



THE SCIENCE OF CLEANING & HYGIENE

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Hello Spring



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QUARTERLY NEWS
TSEBO CLEANING SOLUTIONS
www.tsebo.com

TSEBO

TSEBO'S PATH TO SUSTAINABLE CLEANING AND HYGIENE: A COMMITMENT TO ESG LEADERSHIP

Tsebo Cleaning and Hygiene Solutions continues to drive meaningful change across the African continent through its innovative and sustainable approach to cleaning. With a clear focus on environmental, social, and governance (ESG) aspects, Tsebo is committed to embedding sustainability into every facet of its operations.



Environmental Initiatives: Leading the Charge in Sustainable Cleaning

Tsebo has implemented several key initiatives to reduce the environmental impact of its cleaning solutions. By prioritising the use of eco-friendly chemicals and efficient equipment, the Group has been able to drastically cut back on both chemical use and energy consumption. Tsebo's commitment to using biodegradable, antimicrobial agents—such as its plant-based Enviro range—minimises environmental harm while maintaining rigorous hygiene standards. Furthermore, Tsebo's cleaning teams have transitioned to durable, reusable microfibre cloths and implemented Diamond Pad technology. This shift has allowed Tsebo to reduce water consumption and electricity use, as these technologies require less water and can be used with energy-efficient equipment such as vacuum cleaners and auto scrubbers that operate without hot water. Water conservation remains a priority for the Group, as evidenced by the introduction of a revised toilet-cleaning Standard Operating Procedure (SOP). This change, implemented across 389 client sites, has resulted in a 50% reduction in water usage for toilet cleaning, saving 15 million kilolitres of water in 2023 alone.

Innovative Hygiene Technology: Enhancing Efficiency and Accountability

Innovation is at the heart of Tsebo's cleaning solutions. In partnership with a leading hospital group, Tsebo introduced a pioneering button system that allows visitors to notify cleaning staff when restrooms need attention. This innovative feature has enhanced Tsebo's service delivery by ensuring transparency and accountability in maintaining public spaces. Tsebo's Operations and Quality Management App has also proven transformative in enhancing efficiency. This tool allows clients to request cleaning assistance via QR codes placed around the site. The app streamlines issue reporting and daily inspections, allowing Tsebo's cleaning teams to address issues promptly while maintaining high cleaning standards.

Social Impact: Empowering Communities Through Training and Support

Tsebo's impact extends beyond its environmental efforts, with a strong emphasis on social upliftment through training and development. The Group has partnered with local SMMEs to support skills development and provide access to business opportunities. Through partnerships with women-owned businesses such as Likamva Hospitality, Tsebo has created nearly 200 jobs since 2018, demonstrating its commitment to community empowerment.

The Group's focus on capacity-building is further exemplified by its efforts to upskill employees and partners in sustainable cleaning practices. This investment in skills development ensures that Tsebo remains a leader in delivering eco-friendly, high-quality hygiene solutions while contributing to the growth of local communities.

Governance: Maintaining the Highest Standards in Ethical Cleaning

Tsebo's governance framework upholds the highest standards of ethical practice. The Group's cleaning and hygiene solutions are ISO 14001:2015 certified, ensuring compliance with international environmental management standards. This certification reflects Tsebo's commitment to minimising its environmental footprint while delivering best-in-class cleaning services.

By aligning with global best practices in environmental sustainability, Tsebo continues to demonstrate its leadership in responsible corporate governance, ensuring that its operations benefit both clients and the environment.

A Cleaner, Greener Tomorrow

As Tsebo Cleaning and Hygiene Solutions continues to expand its sustainable initiatives, the Group remains committed to delivering world-class cleaning services while safeguarding the planet. From reducing water and energy consumption to empowering local communities, Tsebo's comprehensive approach to sustainability ensures that a cleaner, greener future is within reach.

SUSTAINABILITY STRATEGY



Framework

Our sustainability framework, thoroughly embedded in our Vision 2028 strategy, guides our operations across Africa.

At its core lie our values and purpose statement, ensuring sustainability is integral to our daily activities. Tsebo's commitment to achieving our sustainability goals has led us to maintain a consistent framework over the past three years. This approach allows us to model our reporting and track our impact effectively.

Our sustainability framework encompasses six key focus areas:

1. Positive People Experience
2. Engaging Customer Experience
3. Commitment to Sustainable Partnerships
4. Managing Environmental Impact
5. Good Corporate Governance and Ethics
6. Corporate Social Responsibility

These six focus areas form the foundation of our **material sustainability priorities**. This report details each focus area, outlining specific goals, principles, targets, and the progress made towards achieving them.

