SOFT SERVICES IN THE EDUCATION SECTOR

14 October 2024

Melusi Maposa
CEO – Tsebo Cleaning & Hygiene Solutions

A **WORKPLACE** THAT **WORKS FOR YOU**

TSEBO

WHAT WE WILL COVER TODAY

1. Tsebo at a Glance

2. The world of Soft Services

   - Challenges (Hot Topics) in Soft Services
   - Trends in Higher Education Soft Services
   - Sustainability in Higher Education
   - Successful Partnership Models
   - Choosing a Soft Services Partner

3. How Tsebo is responding to the challenges and trends

4. The Future of Soft Services

5. Further Reading

6. Open Discussion

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TSEBO AT A GLANCE

B-BBEE
Level 1 contributor

INCLUSIVITY
2% Disabled workforce

+40 000
Employees trained annually

90% LOCAL
Inputs locally sourced and supplier development =
Induction, training and development of EME's and QSE's

AUTHENTICALLY AFRICAN SHAREHOLDERS
Investec, Nedbank, Khulasande, NinetyOne and Standard Chartered

WORLD-CLASS OPERATIONAL STANDARDS
ISO 9001 Quality Management | **ISO 14001** Environmental Management
ISO 45001 Occupational Health & Safety | **ISO 22000** Food Safety Management |
ISO 18788 Security Operations Management

We are a **leading**
Integrated
Workplace
Management
Solutions provider

25
Countries

32
Offices

32 000
Permanent Employees

53 years
Of Experience

3 500
Client Sites

ELITE EMPLOYER
TOP 20
SOUTH AFRICA

top EMPLOYER SOUTH AFRICA 2024
CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

UN GLOBAL COMPACT
AFRICA BUSINESS LEADERS COALITION

Committed to deliver
sustainable
ESG INITIATIVES in
partnership with our clients
across Africa

OUR PURPOSE: WE **DEVELOP** PEOPLE, TO **SERVE** PEOPLE, TO **UPLIFT** SOCIETY
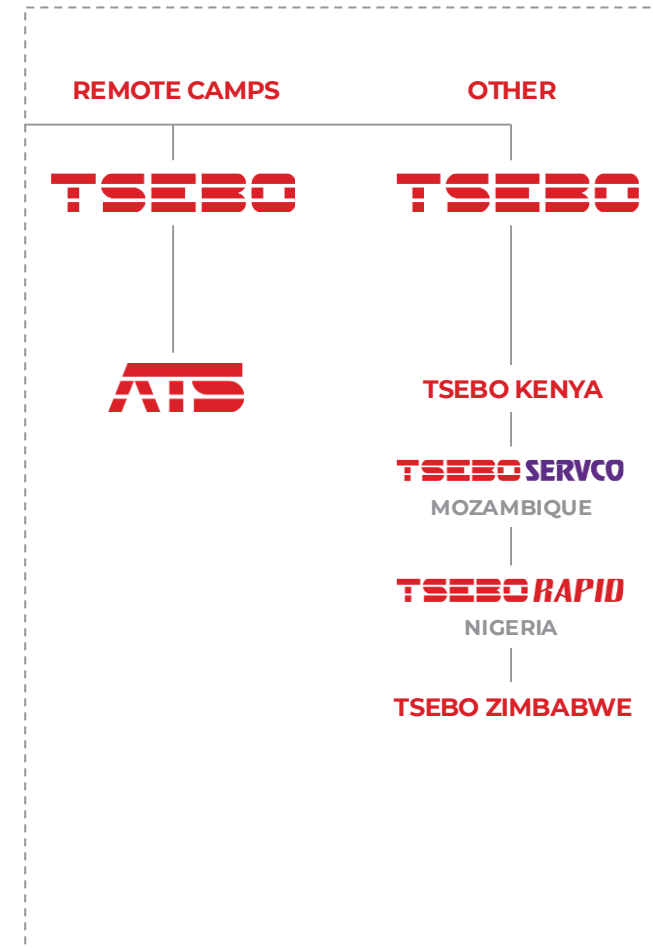
TSEBO **50+** YEARS
SINCE 1971

TSEBO DIVISIONS AND BRANDS

SOUTH AFRICA

CATERING

TSEBO

FEDICS

TSAFRIKA CATERING (EST 2003)

TSS TSEBO SITE SOLUTIONS

TSEBO BEVERAGES (COFFEE | WATER | VENDING)

CLEANING AND HYGIENE

TSEBO

TSEBO CLEANING

TSEBO HYGIENE

TSEBO PEST CONTROL

FACILITIES MANAGEMENT

TSEBO

TSEBO ENERGY

TSEBO ENGINEERING

TSEBO WORKPLACE DESIGN

SECURITY

THORBURN SECURITY SOLUTIONS

THORBURN PREDICTIVE ANALYTICS

THORBURN TECHNOLOGY SOLUTIONS

THORBURN FIRE SOLUTIONS

INTERNATIONAL

REMOTE CAMPS

TSEBO

ATS

OTHER

TSEBO

TSEBO KENYA

TSEBO SERVCO MOZAMBIQUE

TSEBO RAPID NIGERIA

TSEBO ZIMBABWE

Celebrating **53 years'** of experience

Footprint across South Africa and the rest of the continent

Leading brands in our sectors

Tsebo invests heavily in **human capital development, with a special emphasis on uplifting women**

