



THE SCIENCE OF  
**CLEANING**  
& HYGIENE

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**TSEBO**  
**50+1**  
YEARS  
FROM 1971 - 2022

**USING TECHNOLOGY AND INNOVATION  
TO SAVE MERCEDES-BENZ SA 20% ON  
THEIR CLEANING BILL**

*By Monwabisi Kalawe (MK): CEO, Tsebo Cleaning and Hygiene Solutions*

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

**TSEBO**

**MONWABISI KALawe**

CEO, Tsebo Cleaning and Hygiene Solutions

When our facilities management client Mercedes-Benz South Africa (MBSA) advertised a cleaning tender, it made sense for them to incorporate Tsebo Cleaning and Hygiene Solutions in the bidding.

We had already proved our worth as a trusted and reliable facilities management partner. By including cleaning as part of an integrated facilities management solution, Tsebo could offer MBSA considerable cost savings and provide a single source of billing and reporting.

More importantly, MBSA needed a supplier that could provide specialised cleaning capabilities across office, dealerships and workshop spaces, as well as the capacity to offer high-volume car wash services. To this end, Tsebo introduced a number of innovations and productivity initiatives to improve efficiencies and client satisfaction, as well as save costs.

To find out more about how Tsebo leveraged technology and innovation to save 20% on MBSA's cleaning bill, download the case study or contact us on [info@tsebocleaning.co.za](mailto:info@tsebocleaning.co.za) for a meet and greet so we can share how we can do the same for your business.

An average of **100 vehicles** are washed at the premium dealership per day

## TSEBO

CASE STUDY

### HOW TSEBO SAVED MERCEDES-BENZ SA **20% ON THEIR CLEANING BILL BY INTRODUCING ADVANCED CLEANING TECHNOLOGIES AND METHODOLOGIES**



#### INTRODUCTION

As a premium provider of luxury passenger cars and commercial vehicles, Mercedes-Benz South Africa (MBSA) and its respective dealerships pride themselves on quality and innovation. This ethos is carried through to the upmarket appearance of its dealerships and office spaces.

With a national footprint and commitment to quality and innovation, the Tsebo Solutions Group had already proven itself by providing facilities management to MBSA. When this automotive company put a tender out for cleaning, it made sense to incorporate Tsebo Cleaning as part of an integrated facilities management solution across the Mercedes-Benz headquarters as well as their retail, commercial and passenger vehicle dealerships.



#### CHALLENGE

MBSA needed a supplier that could provide specialised cleaning capabilities across office, dealerships and workshop spaces as well as the capacity to offer high-volume car wash and vacuuming services. As an innovator in the automotive space, MBSA encouraged the use of technology and innovative solutions, ensuring cost and efficiency savings were realised.

The lack of best-practice methodologies, consumables and execution in service in the past, led to increased deterioration of high-quality finishes such as marble flooring. This prompted the change to find a supplier that understood their vital need for attention to detail, enabling luxury at every touchpoint.

#### SOLUTION

By including Tsebo Cleaning as part of an integrated facilities management solution, Tsebo was able to save the client money and provide a single source of billing, control and reporting for all its services. The team initially concentrated on restoring finishes to their original glory through methodical cleaning using only water and manual labour to remove chemical residue.

With a background in healthcare and a belief in providing hospital-level cleaning, no matter the environment, Tsebo introduced its **trademark colour-coded cleaning system** to ensure that the correct cleaning products and methodologies were used per area, and to avoid cross-contamination.



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WE DEVELOP PEOPLE, TO SERVE PEOPLE, TO UPLIFT SOCIETY

→ [View our case study](#)

# A DEEP DIVE INTO CLEANING CHEMICALS

*By Johan le Roux: Technical Manager, Tsebo Cleaning and Hygiene Solutions*

## What does clean mean?

Every day we are confronted with cleaning activities.

