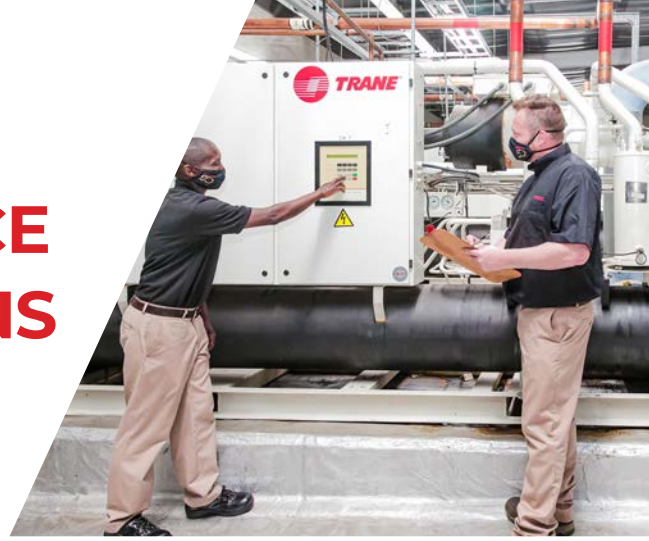


INTEGRATED WORKPLACE MANAGEMENT SOLUTIONS TO SUPPORT YOUR SUCCESS



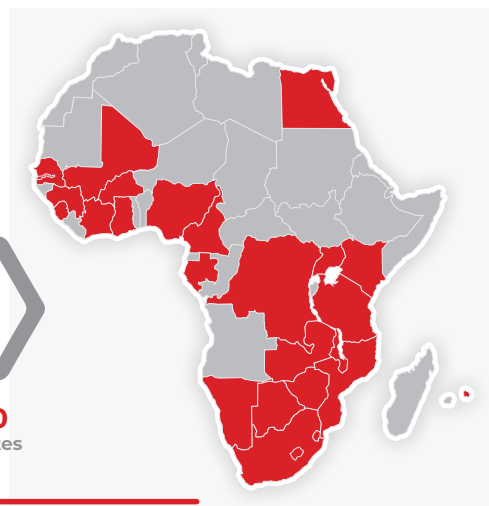
TSEBO

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

Catering. Cleaning. Hygiene. Pest Control. Protection. Remote Sites. Facilities Management. Energy.
Engineering. Procurement.



TSEBO AT A GLANCE



ABOUT US

- 
B-BBEE
 Level 1 contributor (South Africa)
- 
90% LOCAL
 Inputs locally sourced and supplier development = Induction, training and development of EME's and QSE's
- 
INCLUSIVITY
 2% Disabled workforce
- 
AUTHENTICALLY AFRICAN SHAREHOLDERS
 Investec, Nedbank, Khulasande, NinetyOne and Standard Chartered
- 
+40 000
 People trained annually
- 
WORLD-CLASS OPERATIONAL STANDARDS
 ISO 9001 **Quality Management** | ISO 14001 **Environmental Management**
 ISO 22000 **Food Safety Management** | ISO 45001 **Occupational Health & Safety**
- 
LOCAL EMPLOYMENT
 Passionate about labour standards and fair and transparent labour practices. Adhere to all **in-country labour laws and regulatory requirements**. We try to ensure **100% local staff** content in the countries in which we operate.



Approved, certified and environmentally friendly chemicals that contains antimicrobial agents.

ZERO TOLERANCE FOR BRIBERY & CORRUPTION

ABAC & CODE OF ETHICS





Tsebo's global standards adhere to the UK Bribery Act and the South African Prevention and Combatting of Corrupt Practices Act. In terms of our internal governance, all Tsebo employees must adhere to our anti-bribery and anti-corruption policy, our whistleblower policy and procedure, gifts and entertainment policy and our strict code of ethics and good business practice. These policies and procedures provide guidance for maintaining and improving a robust framework for overall good corporate governance and ethics.

Tsebo takes this seriously and management, subcontractors and employees are required to disclose potential conflicts of interest prior to on-boarding. Tsebo does not tolerate nepotism and no appointments of staff or subcontractors are made outside the formal screening procedures and practices.