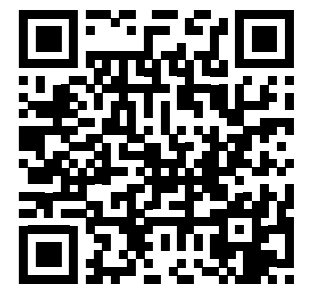
2023 SUSTAINABILITY REPORT LAUNCH

We are honoured to share the new milestones achieved in our sustainability journey. We are pleased to announce the publishing of our second sustainability report, ensuring we remain focused on being a powerful force for good and accelerating our Environmental, Social and Governance (ESG) initiatives.

As we celebrate our achievements in this report and plan ahead, it is clear that the potential of what we can achieve together is inspiring. A big thank you to each of you who contributed to our fantastic results.

While there's always room for improvement, our collective efforts are building on our legacy of sustainability, uplifting society, and ensuring prosperity for generations to come.

Scan the QR code to watch the highlights video



Scan the QR code to view the full report

ARTIFICIAL INTELLIGENCE IN THE CLEANING INDUSTRY

By Johan le Roux, Divisional Manager Tsebo Cleaning Solutions



What are the advantages and disadvantages of artificial intelligence in the cleaning industry today?

Artificial intelligence (AI) is transforming the way we approach cleaning tasks, with its potential to streamline and optimise cleaning processes in a variety of settings. From commercial buildings to homes, AI is opening new opportunities to make cleaning more efficient and effective, providing benefits that were once unimaginable. Despite the many benefits, AI also presents challenges that need to be addressed to unlock its full potential.

What involves AI in cleaning?

Cleaning with AI implicates the use of technology to automate and optimise cleaning processes. AI can be used to manage cleaning schedules, detect dirt and debris, and even operate cleaning equipment. Some of the most used AI technologies in cleaning include robotics, computer vision, and machine learning.

Challenges of AI in cleaning

While AI offers many benefits, there are also challenges that must be addressed. These include the high initial cost of AI technology, the need for specialised training for operators, and concerns about job losses. Additionally, there may be regulatory and ethical considerations around the use of AI in cleaning, particularly in sensitive environments such as hospitals or laboratories.

Opportunities of AI in cleaning

Despite the challenges, the opportunities presented by AI in cleaning are vast. AI can help reduce costs, improve efficiency and quality of cleaning, and enhance safety. Additionally, AI can reduce the need for human operators in hazardous environments, such as cleaning areas contaminated with toxic chemicals or infectious diseases. Furthermore, AI can be used to analyse cleaning data and provide insights for further process improvements.

Examples of AI in cleaning

There are many examples of AI in cleaning in use today, including robotic vacuum cleaners that map and clean rooms, autonomous cleaning machines that use sensors to detect and clean dirt and debris, and AI powered software that optimises cleaning schedules based on occupancy data. AI can also be used to monitor the performance of cleaning equipment and provide predictive maintenance.

The future of AI in cleaning

As AI technology continues to advance, we can expect to see even more opportunities in cleaning. AI could be used to create predictive maintenance schedules, detect areas of high foot traffic and adjust cleaning accordingly, and even monitor air quality in real time. In addition, AI could be used to enhance the customer experience by providing personalised cleaning services and recommendations. As AI becomes more accessible and affordable, we can expect to see it become a standard part of cleaning processes in homes, offices, and public spaces.

In conclusion, AI in cleaning offers both challenges and opportunities. While there are concerns about the initial cost and training required, the benefits are clear. AI has the potential to revolutionise the cleaning industry and make it so much more efficient and cost effective for both the service provider and the client in the long run.

Does Tsebo offer you the advantages of AI?

Absolutely! Part of the Tsebo Group solutions is focused on providing the most cost effective and efficient solutions to our clients by using AI across all service offerings.

This will include cleaning solutions using various custom and site-specific cleaning applications, hygiene and rest room technologies. To understand the full extent of solutions that Tsebo Solutions Group can offer you, please contact our Operation Manager or Group Representative for more information.

THE EVOLUTION OF CLEANING: A JOURNEY FROM ANCIENT RITUALS TO A SPECIALISED INDUSTRY

By Marietjie Swanepoel, Hygiene, Cleaning and Healthcare Specialist

Cleaning, an activity so ingrained in our daily lives today, has a rich and varied history that stretches back thousands of years. From the rudimentary methods of ancient civilizations to the sophisticated industry that cleaning has become, the evolution of cleaning reflects our ever-growing understanding of hygiene, health, and well-being. This article explores the fascinating journey of how cleaning practices evolved, from primitive bathing rituals to the complex systems of cleanliness we rely on today.