Cleaning is the process of removing dirt and grease found on items, objects and surfaces. Cleaning is required at home, at work, in schools, restaurants, hotels, on modes of transportation, and especially in hospitals. The more people or animals frequent a place, the more it will require regular cleaning. Cleaning products play an essential role in our daily lives. They remove dirt and spots, and even bacteria, from our clothes and surfaces. Ever thought about what goes into cleaning products to ensure that they are effective? Let us delve into the history and chemistry of cleaning products.

## History of cleaning chemicals

Evidence suggests that ancient Babylonians understood soap making as early as 2800 BC. Archaeologists found soap-like material in historic clay cylinders typical of that era. These cylinders were inscribed with what is understood as “fats boiled with ashes” (a soap making method). Records also show that ancient Egyptians bathed regularly. The Ebers Papyrus, a medical document from about 1500 BC, describes combining animal and vegetable oils with alkaline salts to form a soap-like material used for treating skin diseases, as well as for washing. Many other ancient civilisations also used early forms of soap. Soap got its name from an ancient Roman legend about Mount Sapo, a mountain near Rome where animals were sacrificed. Rain would wash down the slopes, mixing with animal fat and ashes, which then resulted in a clay mixture found to make cleaning easier.

## Chemistry of cleaning products

Ever seen a water droplet sitting on a surface? This is because water has a property called surface tension. This tension causes water to form a bead on the surface of objects like glass or fabric. You can witness surface tension at work by placing a drop of water onto a countertop. The drop will not spread but will instead hold its shape. To clean dirt, water needs to reach the surface. Water is only able to penetrate any surface if surface tension is reduced. To achieve this, we combine certain chemicals to form a cleaning detergent; a substance or a mixture containing soaps and/or surfactants (any organic substance or mixture) intended for washing and cleaning processes.

### Surfactants

Surfactants provide the bulk of the cleaning power in cleaning chemicals, but other ingredients are also needed to make the most effective products possible. These ingredients help the surfactant work better on diverse types of soil. It is also important to know that some surfactants are particularly good at removing specific soils and may not be suitable for others. Many cleaning products include two or more surfactants in the formula. The choice of surfactants determines where the product will be used to clean.

## Builders

Builders are another important group of ingredients that contribute to the effectiveness of cleaning products. Builders provide a helping hand to surfactants. They are found in a number of products. However, you need less of them than you do surfactants.

## Solvents

Liquid cleaning products are solutions (chemicals dissolved in a liquid). Solvents are chemicals that help ingredients stay mixed and give cleaning products the proper consistency for easy use. In addition, organic solvents can help prevent liquid products from freezing in cold climates. Without solvents, a product tends to be very thick. This might be good in some instances, e.g., a bar of soap. But in other products, we want the liquid to be able to pour out of the bottle. Adding solvents decreases the viscosity, meaning the liquid will move faster when poured out. The solvent also ensures that we do not end up with a separated solution.

## Fragrances

Fragrances are a group of ingredients that give the cleaning product a pleasant smell. Not all products contain fragrances. Typically, a small amount can make a significant difference in smell. In many cases, the fragrance usually influences consumers' choice of which product to purchase. A fragrance usually combines many different substances. These ingredients may be natural compounds from materials such as flowers, fruit, trees, plants or nuts, and natural essential oils, or it may be synthetic compounds. Lavender and lemon are the two most common fragrances found in cleaning products.



## Preservatives

Just as it is important to prevent food from spoiling, cleaning products also need to be preserved. Adding a small amount of a preservative protects the product from microorganisms.

## pH Adjusters

Every cleaning product needs to be 'balanced' to enable it to work well and be gentle on one's skin. Chemists use pH adjusters to ensure a product is safe to use. The amount of pH adjusters used depends on the other ingredients in the formula.

## Dyes

Dyes are sometimes used to give a product a specific colour, which could make it appealing to a consumer.

## Thickeners

Thickeners give detergents the correct proportion of thickness, ensuring it flows out of a bottle slowly enough to avoid spills.