Rated BEE Level 1 in SA + with **135% Procurement recognition**

Apply **global standards with local expertise**

Compliance & Quality Assurance

(ISO14001, ISO9001, ISO45001, ISO 22000, ISO 18788)

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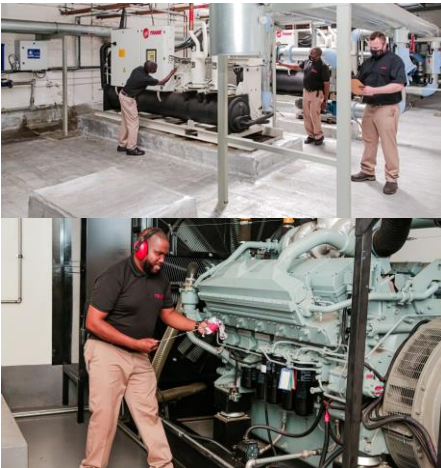# WHAT WE DO

INTEGRATED WORKPLACE MANAGEMENT SOLUTIONS

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 & Vending Solutions	Project management	Workplace change	Consumption analytics
Reactive repairs and maintenance	Contract Cleaning, Specialised Cleaning, Hygiene & Pest Control	Construction supervision	Desk/Office bookings	Water management solutions
	Vacant Property Solutions			
	Security (including technology, risk management)			
	Business Support Services e.g., reception & concierge			
	Waste management			
	Event Solutions			

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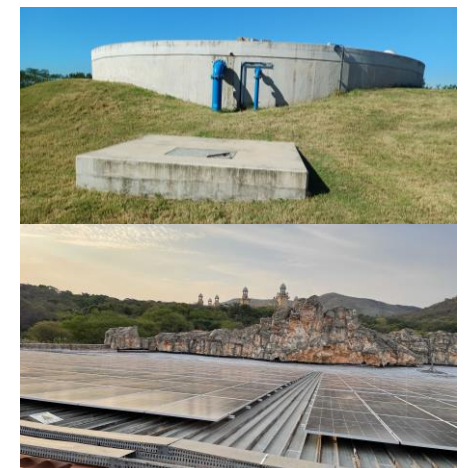
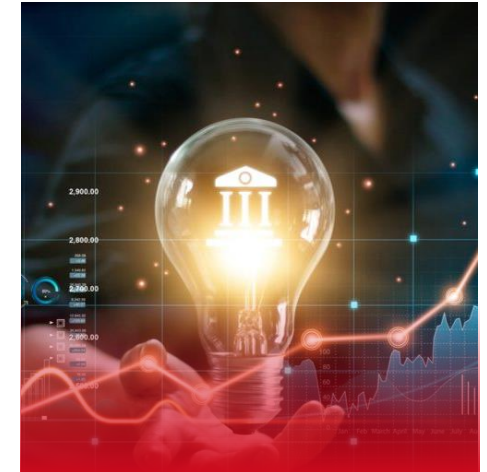# CHALLENGES (HOT TOPICS) IN SOFT SERVICES

Budget Constraints

Regulatory Compliance and Health & Safety

Changing Technologies & Technological Integration

Workforce Management and Skills Shortage

Sustainability and Energy Management

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TRENDS IN HIGHER EDUCATION SOFT SERVICES

Adoption of Smart Building Technology (IoT)

