

TSEBO

HOW TSEBO SAVED A PRIVATE EDUCATION GROUP OVER 20% WITH INTEGRATED WORKPLACE MANAGEMENT SOLUTIONS



INTRODUCTION

When a leading JSE-listed private education group decided it needed a holistic solution to drive cost savings. They approached Tsebo Solutions Group to tender to consolidate its **security, cleaning, and hygiene services across over 70 institutions of learning.**

Tsebo Solutions Group is a leading workplace management solutions provider with nearly 50 years experience. Tsebo operates in 27 countries across Africa Middle East, and has an established footprint and reputation for service excellence. It was the perfect business partner to implement global standards and innovative integrated solutions across the education group's rural, urban and peri-urban campuses nationally.

THE CHALLENGE

The client's property portfolio had grown substantially and organically over the years with the result that the different educational brands and units were running aspects of the businesses autonomously. This resulted in the client experiencing standardisation challenges and created the need for integrated workplace management solutions to ensure consistent quality standards, improved management and security systems, stock and asset management and a reduction in risks and costs.

CLIENT CRITERIA

The client specified that the following criteria needed to be achieved:



Standardisation of service delivery and asset maintenance.



Optimisation to realise operational efficiencies and to clearly recognise opportunities.



Risk Management to identify specific risks, and act to mitigate and eliminate risk to customers and employees.



Cost-saving to address the need to be evidence of a minimum **10%** in cost savings in the first 12 months.

SOLUTION

Thorburn Security Solutions, Tsebo's protection division kick-started the process by conducting a full risk assessment of the client's facilities, staff complement and assets. This was followed by the **cleaning and hygiene** divisions visiting and auditing the educational facilities across the client's portfolio.

A three-phase approach was implemented to achieve standardisation and cost-saving through a **holistic integrated services solution**.

Through its initial audits, Tsebo recognised that substantial savings could also be achieved through energy management, and introduced the client to the service offerings of Tsebo **Energy Solutions**.

SCOPE OF SERVICES



Risk consulting and management



Compliance consulting and management



Cleaning solutions



Hygiene solutions



Energy-saving solutions



Manned guarding (24/7)



Access control



Alarm systems



Security technical repairs management



On-site CCTV monitoring (internal recordings)



Centralised control rooms



Crime intelligence reporting



PRP time and attendance systems



Holistic WMS reporting



Centralised helpdesk (24/7)

BENEFITS

Given the scope of the contract, the benefits to the client were significant. In addition to cost savings, establishing a supply chain for standardised products and equipment, and effective management and maintenance, Tsebo enhanced the professional reputation of the client's various brands by formalising uniforms and upskilling all service staff.

CHANGE MANAGEMENT

Tsebo managed the vetting, training, transfer and onboarding of the security staff and cleaning staff. An intricate change-management process was implemented to build confidence and trust among staff, principals and management to enable Tsebo to roll out its services. Bridge-crossing ceremonies were held to symbolically reference the employees' adoption of Tsebo's well-established values and high standards of quality and service.

Employees onboarded by Tsebo:



79% of the security staff complement



87% of the cleaning staff complement

** This was a special request from the client*

CENTRAL CATCH-AND-DISPATCH 24-HOUR HELPDESK

Tsebo implemented a 24/7 centralised helpdesk for staff to place ad hoc orders for consumables or for the positioning of additional cleaners and/or security officers. This resulted in further cost, time and productivity savings.

FACILITIES STRUCTURE AND COORDINATION

To obtain administrative clarity and establish a baseline for site costs, policy-and-procedure manuals, shift schedules and job cards had to be created and work hours correctly recorded. Tsebo supported the client with this task and also helped the client to conduct skills audits and to identify administrative areas where value could be added.

SECURITY RISK ASSESSMENTS AND COMPLIANCE STANDARDS

Thorburn conducted a thorough risk assessment across all the client's properties to determine the risk factors at each campus and to establish effective guarding and security equipment requirements. A standardisation model was created, and the alarm systems were linked for centralised monitoring. Centralised control rooms were established in the main centres and guards were issued with handheld radios as well as Bloodhound GPSs to track their patrols. Access control and safety drill protocols were developed. Thorburn also introduced quality compliance teams to conduct unscheduled site assessments for day and night shifts to ensure they were up to the required standard.

“

Thank you so much to everyone for their contribution to the big success of yesterday's visit. The feedback was very positive, and we earned a big thumbs up from the team. Every facet of our campus did its bit – take a bow, fine folk!

- Principal

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CLEANING AND HYGIENE

Standardised hygiene equipment was rolled out across all facilities. Although it was estimated that the project would take four months, Tsebo rolled out the fitting of sanitation and other units in just two months. Cleaning equipment was standardised and staff were trained in the correct cleaning modalities using eco-friendly products.

ENERGY SAVING

Feasibility studies were conducted and shutdown management, bill verification and tariff analyses were implemented. A weekly shutdown report stipulates energy losses against arbitrarily set targets, based on time-domain data.

BENEFITS

COST SAVINGS

In its first year, Tsebo Cleaning and Hygiene Solutions achieved **17% savings for the client, exceeding the prerequisite for 10% in cost cutting**. With the addition of Thorburn Security Solutions, **another 6% in savings** across the divisions was achieved in the following year.

Within two years, Tsebo managed to **save the client over 20%** by implementing innovative, integrated workplace management solutions.



Over and above the 20% savings achieved, Tsebo Energy Management alone, saved the client close to **R3 million over two years**. The energy savings were accomplished through a combination of shutdown management, bill verifications and tariff analysis.



Protection Solutions

- **Over 500** guards deployed nationally
- **Over 70** individualised site security SOPs developed



Energy Solutions

- **Over R3 million** in savings achieved for the client to date
- **Over 10 ASHRAE level-2 audits** conducted on key sites
- **Over 80 energy-smart metres** installed
- **Over 6 tariff changes applied**
- **Over 30 additional energy-saving measures proposed**, with an estimated 3,600MWh in energy savings



Cleaning and Hygiene Solutions

- **Over 350** cleaners deployed nationally
- **Over 1 600** sanitary bins serviced
- **Over 900** air fresheners installed
- **Over 900** auto sanitary units installed
- **Over 1 600** wall dustbins installed
- **Over 500** seat sanitiser dispensers installed
- **Over 1 900** toilet roll holders installed
- **Over 1 700** foam soap dispensers installed
- Replaced toxic cleaning products with standardised **eco-friendly products**



Well done and thank you very much for everyone's combined efforts, commitment and teamwork – there were many different teams of people working on different things and everyone carried out their duties, leading up to the festival and today, in the best possible manner.

- Principal



PANDEMIC RISK-REDUCTION PARTNER

Under Level 3 lockdown, some learners and students could return to education during the COVID-19 pandemic. Tsebo was able to assist the client through the fast turnaround and mobilisation of COVID-19 specific cleaning and hygiene solutions. Tsebo also implemented temperature screening and related equipment at access points.



Over 100 thermometers were distributed, and **over 20 spares** were purchased by Thorburn in the event that replacements were required.



Tsebo delivered and/or installed over 14 700 units containing hygiene related products, including:

- Wall mounted sanitiser brackets
- Paper towels dispensers
- Seat sanitiser dispensers
- Sanitisers
- Rolls of hand towels for sanitising
- 5-litre sanitisers
- 1-litre empty sanitising bottles



GET IN TOUCH

+27 (0)11 441 5300 | info@tsebo.com
www.tsebo.com

