



TSEBO

CLEANING SOLUTIONS
COMMERCIAL OFFERING

WE DEVELOP PEOPLE, TO SERVE PEOPLE, TO UPLIFT SOCIETY



**TSEBO CLEANING
SOLUTIONS**

www.tsebocleaning.co.za

Northlands Deco Park
Off New Market Street
Phase II Block B
Unit B2 & B3
Northriding
Johannesburg 2162

Private Bag 52660
Saxonwold 2132
South Africa

Gauteng Gambling Board

RE: CLEANING AND HYGIENE SOLUTIONS PROPOSAL

We thank you for the opportunity extended to us to submit a proposal for the following:

- Cleaning
- Hygiene

We have pleasure in enclosing this proposal together with general information for your perusal.

We would like to offer you a personalised service based on your requirements at a price acceptable to you.

Tsebo Solutions Group (TSG) currently has a **Level 1 B-BBEE** rating, so this means that the Client will have the benefit of 135% for all facilities related procurement spend. The TSG ownership structure is:

- Black ownership 51%
- Black Female ownership 44%.

Should you require any further information or clarification, please do not hesitate to contact us.

Yours faithfully

TSEBO CLEANING SOLUTIONS

Desnae Dos Santos
BUSINESS DEVELOPMENT MANAGER

**TSEBO CLEANING SOLUTIONS**

+27 (0)21 595 8300
+27 (0)21 595 2372 (Fax)
info@tsebocleaning.co.za
www.tsebocleaning.co.za

Tsebo Terraces
Fairway Close
Parow 7500
Cape Town

P.O. Box 12315
NI City 7463
Cape Town
South Africa

Staff Allocation

Quantities	Day Shift	Hours of Service
1 x Cleaner	4 times weekly – including Saturday's	07h00 – 16h00

Scope of Work

Cleaner
Cleaning of parking bays (Sat) Cleaning of basement Collecting waste from basement Cleaning of patio areas Removal of rubble

Included in Scope of Work:

Remove litter and debris
Dry sweep
Empty waste receptacles
Clean waste receptacles
Sweep and scrub parking areas and keep free of litter

Not included in scope

Carpet cleaning
Window cleaning
General office cleaning
Any cleaning not mentioned as per tender specifications below

Monthly Cleaning Cost – Gauteng Gambling Board

Services	Frequency	Total Cost (excl VAT)
Cleaning Services Hygiene Equipment	Monday to Friday Monthly	R 5 141.43 R 16 627.00
	Total fee excl vat	R 21 768.43

The above price includes the following:

- Trained and certified Staff
- Administration of all staff benefits, salaries and UIF / WCA contributions
- Capital Equipment
- Chemicals
- Replacement personnel due to leave or absence
- Provident fund contributions (as required by legislation)
- Bonus provisions (as required by legislation)
- Management of Industrial Relations
- Repairs and maintenance of all equipment
- Uniform
- UIF
- Staff vetting

Base General Assumptions and Financial parameters

We have based TCS's financials on the following assumptions:

- Minimum of a [24] month signed agreement prior to commencement of services.
- Section 197 has not been accounted for.
- Staff training has been included in our costs.
- Uniforms and PPE have been included in our costs.
- Staff vetting has been included in our costs.
- Hygiene costs are based on rental pricing
- Hygiene consumables will be delivered monthly as per quantities provided on the breakdown
- Where overtime and ad hoc work is requested by the Client, this will be for the Client's account and will be added to the monthly invoice.
- The contract fee will remain fixed until 30 November 2019 unless otherwise stated. Should hyper-inflation occur, TCS reserves the right to re-negotiate. The contract fee is negotiated at no less than CPI (Consumer Price Index).
- Pricing valid for 90 days from date of proposal, i.e. decision to be made within 120 days.
- Mutually agreeable SLA to be finalised within the first month of operation.
- All equipment purchased by TCS will remain the property of TCS.
- Should the minimum wage be implemented and legislated during the duration of this contract period, TCS holds the right to approach the Client to engage in discussion to amend the monthly contract fee accordingly.
- Includes chemicals to be used by cleaners

Indicators for future increases:

Salaries – linked to relevant labour department legislation.
Sundries – linked to CPI on anniversary date of contract.

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monthly fee 21768.43 X 24 months
= 522442.32 Excl vat
(vat registered) = 600800.67 inc vat

Requirements as per tender document

GAUTENG GAMBLING BOARD HEREBY INVITE SERVICE PROVIDERS TO PARTICIPATE ON A 24 MONTH CONTRACT TO PROVIDE THE FOLLOWING SERVICES

- 1. Provide (hygiene) services to washroom**
- 2. One cleaner to perform the following duties 4 days per week including a Saturday (the cleaner will work on Monday, Wednesday, Friday and Saturday):**
 - Cleaning of parking bays 4000m² (Saturday)
 - Cleaning of basement
 - Collecting waste from the basement (management parking bay) to the main dustbins at the entrance of the office park
 - Cleaning of patio areas (to be performed during the day)
 - Removal of rubble (to be performed during the day)
 - The cleaner to work for 8 hours and to comply with department of labour's rates for cleaning contract workers.

Service providers are requested to provide the following services on a monthly basis. NOTE, we have four floors LG, GROUND, 1st FLOOR, 2nd FLOOR

1. Stainless steel wastecare bin (Including consumables, Plastics bags) x 3 toilets per floor i.e 12 for all 4 floors.
2. Plastic Sanitex bin (Including consumables, plastic bags) x 5 per floor i.e 20 for 4 floors
3. Stainless steel safeseat (Including Consumables) x 8 per floor i.e 32 for 4 floors
4. Stainless steel quadrasan (sanitised and odour free toilets and urinals 24hrs a day by killing 99% of bacteria and germs in the first flush) x 3 per floor i.e 12 for 4 floors
5. Stainless steel look alike paper dispenser ("hands free" controlled paper towel system without Consumables) X 3 per floor i.e 12 for 4 floors
6. Stainless steel Airmist automatic dispenser (With consumables) x 3 per floor i.e 12 for 4 floors.
7. Stainless steel toilet roll holder for each toilet room – (2 roll holder) x 8 per floor i.e 32 for 4 floors.
8. Stainless steel soap dispenser (with foam soap) x 5 per floor i.e 20 for 4 floors
9. Top to bottom deep cleaning of bathroom / toilet facilities including showers in the GYM facility and the GYM (once a month).
10. All fixed items to be rented for a period of 24 months and include maintenance as and when required.

OTHER CONSUMABLES THAT FORM PART OF THE CONTRACT

- Provide Urinal mats for male toilets (Once a month). (There are three urinals per floor x 4 floors).
- Provide sanitary plastics for female toilets



PREMIER VERIFICATION

B-BBEE Verification Certificate

Issued to:

Tsebo Solutions Group (Pty) Ltd

Including Subsidiaries as listed on Annexure A

Tsebo House, 7 Arnold Road, Rosebank, 2196

Company Registration: 2016/224394/07

VAT: 4890275807

LEVEL ONE (1) CONTRIBUTOR B-BBEE RECOGNITION LEVEL- 135 %

Generic Scorecard -

Codes of Good Practice 2013 (Section 9(1) : 36928)

Criteria	Result	Weight
Ownership	25.00	25.00
Management Control	13.07	19.00
Skills Development	16.69	20.00
Enterprise & Supplier Development	41.52	40.00
Socio-Economic Development	5.00	5.00
Overall Result	101.28	109.00
Priority Elements Achieved	Yes	
Empowering Supplier	Yes	
Nature of Business	Multi Service Company	
Measurement Period	31 December 2017	

Element	Result
Black Ownership	51.05%
Black Female Ownership	44.03%
Designated Group Supplier	No
Modified Flow Through Applied	No
Exclusion Principle Applied	No
Re-issue Date	Not Applicable
Issue Date	19 October 2018
Expiry Date	18 October 2019
Certificate Number	PV_1810010
Version Number	C01

Bridget Ntombela
Premier Verification (Pty) Ltd


BBBEE Verification Agency
BVA100

021 551 0500

021 551 0501

021 551 0502

021 551 0503

021 551 0500

021 551 0501

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021 551 0503



PREMIER VERIFICATION

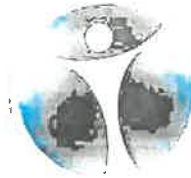
Tsebo Solutions Group (Pty) Ltd Annexure A Subsidiaries

<u>Company Name</u>	<u>Registration Number</u>	<u>VAT Number</u>
Thorburn Security Solutions (Pty) Ltd	2007/027681/07	4620249476
Mandela Security Services (Pty) Ltd	2001/028509/07	4270199666
Tsebo Solutions Group (Pty) Ltd	2016/224394/07	4890275607
Tsebo Beverage Solutions	2016/224394/07	4020275618
Tsebo Catering t/a		
ATS SA	2016/224394/07	4820275602
Fedics Cape Region	2016/224394/07	4810275604
Fedics Inland Commercial	2016/224394/07	4840275608
Fedics Inland Corporate	2016/224394/07	4870275601
Fedics KZN Region	2016/224394/07	4850275605
TsAfrika Catering Services	2016/224394/07	4830275600
Tsebo Cleaning Solutions t/a		
Tsebo Cleaning Services	2016/224394/07	4960275602
Tsebo Energy Solutions	2016/224394/07	4950275604
Tsebo Facilities Solutions t/a		
Backbone Management Services	2016/224394/07	4950275604
Tsebo Facilities Solutions	2016/224394/07	4950275604
Tsebo Hygiene Solutions	2016/224394/07	4960275602
Tsebo Procurement Solutions	2016/224394/07	4860275603
Tsebo Leasing Solutions (Pty) Ltd	2009/023498/07	4060255611

Re-issue Date	Not Applicable
Issue Date	19 October 2018
Expiry Date	18 October 2019
Certificate Number	PV_1810010