Data-Driven Hard & Soft Operations

Focus on Sustainability and Energy Efficiency

Sustainable Facilities and Green Cleaning

Space Optimization and Utilization

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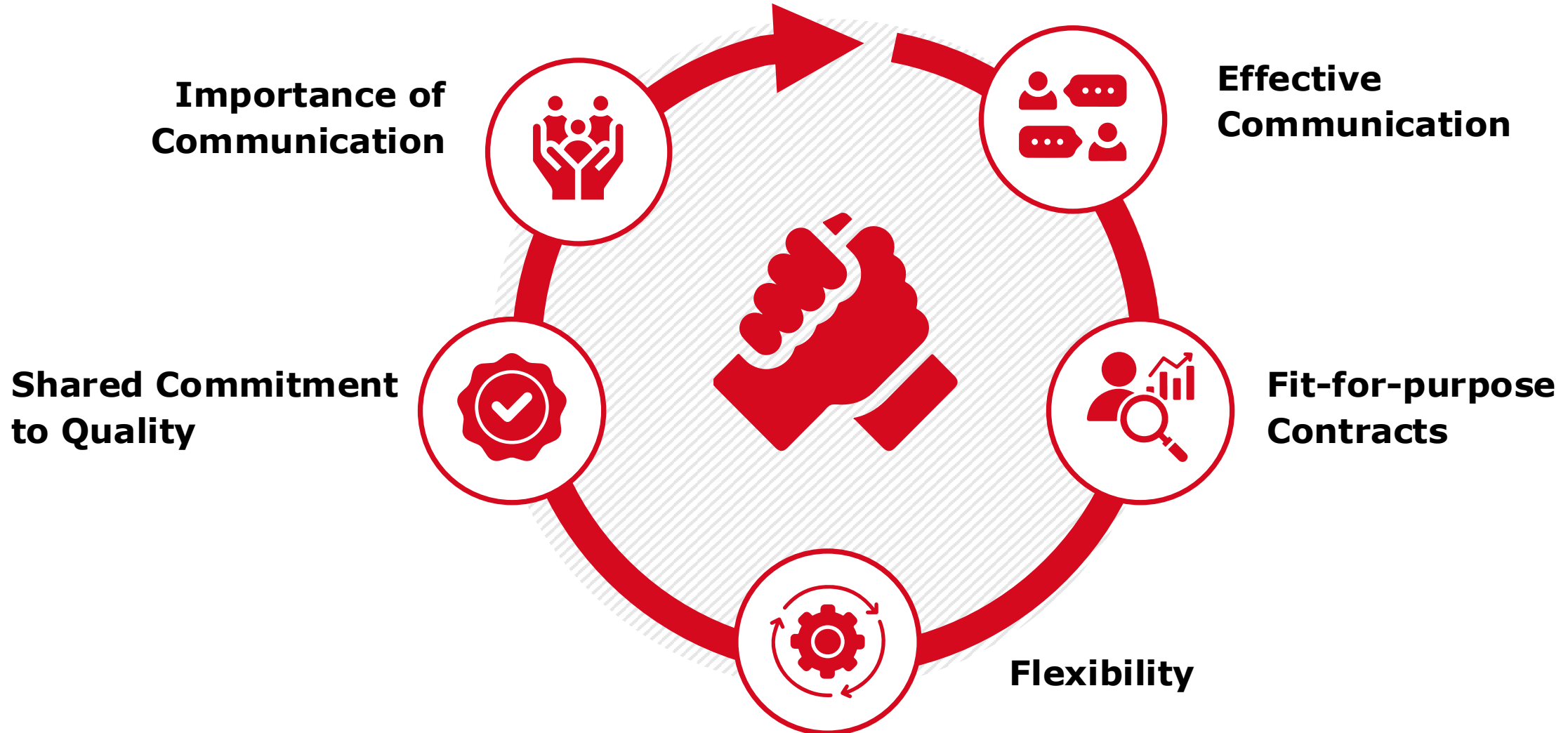# SUSTAINABILITY IN HIGHER EDUCATION

Energy Efficiency and Carbon Reduction

Water Conservation and Waste Reduction

Sustainable Materials and Green Building Design

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HOW TO ENABLE SUCCESSFUL PARTNERSHIPS WITH SOFT SERVICES PROVIDERS

Importance of Communication

Effective Communication

Shared Commitment to Quality

Fit-for-purpose Contracts

Flexibility

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HAVING THE RIGHT CONTRACTING MODEL IS KEY

Fixed Price Contracts

Time and Materials Contracts

Performance-Based Contracts
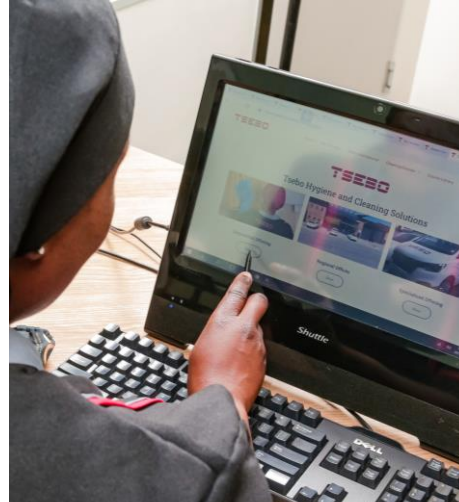
Cost-Plus Contracts
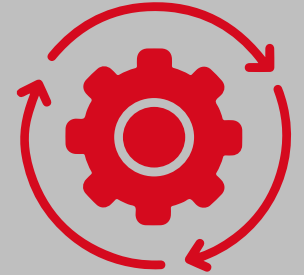
Managed Services Contracts

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CONSIDERATIONS FOR CHOOSING A SOFT SERVICES PARTNER
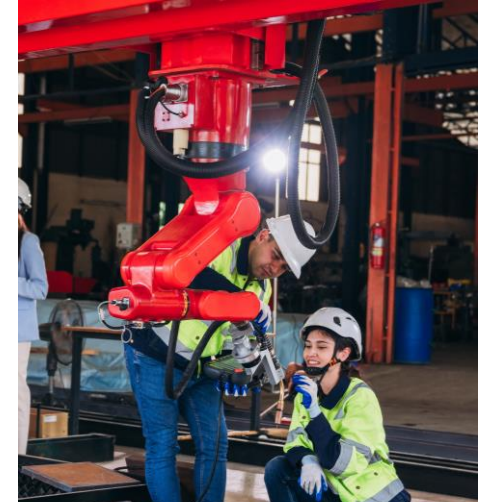