## Foam enhancers

Foam enhancers help create suds or bubbles. While not necessary for effective cleaning, many people perceive bubbles to mean that a product is working properly. More recently, a new form of cleaning chemicals comprised of environmentally friendly bacteria and enzymes, that perform any cleaning function just as well as their predecessors, was introduced to the market.\* To ensure products are safe for human usage, as well as the environment, there are many regulatory bodies responsible for monitoring the manufacturing and quality of these products. Tsebo does not purchase or use any chemicals that have not been certified by reputable regulatory bodies. Next time you spot a Tsebo cleaner at work, rest assured that we did our research to ensure we have the best product fit for the purpose.

*\* These will be discussed in one of our future editions.*

# CHOOSING BETWEEN PORCELAIN AND CERAMIC TILES

*By Marietjie Swanepoel: Hygiene, Cleaning and Healthcare Specialist*

## Don't bang your head against a brick wall

Refurbishing your floors can be tricky, and deciding on the correct floor tile quite challenging.

The ideal floor tile should meet the required performance criteria – safety and comfort, resistance to staining, and ease of maintenance. However, wear resistance is the most important factor, and the amount of foot traffic should be taken into consideration before making the final decision. Porcelain and ceramic tiles are both part of the larger category of tiles called ceramics. This is a category that includes products made from natural clays hardened by heat and pressure. The terms porcelain and ceramic are often used interchangeably, therefore, not all consumers know how to differentiate between the two.



## A night out on the tiles

### The history of ceramic and porcelain tiles

The English word 'ceramic' comes from the Greek word *keramos*, meaning pottery. The ancient history of clay tiles, and specifically ceramic tiles, dates back to about 4000 BC where the earliest use of decorative tiles were found in Egypt. The Assyrians and Babylonians also made tiles, with the Romans and Greeks preferring decorative tiles. By 1000 BC, the technology of tile manufacturing had been well established in several parts of the world. Porcelain tiles date back a long way in history, originating in China where they were often referred to as white China. As its popularity grew through the ages, porcelain became very common, and many countries began manufacturing it. In the Western world, porcelain tiles date back to the 1700s where they were commonly used in religious buildings.

## Don't have a loose tile

### The characteristics and composition of ceramic versus porcelain tiles

#### Ceramic tiles

Ceramic tiles are a mixture of red, brown or white clays and other natural materials, fired with a designer layer of glaze. They are generally not classified as full-body tiles due to the chemical composition of the clay backing and top glazed layer that differ from one another.

Processing the clay composition to create the solidified product involves lower temperatures compared to the extremely hot temperatures used when manufacturing porcelain tiles. The temperature used in the manufacturing of ceramic tiles generally does not exceed 898°C.

The top layer of glaze is fired on the clay backing, and this highly glazed designed surface can be finished with a high-gloss or matte finish. The tiles range from light to high traffic applications, depending on the density of the clay backing and the thickness of the top glazed layer.

It should be noted that there are full-body clay tiles baked at a higher temperature; these tiles are often referred to as terracotta or quarry tiles that are usually brown, red or cream coloured, according to the colours being used, and are generally used for heavier applications, such as industrial kitchens. It is referred to as unglazed ceramic tiles.

#### Porcelain tiles

With porcelain tiles, the primary ingredient in the composition of true porcelain is an exceptionally fine, pure, kaolin clay mixed with notable levels of quartz and feldspar. Once the mixture is ready, it is moulded and pressed into the desired shape and fired at an extremely hot temperature ranging from 1204-1371°C to eradicate almost 100 per cent of the moisture that causes vitrification. The end result is a very dense, fine-grained, hard-wearing product with waterproof properties.

There are two types of porcelain tiles – unglazed and glazed. Unglazed porcelain tiles have no glaze, and the colour of the tile can be seen all the way through the body of the tile (through body or full-body tiles). Scratches are therefore less obvious. These tiles can have a polished, semi-polished, matte or even a slip resistant surface. Semi-polished or polished porcelain tiles are not glazed but are polished after the firing process. The polished tiles tend to have microscopic pinholes that are prone to dirt collection. Nano treatment is used to make the tiles dirt and stain-resistant and consists of applying two different compounds of up to ten layers deep to the surface of the tile. Polishing between each application takes place and then the tile is fired again at 1250°C. Glazed porcelain tiles are subjected to a second firing process when a protective coating of liquid glass is fired to the tile. These design layers can imitate any design e.g., wood, rubber or natural stone.