Ancient rituals and the first soaps

The act of cleaning oneself can be traced back to ancient civilizations. Early humans used natural materials like water, sand, and ash to scrub their bodies clean. In ancient Egypt, cleanliness was not only a practical necessity but also a spiritual one. Egyptians bathed frequently and even used a form of soap made from animal and vegetable oils mixed with alkaline salts. This soap, though crude by today's standards, was a significant advancement in personal hygiene.

However, soap was a luxury commodity for many centuries. The earliest recorded soap-like substance was made by the Babylonians around 2800 BC, consisting of animal fats and wood ash. This soap was used primarily for cleaning wool and cotton used in textile manufacturing. It wasn't until later that soap became widely used for personal hygiene.



Medieval hygiene: a period of neglect

Fast forward to medieval Europe, and the story of cleanliness takes a grim turn. The Middle Ages, often referred to as the Dark Ages, were a time of poor sanitation and limited understanding of hygiene. Bathing was infrequent, and soap was an expensive luxury, affordable only by the wealthy. It was during this period that England's King James I was rumoured to have bathed only once a year, a practice that was not uncommon among the nobility of the time.

The lack of cleanliness and the close quarters in which people lived led to the rapid spread of diseases. The Black Death, which ravaged Europe in the 14th century, killed millions and was exacerbated by the filthy living conditions. People did not understand that the squalor around them was contributing to the spread of deadly diseases. It was not until much later that the connection between cleanliness and health became widely accepted.



15th Century Illustration
of a Tudor Bath

The rise of cleaning innovations

As society slowly began to understand the importance of cleanliness, innovations in cleaning methods and tools emerged. In the 15th century, the first mop, known as a *mappe*, was invented. It is said to have been designed for the wife of an English king who sought a more efficient way to clean the floors of her castle. A *mappe* was a rudimentary tool, essentially a cloth attached to a stick, but it marked the beginning of more specialised cleaning tools.

The introduction of sewers and waste disposal systems during the Renaissance further improved public health by reducing the accumulation of waste in living areas. The connection between dirty environments and the spread of disease was becoming more apparent, leading to increased efforts to maintain cleanliness.



Industrial Revolution: a turning point in cleaning

The Industrial Revolution brought about significant changes in the way people cleaned their homes and surroundings. With urbanisation and the rise of factories, cities became overcrowded, and sanitation became a major concern. This period saw the development of the first municipal cleaning services, tasked with keeping streets clean and waste free.

In the late 19th century, the vacuum cleaner made its debut, revolutionising the way people cleaned their homes. The first vacuum cleaner, invented by Hubert Cecil Booth in 1901, was a massive machine powered by an internal combustion engine. So large was this device that it had to be transported from house to house by horse and cart. Despite its size, it was highly effective and marked the beginning of modern cleaning technology.



The evolution of cleaning: from necessity to industry

As the 20th century progressed, the cleaning industry continued to evolve. The introduction of electricity and the mass production of cleaning products made it easier for people to maintain cleanliness in their homes. Soap, once a luxury item, became widely available, and new synthetic detergents were developed, making cleaning more efficient and affordable.

The post-World War II era saw the growth of a specialised cleaning industry, with companies offering professional cleaning services for both residential and commercial properties. The development of more advanced cleaning tools, such as electric mops, steam cleaners, and smaller, more powerful vacuum cleaners, further enhanced the ability to keep spaces clean.

Modern-day cleaning: a specialised industry

Today, cleaning is a highly specialised industry with a wide range of products, tools, and services available to consumers. From eco-friendly cleaning products to robotic vacuum cleaners, the industry has come a long way from its humble beginnings. The emphasis on cleanliness and hygiene has never been greater, driven by an increased awareness of the importance of a clean environment in maintaining health and well-being.

In recent years, the industry has also seen a shift towards sustainability, with many companies developing products that are environmentally friendly and safe for both humans and pets. The COVID-19 pandemic further underscored the importance of cleanliness, leading to a surge in demand for professional cleaning services and products designed to eliminate harmful pathogens.