Bridget Ntombela
Premier Verification (Pty) Ltd


BBBEE Verification Agency
BVA100



PREMIER VERIFICATION

B-BBEE Verification Certificate

Issued to:

Tsebo Solutions Group (Pty) Ltd

Including Subsidiaries as listed on Annexure A

Tsebo House, 7 Arnold Road, Rosebank, 2196

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Criteria	Result	Weight
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Enterprise & Supplier Development	41.52	40.00
Socio-Economic Development	5.00	5.00
Overall Result	101.28	109.00
Priority Elements Achieved	Yes	
Empowering Supplier	Yes	
Nature of Business	Multi Service Company	
Measurement Period	31 December 2017	

Element	Result
Black Ownership	51.05%
Black Female Ownership	44.03%
Designated Group Supplier	No
Modified Flow Through Applied	No
Exclusion Principle Applied	No
Re-issue Date	Not Applicable
Issue Date	19 October 2018
Expiry Date	18 October 2019
Certificate Number	PV_1810010
Version Number	C01

Bridget Ntombela
Premier Verification (Pty) Ltd


BBBEE Verification Agency
BVA100

Barcode area with text:
Tsebo Solutions Group (Pty) Ltd
Company Registration: 2016/224394/07
VAT: 4890275807

Tel: 010 591 0591
Fax: 086 626 7484
info@p-v.co.za
www.premierverification.com



PREMIER VERIFICATION

Tsebo Solutions Group (Pty) Ltd Annexure A Subsidiaries

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Tsebo Beverage Solutions	2016/224394/07	4020275618
Tsebo Catering t/a		
ATS SA	2016/224394/07	4820275602
Fedics Cape Region	2016/224394/07	4810275604
Fedics Inland Commercial	2016/224394/07	4840275608
Fedics Inland Corporate	2016/224394/07	4870275601
Fedics KZN Region	2016/224394/07	4850275605
TsAfrika Catering Services	2016/224394/07	4830275600
Tsebo Cleaning Solutions t/a		
Tsebo Cleaning Services	2016/224394/07	4960275602
Tsebo Energy Solutions	2016/224394/07	4950275604
Tsebo Facilities Solutions t/a		
Backbone Management Services	2016/224394/07	4950275604
Tsebo Facilities Solutions	2016/224394/07	4950275604
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Re-issue Date	Not Applicable
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Bridget Ntombela
Premier Verification (Pty) Ltd

 **sanas**
BBBEE Verification Agency

BVA100



PREMIER VERIFICATION B-BBEE Verification Services

100% Satisfaction Guarantee
100% Accuracy Guarantee
100% Timeliness Guarantee

Certificate # PV_1810010

Detailed BBEE Verification Report of: Tsebo Solutions Group (Pty) Ltd

19 October 2018

Generic Enterprise Scorecard 2013 COGP		Result	Target
100	Ownership	25.00	25.00
200	Management Control	13.07	19.00
300	Skills Development	16.69	25.00
400	Enterprise and Supplier Development	41.52	44.00
500	Socio-Economic Development	5.00	5.00
Total		101.28	118.00

B-BBEE Status	Result
BBBEE Level Achieved	1
Priority Elements Achieved	Yes
Effective BBBEE Level - Priority Elements	1
B-BBEE Recognition Level	135.00%
Empowering Supplier	Yes
Black Ownership	51.05%
Black Female Ownership	44.03%
Black Designated Group Ownership	51.05%
Modified Flow Through Applied	No
Mandated Investments	Included
Enterprise Development Beneficiary	No
Supplier Development Beneficiary	No
Nature of Business	All Industries
Financial Period of Verification	31 December 2017
Certificate Issue Date	19 October 2018
Certificate Expiry Date	18 October 2019

Certificate Number

PV_1810010

Bridget Ntombi
Technical Signatory

Schedule of Priority Elements					
Element	Target @ 40% of:	Points Weighting	Points Required	Points Achieved	Achieved
Ownership	Net Value	8.00	3.20	8.00	Yes
Skills Development - Spend	Total Points	20.00	8.00	11.69	Yes
Procurement	Total Points	25.00	10.00	23.01	Yes
Supplier Development Contributions	Total Points	10.00	4.00	10.00	Yes
Enterprise Development	Total Points	5.00	2.00	5.00	Yes
Priority Elements Achieved:					Yes



PREMIER VERIFICATION

Certificate # PV_1810010

Detailed BBBEE Verification Report of: Tsebo Solutions Group (Pty) Ltd

19 October 2018

2013 COGP

Ownership

Exercisable Voting Rights in the Enterprise in the hands of black people:	4	25.10%	51.05%	4.00
Exercisable Voting Rights in the Enterprise in the hands of black women:	2	10.00%	44.03%	2.00
Economic Interest of Black people in the enterprise:	4	25.00%	51.05%	4.00
Economic Interest of Black women in the enterprise:	2	10.00%	44.03%	2.00
Economic Interest of the following black natural people in the enterprise: black designated groups, black participants in Employee Ownership Schemes, black beneficiaries of Broad-Based Ownership Schemes, or black Participants in Co-operatives.	3	3.00%	51.05%	3.00
Involvement in the ownership of the enterprise of black new entrants	2	2.00%	28.50%	2.00
Net Value	8	25.00%	9.99%	8.00

Management Control

Exercisable voting rights of Black board members as a percentage of all board members	2	50.00%	83.33%	2.00
Exercisable voting rights of Black Female board members as a percentage of all board members	1	25.00%	66.67%	1.00
Black executive directors as a percentage of all executive directors	2	50.00%	50.00%	2.00
Black female executive directors as a percentage of all executive directors	1	25.00%	0.00%	0.00
Black executive management as a percentage of all executive management	2	60.00%	71.43%	2.00
Black female executive management as a percentage of all executive management	1	30.00%	28.57%	0.95
Black Employees in Senior Management as a percentage of all Senior management	2	60.00%	Per EAP	0.69
Black Female Employees in Senior Management as a percentage of all Senior management	1	30.00%	Per EAP	0.16
Black Employees in Middle Management as a percentage of all Middle management	2	75.00%	Per EAP	1.10
Black Female Employees in Middle Management as a percentage of all Middle management	1	38.00%	Per EAP	0.37
Black Employees in Junior Management as a percentage of all Junior management	1	88.00%	Per EAP	0.83
Black Female Employees in Junior Management as a percentage of all Junior management	1	44.00%	Per EAP	1.00
Black employees with disabilities as a percentage of all employees	2	2.00%	0.98%	0.98



Certificate # PV_1810010

Detailed BBBEE Verification Report of: Tsebo Solutions Group (Pty) Ltd
Skills Development

19 October 2018

Skills Development

Skills Development Expenditure on Learning Programmes Specified in the Learning Programme Matrix for black people as a percentage of Leviable Amount:	8	6.00%	Per EAP	3.99
Skills Development Expenditure on Learning Programmes Specified in the Learning Programme Matrix for black employee with disabilities as a percentage of Leviable Amount:	4	0.30%	0.23%	3.05
Number of black people participating in Learnerships, Apprenticeship and Internships as a percentage of total employees:	4	2.50%	Per EAP	1.46
Number of black unemployed people participating in training specified in the learning programme matrix as a percentage of number of employees:	4	2.50%	Per EAP	3.19
Number of black people absorbed by the Measured and Industry Entity at the end of the Learnership Program:	5	100.00%	132.78%	5.00

Enterprise and Supplier Development

BBBEE Procurement Spend from all Empowering Suppliers based on the BBBEE Procurement Recognition Levels as a percentage of Total Measured Procurement Spend	5	80.00%	83.32%	5.00
BBBEE Procurement Spend from all Empowering Suppliers that are Qualifying Small Enterprises based on the applicable BBBEE Procurement Recognition Levels as a percentage of Total Measured Procurement Spend	3	15.00%	14.12%	2.82
BBBEE Procurement Spend from all Empowering Suppliers that are Exempted Micro Enterprises based on the applicable BBBEE Procurement Recognition Levels as a percentage of Total Measured Procurement Spend	4	15.00%	13.95%	3.72
BBBEE Procurement Spend from all Empowering Suppliers that are at least 51% black owned based on the applicable BBBEE Procurement Recognition Levels as a percentage of Total Measured Procurement Spend	9	40.00%	33.18%	7.47
BBBEE Procurement Spend from all Empowering Suppliers that are at least 30% black women owned based on the applicable BBBEE Procurement Recognition Levels as a percentage of Total Measured Procurement Spend	4	12.00%	16.10%	4.00
BBBEE Procurement Spend from Designated Group Suppliers that are at least 51% Black Owned	2	2.00%	1.52%	1.52
Annual value of all Supplier Development Contributions made by the Measured Entity as a percentage of the target	10	2.00%	3.77%	10.00
Annual value of Enterprise Development Contributions and Sector Specific Programmes made by the Measured Entity as a percentage of the target	5	1.00%	3.71%	5.00
Bonus point for graduation of one or more Enterprise Development beneficiaries to graduate to Supplier Development level	1	>=1	200.00%	1.00
Bonus points for creating one or more jobs as a result of Supplier Development Initiatives by the Measured Entity.	1	>=1	300.00%	1.00

Socio-Economic Development

Annual value of all Socio-Economic Development Contributions by the Measured Entity as a percentage of the target	5	1.00%	4.55%	5.00
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**RESOLUTION OF THE BOARD OF DIRECTORS OF TSEBO SOLUTIONS GROUP
PROPRIETARY LIMITED ("THE COMPANY") (Registration number: 2016/224394/07)
PASSED ON 6 JUNE 2019**

WHEREAS

The Company, through its divisions and for its day to day operational requirements needs to enter into various contracts for services to clients, requests for information, tender submissions and the like in the ordinary course of business and in so doing wishes to delegate the authority to take such actions to certain members of the divisional management boards.

