

INTEGRATED SERVICE  
SOLUTIONS TO  
**SUPPORT THE BEST OF  
COMMUNITY LIVING**



**COMMUNITY** *living*  
INTEGRATED SOLUTIONS TO FIT YOUR ESTATE'S NEEDS

a **TSEBO** solution

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# CONCEPT AND OVERVIEW

**Community Living** - A holistic, innovative, yet ultra-flexible solution that offers an **array of facility management solutions** for the estate community environment.

Our Community Living solution is committed to providing **quality, caring and safe** community estate environments coupled with **consistently high levels of service** to support the best of community living.



# THE SOLUTION USP

From safeguarding your residents and manicuring the gardens of your estate/village/homes to our chefs preparing a delicious meal in the à la carte restaurant or our well trained staff managing the cleaning and hygiene services of your facilities; the Tsebo Community Living solution is an **end-to-end, integrated facility management solution that will enrich the lives of your estate's residents as well as your local community.**

Our **modular and customisable approach** allows us to tailor our offering to the needs of your property's environment, residents and budget. **We create long-term sustainable value** for our customers by **minimising complexity, cost and risk**, whilst **improving competitiveness, efficiency and productivity** through the implementation of **state-of-the-art technology and best practice business processes.**

# THE COMMUNITY LIVING SOLUTION

Affordable, unique “ONE-STOP” solution – tailored to fit your needs



# THE PRODUCT

We manage your:



## SECURITY

Safeguard your residents, assets and property with advanced electronic security solutions, access control, perimeter fencing and protection, armed response, panic buttons, manned guarding and more. We combine technology and human capital to ensure the safety of your residents, as a first priority.



## CATERING SERVICES

Choose from an array of culinary options at your fingertips! Daily meal service, fine dining / A la Carte restaurant, coffee shop, convenience store, executive functions, special events, special dietary requirements and room or estate home deliveries.



## HOUSEHOLD AND FACILITIES

Get access to handymen, dog walkers, housekeepers, receptionists, electricians, plumbers, tax experts, maintenance teams ... the list is endless.



## CLEANING, HYGIENE AND LAUNDRY

We take care all your cleaning and hygiene requirements, including pest control services, specialised cleaning, laundry services, unit/home cleaning, hygiene equipment installation and repairs etc. - providing environmentally friendly cleanliness beyond the obvious.



## LANDSCAPING

We provide a portfolio of professional landscaping products and services, including the installation and/or maintenance of estate gardens, lawns, sportsgrounds, indoor plants, water features, vertical wall plant products, flower arrangements and short-term garden event rentals.



## ENERGY EFFICIANCY

We provide insight and understanding of estates' energy consumption and CO2 emissions, together with practical solutions to target and eliminate unnecessary consumption and emissions. We are the experts in reducing production costs through simple energy solutions and are specialists when it comes to providing integrated solutions for properties, however big or small.



## HEALTH AND WELLNESS

Benefit from personal trainers, massage therapists, dietitians, medications reminders, geriatric manager referrals and more.



## COMMUNITY CARE

Partner with us to analyse, manage and implement social and environmentally friendly impact strategies and plans that will help your estate thrive in symbiotic harmony with your local community. From recruiting, training and employing local community members at your estate to arranging special community outreach days (e.g. Mandela Day) in which your residents can partake - we care about sustainably uplifting local communities and society at large.



## SHUTTLE SERVICES

Shuttles and transfers to estate residences, local shopping centres, doctors' appointments and reduced transport rates to airports.



## ADDITIONAL AMENITIES

Concierge services, electronic meal ordering, high teas, book club, fun walks, health talks, farm in a box delivery, milk / bread / newspaper delivery, braai extras on Sundays... and much more.

# CHOICES APPROPRIATE TO YOUR NEEDS

We are cognisant of the fact that the estate living market is differentiated by various financial and attraction related factors. From your smaller and more traditional security estates to your more elaborate lifestyle, wildlife, golf, equestrian and even themed estates – we are able to **customise our integrated offering** based on the **unique requirements of your estate community**.

Our **integrated, yet modular**, service offering allows us to **leverage joint operational resources, manage cost efficiencies, maintain consistent service level standards** and, through the implementation of advanced technology and best practice business processes, we can deliver an **innovative integrated property service tailored to your needs**.