## As thick as a brick

### Rating ceramic and porcelain tiles for durability

There are a variety of methods used in rating the durability of tiles. The Porcelain Enamel Institute (PEI) rating is a quick and easy way to establish whether a tile is suitable for a specific application. Tiles are rated in five groups or classes, according to their suitability in terms of quality and performance. For instance, a tile with a PEI of 0 or 1 is a light-duty class and is suitable only for wall tiles.

It is likely to crack when used for floor tiles, compared to a PEI of 5 rating where the tile will be suitable for heavy foot traffic in commercial applications. Not all manufacturers use the PEI ratings for tiles but will use some form of indication on the durability of the tile equivalent to the PEI rating, e.g., light traffic (PEI 2); light to moderate traffic (PEI 3); moderate to heavy traffic (PEI 4), and heavy traffic areas (PEI 5).

## Scratch the surface

### Assessing durability, quality and price

While both porcelain and ceramic tiles fall within the generic ceramic flooring category, there are fundamental differences between the two. Porcelain tiles are made of finer and denser grade clay than ceramic tiles, are pressed and baked for longer and fired at higher temperatures. This results in a product that is harder and less pervious to water than ceramic. In fact, it is the lower water absorption rate (<0.5%) that is the key defining characteristic of a porcelain tile.

Typically, a porcelain tile will receive a PEI rating from 3 to 5, and a ceramic tile a PEI rating of 3 and under. Full body (through body) porcelain tiles are known for their outstanding durability; therefore, they have no PEI rating, which describes how resistant tiles are to abrasion. However, glazed porcelain tiles gain a PEI rating depending on how appropriate the tile is for a specific area.

Porcelain tiles are rated for more heavy-duty applications due to their density and hardness, compared to ceramic tiles that are generally used for wall tiles or light-traffic areas. Overall, a ceramic tile costs approximately 40 per cent less than a certified porcelain tile. The exception occurs when the higher end of the ceramic price range is reached and where there is less of a cost difference for the porcelain versus the ceramic tile.

## Still not sure how to differentiate between the two tiles?

Do your own DIY testing to establish which is which. Remember, ceramic tiles absorb more water and a drop of water placed onto the side of the tile will give you a clear indication. The drop of water will be absorbed in a minute or less if it is ceramic, whereas the water will remain on the surface for a much longer period or until it evaporates, if it is porcelain. Porcelain tiles will weigh more than a ceramic tile of the same size due to the density of the material used. It is also much easier to cut or drill through a ceramic tile. If a tile is described as polished, it is most likely a polished porcelain tile. Inspect the side of the tile, or a cracked or chipped tile — if the colour and pattern on the surface is the same throughout the entire thickness of the tile, it's probably a full-body (through body) porcelain tile. If you see a clay backing, it is definitely a ceramic tile. Lastly, check the price. If a tile is 40-60 per cent more expensive, you can bet that it is a porcelain tile. If you are still unsure, ask for the Porcelain Tile Certification.

### Porcelain tile certification is key

Even the most experienced eye will struggle to ascertain if a product is porcelain just by looking at it, especially if it is already installed. Therefore, the TCNA (Tile Council of North America) and the Ceramic Tile Distributors Association (CTDA) jointly established the Porcelain Tile Certification Agency (PTCA) to provide a means for manufacturers and distributors to prove that their products comply with the criteria for porcelain tiles. Look for the PTCA logo when you invest in porcelain to have peace of mind that the product you invest in will meet the stringent 0,5 per cent or less water absorption requirements.

Before making your final decision, take all the above mentioned factors into consideration and remember to look at the life cycle costing of your investment.

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# TSEBO ATTENDS GLOBAL CLEANING CONFERENCE IN AMSTERDAM



RAI Amsterdam turned into the world capital for cleaning and hygiene between 10 and 13 May 2022.