NOW THEREFORE

The Company hereby resolves that any 3 (three) of the members of the management boards of the divisions of the Company as listed below:

TSEBO CATERING SOLUTIONS

Timothy Garrett Walters	6403045043080
Kenneth Fussell	5706095220080
Andre Pierre Ferreira	5710155009086
Wynand Jacobus Louw	6210105227085
Christopher Rudolph Jardine	6403145152088
Julian Garth Hadwen	5904065008086
Robert Lee Brown	6407305029085
Tershia Morcom	7308310228085
Dave D Govender	6803265152083
Monwabisi Kalawe	611209 5774086
Russell Jordan	7205295066086
Eelco Camminga	6105275232180
Willem Danie Nel	8304265265080
Hamid Kahn	5809155142085

TSEBO CLEANING SOLUTIONS & TSEBO HYGENE SOLUTIONS

Timothy Garrett Walters	6403045043080
Wynand Jacobus Louw	6210105227085
Dave D Govender	6803265152083
Janine Tuck	7204270114086
Willem Danie Nel	8304265265080
Christopher Rudolph Jardine	6403145152088

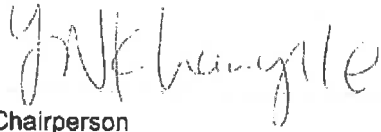
TSEBO FACILITIES MANAGEMENT SOLUTIONS & TSEBO ENERGY SOLUTIONS

William Ronald Gould	5904285075089
Aubrey Patrick McElnea	6311305024080
Timothy Garrett Walters	6403045043080
Wynand Jacobus Louw	6210105227085
Dave D Govender	6803265152083

Christopher Rudolph Jardine

6403145152088

are hereby authorised to jointly enter into or grant the authority to a particular individual to sign services contracts, tender submissions and responses to requests for proposals in the normal course of business and in respect of their divisions, in accordance with the Company's Limits of Authority document.

A handwritten signature in dark ink, appearing to read 'FN Khanyile', written in a cursive style.

Chairperson

FN Khanyile



Tax Clearance Certificate Number:
0700/2/2018/A002483178

Tax Clearance Certificate - Good Standing

Enquiries
0800 00 SARS (7277)
Approved Date
2018-11-20
Expiry Date
2019-11-20

Company registration number 2016/224394/07

Income Tax 9372493180
TSEBO SOLUTIONS GROUP PTY LTD

VAT 4960275602
TSEBO SOLUTIONS GROUP PTY LTD

PAYE 7940795224
TSEBO SOLUTIONS GROUP PTY LTD

Trading Name TSEBO CLEANING SOLUTIONS

It is hereby confirmed that, on the basis of the information at the disposal of the South African Revenue Service (SARS), the above-mentioned taxpayer has complied with the requirements as set out in the Tax Administration Act.

This certificate is valid until the expiry date reflected above, subject to the taxpayer's continued tax compliance. To verify the validity of this certificate, contact SARS through any of the following channels:

- via eFiling
- by calling the SARS Contact Centre
- at your nearest SARS branch

This certificate is issued in respect of the taxpayer's tax compliance status only, and does not address any other aspect of the taxpayer's affairs.

This certificate is issued free of charge by SARS



**TSEBO CLEANING
SOLUTIONS**

+27 (0)11 226 2300
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Northlands Deco Park
Off New Market Street
Phase II Block B
Unit B2 & B3
Northriding
Johannesburg 2162

Private Bag 52660
Saxonwold 2132
South Africa

Date: 09/09/2019

**Gauteng Gambling Board
Waverley Business Park
125 Corlett Drive
Bramley
2090**

ATTENTION: Nosipho Dladla

Dear Nosipho,

RE: CLEANING SOLUTION PROPOSAL

Tsebo Cleaning Solutions, the cleaning and hygiene division of Tsebo Solutions Group (Pty) Ltd, are delighted to have the opportunity to submit our cleaning solution proposal to Gauteng Gambling Board.

All effective business partnerships have trust, unity of vision and values, experience and an ability to find creative solutions that benefit all parties at the core of their success. We will build a relationship based on our values of integrity, enterprising, caring and diligence and combine this with a financial and operational solution that delivers a realistic and sustainable success that is mutually beneficial.

We recognise that not every client has the same needs and expectations and as a result we have sectorised our business, each focused on specific individual market requirements, enabling a specialist approach to how we operate our client sites. You will find us serving clients in key sectors, oil and gas; mining and resources; corporate and financial services; manufacturing; healthcare; education; leisure and hospitality; and retail and wholesale across Africa Middle East.

A possible consideration for Gauteng Gambling Board, may be to afford Tsebo the opportunity to bundle all your workplace requirements into a fully integrated Workplace Management Solution, giving you peace of mind that you are dealing with an organisation that offers global standards of quality and governance providing you with the assurance that your service requirements will be met by a single service provider. General conditions of contract will be agreed to upon award of contract.

Tsebo Solutions Group (TSG) currently has a Level 1 B-BBEE rating. As such, Gauteng Gambling Board will enjoy the benefit of 135% for all facilities related procurement spend. TSG's ownership structure is as follows:

- Black ownership of 51%
- Black female ownership of 44%.

We welcome the opportunity to exploring any variation of our proposal to our mutual benefit and we look forward to engaging with you further.

Yours faithfully

TSEBO CLEANING SOLUTIONS

**MONWABISI (MK) KALawe
CHIEF EXECUTIVE OFFICER
TSEBO CLEANING SOLUTIONS
(011)-2262300**

Executive Overview

Company Overview

The Tsebo Group are the leading African and Middle East providers of hard, soft and integrated facilities solutions. We provide facilities management, remote camps, catering, cleaning, protection, hygiene, energy management and procurement services.

Tsebo has achieved almost 50 years of growth, success and social transformation in Africa and have established offices in 28 African and Middle Eastern countries. We are situated in approximately 5,300 client sites and operate out of 47 offices across these countries.

Our knowledge of the continent, on-the-ground capacity and world-class standards make us the partner of choice for businesses.

Our international standards of operational excellence, quality, safety, ethics and good governance, together with our experience in creating supplier networks, adapting our business practices to local needs and changing conditions, and developing local talent and skills, provides holistic client value.

With the pedigree and profile of Tsebo, our cleaning and hygiene division is extremely well positioned to provide a fit for purpose, best-of-breed solution to meet the quality and service standards required by Gauteng Gambling Board.

Broad-Based Black Economic Empowerment

TSG has championed transformation in South Africa for many years, and it is with great pride that we are able to confirm that we have achieved a BEE rating of Level 1 on the new BEE codes with 51% Black Ownership and 44% Black Female Ownership.

This is a first for a large corporate in our industry and South Africa!

This achievement did not occur overnight, it is the result of two years of sustained effort to transform and accelerate progress on all aspects of our BEE scorecard.

Tsebo is a Level One Contributor on the Amended DTI Codes of Good Practice.

This gives you, Gauteng Gambling Board, the best possible procurement recognition for a large supplier plus full point for Black and Black Female Ownership.

Group Support for Optimal Risk Management

The full suite of Tsebo is on hand to provide solutions in all areas that back up your operational delivery: Auditing / Risk, Health and Safety, Marketing, Procurement, Training, back-up Resources, Experienced Labour Relations, IT, and Foundation.



Partnership

It is our fundamental belief that partnering represents the most efficient and effective way for our cleaning solution to deliver on our promise that incorporates efficiencies that are beneficial to Gauteng Gambling Board. Our transparent approach to our operating practices, financial solutions and operational challenges will prove that we are able to deliver a consistent service to Gauteng Gambling Board.



Should we be appointed your preferred partner, we will continue to drive a transparent relationship and highlight further efficiencies throughout our relationship with Gauteng Gambling Board.

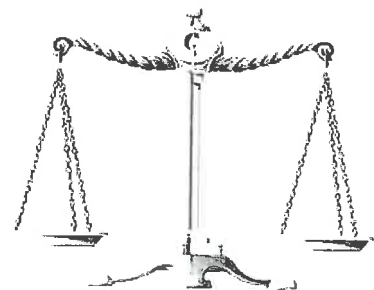
Code of Ethics & Good Business Practice

Tsebo are committed to the highest standards of social and business practices and has a zero-tolerance policy on theft, corruption and inducements.

The Group undertakes to adopt fair employment practices which provide for equal opportunities of employment and development in a working environment.

The Code sets out the overarching concepts which govern the way Tsebo does business and should be read alongside the Anti-Bribery and Corruption Policy which deals more specifically with how Tsebo wishes to deal with instances of possible bribery and corruption.

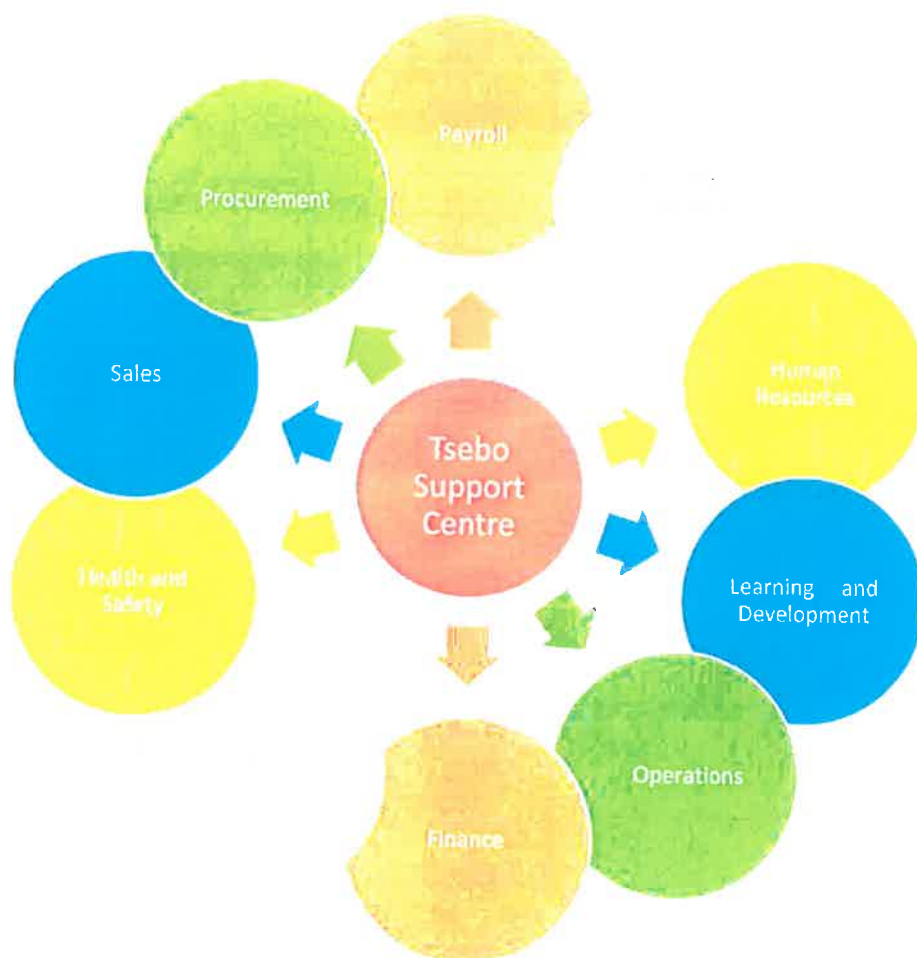
The Company strongly believes in a free market economy and embraces fair competition. Consequently, the Company avoids all actions that are anti-competitive or otherwise contrary to the laws that govern anti-competitive practices in the marketplace.



