out.

## Specialist services for elevated environments

Tsebo offers a full range of safe, cost-effective solutions to access and clean surfaces above two metres, using highly trained teams and purpose-fit equipment.

### Our access methods include:

- Rope access
- Scaffolding
- High-flow water-fed pole systems
- Extension pole cleaning

### We clean and maintain:

- Windows, frames, and sills
- Glass panels and façades
- Gutters and overhead beams
- Ceilings and large door frames
- Solar panels and building structures
- Custom elevated surfaces on request

## Why partner with Tsebo?

### Skilled, certified staff

Our technicians are fully trained in multiple access methods and follow rigorous safety protocols on every site.

### Environmentally friendly

We use eco-friendly products and purified water systems to deliver outstanding results with minimal environmental impact.

### Anchor point installation and testing

Tsebo offers anchor bolt testing and installation, ensuring annual compliance with Work at Heights safety regulations.

### Safety-first approach

From PPE to pre-site risk assessments and emergency readiness, our approach prioritises the safety of people and property.

### Trusted excellence

With over 50 years of industry experience and multiple PMR, Africa Diamond and Golden Arrow Awards, Tsebo is a partner you can trust to get the job done — safely and effectively.

Whether you need regular maintenance or a once-off deep clean, Tsebo Cleaning and Hygiene Solutions is your go-to partner for high-level cleaning done right.

# BEYOND CLEAN: HOW HYGIENE IMPACTS HEALTH, HAPPINESS AND DAILY LIFE

By Leanne Haridass – Hygiene and Pest Control Business Development Manager

A clean space is more than just a sign of order — it is a pillar of health and well-being. At Tsebo Cleaning and Hygiene Solutions, we believe that the true value of hygiene lies in the unseen: **fewer germs, clearer minds, and better lives.**

From reducing disease risk to improving mental clarity, maintaining clean environments plays a direct role in how we feel, function and thrive — whether at work, at school, or at home.

## Physical health starts with hygiene

The most immediate and measurable benefit of cleanliness is improved physical health. Proper hygiene practices, like effective handwashing, can reduce diarrhoeal diseases by up to 40% and respiratory illnesses by 20%. Clean environments reduce exposure to allergens, dust, and bacteria — less sneezing, fewer sick days, and healthier lungs.

Tsebo's 11-step handwashing technique promotes thorough cleansing to prevent the spread of germs. From fingertips to wrists, each motion is designed to remove dirt and pathogens, while reinforcing good hygiene habits. These steps are implemented across Tsebo-serviced environments to ensure compliance and care.

*When spaces are cared for, the people in them thrive.*

## The mental shift: From clutter to clarity

Clean spaces contribute to more than just physical wellness. Research shows that untidy, cluttered environments can elevate stress and anxiety. In contrast, a well-maintained space encourages calm, focus, and productivity.

Tsebo's highly trained staff create environments that are not only hygienic but visually calming. Clean lines, polished surfaces, and fresh air all contribute to a more serene atmosphere — the kind that clears the mind and uplifts the mood.

## Clean spaces inspire healthy choices

Cleanliness is contagious — in a good way. Organised, sanitary spaces tend to encourage people to make better choices: to eat more mindfully, to exercise, to stay motivated. Whether it is a spotless office kitchenette or a gleaming gym floor, the effect is the same — people feel better and do better.

## The Tsebo touch

Tsebo Cleaning and Hygiene Solutions goes beyond surface-level cleaning. With innovative practices, industry-leading standards, and a people-first approach, we create environments that enhance physical health, mental well-being, and everyday performance.

# STEPS TO WASHING YOUR HANDS

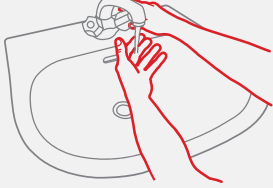
## DISINFECTION AND APPROPRIATE WASHING OF THE HANDS

Wash visibly soiled hands with soap and water, otherwise use alcohol based hand rub. When overlapping hands, use 5 strokes every time. **Please remember to close tap when lathering your hands to conserve and save water.**



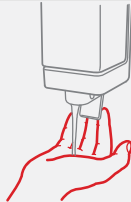
Duration of the entire procedure: 40-60 seconds

1



Wet hands with water;

2



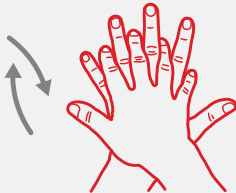
Apply enough soap to cover all hand surfaces;

3



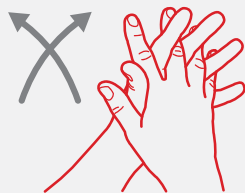
Rub hands palm to palm;

4



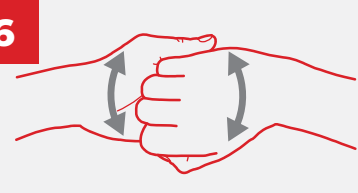
Right palm over back of left hand with interlaced fingers and visa versa;

5



Palm to palm with fingers interlaced;

6



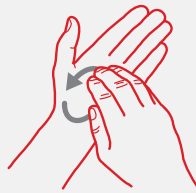
Backs of fingers to opposing palms with fingers interlocked;

7



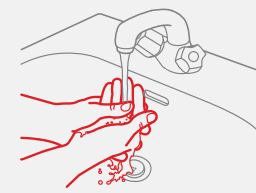
Rotational rubbing of left thumb clasped in right palm and vice versa;

8



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

9



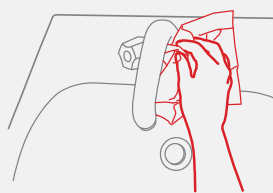
Rinse hands with water;

10

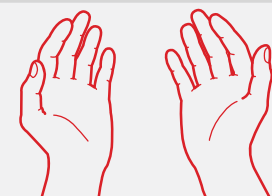


Dry hands thoroughly with a single use towel;

11



Use towel to turn off faucet;



Your hands are now safe.