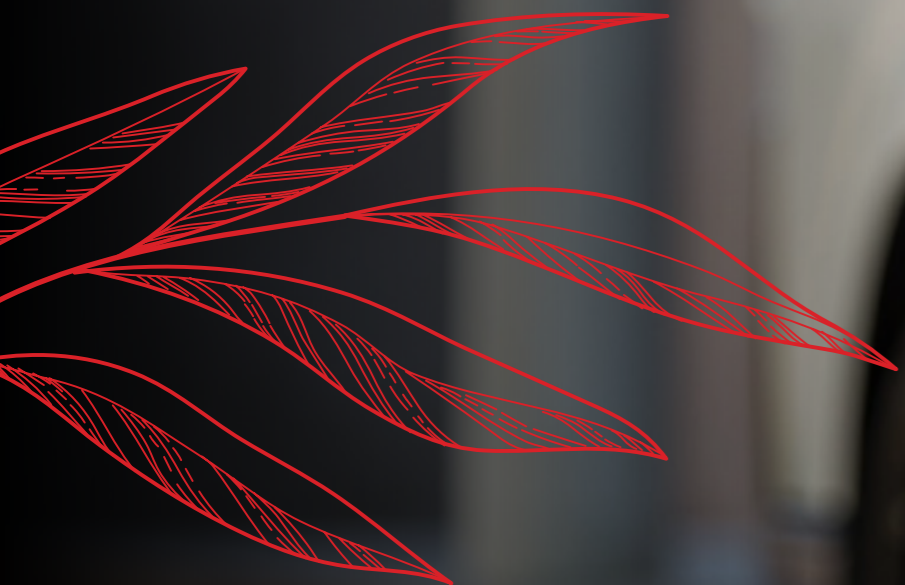
Conclusion

The history of cleaning is a testament to humanity's ever-evolving understanding of health and hygiene. From ancient rituals to the development of a specialised industry, the journey of cleaning reflects our ongoing quest for a safer, healthier environment. As we continue to innovate and improve our methods, one thing remains clear: the importance of cleanliness, both for our personal well-being and for the health of our communities, cannot be overstated.

SEASONAL CHANGE AND PEST CONTROL

By Rochelle Gouws, National Sales Manager Hygiene and Pest Control

As the seasons change, so does the activity of various pests in South Africa. Understanding these seasonal patterns is crucial for effective pest management, especially for businesses aiming to maintain a clean and hygienic environment.



This article delves into the seasonal pest activity in South Africa, highlighting the common pests during each season and providing practical tips for managing them. From the increased ant and mosquito activity in the summer to the indoor rodent invasions in the winter, we cover it all to help you stay ahead of the pests year-round.

Let's explore how you can protect your premises and ensure a pest-free environment through proactive and targeted strategies.

Summer (December to February)

High temperatures and increased pest activity

- **Ants:** Warmer weather accelerates ant colonies' activity as they forage for food and expand their nests. Common species include the Argentine ant and the black garden ant.
- **Cockroaches:** These pests thrive in warm, humid environments. Increased temperatures can lead to a surge in cockroach activity, especially in areas with food and moisture sources.
- **Mosquitoes:** Standing water from summer rains provides breeding grounds for mosquitoes. Increased mosquito activity can pose health risks due to diseases such as malaria.
- **Flies:** Flies reproduce rapidly in the summer, particularly in areas with food waste. Houseflies and fruit flies are common nuisances during this season.

Pest management tips for summer

- Ensure proper waste management and sanitation to reduce food sources for pests.
- Implement regular inspections and maintenance to seal entry points and eliminate standing water.
- Use insect repellents and traps to control mosquito and fly populations.

Autumn (March to May)

Transition period with varied pest activity

- **Termites:** This season sees increased termite activity as they search for new nesting sites. Subterranean termites can cause significant structural damage.
- **Spiders:** As temperatures drop, spiders seek shelter indoors. Common species include the brown button spider and the sac spider.

Pest management tips for autumn

- Conduct regular termite inspections and treatments.
- Seal cracks and gaps in buildings to prevent spiders from entering.
- Keep indoor areas clean and clutter-free to reduce hiding spots for pests.



Winter (June to August)

Cooler temperatures and indoor pest activity

- **Rodents:** Rodents like rats and mice seek warmth indoors during the winter months. They can cause damage to property and pose health risks.
- **Cockroaches:** While less active, cockroaches still seek warm, sheltered areas indoors.

Pest management tips for winter

- Ensure all entry points are sealed to prevent rodents from entering.
- Maintain cleanliness and store food in sealed containers.
- Use traps and baits to control rodent populations.