Operational Excellence

Our cleaning solution will ensure that standard operating procedures are adhered to such as standardised pricing structures, rolling out of new initiatives, streamlined reporting and service delivery.

We are very proud to be able to say that our leadership team remains committed and focused in providing you with their immediate attention.



Corporate Social Responsibility



With a dedicated team that operates on behalf of an independent Board of Trustees from within and outside of Tsebo, the Foundation oversees, manages and governs all charitable activity across the Group, ensuring effective management and channelling of funds, as well as a centralised reporting framework.

This ranges from establishing SMME suppliers in rural areas, supporting nominated charities with food and running costs, running the Group's HIV and Wellness programmes, and partnering with clients in connected CSI programmes.



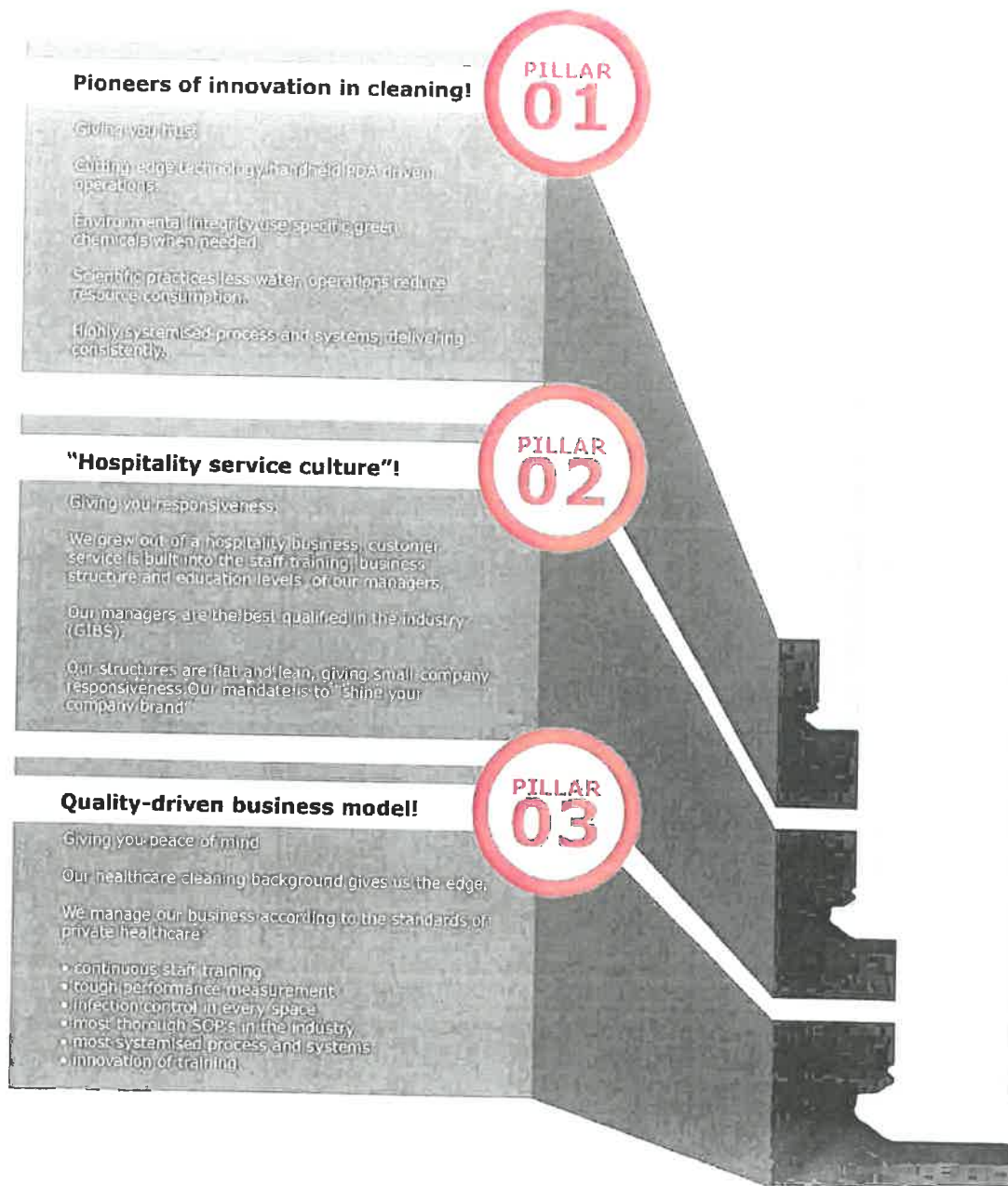
WE DEVELOP PEOPLE, TO SERVE PEOPLE, TO UPLIFT SOCIETY.

TSEBO

The Cleaning Solutions Brand Difference

We are different! Our unique proposition combines outstanding cleaning solutions with targeted community development into a package that provides outstanding quality, value for money and productivity.

The Pillars of the Cleaning Brand Summary



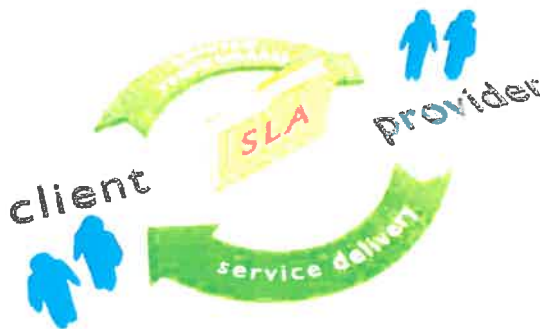
WE DEVELOP PEOPLE, TO SERVE PEOPLE, TO UPLIFT SOCIETY.

TSEBO

Summary

Tsebo are renowned for leading the market in product and service delivery but also for our commitment to black economic empowerment and staff development. Our Level 1 B-BBEE rating bears testimony to our efforts in this regard.

In preparing our cleaning solution we have applied our minds to the complexities of working within Gauteng Gambling Board and used our extensive understanding of providing cleaning solutions within the various environments and how this reflects on the employees and visitors who will be using Gauteng Gambling Board.



We will offer as part of our value proposition a scientific, methodical quality service. The service levels will be assessed regularly in line with a detailed Service Level Agreement (SLA), which upon acceptance of our proposal, will be mutually agreed upon and implemented.

One of our recipes for success is the careful scheduling and checking of the individual cleaning work schedules. Our solution has been tailored around the scope and specifications as per the scope of works provided.

The correct placement of well-trained staff and the placement of area specific equipment, both aid with the optimisation of the pricing model. This has the benefit of maximising staff productivity whilst minimising the risk to health and safety.

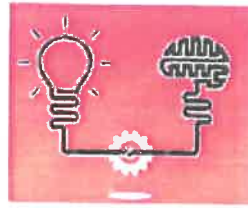
All employees receive continuous rigorous training and managers are trained to monitor their staff as well as the usage of chemicals. Over and above this, internal as well as external independent audits are carried out regularly to assist in maintaining high levels of service delivery.

Our Value Proposition



Proven Experience

- Service ethos and cleaning standards of the very highest quality
- Hospitals is our heritage: our operational methodologies are based around hospital cleaning
- Hospital-level cleaning services, no matter the environment.



Industry Leading Innovation and Technology

- Our infection control standards are benchmarked at current CDC (Centre for Disease Control) levels
- Proactive and accurate cleaning approach with our handheld Personal Digital Assistants (PDA's) inspection tool
- Call-on-demand technology enables responsive service and immediate delivery.



Environmentally Aware

- Green-certified and environmentally friendly chemicals used
- Improved processes that reduce water usage and packaging waste
- Encourage and support our clients in their recycling initiatives to ensure success.

We believe that Tsebo is perfectly positioned towards supporting Gauteng Gambling Board in obtaining and maintaining a world class status by ensuring your facilities are maintained according to international standards.

With our fit for purpose solution we are confident that all your cleaning and hygiene needs will be met to a satisfactory level.

We look forward to your response and trust that we have demonstrated that we are able to not only meet but exceed your needs.



GAUTENG GAMBLING BOARD
RFQ 04/09/2019/001 PROVISION OF HYGIENE SERVICES FOR PERIOD OF 24 MONTHS.

SUPPLIER NAME: TSEBO SOLUTIONS GROUP (PTY) LTD T/A TSEBO CLEANING SOLUTIONS

REQUEST FOR QUOTATION (RFQ) – RFQ 04/09/2019/001 PROVISION OF HYGIENE SERVICES FOR PERIOD OF 24 MONTHS.