# OUR PURPOSE

The Tsebo Solutions Group is a responsible, ethical organisation. We care about all our stakeholders - our staff, clients, communities, shareholders and the environment. We have an important role to play in improving the lives of our communities, and we provide opportunities for their success in the future, as captured in our Tsebo purpose statement:

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

# OUR VALUES

Our values underpin who we are and serve to direct our thinking, our decision-making and the way we conduct our business as 'ONE TSEBO'. The four Tsebo values support our vision, shape our culture, and reflect what we value:



We embrace highly ethical, moral and respectful behaviour, without exception.

**INTEGRITY**



We seek opportunity, respond rapidly, strive for continuous improvement and behave like intrapreneurs.

**ENTERPRISING**



We care for people, communities and the environment.

**CARING**



We are industrious, efficient and dependable.

**DILIGENT**



# OUR PEOPLE

We believe that developing our people - the heart of Tsebo, is the foundation of our purpose and the key to our customer's success. We invest in skills to deliver the highest quality services to our customers, and to give our people greater opportunity. Our starter job profiles, coupled with the growth and training opportunities from within the Group, make us one of Africa Middle East's most trusted employment providers.



**LEVEL 1**  
**B-BBEE CONTRIBUTOR**

*Procurement recognition for customers of 135%*

**TSEBO**

## OUR COMMITMENT TO TRANSFORMATION

Tsebo is widely recognized as one of Africa's most progressive corporate entities for our involvement in sustainable development and social commitment, and for our actions encouraging the continuous growth and transformation of our human capital, business, industry and society - placing Tsebo amongst the highest rated large employers on the South African DTI's generic B-BBEE scorecard.

# GLOBAL STANDARDS OF OPERATIONAL EXCELLENCE

The Tsebo Solutions Group is committed to internalising internationally recognised best practices. As such, we embrace policies and invest in accreditations and certifications in order to deliver the best services to our clients.

## **ISO 9001 Quality Management**

We hold the internationally recognised QMS standard. A powerfully designed business improvement tool ensuring continuous improvement.

ISO 9001: 2000 ISO 9001: 2008

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## **ISO 14001 Environmental Management**

We follow the specific EMS standards for handling environmental issues within an organisation.

ISO 14001: 2004

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## **ISO 22000 Food Safety Management**

We are proudly compliant to specific FSM standards with a system that ensures all organisations in the food chain control safety up to the time of consumption.

ISO 22000:2005

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## **OHSAS 18001 Occupational Health and Safety**

We eliminate or minimise the health and safety risks of our activities for both employees and other interested parties.

OHSAS 18001:2007

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# QUALITY AND GOVERNANCE PROVIDING CLIENT ASSURANCE

Our global standards across operational delivery, health and safety, financial management, operational procedures, business transparency, tax and regulatory compliance, labour management ethics and governance, skills building and use of technology all enable us to deliver the highest quality services and provide clients with absolute confidence.



## ANTI-BRIBERY AND CORRUPTION (ABAC) POLICY

Tsebo has a zero tolerance policy on theft, corruption and inducements.

## CODE OF ETHICS AND GOOD BUSINESS PRACTICE

Tsebo subscribes to the ethical principles underpinning good corporate governance as laid out in King IV (responsibility, accountability, fairness and transparency) and the UN Global Compact Principles on human rights, labour, the environment and corruption.

## INTERNAL AUDIT

Tsebo's internal auditing is an independent, objective team of compliance professionals that ensure our operations are conducted according to world-class compliance standards. This assures our clients that they are in safe hands. It brings a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.



**FACILITIES MANAGEMENT**   **PROTECTION**  
**REMOTE CAMPS (ATS)**   **HYGIENE**  
**CATERING**   **ENERGY**  
**CLEANING**   **PROCUREMENT**

**CONTRACT NON-CORE SERVICES**

OIL AND GAS  
 MINING AND RESOURCES  
 CORPORATE AND FINANCIAL SERVICES  
 MANUFACTURING  
 HEALTHCARE  
 EDUCATION  
 LEISURE AND HOSPITALITY  
 RETAIL AND WHOLESALE



**KEY SECTORS**



**Revenue**


- PRODUCTIVITY
- CONVENIENCE
- COMPETITIVE CAPABILITY

**Costs**

- OPEX
- CAPEX
- BUSINESS RISK

**MEASURABLE BUSINESS BENEFITS**

**ISO 9001**   **OHSA**  
**14001**   **18001**  
**22000**   **HACCP**



**WORLD-CLASS OPERATING STANDARDS**

**28 COUNTRIES**  
**47 YEARS**   **5 300 SITES**  
**47 OFFICES**   **40 000 EMPLOYEES**



**FOOTPRINT AND OPERATING EXPERIENCE**

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



**AN ETHICAL AND RESPONSIBLE CORPORATE CITIZEN**

**TSEBO**



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