Reputation and Experience

Service Offerings

Training and Certification

Communication and Transparency

Innovation and Sustainability

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HOW TSEBO IS RESPONDING TO THE CHALLENGES AND TRENDS

Selected Use-cases

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

HOW TSEBO IS RESPONDING TO TRENDS IN SOFT SERVICES
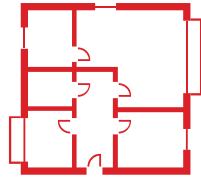
ENTERPRISE DATA WAREHOUSE

OPERATOR-ON-THE-GO

TIME-AND-TASK

CLEANING ON DEMAND

FROM GUARDING TO INSIGHTS

IMMERSIVE DESIGN & UTILITIES INSIGHTS

BRINGING EXCITEMENT INTO CAMPUS CATERING

WHERE WE ARE ON ESG

FROM HINDSIGHT TO INSIGHT TO FORESIGHT (& BEYOND)

COMMERCIAL & FINANCE	Financial Dimensions across all ledgers and Financial Transactions	Single view of all Customers, Contracts and Projects across all divisions and per divisions	Single view of vendors and spend across all divisions and per division
SALES	Performance against competitors by Sales, Contract Values & contract profitability	Key Client decision makers and movements	CSAT trends, per Key account, Site, division and overall view
HR	Labor Optimization and related metrics	Training and Skills development, Analysis including spend	KAM movements (link with Salesforce)
SUPPLY CHAIN/ PROCUREMENT	Procurement Analytics by SKU's, Vendors, Customers, projects, segments, regions, categories	Inventory levels, Issues, & Receipts	Vendor delivery/transport costs

CATERING	CLEANING	PROTECTION	FACILITIES MANAGEMENT	INTERNATIONAL

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USING TECHNOLOGY TO EMPOWER OPERATORS

CONTRACT FINANCIALS

- Spend analytics
- Outstanding invoices
- Next billing date
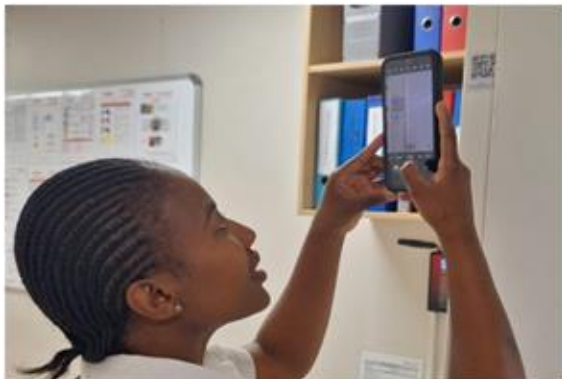- Open procurement orders

OPERATIONS SUPPORT

- Staffing issues
  - Absenteeism
  - Numbers on site
- Work orders
  - Open orders
  - Closed orders

CLIENT SATISFACTION

- Client satisfaction scores
- Net promoter scores
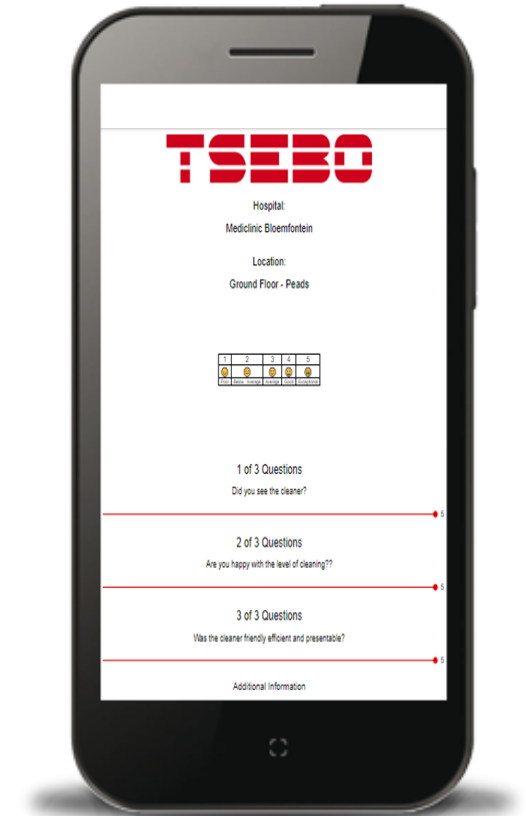- Sentiment analysis – giving meaning to the scores