The Tsebo Cleaning Services team visited Interclean Amsterdam for a four-day experience of forward thinking, meeting leading manufacturers and industry professionals from all over the world. Interclean is the world's leading platform for professionals in the cleaning and hygiene industry. Interclean offers a complete overview of new products, services and innovations from the world's leading companies. It is also the platform that provides you with the latest news, views and analysis on cleaning and hygiene.

Tsebo was represented by Janine Tuck (National Operational Director); Kubashnie Naidoo (National Sales Director), Corine Gross Goss (Regional Director), Johan le Roux (Technical Manager) and Yosheen Padayachee (Group Chief Information Officer).

The team also attended the Healthcare Cleaning Forum, a unique one-day conference on environmental cleaning and hygiene in hospitals and long-term care institutions. The conference raised awareness, discussed best practices and explored the latest scientific research on how cleaning can have an impact on infection prevention and control in hospitals and long-term care institutions.

## Some highlights from the exhibition

### Robotics and automation:

Several companies displayed their new autonomous and co-botic scrubbing machines. Some of these machines have the ability to fill their tanks, discharge water and connect to their charging stations all on their own.

### Ergonomics:

Exhibitors displayed some exoskeletons that will reduce cleaner fatigue when working with heavy equipment.

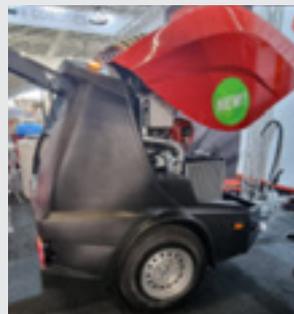
### Cleaning pads and cloth technology:

There were new, impressive and efficiency-increasing developments on the floor cleaning pads and cloths front exhibited this year.

With more than 650 exhibitors, from 40 countries around the world, it would be impossible to summarise all the highlights in one page. Tsebo always ensures that the service offered to clients aligns with international standards. Innovation is key and interventions such as Interclean place the Tsebo team right at the top of international trends.



Sustainability was one of the most prominent features at this year's show. Many products that were on display were made from recyclable material that can again be recycled and be used for other products. This is known as the Cradle-to-Cradle concept. Manufacturing plants also use sustainable energy (solar energy) in the manufacturing process.



Various models of mobile high-pressure water and steam combination units were on display, where the steam can be used to remove graffiti, paint on roads or even for the removals of weeds on paved areas.



There were numerous new innovations on display. This back-pack vacuum was selected as the winner for Visitors Choice award. It is a noticeably light weight vacuum that can be carried on your back for lengthy periods without much effort.



Another category on display that attracted lots of attention was the Robotic section, where autonomous and semi-autonomous floor scrubbers could be viewed. Some of these machines can dock themselves at a docking station where it can recharge, empty dirty water, fill up with new cleaning water and continue working without any human intervention.

# IGNITING POTENTIAL

*By Cindi du Preez: National Training Manager*

To be honest, I did not imagine having a career in the cleaning industry — let alone being passionate about cleaning standards and methodology. I started my career in cleaning as a cleaning manager.

I studied towards a BSc in Food Management at the University of Pretoria and was fortunate enough to secure an interview as Catering Manager at the Pretoria Heart Hospital, where I ended up as Housekeeper, looking after cleaning and laundry services (Cleaning Manager in Tsebo terms). It was a daunting responsibility, considering that shortly after I had joined, the hospital started the process of a COHSASA accreditation, meant to drive international quality improvement standards.

Having just spent years at an academic institution, it soon became apparent that learning takes on many forms. My teachers were my cleaners, supervisors, suppliers, the Infection Prevention Sister, Unit Managers and the Matron. I learnt about different types of chemicals, how to operate different cleaning equipment, and cleaning methodology.

It was during this time that I discovered my love for training and development. I remained in the cleaning industry but followed the training path. I became a trainer, then a training coordinator, training manager and consequently the General Manager: Training and Development of a large contract cleaning company. I attended City & Guilds programmes on the design and development of learning content, facilitation, coaching, and became an assessor and moderator for cleaning qualifications. A drive for competence and professionalising the industry became part of my purpose. This then led me to the Tsebo Cleaning division about four years ago.