Spring (September to November)

Renewed pest activity with warmer weather

- **Bees and wasps:** These insects become more active as flowers bloom. They can pose a threat if they nest near human activity areas.
- **Flies:** With the warming weather, fly populations start to increase again.

Pest management tips for spring

- Regularly inspect and remove any nests near buildings.
- Use fly screens and traps to manage fly populations.
- Maintain gardens and outdoor areas to reduce nesting sites for bees and wasps.

Conclusion

Understanding the seasonal patterns of pest activity in South Africa is crucial for effective pest management. By being proactive and implementing targeted strategies, businesses can maintain a pest-free environment year-round.

NEWS FROM THE REGIONS

Mandela Day Celebrations

Tembisa Child Welfare

As part of the Mandela Day celebrations, we donated cleaning equipment valued at R5000 to Tembisa Child Welfare. Lindi Molefe and Thuli Sitsha graciously accepted this donation on behalf of Tembisa Child Welfare, accompanied by a staff member.

We believe that giving back to the community is a vital aspect of our company's mission. Supporting organisations like Tembisa Child Welfare allows us to make a positive impact and contribute to the well-being of those in need.



Wits Donald Gordon Medical Centre

Wits Donald Gordon Medical Centre participated in the 67-minutes initiative on Mandela Day by organising a street cleaning campaign. They focused on Eton Road, the main street adjacent to the hospital. Although street cleaning is typically the responsibility of the municipality, the hospital staff took the initiative to ensure the area was clean and welcoming for visitors and patients.

We extend our heartfelt gratitude to all the volunteers and staff members who dedicated their time and effort to this meaningful cause. Your commitment to improving our community is truly inspiring, and your hard work has made a positive impact. Thank you for embodying the spirit of Mandela Day through your actions.



From left to right: Isaac Ndonyanyane, Nelisiwe Mazibuko, Beverly Tshabalala, Banele Madonsela, Sibusiso Snepeng, Nozipho Mkhwanazi, Thabiso Selepe and Bia Viginia

Unilever

Unilever Boksburg

It is always gratifying to receive positive feedback from our clients. Well done to the staff at Unilever for their excellent work! In the bustling environment of the Boksburg site, one staff member stands out for her exceptional dedication and impact:

Lindiwe Mndaweni. Since 2022, Lindiwe has consistently exceeded expectations, going above and beyond her cleaning duties to create an office space that is both homely and welcoming.

Her commitment to excellence has not only made our workplace more inviting but has also left a lasting impression on all who work here. Lindiwe's positive attitude and attention to detail have been integral in fostering a pleasant and productive work environment. Her hard work and dedication deserve to be celebrated.

This sentiment is shared by Unilever Sourcing Unit Director, who, like many of us, greatly appreciates Lindiwe's exemplary work and commitment.



Chantel Niehaus, Lindiwe Mndaweni and fellow employee

Recycling initiative



Patricia Madlala (Contract Manager) and Reshnee Beekrum (Patient Experience Manager)

Mediclinic Pietermaritzburg

Mediclinic is running various initiatives with regards to global sustainability and recycling to improve their environmental footprint. Every department in Mediclinic Pietermaritzburg, had to come up with a recycling project. Their efforts were judged by a selected panel.

Acknowledging Patricia Madlala (Tsebo Contract Manager) and the Tsebo team for collecting the most plastic bottles for global recycling day.

Tsebo Cleaning and Hygiene Secunda team celebrates Youth Day with Embalenhle community

SASOL Secunda

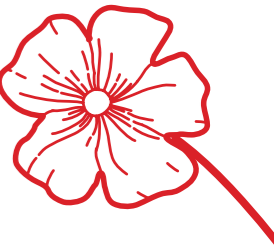
The Tsebo Cleaning and Hygiene Secunda team proudly partnered with Yeya Arts, Culture and Sports Foundation, a local NGO, to celebrate Youth Day for the fourth consecutive year on 16 June. This collaboration has become a valued tradition, with the team being warmly embraced by the Embalenhle township community for their ongoing support and engagement with local youth.

Tsebo Cleaning and Tsebo Catering participation in this year's event further elevated the Tsebo Solutions brand, strengthening relationships with the community and the Govan Mbeki Municipality. The Tsebo team brought joy and laughter to the young participants by distributing goody bags during various Youth Day activities.

A heartfelt thank you goes out to Tsebo Cleaning and Fedics for their generous contributions and unwavering support for this important event.