INCREASED ACCOUNTABILITY

INCREASED CLIENT CONFIDENCE

IMPROVED CLIENT SATISFACTION

BRINGING THE SCIENCE OF TIME-IN-MOTION TO CLEANING

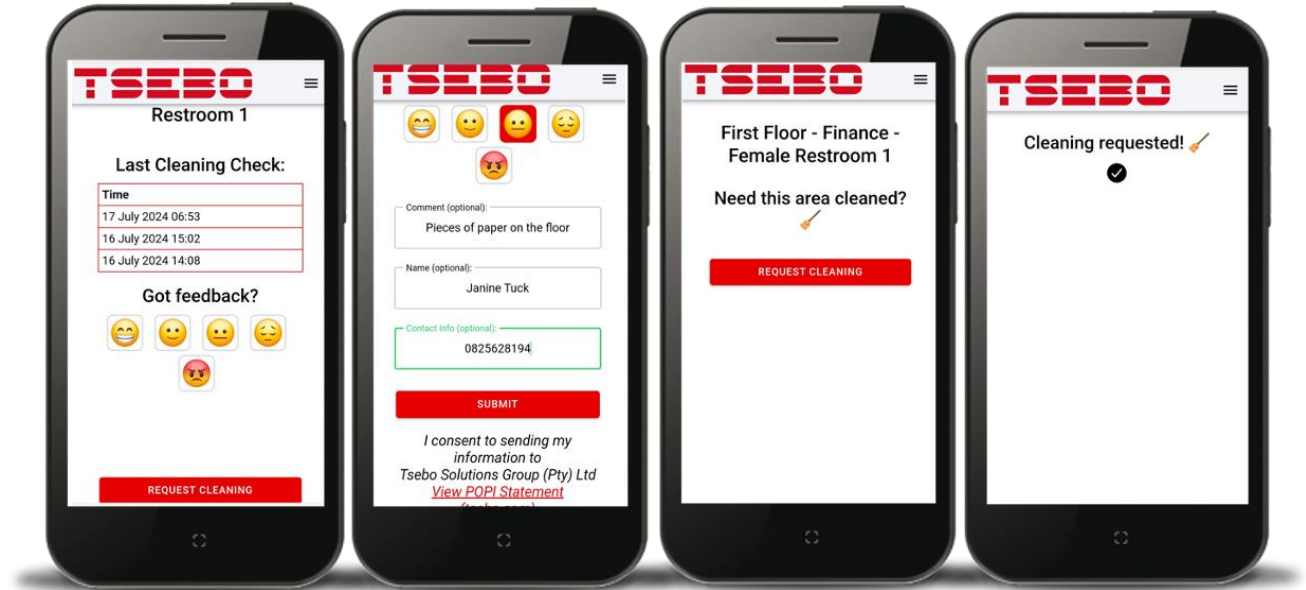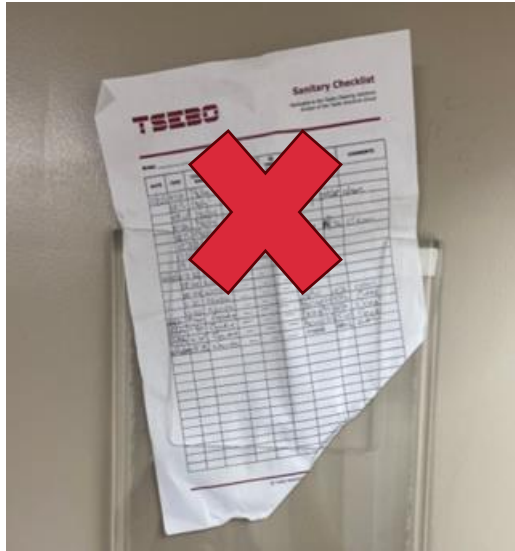|	
Daily Clean XX Min	**Sanitary Clean** XX Min
Detail Clean XX Min	**Transit Time Per Task** XX Min
Unit Manager Office XX Min	**Linen/Medicine/ Equipment Room** XX Min
Nursing Station / Kitchen XX Min	**Routine Spot & Spill** XX Min
Terminal Clean XX Min	**Spot & Spill Created** XX Min
Discharge Clean XX Min	**Sluice Clean** XX Min

ENABLING CLEANING ON DEMAND

Creating digital service experiences!

HOW WE BRING IT TO LIFE IN HEALTHCARE

CLEANING ON DEMAND

PATIENT BEDSIDE SURVEY

TSEBO

TAKING SECURITY FROM HINDSIGHT TO FORESIGHT

LOADED PEOPLE OF INTEREST

CASE FILES

Leading South African Bank

THORBURN CIIMS

INCIDENT MANAGEMENT SYSTEM

FACIAL DETECTION

LICENSE PLATE RECOGNITION

OOH 848Y

MONITORING

QUEUE LENGTH TRIGGER

MAINTENANCE & CONSTRACTORS

HEAT MAP

SITE CONSTRAINTS

CLEANLINESS & CLEANING

TSEBO

WE DELIVER IMMERSIVE DESIGN EXPERIENCES

PRE-WORKS

POST-WORKS

# MONITORING IS THE FIRST STEP TO ENERGY EFFICIENCY

Energy	
Energy	15 308 kWh
Demand	87 kVA
Power Factor	0.98 at Max Demand
Trading Energy	12 377 kWh
Non-Trading Energy	2 931 kWh

Financial	
Annual Bill	R861 342.98
Annual Bill Error	R122 788.38 Over
Annual pf penalty	R0.00
Facility Area	1990 m²