TIP OFFS ANONYMOUS

Tsebo operates an independent 24/7 hotline monitored by Deloitte, where suppliers, employees and customers can notify the business of any infractions which will be investigated.

OUR VALUES

 <p>We embrace highly ethical, moral and respectful behaviour, without exception.</p> <p>INTEGRITY</p>	 <p>We seek opportunity, respond rapidly, strive for continuous improvement and behave like intrapreneurs.</p> <p>ENTERPRISING</p>
 <p>We care for people, communities and the environment.</p> <p>CARING</p>	 <p>We are industrious, efficient and dependable.</p> <p>DILIGENT</p>

WHO WE ARE

As a leading African Integrated Workplace Management Solutions Provider with over **51-years of experience**, Tsebo Solutions Group offers our clients improved workplace productivity that supports their success.

From city-based corporate headquarters to hard-to-reach remote sites, we create, manage and maintain environments that are **pleasant to be in, easier to work in and ultimately enhance collaboration, innovation and productivity.**

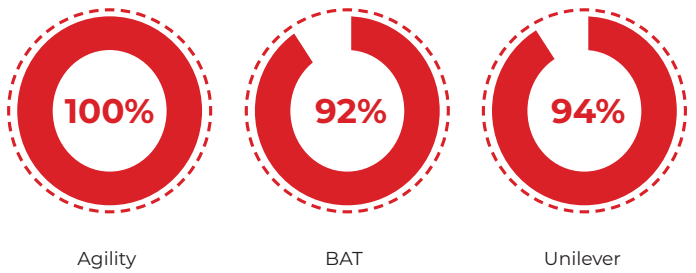


OUR DIFFERENCE

Our clients enjoy reduced costs, risk and complexities together with increased productivity, compliance and transparency.



SNAPSHOT OF OUR CUSTOMER SURVEY RESULTS



WHAT WE DO

HARD SERVICES	SOFT SERVICES	PROJECTS	SPACE MANAGEMENT	ENERGY & UTILITY MANAGEMENT
Engineering	Industry specific catering e.g., schools, corporates	Move management	Workplace design	Energy management
Planned repairs and maintenance	Beverage and vending solutions	Project management	Workplace change	Consumption analytics
Reactive repairs and maintenance	Contract cleaning, specialised cleaning, Hygiene and pest control	Construction supervision		
	Vacant property solutions			
	Security (technology, risk management)			
	Business support services e.g., reception and concierge			
	Waste management			



REPUTABLE SHAREHOLDING



Standard Chartered Bank

Ninety One SA Proprietary Limited

Nedbank Limited

Investec Bank Limited

Tsebo RSA Management Trusts

STRONG PRESENCE ACROSS AFRICA

OPERATIONS ACROSS 25 AFRICAN COUNTRIES

- Botswana
- Burkina Faso
- Cameroon
- Côte d'Ivoire
- DRC
- Egypt
- Gabon
- Gambia
- Ghana
- Guinea
- Kenya
- Lesotho
- Malawi
- Mali
- Mauritius
- Mozambique
- Namibia
- Nigeria
- Senegal
- Sierra Leone
- South Africa
- Eswatini
- Tanzania
- Uganda
- Zambia
- Zimbabwe



LEVEL 1
B-BBEE CONTRIBUTOR
IN SOUTH AFRICA

- Black ownership (BO) of 53.7%
- Black Woman Ownership of 45.9%
- Tsebo Solutions Group - Committed to Ethical Transformation across our businesses
- Our clients in South Africa benefit from a 135% Procurement Recognition!