RFQ specific information	
CSD number	MAAA0098266
Date of issue	04 September 2019
RFQ number	04/09/2019/001
Closing date and time of quote	13 September 2019 at 15h00

Contact person	
For questions of clarification	Nosipho Dladla
E-mail address	nosiphod@ggb.org.za
Telephone Number	011 581 4889

Terms	
Delivery date	IMMEDIATE
Payment terms	30 days after receipt of invoice
Binding period of the quote	30 days
Other terms	Purchase Order to be issued to successful quote

Delivery address	
Company name	Gauteng Gambling Board
Street address	125 Corlett Drive, Bramley, Johannesburg



GAUTENG GAMBLING BOARD

RFQ 04/09/2019/001 PROVISION OF HYGIENE SERVICES FOR PERIOD OF 24 MONTHS.

5. Stainless steel look alike paper dispenser ("hands free" controlled paper towel system without Consumables). X 1 for each bathroom (3 for each floor)
6. Stainless steel Airmist automatic dispenser (With consumables) x 1 for each bathroom
7. Stainless steel toilet roll holder for each toilet room – (2 roll holder) x 3 for each bathroom
8. Stainless steel soap dispenser (with foam soap) x 2 for each bathroom
9. Top to bottom deep cleaning of bathroom / toilet facilities including showers in the GYM facility (once a month).
10. All fixed items to be rented for a period of 24 months and include maintenance as and when required.

OTHER CONSUMABLES THAT FORM PART OF THE CONTRACT

- Provide urinal mats for male toilets (Once a month). (There are three urinals per floor x 4 floors).
- Provide sanitary plastics for female toilets

NB: THERE WILL BE A COMPULSORY SITE INSPECTION ON THE 9TH OF SEPTEMBER 2019 AT 11h00 at GGB OFFICES

EVALUATION CRITERIA FOR THIS BID

1. The evaluation criteria will be in line with the PPPFA Act (No. 5 of 2000) and its 2017 Regulations, 80/20 preference points system.
Bids will be evaluated on two stage evaluation process. Firstly Bids will be evaluated on functionality and secondly on price and B-BBEE evaluation.

Stage one – Functionality/technical evaluation

- 1.1.1 Minimum threshold for functionality will be 70 points where all individual thresholds are adhered to. Any Bid that fails to meet the minimum threshold (as well as the individual minimum components) will not be evaluated further.
- 1.1.2 The evaluation criteria, score and weighting for measuring functionality are shown on the table below:



GAUTENG GAMBLING BOARD
RFQ 04/09/2019/001 PROVISION OF HYGIENE SERVICES FOR PERIOD OF 24 MONTHS.

Points awarded for B-BBEE Status Level of Contribution:

In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below

B-BBEE Status Level of Contributor	Number of points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

2. BIDDERS ARE RESPONSIBLE FOR:

- a. Examining this RFQ and any documents referenced or attached to this RFQ and any other information made or to be made available by the GGB to Bidders in connection with this RFQ;
- b. ensuring that their Quotations are accurate and complete;
- c. making their own enquiries and assessing all risks regarding this RFQ, and fully considering and incorporating the impact of any known and unknown risks into their Quotation;
- d. **submitting a valid Tax Clearance Certificate;**
- e. **submitting a valid B-BBEE Certificate;**
- f. **Submitting completed SBD 4 & 9 documents.**



GAUTENG GAMBLING BOARD
RFQ 04/09/2019/001 PROVISION OF HYGIENE SERVICES FOR PERIOD OF 24 MONTHS.

- 2.3. Position occupied in the Company (director, trustee, shareholder, etc²): CHIEF EXECUTIVE OFFICER
- 2.4. Company Registration Number: 2016/224394/07
- 2.5. Tax Reference Number: 9372493180
- 2.6. VAT Registration Number: 4960275602
- 2.6.1. The names of all directors/ trustees/ shareholders/ members, their individual identify numbers, tax reference numbers and, if applicable, employee/ persal numbers must be indicated in paragraph 3 below
- 2.7. Are you or any person connected with the bidder presently employed by the State? YES / ☒ NO
- 2.7.1. If so, furnish the following particulars
- ☐ Name of person/ director/ trustee/ shareholder/ member: N/A
- ☐ Name of State institution at which you or the person connected to the bidder is employed: N/A
- ☐ Position occupied in the State institution: N/A
- Any other particulars:
N/A

² "Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise



GAUTENG GAMBLING BOARD
RFQ 04/09/2019/001 PROVISION OF HYGIENE SERVICES FOR PERIOD OF 24 MONTHS.

N/A

- 2.10. Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between the bidder and any person employed by the State who may be involved with the evaluation and or adjudication of this bid?

YES / ☒ NO

- 2.10.1. If so, furnish the following particulars.

N/A

- 2.11. Do you or any of the directors/shareholders/members of the company have any interest in any other related companies whether or not they are bidding for this contract?

YES / ☒ NO

- 2.11.1. If so, furnish the following particulars.

N/A

3. Full details of directors/ trustees/ members/ shareholders.

SEE FULL DETAILS OF DIRECTOR INFORMATION ATTACHED

Full Name	Identity Number	Personal Tax Reference No	State Employee Number/ Persal Number



GAUTENG GAMBLING BOARD
RFQ 04/09/2019/001 PROVISION OF HYGIENE SERVICES FOR PERIOD OF 24 MONTHS.
DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This declaration will be used by institutions to ensure that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.

- 2 The bid of any bidder may be disregarded if that bidder, or any of its directors have:
 - a. abused GGB's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. Failed to perform on any previous contract.

- 3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
3.1	Is the bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.1.1	If so, furnish particulars:		
3.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? To access the Register enter the National Treasury's website, www.treasury.gov.za click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number 012-3265445.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.2.1	If so, furnish particulars:		



GAUTENG GAMBLING BOARD
RFQ 04/09/2019/001 PROVISION OF HYGIENE SERVICES FOR PERIOD OF 24 MONTHS.

SBD 9

CERTIFICATE OF INDEPENDENT BID DETERMINATION

1. This Standard Bidding Document must form part of all bids¹ invited.
2. Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *per se* prohibition meaning that it cannot be justified under any grounds.
3. Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. Disregard the bid of any bidder if that bidder or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. Cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
4. This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5.



GAUTENG GAMBLING BOARD
RFQ 04/09/2019/001 PROVISION OF HYGIENE SERVICES FOR PERIOD OF 24 MONTHS.

4. Each person whose signature appears on the accompanying bid has been authorised by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organisation, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder.
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation);
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 9.

Industry Experience / References

NAME OF COMPANY	CONTACT	CONTACT DETAILS	SCOPE OF SERVICES	AREA AND DURATION	CONTRACT AMOUNT
Wilmed Park Hospital	Hennie Steenkamp	018 468 7700 Hennie.Steenkamp@mmhs.co.za	Cleaning and Catering Healthcare	North West 2000 - Ongoing	R5 100 000,00
Sunshine Hospital	Ken Ford	011 744 8710 ken@sunshinehospital.co.za	Cleaning Healthcare	Gauteng 2000 - Ongoing	R2 500 000,00
Tsogo Sun – Sun Square Hotel	Wilma Swart	011 557 7100 Wilma.swart@tsogosun.com	Cleaning Hospitality	Gauteng 2014 - Ongoing	R1 000 000,00
ABSA	Neels Brink	082 820 1906 nbrink@tsebo.com	Cleaning, Hygiene, Facilities	National 2014 - Ongoing	R7 000 000,00
Ernst & Young	Carmen Graham	082 318 6111 Cgraham@tsebo.com	Cleaning, Hygiene, Facilities	Gauteng 2015 - Ongoing	R4 900 000,00
Department of Education	Neo Chabedi	012 357 4405 nchabedi@tsebo.com	Cleaning & Hygiene	Gauteng 2010 - Ongoing	R6 000 000,00
Foschini Group	Siham Arrend	021 937 5777	Cleaning	National 2015 - Ongoing	R1 000 000,00
Old Mutual	Done Rankin Rowley	021 509 4807	Cleaning & Hygiene	National 2010 - Ongoing	R1 600 000,00



EMPOWERING YOU WITH HOPE

9 April 2018

To whom it may concern:

This letter serves to confirm that Bloemcare has had dealings with Tsebo since 2008 when they took over the Cleaning Services Department of Bloemcare.

We have at all times found their services to be professional and of a high standard.

The staff at Tsebo are friendly, competent and pleasant to deal with. The management team is at all times available to deal with any queries or complaints that should arise.

I trust that the above information will be of assistance to you.

Regards

P.A. le Roux

Mrs PA le Roux

Managing Director

11 AG Visser Street / Straal 11 | Langenhovenpark | Bloemfontein | 9301

P.O. Box / Posbus 38185 | Langenhovenpark | 9330

Tel: 051 - 446 3242 | Fax: 051 - 446 4469 | www.bloemcare.co.za

MEDICLINIC VEREENIGING

MEMORANDUM

TO: Samantha van Wyk

FROM: Coenie van Tonder

DATE: 2019/06/13

REF: CLEANING SERVICE

Hereby we confirm that Tsebo Cleaning is handling the cleaning contract at Mediclinic Vereeniging for the last 4 year. The tender was awarded again July 2018 for another 5 years.

Mediclinic are dealing with a International Company, Press Ganey to determine the clients satisfaction rate . Currently Tsebo exceed the expectation > 80 %

Please do not hesitate to contact me should any more information be required

Thank You

Regards

Coenie van Tonder

Financial Administration manager

Cell : 082 376 3244

Hospital : 016 - 440 5000

Sandton Senior Citizens Society

10001 Sandton Road
Platinum House
The Sandton
City, Johannesburg
10156



11 April 2018

RE: Tsebo Cleaning Services

To whom it may concern,

Tsebo Cleaning Services have been contracted to the Bryanston Village (SSCS) since June 2016. The Bryanston Village have received excellent service from the Tsebo team.