Employees in the photos: Veronica Dhlamini, Portia Mthimunye and Amelia Rantai



Welcome to the Cape Regional Team



Cape Regional Office

Please join us in welcoming Karin Reid to our management team. On 15 June 2024 she joined Tsebo Cleaning as our new Divisional Manager in the Cape Region.

Welcome aboard, Karin!



Karin Reid

Karin brings with her a wealth of experience in the industry, making her a valuable addition to our organisation. She began her professional journey by earning a BA degree in Nursing from Stellenbosch University and later engaged in various development programmes in different hospitals throughout her career. After transitioning to the cleaning industry, Karin held several senior management positions, demonstrating her leadership skills and industry expertise.

Additionally, she has even ventured into entrepreneurship, running her own successful business.

We are thrilled to have Karin on board and are eager to benefit from her insights, experience, and leadership in driving our division forward. Her diverse background and proven track record make her a perfect fit for our team, and we look forward to the positive impact she will undoubtedly make. We extend a warm welcome to Karin as she embarks on this new chapter with us. Let's support her as she settles into her role and contributes her expertise to our division's success.

Welcome aboard, Dimitri!



Dimitrios Arendse

It is with great pleasure that we introduce Dimitrios Arendse as our new Area Manager who will be spearheading operations at our tour site in collaboration with the supervisors and staff on site. Dimitrios, or Dimitri as he is known, brings a wealth of experience and a proven track record of success to his new role.

Having been a dedicated member of the Tsebo family for some time now, Dimitri has successfully overseen numerous projects for the company, showcasing his exceptional skills and dedication to excellence. His journey in the professional world started as a firefighter, where he honed his crisis management and leadership skills. Dimitri has also gained valuable experience working in waste management companies and cleaning services, catering to prestigious clients and maintaining an outstanding performance record throughout his career.

With Dimitri at the helm, we are confident that our site is in capable hands. His extensive knowledge, diverse experience, and unwavering passion for nurturing and supporting staff members make him a valuable asset to our team. We foresee nothing but success under Dimitri's leadership and are excited about the positive impact he will undoubtedly bring to our operations. Please join us in welcoming Dimitrios Arendse to his new role as Area Manager. Let us support him as he leads us towards new heights of achievement and success.

Welcome aboard, Marco!

On behalf of the entire team here at Tsebo, we are thrilled to extend a warm welcome to you as our new Sales Business Development Manager, Marco Human. Your impressive academic background, coupled with your diverse professional experience, makes you an invaluable addition to our organisation. Your journey, from earning your tertiary qualifications at the International Hotel School and Varsity College to specialising in Enterprise Development at Nelson Mandela University Business School, displays your dedication to continuous learning and growth.



Marco Human

Your participation in leadership workshops further highlights your commitment to personal and professional development. Your extensive career in the hospitality and service industries, including notable positions at various hotels and as General Manager at Bidvest Prestige Cleaning, and Group Operations Manager at CCPP Professional productions, has equipped you with a wealth of knowledge and expertise that will undoubtedly benefit our team. Your recent role as Regional Sales Executive at Servest SA demonstrates your proven record of accomplishment in driving sales and achieving results.

As you embark on this new chapter with us at Tsebo, starting as our Sales Business Development Manager at Tsebo Cleaning, we are excited to witness the contributions and insights you will bring to our team. Your wealth of experience, leadership skills, and passion for excellence will undoubtedly play a pivotal role in driving our sales initiatives and fostering growth within our organisation.

Once again, welcome aboard, Marco! We are delighted to have you as part of our team, and we look forward to achieving great success together.

Farewell Mu'izz

Mu'izz Venter had a diverse and successful career with Tsebo, starting in 2002 as Catering Manager at South African Breweries in Newlands Cape Town under the Fedics brand.

After a year, he transitioned back to the Healthwise section at Vincent Pallotti Hospital. He spent 12 years as District Manager Healthwise before moving to Tsebo Cleaning as an Operations Manager.

A year later, he took on the position of Project Manager at Old Mutual. In his final year with Tsebo Cleaning, he held the position of Divisional Manager in the Western Cape. Mu'izz made the decision to leave formal employment to pursue personal goals.



Solar panel cleaning, Specials Division KZN

Netcare Parklands Hospital

The solar panels of Netcare Parklands Hospital were covered in dust. By cleaning the solar panels, we have increased the energy consumption and brought back the sparkle.

“Really appreciate the great work and your continuous assistance.”

– Client feedback



Preparing for Mediclinic tender

Mediclinic Paarl

As part of the national Mediclinic tender that commenced on 1 July 2024, all bidders conducted a site walk at Mediclinic Paarl to assess the facility's cleaning needs.