The Tsebo culture of standards and customer centricity resonated with me. After implementing some building blocks, our senior management team have now launched our national initiative, known as the Ignite Programme for Cleaning Managers. Although similar development programmes were implemented in the past, what sets this one apart will be the strong focus on emotional intelligence, a growth mindset, practical application, and presentation by experts in the various fields of learning. It will grow wisdom in financials, the customer experience, employee engagement, safety, and operational excellence. Over 100 employees enrolled and will be participating nationally.





Cape Town team, ignited.



Monwabisi Kalawe, CEO: Cleaning Division, setting the stage.



The Inland Commercial Team participating in a team activity.



Bonang Masemola instilling a sense of purpose.



Mark Hulley, Regional Director KZN, motivating his team.



Corine Goss, Regional Director Cape Town, igniting her team.



Janine Tuck, National Director of Operations, inspiring the KZN team.



Inland Healthcare Cleaning Managers ignited with the purpose, "Born to Shine."



Tracey Gounden, Regional Director Inland shares some motivational words.



Janine Tuck, National Director of Operations, explaining the strategic intent to Inland Healthcare Cleaning Managers.



Cindi du Preez, Training Manager for the Cleaning Division presenting the benefits of Ignite Programme to the Cape team.



The Senior management team launching the Ignite Programme in Cape Town. From left to right: Monwabisi Kalawe, Vusani Ntini and Janine Tuck.

# HAND HYGIENE AT SCHOOLS

By Rochelle Gouws: National Sales Manager, Hygiene & Pest Control

With children having returned to school after being isolated for two years, healthcare has reported higher than normal hospital visits and admissions for infants and young children. Any parent will tell you how stressful, and disruptive to one's work routine, having a sick child can be.

## WASH YOUR HANDS

FIRST THING - LAST THING

Soap contact while washing hands for 20 seconds following the 8 steps.

1



Lather hands, cover all areas.

2



Make a fist and turn it, washing the middle of each hand.

3



Put the fingers together in a point and wash in middle of hands.

4



Fold fingers together and wash bottom of fingers.

5



Place one hand on top of other and wash between fingers and back of hands, repeat other hand.

6



Wash the thumb inside and the top of the index finger.

7



Wash wrists.

8



Rinse hands under running water.

According to the Centers of Disease Control and Prevention (CDC), washing hands at key times with soap and water for at least 20 seconds, or using a hand sanitiser with at least 60 per cent alcohol if soap and water are not readily available, reduces absenteeism in school children due to gastrointestinal illnesses by up to as much as 57 per cent.

Educating our young ones on proper hand hygiene is the best way to prevent the spread of germs and viruses according to Children's Health, a network of pediatric specialists in the USA. There are fun ways to motivate children to adopt various handwashing methods to stay healthy.

### When should you wash your hands?

- Before and after eating
- Before and after play time
- Before and after going to the bathroom
- After blowing your nose, coughing or sneezing
- After touching your pets

### Tips to encourage healthy handwashing habits:

- Instructions should be placed at strategic points i.e., above basins or high traffic touch points.
- Make the instructions visible.
- Instructions should be easy to interpret.
- Use lots of pictures/graphics and do away with longwinded write-ups.
- Use fun, vibrant colours that attract attention.

# NEWS FROM THE REGIONS

## MASAKHANE

**Inland:** Sasol Secunda

**We are beyond proud of the Masakhane Project that was rolled out at Sasol in Secunda.**

Masakhane is an initiative designed to empower every employee to influence them how to view the world around them, how to think, as well as how to choose to participate and behave daily. It is important for safety to be a 'whole body' experience! It does not entail doing more things but it is rather about doing things differently to get different results. Our employees at Sasol were awarded for their exceptional work while rolling out this project. As a result of their dedication, we received thrilling feedback from our client. Onwards and upwards team Sasol Secunda!



Diona Paul, Judith Mthetho, Youshaa Sarang, Mark Kotze, Nadia Meiring, Linda Nkosi and Suzan Maliaga.

## SHAREHOLDERS VISIT



Janine Tuck, Operations Director and Joyce Ncoko, Cleaner.