SUSTAINABILITY INGRAINED IN OUR DNA

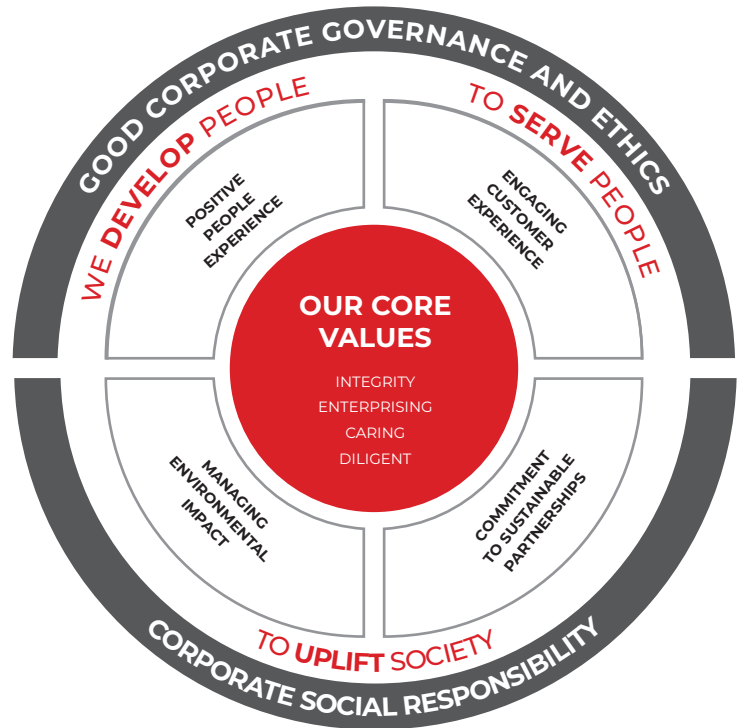
Tsebo's grasp of local market requirements and logistics translates into meaningful solutions to deliver sustainable development initiatives on the continent. Tsebo strives to create community-based programmes alongside its business operations by building local upliftment and environmental responsibility into contracts and business relationships wherever possible.

Grassroots training, community development, small-business creation, health, safety and wellness awareness programmes working in tandem across our contracts results in the creation of vibrant new marketplaces for the communities in which we operate.

Tsebo's Sustainability Framework is built on the foundation of our **four Core Values**, and comprises **four Drivers**, namely:

- **Positive People Experience;**
- **Engaging Customer Experience;**
- **Commitment to Sustainable Partnerships;**
- **Managing Environmental Impact**

These Drivers are reinforced by **Good Corporate Governance & Ethics** and a **Corporate Social Responsibility** mindset and are propelled by our group purpose statement: We **develop people**, to **serve people** to **uplift society**.



POSITIVE PEOPLE EXPERIENCE


We believe that developing our people - the heart of Tsebo, is the foundation of our purpose and the key to our customer's success.

Tsebo's growth has always been linked to equal opportunity employment. Our starter job profiles, coupled with the growth and training opportunities from within the Group, make us one of Africa's most trusted employment providers.

Our **in-house Tsebo Learning and Development Academy** equips our people with the necessary skills and knowledge to deliver

the highest quality services to our clients. Tsebo's skills-development initiatives include a range of accredited training interventions, with over 70 training modules and a further 197 on our cloud-based e-learning platform - ranging from compliance refresher modules to full management development online courses.

Tsebo also recruits and trains previously unemployed people from the local communities where we work and upskill them for formal employment while also providing hands-on work experience.



- + **40 000** people trained annually across the continent
- + **70** training modules
- + **230** cloud-based e-learning modules
- + **3 800** vendors and entrepreneurs upskilled in the communities in which we work, across the continent in 2021

DIVERSITY AND INCLUSION

We believe increased diversity is vital to our continued success because the skills and talents needed to lead, develop and grow a sustainable business are found in people from a diverse range of backgrounds. Having an inclusive environment where people can flourish not only increases our levels of employee engagement and productivity, but also accelerates the rate at which we can attract people with the right skills and talents.



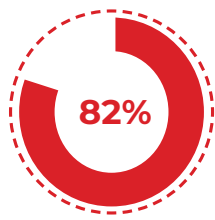
WOMEN'S EMPOWERMENT

With a predominantly female workforce, we place a strong emphasis on developing women across our business and supporting women's empowerment initiatives. We create opportunities for our women - from frontline employees to senior managers - to grow and develop their careers. For example, over the last 5-years, **62 middle management and 49 senior management women** were sponsored to complete the University of Pretoria's GIBS Development Programme.

ENGAGING CUSTOMER EXPERIENCE

Tsebo's commitment to Customer Experience is fully understood at all levels of the organisation. We **proactively listen to our customers** and regularly measure customer satisfaction.