Despite the nerves surrounding the tender process, the atmosphere was uplifted by the staff singing, “we’ve got a feeling, everything is going to be all right,” which fostered a sense of calm and positivity among the team. The camaraderie and positivity among the staff are promising indicators for the future, as we all hope for a favorable outcome from the tender process.

Fingers crossed for success!



From right to left: Ambrose Booysen, Breyton Bosman, Anganathi Gwowa, Laaiqah Kozain, Chernay Hildebrandt, Pumeza Phambaniso, Exelma Joseph, Phindiwe Ntagnene, Maritza Davids, Petronella Farao, Shelldene Fortuin, Julanda Green and Gail Borchards

WOMEN'S MONTH

A legacy of dedication and leadership

This Women's Month, we proudly celebrated the incredible journey of **Makhosazana Mthembu**, better known as Khosi, whose nearly 30 years of experience in the cleaning industry reflect her dedication, leadership, and steadfast commitment to excellence.

Born on 4 March 1959, Khosi is not only a respected professional but also a proud mother to a son who is an architect, and a loving grandmother to two grandchildren. Her journey with Tsebo Cleaning began on 1 May 1999 at Florence Nightingale Hospital, where she started as a cleaner.

Her drive and determination quickly set her apart, and within six months, she raised her hand for a promotion to team leader. Given three months by her manager, Janine, to prove herself, Khosi exceeded expectations and was promoted to supervisor at the same site just six months later.

Khosi's career continued to flourish as she moved to Brenthurst Clinic, taking on the role of manager and overseeing a team of eighty-two staff members. After five successful years at Brenthurst, she was transferred to Folateng in the Charlotte Maxeke Hospital, where she served as a manager and played a crucial role in assisting the cleaning division's growth through mobilisations, training, and problem solving across several other sites.

Her next move took her to Wits Donald Gordon Medical Centre, where she managed the site for over eight years. Khosi's expertise and leadership were further recognised when she was transferred to Pietermaritzburg Mediclinic in KwaZulu-Natal, where she continued to excel for another eight years before retiring at the beginning of 2022.

However, Khosi's journey with Tsebo didn't end there. Recognising her invaluable experience, Tsebo called upon Khosi once again in mid-2022 to assist with the mobilisation of the Clinix portfolio. Since then, she has been working as a consultant at Dr SK Matseke Hospital in Soweto, where she is respected and loved by all the staff.

Khosi's story is one of perseverance, growth, and enduring commitment. As we celebrate Women's Month, we honour her legacy and the impact she has had on the lives of so many within the Tsebo family and beyond.



Makhosazana Mthembu
Cleaning Consultant

This Women's Month, we proudly recognised **Mathapelo Makoro**, a shining example of growth and perseverance within Tsebo Solutions Group. Mathapelo's journey began on 1 July 2006 as a cleaner at Fourways Life Hospital, where she reported to Adel Esterhuizen. Her commitment and work ethic quickly became evident, leading to her promotion in 2008 to a supervisory role at Cliff Decker Hofmeyer Attorneys.

In 2010, Mathapelo took on the challenging role of Contract Manager at Emperors Palace, where she was responsible for overseeing the contract, conducting inspections, and upholding the high standards of Tsebo. Her exceptional performance saw her move to Mediclinic Tzaneen as Contract Manager in 2011, followed by a role at Wits Donald Gordon Medical Centre.