**Inland:** Wits Donald Gordon Medical Centre

**On 2 March 2022, the new shareholders visited the Wits Donald Gordon Medical Centre.**

During this visit, we showcased how cleaning is a science, and not just a 'mop and bucket' exercise. We also invited Joyce Ncoko, one of our cleaners, to teach them how to perform handwashing the Tsebo way. Following our exceptional showcase, we received an email from Mr Lawrence Barnett complimenting the team, especially Joyce, for the informative lesson. Joyce received a thank you voucher from Janine Tuck, our National Operations Director, for her excellent performance.

**Subject:** Thanks so much

Hi Janine, Adel, and Cindi

Thanks to you all and all your teams for your tour today and seeing the level of detail that goes into the day-to-day contract fulfillment.

We so appreciate your time taken and seeing the efficient operations you are running.

I especially enjoyed the strong culture and personal approach of each employee in upholding the Tsebo and in turn DG medical centre name.

Your culture is one to be proud of and shines through - keep it up! As I once read ... "Culture eats strategy for breakfast!"

As a board of directors, we are most appreciative for yours and all your staffs long hours and hard work - please thank them all, especially Joyce for the informative hand washing lesson and great competition she ran!

With thanks (with my hand on my heart!),

Lawrence

Regards

Lawrence Barnett

# STAFF APPRECIATION FOR PRESS GANEY SCORES ABOVE MAXIMUM TARGET

**KZN:** Mediclinic Newcastle

**The Mediclinic Newcastle team received above maximum scores on the Press Ganey.**

This hospital's cleaning structure is unique in that we have both Tsebo and Mediclinic cleaners on site. Teamwork and collaboration between the two teams contributes largely to cleanliness of the hospital. Mediclinic's Lydia Theron manages both teams. The cleaning staff were each given a snack pack and thanked immensely for their arduous work.



Mark Hulley, Lydia Theron and staff.

# REST IN PEACE, SIDWELL HOFMEESTER

**Western Cape:** The Foschini Group

**On 4 April 2022, the Western Cape team lost Sidwell Hofmeester, a dear friend and colleague, to COVID-19.**

Sidwell started working for the company in 2016, as Project Manager for The Foschini Group. He managed the head office and various distribution centres. Sidwell enjoyed an excellent relationship with clients and conducted his work with the utmost passion. Likewise, he was loved and revered by his team. Sidwell will always be remembered for his calm, friendly persona, willingness to help and always going the extra mile to get a job done. He has certainly left a huge void in our team and will be missed sorely.

We will remember you with warm thoughts and memories. May your beautiful soul rest in peace Sidwell.

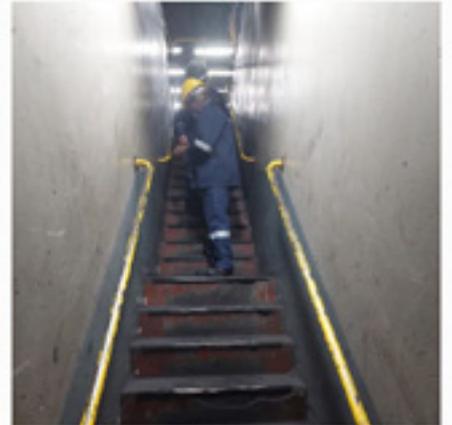


# OPENING NEW CONTRACT

## Western Cape: Atlantis Foundries

On 1 April 2022, the Western Cape team started on the Atlantis Foundries cleaning contract.

Here we had to quickly learn that 'cleaning' only requires a broom, spade and wheelbarrow — a completely different cleaning environment and style than what we are accustomed to. A note of thanks to the team for their hard work. Safety is our first priority on site and continuous risk assessments are conducted with the support of our National SHEQ Manager, Diona Paul. Our CEO, Monwabisi Kalawe (MK) and National Operations Director, Janine Tuck, visited the site to see what the team was up to.



Monwabisi Kalawe, Janine Tuck, Juan Smith, Colleen Pearson, Amazone Absolom and Harry Tenison.