Environmental	
CO₂ Emission	15 767 kg
CO₂ Volume	8 283 m³
CO₂ Cube height	4 m
Water Consumed	21.68 kl
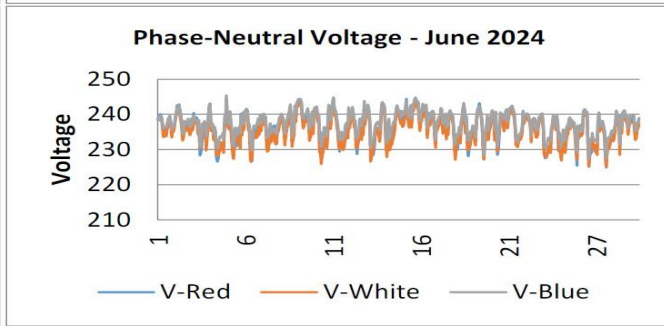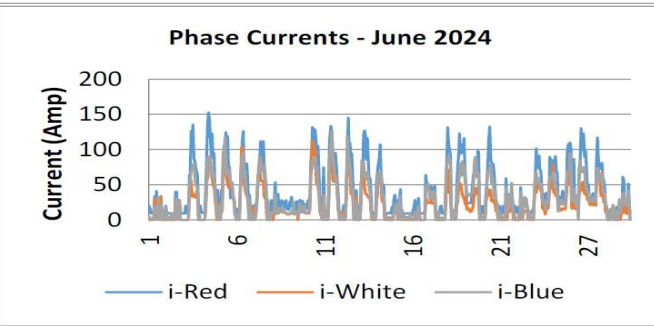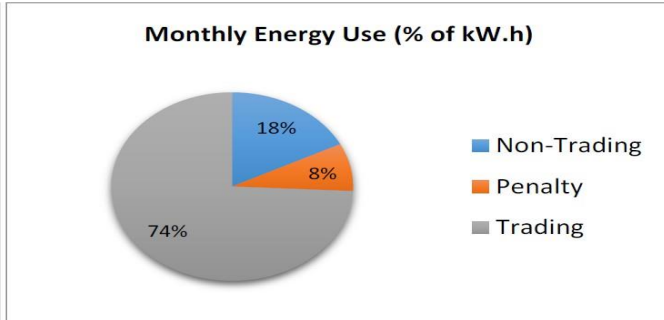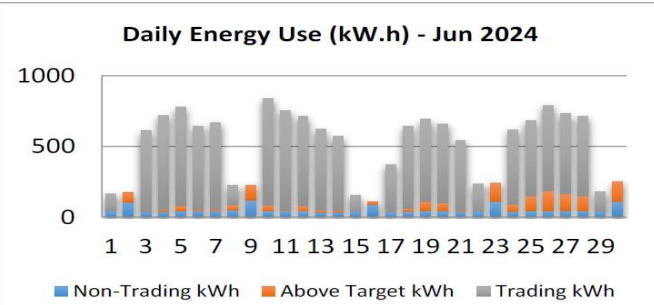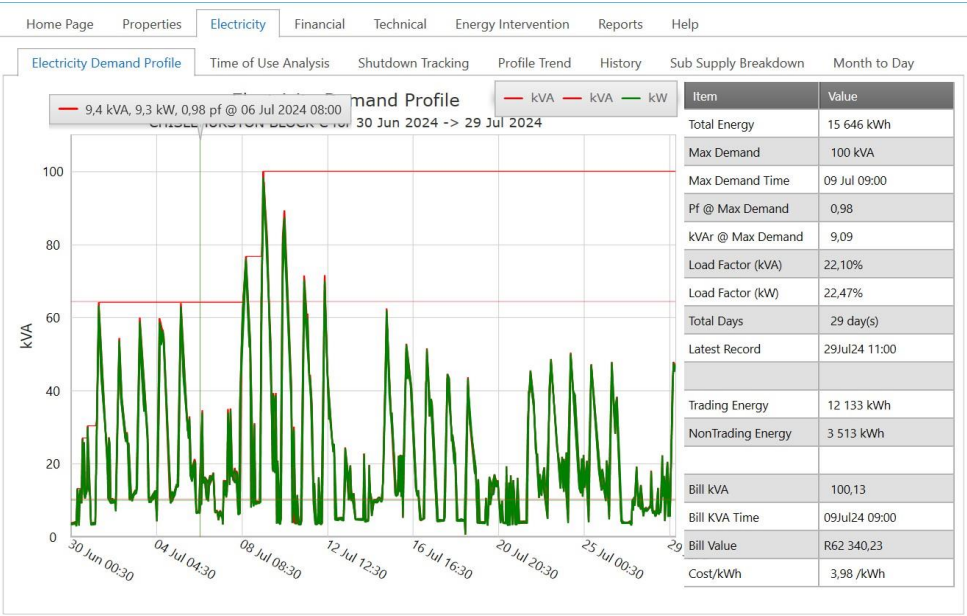
WE PROVIDE LIVE INSIGHT INTO WATER USE PATTERNS
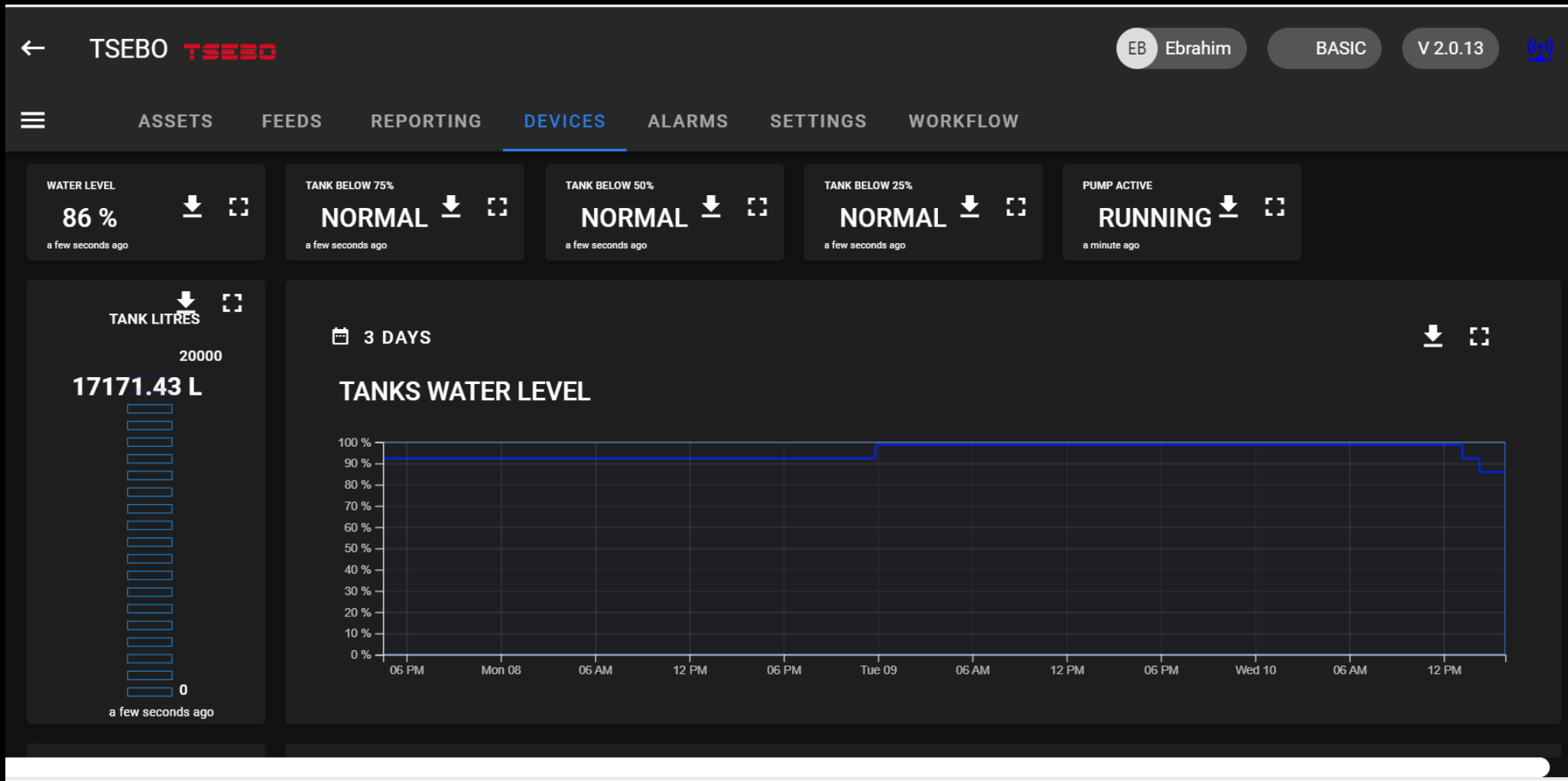
AND DETECT EARLY WARNING INDICATORS