On average, our client satisfaction scores stand at **above 82%**, but in the event that any individual score falls below our minimum satisfaction benchmark of 70%, a **unique alert management process is triggered** to immediately remedy any challenges.



Over 82% average Client Satisfaction Score

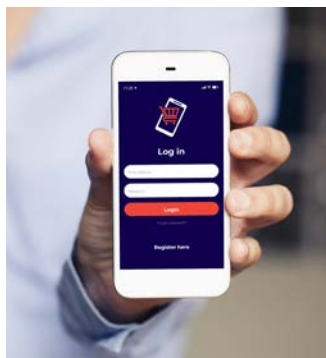
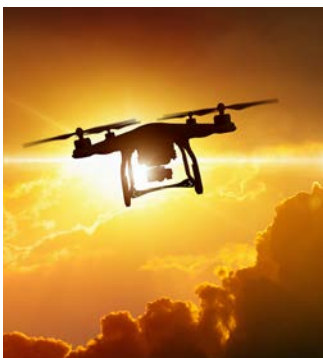


- Conduct over **2000** detailed client surveys each year
- Average client retention rate of **96%**
- Average contract tenure of **12,8** years compared with the industry average of **7,9** years

Innovation & Technology

We believe in forming close working partnerships, which allows us to understand the intricacies of our clients' businesses and to **innovate and evolve according to their changing needs**. We stay abreast of international trends and make use of technology to simplify processes and improve efficiencies.

Just one example is the **Tsebo Control and Command Centre**, a state-of-the-art facility that integrates the best available technology for advanced security surveillance and remote monitoring and maintenance of a building's systems. We also utilise of technology such as **robotic vacuums and scrubbers, aerial surveillance, meal ordering apps** and provide clients with **advanced integrated reporting** that incorporates **real-time data** that can be used for strategic planning, forecasting and budgeting.



COMMITMENT TO SUSTAINABLE PARTNERSHIPS

Since 1983, when we adopted our first affirmative action programme to our current Level 1 BEE status, Tsebo has been a sustainable development partner with a transformation ethos that guides us to ensure we develop, employ, capacitate and uplift our local communities. **We want our partners to grow with us for mutually sustainable growth.**

Tsebo supports a host of community enablement initiatives aimed at developing and supporting the growth of small businesses. Our **highly impactful enterprise development approach** includes identifying SMMEs which are linked to our client sites in operational areas. The objective is to support local-to-local SMME development through capacity building, grant funding and mentorship. The end goal is to ensure small businesses are sustainable, profitable and trained to the highest quality standards.



Elevated Hygiene Services



Naledi Trust



Fesenda Mizimo Farm Project in Mozambique



ATIS Pan-African Legacy projects



- In 2021, more than **255** local suppliers across Africa were uplifted by our enterprise-development initiatives
- In SA, we achieved **100%** for our ESD score

MANAGING ENVIRONMENTAL IMPACT

Environmental sustainability is at the heart of our operations, from providing intelligent metering and monitoring to help our clients minimise water and energy consumption to the use of eco-friendly cleaning products, recyclable food packaging and sustainable pest-control solutions. **Our compliance with the ISO 14001 Environmental Management Standard** ensures that our employees adhere to and are trained on environmental best practice.

We challenge our staff to come up with innovative product solutions that drive commercial and environmental benefits. We also work closely with our clients to minimise environmental impact and set ongoing targets for improvement.



EARTH CYCLER

Our ATS business launched a composting project at one of its large public utility client sites to recycle the approximately 7300 meals it serves there a day. To date, **800kg** of food waste has been turned into over **1.3 tons** of compost.



ELIMINATING SINGLE-USE PLASTICS

Tsebo is aiming to eliminate the use of single-use plastics by **2025**. In partnership with many of our large pan-African clients, we are already hard at work to make this goal a reality.



SUSTAINABLE ENERGY

Tsebo has helped many of our clients to become more energy-efficient and, in the process, our clients save extensively on their energy costs. We process over 32 000 client utility bills annually, amounting to 1.4 GW electricity managed and over **5 810 000 USD in energy savings** for our clients.



