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## At a glance

African Corporate Cleaning is a Gauteng-based, black empowered cleaning company. Its major activities comprise the supply and management of a broad spectrum of cleaning services and related cleaning products to its enterprise client base. Its key focus is to make the lives of its clients less cumbersome and to help them create a good first impression through the highest standards of cleanliness.

## A message from the boss

2011 has been a year marked with growth and achievements.

- African Corporate Cleaning received the Top Business Award for 2011
- The company is one of only six companies to have been awarded a certificate of compliance by the National Contract Cleaners Association (NCCA)
- Several blue chip companies have elected to contract African Corporate Cleaning. Some of these include Mercedes Benz, Toyota, Barloworld, GM, Food Logistics, Vector, FNB, National Brands, JHI, CMH Group

It has been exciting to be involved with such a growing diversity of clients. The individual needs and requirements of our client base provide a constant flow of ideas and opportunities to package our services distinctly from anyone else in the marketplace. I would like to thank each client for their ongoing support.

In an effort to add to our client's environmental strategies and programmes, we have supplemented many of our cleaning products with Green alternatives. These products measure up in performance, but are very different in terms of biodegradability and environmental friendliness. We are committed to reducing our carbon footprint and that of our clients and look forward to ongoing efforts in this regard.

Safety of our staff, both on and off site is a top priority. Several members of staff recently attended a defensive driver training programme aimed at reducing the risk of injury while on the roads. Skills development is key to our business strategy. Besides the driver training, staff have received training in various areas over the past year, including training in basic first aid and basic fire, simple and effective governance, financial, payroll, HR, presentation skills, consumer protection, as well as supervisor training. We will continue our investment in our staff's skills.

We recognize that our staff members are the cornerstone of our business and African Corporate Cleaning's accolades and achievements during 2011 have all been as a result of their hard work and combined contribution to our vision of becoming a leading cleaning company. I salute each one and thank them for the part they have played in this journey.

I hope that this newsletter will provide valuable insight into our company.

I look forward to being in touch.

*Savitri N. Green*

## Vision

African Corporate Cleaning strives to be the 'first-to-mind' cleaning solutions provider to businesses, embassies, departments and parastatals in Gauteng and the surrounding areas by providing unwavering levels of service, investing in its workforce and embracing economic empowerment. The company aspires to be a company of significance to its employees, clients and to the cleaning industry as a whole.

## Our History

The company was established in February 2006 with one client and 20 cleaners and has grown into a strong operation with over 550 cleaners and more than 50 clients. The company's footprint spans the whole of Gauteng including the surrounding areas. The company operates from its head office in Pretoria.

## Why African Corporate Cleaning keeps winning market share

African Corporate Cleaning attributes its growing success to its:

- Hands-on management;
- Clear business strategy and tight operational controls;
- Strong customer focus underlined by friendly and professional relations;
- Steadfast ethics;
- Quality products;
- Superior service levels;
- Staff dedication;
- Empowerment profile;
- Workforce capabilities and commitment to ongoing training; and
- Clear work descriptions and effective communication systems.

## NCCA endorses African Corporate Cleaning

African Corporate Cleaning was recently awarded a certificate of compliance by the National Contract Cleaners Association (NCCA), confirming the company as one of only six South African companies to receive this endorsement. The company has delivered on more than just the statutory requirements of the cleaning industry, but was also recognised as the Business of the Year for 2011 by the Capital City Business Chamber.

Says Sarita Green, Managing Director at African Corporate Cleaning: "African Corporate Cleaning has always been committed to delivering the highest standard of service to its clients. Receiving the NCCA's official stamp of approval confirms that our hard work has paid off. Our business objective is set at not only meeting the industry's standards for contract cleaning, but surpassing each one of the required milestones."

## Business of the Year awarded to leading cleaning company

African Corporate Cleaning is the proud recipient of the "Business of the Year" title for 2011.

The Business of the Year award is presented annually by the Capital City Business Chamber and is based on company performance in five categories including Entrepreneurship, Management and Marketing Skills as well as Service and Growth.

"Winning this title was a result of the combined efforts of our full staff complement. This accolade is a reflection of our performance culture and commitment to our business strategy, which is based on unsurpassed service delivery. I would like to express my gratitude to every staff member for their hard work and loyalty, and to our management team for their tenacity and unwavering dedication to our vision."



Left to right: Xandri Whammond, Step Willemse, Sarita Green, Lee Bras, Melissa Roelofse and Patricia van der Merwe

## Executive membership for African Corporate Cleaning head

Managing director at African Corporate Cleaning, Sarita Green, has been elected by way of nomination to the executive committee at the National Contract Cleaners Association (NCCA) for a term of two years.