We are extremely satisfied with the caliber of staff that have been placed on our site and would be happy to recommend their service to any other organisation.

Kind Regards

Liz Berdanis

General Manager



NEWNET PROPERTIES Pty (Ltd) T/A
Reg No. 97/11788/07

SUNSHINE HOSPITAL

1522 SOMA STREET
Actonville
P.O. Box 18663
Actonville, 1506
Tel: (011) 420-3000
Fax: (011) 420-3205/7
PR NO. 5808774

28 May 2019

To whom it may concern,

Re: Tsebo Cleaning Services

Tsebo Cleaning Services has been contracted to Sunshine Hospital for a number of years. During this time, their service has consistently been of the highest standard.

We are extremely satisfied with the caliber of staff that have been placed at our site and have no objections to recommend their services to any organization.

Kind Regards,

Kenneth Frederick Ford

Managing Director



TSEBO

CLEANING SOLUTIONS
OPERATIONS

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

Transition Overview

Our management team is passionate about the importance of this change management process. A major factor leading to a successful relationship lies in the quality of the mobilisation and transition programme.

To ensure a seamless transition from your current service provider, a number of briefings and task meetings will be held. The purpose of these briefing sessions will be to clarify and confirm the execution of your expectations and our primary goals.

Tsebo has contingencies in place, provides a detailed mobilisation plan as well as ensures that lines of communication are open.

We differentiate ourselves through our responsiveness in addressing issues that may occur from time to time. We are able to do this, because of the large resource base we have available across the Group.

Our goal is to always provide you with quality services to the expected levels of international service solutions.

To achieve this, Tsebo has implemented rigorous quality control systems to monitor performance at all levels.

All key performance indicators are developed and defined by both Tsebo and our client, by means of a mutually agreed Service Level Agreement, which ensures service success.

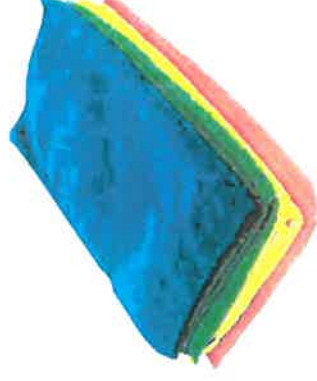
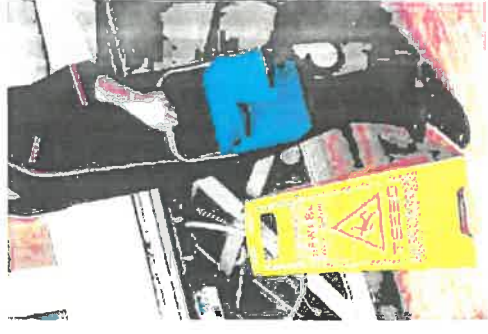
The approach Tsebo take is not that of a service provider but rather one of a partnership.

As your preferred partner we will implement a tailor made mobilisation plan which will be carefully project managed and implemented in close partnership with yourselves, to provide a seamless transition.

The success of this contract lies in the partnering to establish and implement a system of measurement which is efficient and focused.

Tsebo are not merely service providers and therefore approach each new contract in a well-coordinated and collaborative fashion that encourages long-term partnerships with our clients.

Mobilisation Plan



Workstream	Task	5/6 weeks prior to opening	4 weeks prior to opening					1-2 months after start-up
			Week 4 prior to opening	Week 3 prior to opening	Week 2 prior to opening	Week 1 prior to opening	3 days prior to opening	
Operations	Confirmation of award of tender	x						
	Client Meeting: Meet with client to discuss mobilisation plan, agree on dates and availability of venues and storage facility	x						
	Operations: Site Operations management team to familiarise themselves with detailed requirements, scope, spec and service outcomes		x					
	Full site walkabout to be completed		x					
	Operations: Identity and brief mobilization team responsible for support during start up	x						
	Operations: Inform Training department, HR department and H&S departments of training requirements and start up	x						
	Operations: Mobilisation team to prepare work schedules/job cards for positions in line with scope of work		x					
	Operations: Determine site specific house rules for staff, including security measures (entrance/exit), staff facilities, staff locker rooms & keys		x					
	Operations: Inventory control processes						x	
	Operations: Take delivery of equipment, smalls, consumables and chemicals						x	
	Operations: Assemble equipment and pack storerooms and cleaning trolleys in line with company procedure						x	
	Operations: Neatly mark equipment as per areas allocated to						x	
	Operations: Issue uniforms and name tags to staff and signing of uniform policy						x	
	Operations: Ensure all unit files are in place						x	
People	Implement TCS Star Grading Quality Programme							x
	Revisit job schedules/job cards to ensure optimum productivity of staff							x
	Sub-Contractors: Ensure completion of installations and hand over of keys						x	
	HR: Recruitment of Contract Manager	x						
	HR: Interviews of Cleaning Personnel		x					
	HR: Security/Criminal checks of cleaning personnel		x					
Procurement	HR: Complete employment contracts for Cleaning personnel following the outcome of the criminal checks					x		
	Plan and conduct training: Induction and Industrial Relations Induction to be conducted				x			
	Plan and conduct training: Basic soft skills training to be conducted				x			
	Payroll: Complete payroll documentation with supporting documentation							x
	Payroll: Completion of payroll scheduling and set up documentation for implementation of PRP biometric payroll system							x
	Operations: Follow procedures for approval of capital expenditure.		x					
	Operations: Equipment, smalls, chemical and consumable ordering		x					
	Operations: Co-ordinate delivery of equipment, smalls, chemicals and consumables 3 days prior to start up						x	
	Admin: Uniform ordering for management and staff							x

Uniforms and Equipment

With a culture born of the hospitality industry, Tsebo is committed to projecting a professional image always.

Staff Uniforms

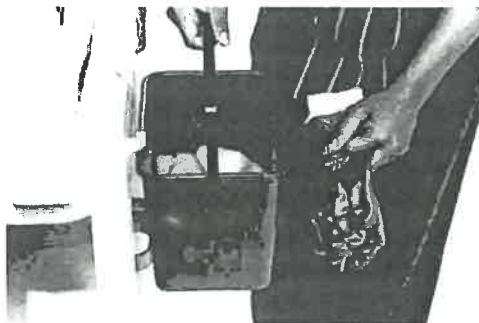
Uniforms are provided to all staff and it is a condition of service that employees wear the corporate uniform.

All frontline and supervisory teams are issued with their respective uniforms and staff are easily identifiable by the name tags that they are required to wear.

There are different uniforms depending upon the service that is being undertaken and these too will be clearly identifiable.

Each staff member is allocated a full set of uniforms, including safety shoes, based on the following principle:

- 1 set on
- 1 set in the wash
- 1 pair safety shoes.



Equipment

In addition, Tsebo ensures that all industrial cleaning equipment from scrubbers to vacuum cleaners as well as all floor care equipment and supplies necessary to efficiently carry out the cleaning services, including disinfectants, soaps, cloths and chemicals are deemed safe by the material safety data sheets (MSDS).

Account Management and Quality Assurance

The retention of our contracts is of paramount importance to the Tsebo Solutions Group (TSG) as a whole.

The delivery of the sales promise along with the successful mobilisation is measured long after the contract has commenced.

All accounts are viewed as prestigious contracts and to this end, frequent engagement will be held with Senior Management and Executives of our clients.

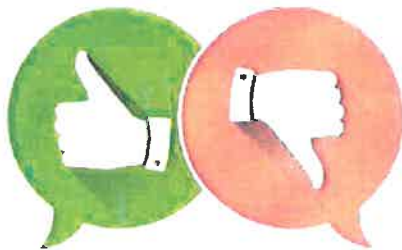
Structured plans are put in place, by our Client Service Director and the contract is monitored and measured against key outputs.

Customer Satisfaction Surveys

TSG have engaged with an outsourced service provider to conduct telephonic Customer Satisfaction Surveys with our clients. The frequency of the calls is either monthly or quarterly while the regularity of these calls is based on client preference.

nlighten

TSG took the decision of outsourcing this function as it embodies our transparent approach to our operating practices, financial solutions and operational challenges.



Furthermore, this allows us to focus on providing a consistent and efficient solution to our client base without detracting from our daily operations.

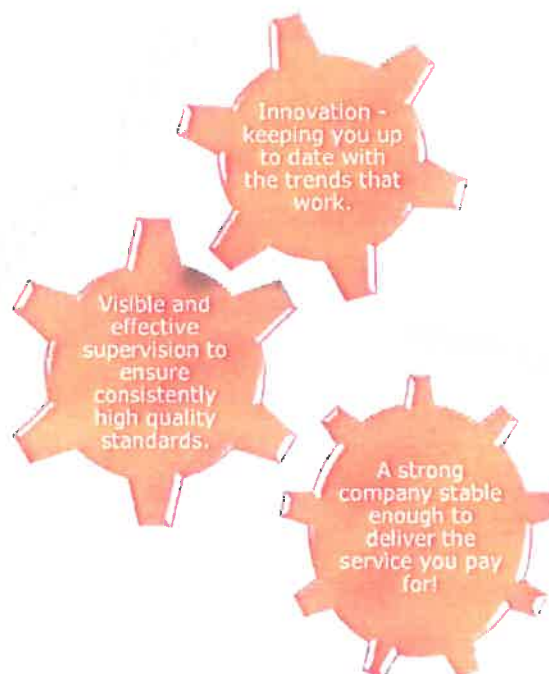
Calls are pre-scheduled at our clients' convenience and take +/-10 minutes. The call operator works with a pre-defined question set which was extensively workshopped with our Sector Managing Directors.

Special surveys may be requested from time to time especially after changes have been made to monitor the success of implementation.