SIMPLE, SMART SOLUTIONS

We train our people to use innovative product solutions that provide commercial and environmental benefits. One such solution is our cleaning cloths that use **30% less water**.



ENVIRONMENTALLY FRIENDLY CLEANING AND HYGIENE PRODUCTS

Our Cleaning and Hygiene Business only uses **approved, certified (SABS, EPA and NRSC) and environmentally friendly** products and chemicals.

GOOD CORPORATE GOVERNANCE AND ETHICS

For Tsebo, Good Corporate Governance goes beyond rules and regulations. **Transparency, trust and value-driven, ethical behaviour** across all our business operations is vital for the sustainability of our business. We therefore invest and align to global industry accreditations, standards and best practice codes and make sure that we constantly improve our internal control and compliance processes.

Tsebo Group **instils ethical business practices in every aspect of its operations**, with a zero-tolerance staff policy for any form of dishonest behaviour. Employee calls to our independent, anonymous ethics hotline are handled at Board level for immediate investigation.

24/7 TSEBO TIP-OFFS ANONYMOUS HOTLINE

tsebo@tip-offs.com
Toll Free SMS:
+27 72 014 4445




The health, safety and wellness of our clients', employees and our communities, come first. Our ISO 45001 OHSAS Framework incorporates more than:

- **250** safety procedures
- **50 000** hours of Health & Safety training annually
- **5 million** hours of health and safety experience

CORPORATE SOCIAL RESPONSIBILITY

While we support worthy causes that aid society's most vulnerable, our philosophy and the true strength of our social outreach programmes is in creating a meaningful difference through investing in people and developing sustainable local skills.

In every country of operation, we strive to enhance community potential by partnering with local communities through a participative approach that integrates them into our value chain and creates strong, quality local suppliers. Here are just some examples:



STATS

- 46 flagship projects across 7 countries
- Total Group Spend: **USD 12 340 705**

SOUTH AFRICA

The Siyakhula initiative is an agricultural enterprise programme linked to Christel House School SA to create supplementary income for the school and job opportunities for the student's parents. Tsebo has identified a commercial partner who buys produce from the school's farm to supply sites across the Western Cape.



ZAMBIA

Tsebo works with women-owned cooperatives and fruit suppliers in Zambia's Mazabuka District intending to close the gender gap in the agricultural sector. The women receive support and training from Tsebo and become part of the supply chain to provide produce for Tsebo's Catering contracts in the district.



BURKINA FASO

In addition to buying an average of 1500 litres of soap a month from Tegawende, an organised group of 55 women from the Sanbrado community, Tsebo donated much-needed equipment allowing the women to produce other consumables for sale.



GHANA

By providing a ready market for produce at its remote camp in Accra, Tsebo helps local farmers to minimise their operational costs by eliminating the need for transportation and cold storage and providing a year-round market for fresh fruit and vegetables.



IVORY COAST

To enhance its goal of supporting the Lomara Women Farmers, an agri-business based in the Korhogo District, Tsebo built a water well to provide year-round irrigation for the farmers' vegetable crops and increase the quality and quantity of their yield.



SIERRA LEONE

Tsebo is currently expanding its Green House Project and donating quality seed to local farmers in the Kpetema community. The new greenhouses are expected to increase output from the project to 6 tons per annum, compared with 4.5 tons in previous years.



MALI

As part of its ATS Tabakoto community action plan for 2020, Tsebo donated 150 fruit trees for planting at the Tabakoto Town Hall, police station and Community Youth Centre, as well as public schools. The trees not only green the area but also provide a range of nutritious fruits to the community.



SENEGAL

Before partnering with Tsebo, Dieng Team Products, a dry food goods company, had been experiencing stunted growth as a result of declining market support. As well as providing \$190 000 worth of internal market support a year, Tsebo supports the business through ongoing training and mentorship.



DRC

Tsebo's technical training and support programmes upskill youth in the Biruwe Region by providing hands-on experience through kitchen internships. Interns are taught to adhere to a commercial kitchen's rigorous health and safety standards and develop skills in food preparation and client service.







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BROCHURE



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www.tsebo.com



OUR FOOTPRINT

OUR VALUES



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