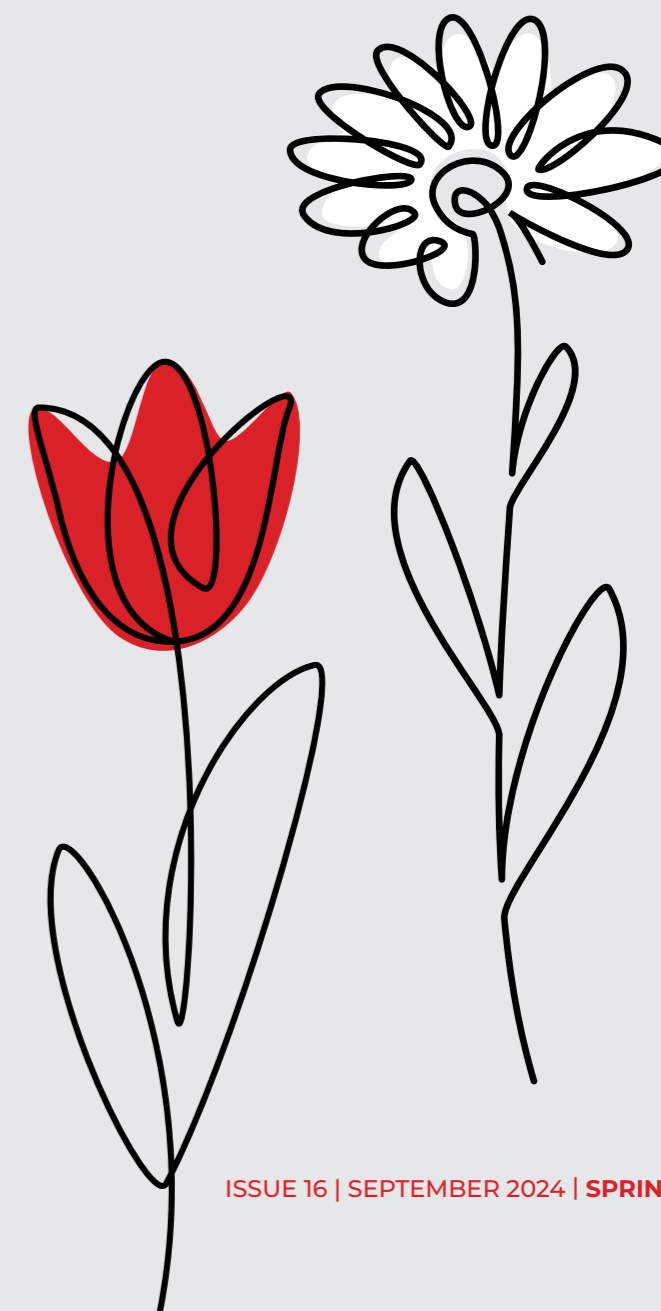
By 2019, Mathapelo's dedication to excellence and passion for learning earned her the position of Regional Trainer, a role in which she imparted her knowledge and skills to others. Today, she successfully manages one of Tsebo's most prestigious sites: Liberty Two Degrees, Sandton City, and Nelson Mandela Square.

Mathapelo finds working at Tsebo Solutions Group to be an exciting journey of continuous growth, where learning new things is a constant. Her inspirational story serves as a beacon of hope and motivation for others.

She is proud to be a role model within the organisation, demonstrating that Tsebo truly takes care of its employees.



Makhosazana Mthembu
Regional Trainer



This Women's Month, we celebrated the inspiring journey of **Refilwe Morake**, a woman whose passion and determination have guided her through an extraordinary career path with Tsebo Cleaning Solutions.

Refilwe's journey began in 2013 when she joined Tsebo as a cleaner. From the outset, Tsebo provided her not just with a job but with a career path that allowed her to grow and thrive within the cleaning industry. It was within this environment that Refilwe discovered her passion and charted a clear path for her future.

With a determined mindset and a commitment to excellence, Refilwe steadily built upon her achievements. Her belief in going above and beyond in everything she does earned her the trust of her superiors and clients alike. Step by step, Refilwe moved up the ranks—from a cleaner to a supervisor, then a contract manager, and today she serves as a training facilitator.

In her current role, Refilwe is responsible for training and mentoring new staff across all sectors. She is particularly known for her expertise in the hospitality and healthcare sectors, where she ensures that staff understand the importance of their roles and are equipped with the skills to excel. One of the most significant milestones in her career was during the COVID-19 pandemic, where she served as a hands-on specialist overseeing the entire cleaning process. Her leadership and expertise were critical in conducting deep, specialised cleaning in workplaces heavily affected by the virus. This role not only tested her skills but also reaffirmed her commitment to her work and the safety of others.

Refilwe graduated from the IGNITE Management Programme in 2024, where she acquired essential management skills, including customer service essentials and effective time management. These competencies have been pivotal in shaping her professional development.



Refilwe Morake
Training Facilitator

Additionally, she is pursuing a Recognition of Prior Learning (RPL) in the Hygiene and Cleaning Qualification at NQF Level 1, highlighting her subject matter expertise in the cleaning industry.

Refilwe hopes that her story serves as motivation for all cleaners out there. She encourages everyone to be passionate, dedicated in their day-to-day functions, and always ready to seize the opportunities that come their way. With the right mindset, the possibilities are endless. As we celebrate Women's Month, we honour Refilwe Morake's remarkable journey and the passion she brings to her work, inspiring others within the Tsebo family and beyond.