Quality Assurance

Partnering with Tsebo translates to the following benefits:

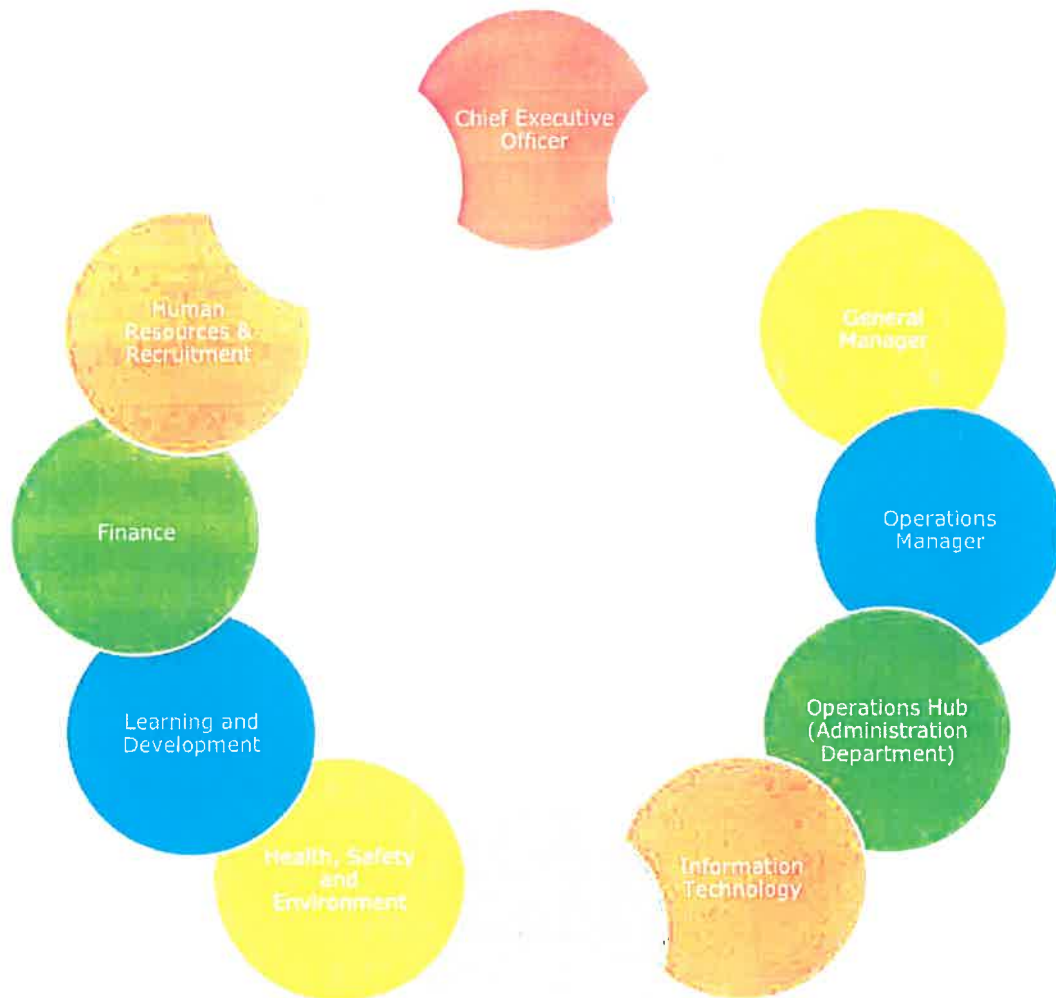
- A focused cleaning solutions company within a solutions group of companies that together boasts almost 50 years' experience
- Ability to offer expertise in areas other than cleaning i.e. hygiene, deep cleaning etc.
- A solid track record
- A group of professionals who are uncompromising in fulfilling their performance undertakings
- Innovative technology that allows efficient and effective quality reporting and auditing
- A business partner who is passionate about creating a homely environment in the workplace
- Proactive, flexible and effective management structures, with industry specialists whose priority it is to support our operational teams
- The highest calibre of staff possible, throughout our organisation
- Tried, tested and proven operational methodology.



Site Support

Our on-site operations unit is fully supported by a team of experts in various fields within the business.

The illustration below portrays the support and back-up provided from a Head Office level and ensures that our Contract Manager can provide a superior level of service to our clients.

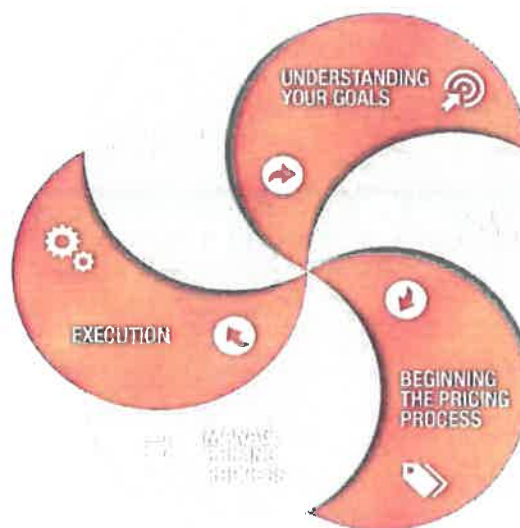


Supplier Contingency Planning

Tsebo's approach to procurement, whether direct or on behalf of clients, is through a central function or division, this being Tsebo Procurement Solutions.

Our Group procurement policy ensures that goods, services and equipment are procured in a manner that realises best value for money, minimises risk and safeguards both Tsebo's and our clients' interests and ensures that all procurement activities are in accordance with:

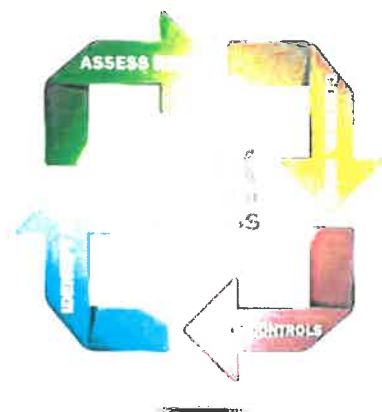
- good corporate governance
- prescribed standards and specifications
- TSG's codes of ethics, conflict of Interest, delegation of authority and other relevant policies and procedures
- promotion of the transformation requirements and support of local suppliers in line with prevailing legislation or norms in the countries of our operations
- service level agreement entered by and between group procurement and business units of Tsebo
- support of green and sustainable procurement initiatives and norms in line with global institutions such as the United Nations.



Risk Assessment and Crisis Management Plan

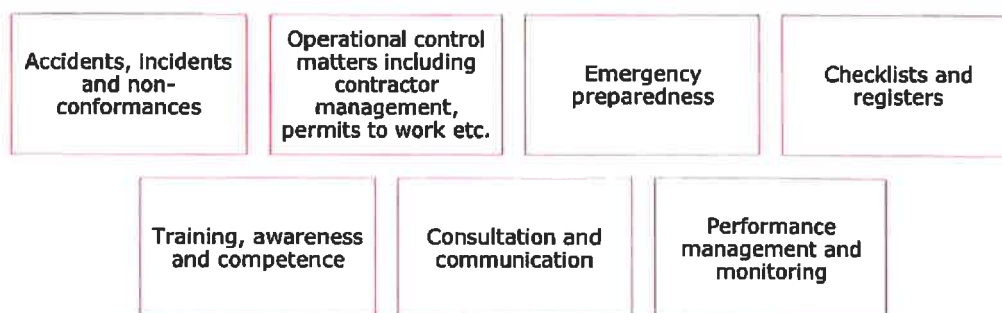
Tsebo has a fully developed Risk Assessment and Crisis Management Plan in place to determine and manage uncertainties that might prevent us from achieving our commitment to your targets and objectives.

It is important that our employees understand the policies and procedures that Tsebo has in place and appreciate that Risk Management makes good sense.



Our internal policies and processes will ensure that all our client's employees, visitors and guests are well looked after, in any event.

As an example, some of the topics included in our Health and Safety policies and procedures are listed below:



Based on these standards we ensure that our company operates a safe and sustainable service to all our clients.



Training

A comprehensive site-specific induction programme is a mandatory for all new employees during induction training and all subsequent training programmes.

TCS Safety Minute.

TCS Safety Minutes provide a convenient and effective method of communicating and involving all employees as well as reinforcing safety messages throughout the workforce. This significantly enhances the development of a safe working culture.

Health & Safety at Work

➤ Prevention Starts Here

The benefits will include greater awareness, with the potential to reduce accident rates; downtime and equipment damage and possibly even save a life.

The method of communication used is email as well as text messages which are circulated to the entire division weekly.

TCS Safety Minute: If you are unsure of how to perform the task allocated to you then ask before you cause an incident or are injured yourself. It is quicker to ask than to repair or replace.

TCS Safety Minute: Never stand on a CHAIR a CRATE or any other object to perform a task. If you do not have a ladder or a tool to reach the required position then postpone the task until you have the correct equipment.

TCS Safety Minute: Preuse inspections must be carried out before any equipment or machinery is used. All defects or deviations to be noted on the pre use checklist and reported immediately to your Safety Officer or Safety Representative or Supervisor or Manager.