# BENEATH THE SHINE: THE REAL COST OF NEGLECTING FLOOR CARE

*By Johan le Roux – Tsebo Specialised Cleaning*

When it comes to maintaining your facility, floors are often overlooked — until they become a problem. While a quick mop may seem sufficient, improper floor care can lead to irreversible damage and costly replacements. At Tsebo Specialised Cleaning, we understand that each floor covering has unique care requirements, and applying the wrong treatment can do more harm than good.



## A real-world lesson in vinyl floor recovery

Tsebo was recently called in by a client who believed their vinyl floor — with a wood-look finish — needed complete replacement. Years of applying polyurethane sealant without removing the previous layers had resulted in a thick, discoloured build-up, dulling the floor's appearance and compromising its integrity.

Standard cleaning chemicals could not penetrate the layers. But through our supplier network and technical expertise, Tsebo sourced a specialist chemical and pad system that safely removed the build-up without damaging the original flooring. What looked beyond saving was restored — saving the client time, money, and disruption.

### Top tips for long-term floor health

- **Know your floor type:** Understand the manufacturer's maintenance recommendations.
- **Avoid unnecessary coatings:** Never apply sealants unless specified — and only use the correct type.
- **Strip before you seal:** Always remove old coatings before reapplying to prevent build-up and discolouration.
- **Use experts:** Floor stripping and sealing should be handled by trained specialists to preserve surface integrity.

### Your floor care checklist

- Walk-off matting to trap dirt at entry points
- Daily dry dirt removal
- Spot and spill cleaning as needed
- Scheduled deep cleaning and maintenance

## Call in the experts

When in doubt, consult the professionals. Tsebo Specialised Cleaning offers tailored, site-specific floor care solutions that preserve aesthetics, extend lifespan, and maintain hygiene compliance.

***Next time your floors seem beyond help, call us — and let us bring them back to life.***

# CLEAN CONFIDENCE: TSEBO EXPANDS ITS MEDICLINIC PARTNERSHIP WITH 22 HEALTHCARE SITES

Tsebo Cleaning and Hygiene is proud to celebrate a significant achievement in our healthcare journey — the successful retention of 19 Mediclinic hospitals and the addition of three new facilities: Mediclinic Lephalale, Mediclinic Constantia, and Mediclinic Cape Gate.

This win is more than a contract extension — it is a powerful affirmation of trust, consistency, and healthcare cleaning excellence.

## Consistent quality, trusted by Mediclinic

Retaining all previously serviced hospitals underlines Tsebo's unwavering commitment to clinical-grade hygiene, safety, and service excellence. Every hospital reflects our tailored approach to infection prevention, environmental cleanliness, and the well-being of patients and staff.

*"The floors are spotless, and the team is incredibly friendly. Thank you for maintaining such high standards."*

— *Mediclinic Sandton*

## Welcoming new sites with seamless mobilisation

### Mediclinic Lephalale

Our team ensured a smooth handover and rapid deployment — from staffing and training to introducing advanced equipment that meets healthcare specifications.

### Mediclinic Constantia

A prestigious facility that now benefits from our rigorous hygiene protocols, adding value to patient experience and operational efficiency.

### Mediclinic Cape Gate

This expansion highlights Tsebo's ability to grow with our partners without compromising on the exacting standards that define healthcare cleaning.

*"Your team is always willing to assist and go above and beyond. It's a pleasure working with Tsebo."*

— *Mediclinic Nelspruit*

## Powered by people, backed by expertise

This success story belongs to our dedicated cleaning teams — the professionals who show up every day with purpose, precision, and pride. Their commitment to maintaining safe and welcoming healthcare environments underpins everything we do.

To the Mediclinic Group, thank you for the trust. To our teams, thank you for your excellence. Together, we're building a cleaner, safer future — one hospital at a time.



Mediclinic Lephale



Mediclinic Constantia



Mediclinic Cape Gate



Mediclinic Milnerton



Mediclinic Midstream



Mediclinic Nelspruit



Mediclinic Paarl



Mediclinic Kimberley



Denmar Specialist Psychiatric Hospital



Mediclinic Morningside



Mediclinic Muelmed



Mediclinic Wits Donald Gordon



Mediclinic Vereeniging



Mediclinic Cape Town



Mediclinic Legae



Mediclinic Highveld



Mediclinic Bloemfontein



Mediclinic Ermelo



Mediclinic Pietermaritzburg



Mediclinic Sandton



Mediclinic Emfuleni



Mediclinic Plettenberg Bay



Mediclinic Victoria



Mediclinic Newcastle



Mediclinic Hoogland



Mediclinic Durbanville



Mediclinic Gariep



Mediclinic Welkom



Mediclinic Potchefstroom