

# TSEBO



## INTRODUCTION

One of South Africa's largest and longest-standing Japanese automobile brands relies on Fedics to reliably supply meals to thousands of employees at its KwaZulu-Natal manufacturing plant. With a shared impetus on service excellence, the 20-year relationship has also seen the businesses partner to host high-profile events and overcome unexpected challenges.



### INDUSTRY

Automotive,  
Manufacturing

### LOCATION

Durban,  
KwaZulu-Natal

## CHALLENGE

- With a floor plan covering 15km<sup>2</sup> and employees in the thousands, the manufacturing plant needed a service provider that could offer full-service catering across its 22 food service sites. This includes at least 11 meal options and add-ons like beverages, desserts and snacks.
- With a strict 30 minutes allocated for mealtimes, employees should take only 10 minutes to step into their preferred dining facility, select their meal, receive their choice of dish, pay, and be seated to eat.
- Food options should cater to various tastes and cultures (including a comprehensive understanding of Japanese cuisine), and all 11 options should be available on-demand across mealtimes.
- The caterer also needs to host events for high-profile dignitaries when required.



## SOLUTION OVERVIEW

- Tsebo applied its **Global Eatery** culinary concept, embodying South Africa's rich heritage while embracing an international palate of its coexisting cultures. This includes Japanese, Indian, African, and trendy global options as well as vegetarian, vegan, and health-focused meals.
- Tsebo deployed a full complement of chefs, cooks, kitchen assistants, cashiers, cleaners and managers to prepare sufficient portions so that 11 meal options are available on demand each day and to ensure that thousands of customers across 22 dining facilities receive their meal, pay and are seated within 10 minutes.



## SUSTAINABILITY AND ESG ACHIEVEMENTS



**Food waste is recycled, and meals are packaged in fully recyclable aluminium containers.**

Fedics adopted the manufacturer's recycling facility, which uses insects to turn food waste into compost.



**Most employees are sourced from the local community** and receive regular training and professional development.



**Overflow meals are donated to three local charities.**

As part of the manufacturer's wellness drive, **Fedics** devised an **app that showcases** all of its meal options, with a **breakdown of caloric values and nutritional composition**. Customers are alerted to better food options and can earn rewards by making healthier choices. Tsebo also employed a **dedicated clinical dietitian** who frequently hosts on-site educational sessions where participants can learn about optimal food choices for specific health concerns.

## OUTCOME

Tsebo's uncompromising service excellence and streamlined meal planning and delivery have resulted in a 20-year professional relationship with the vehicle manufacturer. Together, they've hosted sophisticated events for high-profile dignitaries, including former president Jacob Zuma and President Cyril Ramaphosa. The partnership has also endured challenges, including the COVID-19 pandemic, the 2021 riots, and the 2022 floods. Tsebo's ability to adapt and continue service over these trials has resulted in numerous awards from the vehicle manufacturer.

## TESTIMONIAL

“ I think our shared passion for uplifting local communities, creating jobs, and empowering people is why ... Tsebo has been around for over half a century ... We value our relationship with Tsebo and their contribution to our people and our business. ”

– Executive Vice President of Manufacturing and Support

### CONTACT INFORMATION

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