TSEBO

**CLEANING SOLUTIONS
CERTIFICATES AND OFFICIAL DOCUMENTS**

WE DEVELOP PEOPLE, TO SERVE PEOPLE, TO UPLIFT SOCIETY

CLEANING SOLUTIONS

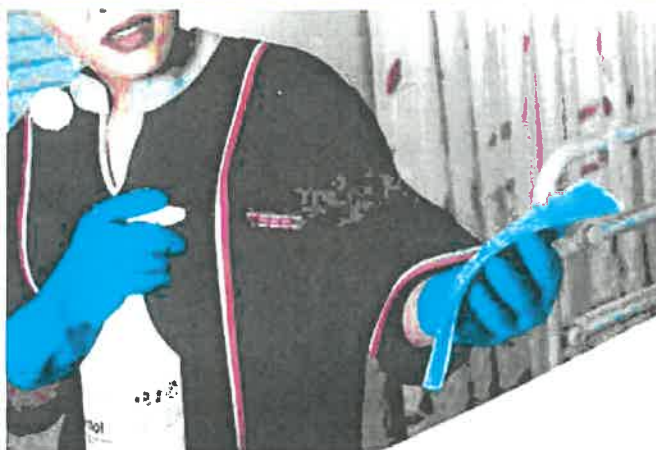
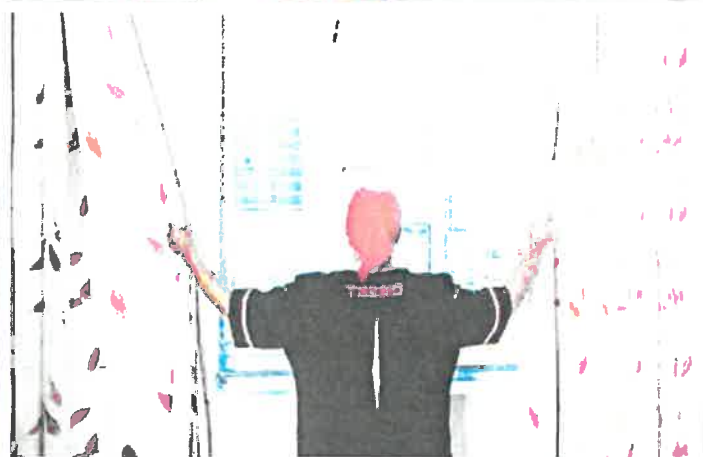
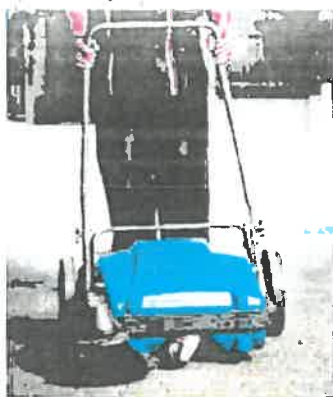
CLEANLINESS BEYOND THE OBVIOUS



TSEBO

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

Facilities Management. Remote Camps. Catering. Cleaning. Protection. Hygiene. Energy. Procurement.





Educational facilities



Leisure and hospitality establishments



Industrial operations

SA's fastest growing cleaning company.

TSEBO



BEYOND THE OBVIOUS

Broad Industry Knowledge

We understand the requirements and nuances of different industries and environments, providing services for your specific needs.

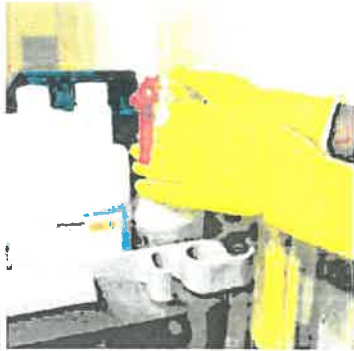
Service Responsiveness

A Powerful Support Infrastructure

Better Cleaning Technology

In-Built Flexibility

OUR APPROACH TO GREEN CLEANING



**We Minimise
Environmental
Impact**



**We Eliminate
Unnecessary
Use of Materials**



We Recycle

ENVIRONMENTAL POLICY

Our Environmental Policy is to ensure that all our activities are carried out in a way that minimises our impact on the environment. We are committed to reducing our carbon footprint, conserving resources, and protecting the environment. We will continue to improve our environmental performance and ensure that we are a responsible and sustainable organisation.



TSEBO

OUR INNOVATIONS AND TECHNOLOGY



Scientific Practices

We use the most advanced scientific practices to ensure that our data is accurate and reliable. Our data is used to inform our customers and the public about the health of our environment.



CDC-level Standards

We use the most advanced scientific practices to ensure that our data is accurate and reliable. Our data is used to inform our customers and the public about the health of our environment.



Environmental Responsibility

We are committed to environmental responsibility. We use the most advanced scientific practices to ensure that our data is accurate and reliable. Our data is used to inform our customers and the public about the health of our environment.



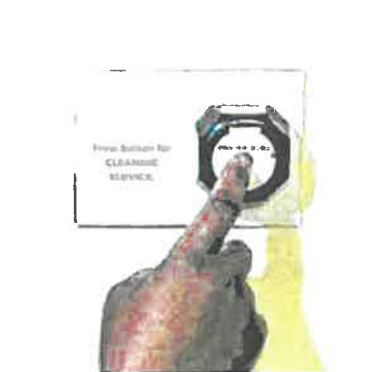
Advanced Equipment

We use the most advanced scientific practices to ensure that our data is accurate and reliable. Our data is used to inform our customers and the public about the health of our environment.



Mobile Technology

We use the most advanced scientific practices to ensure that our data is accurate and reliable. Our data is used to inform our customers and the public about the health of our environment.



Responsive Service

Our call-on-technology enables responsive service and immediate delivery.





CUSTOMER SERVICE EXCELLENCE

Our hospitality heritage means that customer service is built into our staff training, business structure and the qualification levels of our managers.

Our commitment to service excellence means that we will only accept work from our own staff if it meets the highest standards.

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HIGHER QUALITY STANDARDS

We operate via a quality driven business model and our original cleaning heritage gives us the edge in managing it.

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THE COMPANY SUPPORTING THE BEST COMPANIES ACROSS AFRICA MIDDLE EAST



KEY SECTORS

ISO 9001	OHSAS
14001	18001
22000	HACCP

WORLD-CLASS OPERATING STANDARDS

- MULTINATIONAL CLIENTS
- CORPORATE CITIZENSHIP
- ENVIRONMENTALLY RESPONSIBLE
- ETHICS AND GOVERNANCE
- AN AUTHENTIC AFRICAN COMPANY

AN ETHICAL AND RESPONSIBLE CORPORATE CITIZEN

www.tsebo.com



TSEBO

HYGIENE SOLUTIONS

SERVICE WITH PASSION



TSEBO

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

Facilities Management Remote Camps Catering Cleaning Protection Hygiene Energy Procurement





OUR DIFFERENCE

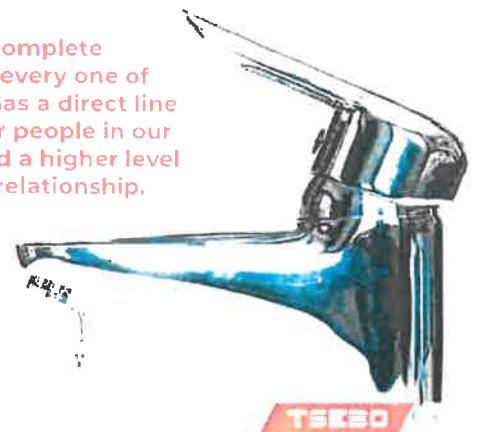
= productive organisations

= higher quality production

= better customer experiences

= **building your brand**

We deliver complete assurance – every one of our clients has a direct line to the senior people in our business and a higher level of personal relationship.



OUR TEAM



Wynand Louw



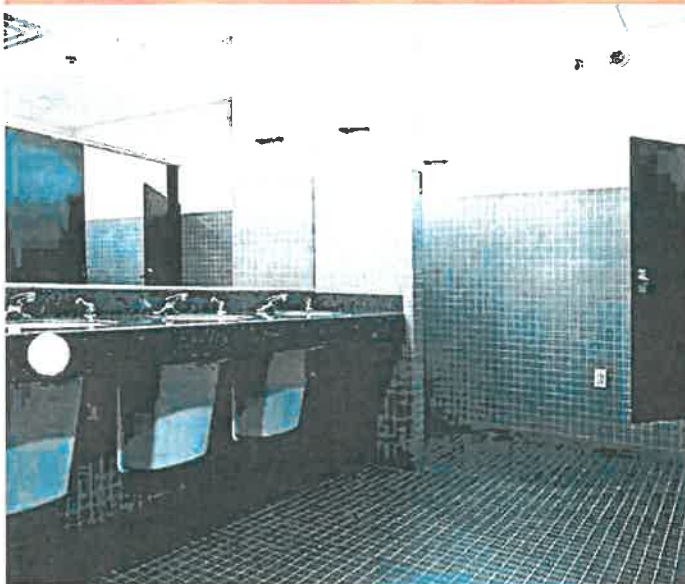
Calvin Chetty



Consuelo Foster

TSEBO

The Tsebo Solutions Group is a Level 1 B-BBEE contributor with procurement recognition for customers of 135%.



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Environmental Policy

The Tsebo Solutions Group is committed to the environment and the well-being of our employees and the community.

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TSEBO



Get technical innovation, service professionalism and the highest standards at a competitive price.

Technical Innovation

Hygiene and disinfection

Chemical disinfection

Ultraviolet disinfection

Thermal disinfection

Disinfection byproducts

Water and wastewater treatment

Water disinfection

Service Professionalism

Technical support and training

24/7 emergency response

On-site and remote support

Regular maintenance

Quality Assurance

ISO 9001:2015 certified

ISO 14001:2015 certified

ISO 45001:2018 certified

ISO 27001:2017 certified

ISO 22000:2018 certified

Cost Effectiveness

Lowest total cost of ownership

Highly efficient and effective

Long life cycle and durability

Low maintenance and repair costs

Environmental Impact

Low energy consumption

Low water consumption

Low chemical usage

Low waste generation

Health and Safety

Highly effective disinfection

Low risk of infection

Low risk of chemical exposure

Low risk of equipment failure

Low risk of injury

Customer Satisfaction

High customer loyalty

High customer retention

High customer satisfaction

High customer engagement

Regulatory Compliance

Compliance with all applicable laws

Compliance with all applicable standards

Compliance with all applicable regulations

Compliance with all applicable codes

Global Reach

Operating in over 100 countries

Operating in over 100 languages

Operating in over 100 currencies

Operating in over 100 time zones

B-BBEE Credentials

As part of the Tsebo Solutions Group, Tsebo Hygiene has always held that transformation is not a compliance requirement. It is part of our DNA and is weaved into our business model, business processes, cultural values and business strategy. We encourage all our clients, suppliers and stakeholders to engage with us to create and sustain transformation success.

www.tsebohygiene.co.za