MAKING IT EASIER TO MAKE HEALTHY CHOICES

Green Means Go!

To Make Healthier Choices, Colour- Code Your Food

How to go about doing this:

Assessment and Planning	**Education and Training**	**Collaboration with Clients**
Implementation of Labelling System	**Promotion and Awareness**	**Monitoring and Evaluation**

Choose Often

These foods are your best bet for good health

Good Choice

Be mindful and practice healthy portions

On Occasion

Enjoy these foods in moderation

MANAGING TEMPERATURE ACROSS THE CHAIN OF CUSTODY IS ESSENTIAL FOR FOOD SAFETY

Reliable monitoring along the entire cold chain

Measuring instruments, data loggers and monitoring systems

Infrared-penetration thermometer

Temperature measuring instrument and cooking oil tester

Penetration thermometer

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Our 2023 ESG Report

ENVIRONMENT

SOCIAL

GOVERNANCE

WE ARE UPLIFTING LOCAL COMMUNITIES

10th Anniversary Tears Foundation Patron Award

Presented for donating office space for +10 years, aiding the fight against gender-based violence

+340
Host communities impacted on Pan-African **mining sites**

+R70.1 million
Total Group CSR spend

83 CSR Projects across Africa

+160 tonnes
Fruit and vegetables produced in Market Gardens across Africa (value +R8.3 million)

+55
Women-owned beneficiaries (Flagship Project)

CSR Annual Target
2% Supplier Development
1% Enterprise development
1% Socio Economic development

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WE ARE WORKING TO REDUCE OUR ENVIRONMENTAL FOOTPRINT

+R12.44 million

Worth of energy usage reduction achieved for clients

4.1%

Reduction in our S2 CO_2 energy emissions from our 2022 baseline

0.5 tonnes

S1 CO_2 reduction per vehicle measured in SA

ISO14001: 2015 certified

Demonstrates ongoing commitment to measure and improve environmental impact

96%

Of fats and oils procured from **RSPO-certified** suppliers

73%

Of tea and coffee sourced from **RA-certified** partners partners

+2,800 kg

Of e-waste responsibly recycled

132.7 tonnes

Waste-to-landfill prevented

+47,530 litres

Of used cooking oil recycled

Doubled

The procurement of certified recycled toilet paper

92%

Of all seafood sourced from **SASSI green list**

15 million kilo-liters

Of water saved by changing **ONE** cleaning SOP

245

Security fleet vehicles fitted with smart CO_2 tracking devices

2030 Targets

- Reduce our **Scope 1** and **Scope 2** GHG emissions by **30%** from our 2022 baseline.

- Reduce our **energy consumption** by **30%** from our 2022 baseline.

- Ensure that **75%** of our high-impact products used in operations are **sustainably sourced** and eco-friendly**.**

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WE ARE MAKING AN IMPACT

Toilet Paper

- 295 tonnes of single-ply toilet paper annually procured for client sites, 60 tonnes (20%) of which are now made from recycled paper

Single-Use Plastics

- Eliminated **130 kg (20%) of plastic waste** using our multi-use pump system

- We cut waste-to-landfill **by approximately 2,040 kg annually** by sourcing sustainable eco lids

- **70% of our aerosols were equipped with EcoCaps** reducing plastic use **1,428 kg (30% reduction)**

Water Recycling Results Achieved for a Large Hospitality Client

- **+70,00 litres** of treated water recycled monthly
- **+50%** of greywater used for irrigation
- **+300 tonnes** of compost generated annually
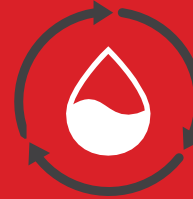
Cleaning Smarter, Saving Water

- **389 client sites** were impacted

- **+50.66 million toilet flushes per week** were recorded across sites

- **15 million kilo-liters of total water savings** achieved in 2023

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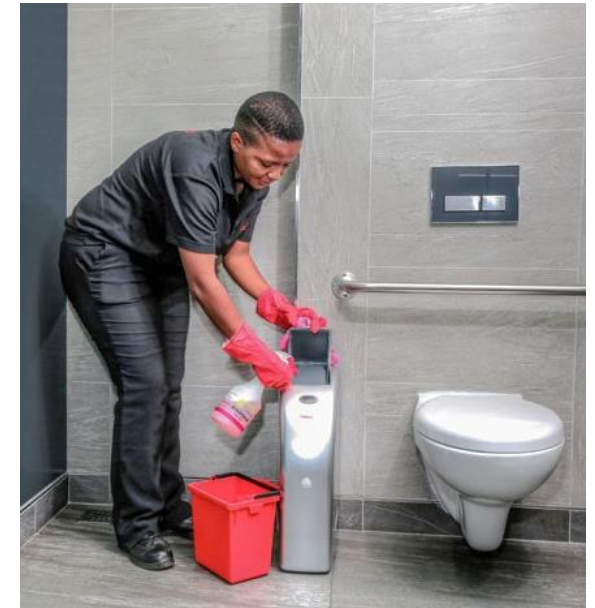
FINALLY – THERE IS ARTIFICIAL INTELLIGENCE

Sales & Bid Office	**People Management**	**Legal**
Procurement	**Finance**	**Operations**

THE FUTURE OF SOFT SERVICES

IoT and Smart Buildings

Data-Driven Decision Making

Remote Monitoring and Management

Sustainability and Green Practices
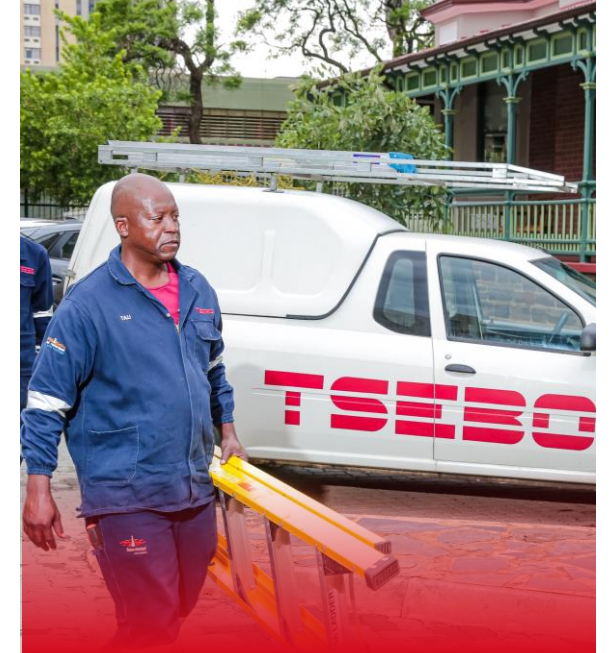
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THE FUTURE OF SOFT SERVICES

Enhanced Security Technologies

Augmented Reality (AR) and Virtual Reality (VR)

Customer Experience Focus

Agile and Flexible Service Delivery

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FURTHER READING

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FURTHER READING

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Reference: Transparency in operations and pricing is crucial for building a trustworthy partnership.

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https://www.facilitiesnet.com/iot/article/How-the-Internet-of-Things-IoT-Improves-Facility-Management--18111

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FURTHER READING

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https://www.campusfmservices.com/why-sustainable-practices-matter-in-facilities-management/

Reference: Deloitte Insights - Data in Facilities Management.

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Reference: Stanford's Sustainability and **Facilities Management.**

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OPEN DISCUSSION

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