**"Part of our company's vision is to be a company of significance to the cleaning industry as a whole. This appointment sets us one step closer to achieving this goal." Says Gavin Green, director at African Corporate Cleaning.**

The Association was constituted as a National Association in 1987 and is dedicated to developing, setting and maintaining appropriate standards for the contract cleaning industry. The NCCA facilitates and co-ordinates industry activities by maintaining a national platform from which it realizes desired benefits for its members and the community as a whole.

The management committee is the focal point of the Association's governance system and is responsible for ensuring the compliance of its member base to its code of ethics and the relevant governing legislation in its efforts to raise the standard of contract cleaning in South Africa. As a result, enterprises that utilise contract cleaning companies are safeguarded by the Association's membership requirements. Compulsory audits are conducted to sanction the credibility of its member base, a key focus of the executive committee.

## Hygiene affiliation ups client satisfaction

African Corporate Cleaning clients are set to benefit from the company's affiliation with hygiene services company, SMART Hygiene. Management at African Corporate Cleaning not only recommends SMART Hygiene because of its service levels and competitive pricing, but also because of its top selection of hygiene products.

"As an agent for SMART Hygiene, African Corporate Cleaning clients will be able to enjoy the benefits of streamlined invoicing and administration of both their commissioned cleaning and their hygiene services," says Sarita Green, managing director at African Corporate Cleaning. "With the ever increasing pace and demands of corporate life, we are constantly on the lookout for means to assist our clients simplify their busy lives. Our association with SMART Hygiene will provide many of our clients with both administrative and hygiene benefits."

SMART Hygiene offers FemCare, Hand Care, Air Care and Sanitizer Solutions for washrooms on a once off or on a contract basis.



## Wash bay clients receive extended value from African Corporate Cleaning

African Corporate Cleaning's association with Auto Glitz 'n Glaze, car care specialist, has resulted in better value for its wash bay clients. Traditional wash bay services were extended earlier this year to include paintwork protection and shine as well as leather treatments. Now, African Corporate Cleaning's wash bay clients can offer their vehicle owners the benefit of headlight restoration using Meguiar's® Headlight and Clear Plastic Restoration, a product endorsed by most car manufacturers globally.

This value-added service effectively removes fine scratches, surface contaminants, oxidation, cloudiness and yellowing from uncoated plastic surfaces - leaving plastics brilliantly clear. The unique PlastX formula works in conjunction with the specialised buffing pad to safely deliver amazing results in minutes! No extra steps, complicated solutions or sanding with abrasives that can damage plastic and surrounding paint and trim.

Applications for the headlight restoration services extend to brake lights, plastic convertible windows, motorcycle windscreens, helmet face shields, boat windows and more!

"These additional car care services have opened a new market for us. Two wash bay sites are fully operational with the new services, with several others scheduled to incorporate the offering over the next few months." Says Gavin Green, director at African Corporate Cleaning. "Clients have welcomed the additional car care services and have received positive feedback from their vehicle owners."

Green concludes: "Meguiar's® is a leader in the car care industry and the results speak for themselves. We are confident that the trained staff and additional car care mobile services will benefit many vehicle owners in and around Gauteng."

## Cleaning staff up to date with new SMS System

African Corporate Cleaning recently completed the implementation of a bulk SMS system. The system is proving to be an efficient means to be in regular and direct contact with all staff, regardless of their location.

"It's like having an intercom system without the noise – our staff members can be kept up to date with the latest company news at the press of a button." Says Sarita Green, managing director at African Corporate Cleaning. "The location of our clients is spread across Gauteng and includes the surrounding areas. We needed a fast, cost effective way of being in contact with everyone on our books. The accessibility of cell phones and the high usage rate in South Africa made the SMS system a viable option to achieve our communication objectives. Staff enjoy the interaction and the system has been received with smiles and thumbs up across the board."



## What our clients say about us

"We are completely satisfied with African Corporate Cleaning and we can strongly recommend their services." **McCarthy Volkswagen Church Street**

"We can recommend African Corporate Cleaning to any other company." **Department of Health**

"African Corporate Cleaning and their staff have proven to be honest, reliable and efficient." **New Zealand High Commission, Pretoria**

"African Corporate Cleaning works for CMH Citroën Hatfield as vehicle cleaning/washing contractors and we are completely satisfied with their services." **CMH Group**

"The service we receive from African Corporate Cleaning at all times is highly recommendable and of the highest professional standard. They not only promise good service with quick turn around, but deliver on their promises at all times. We highly recommend African Corporate Cleaning as a company that is a difference maker of note." **Santam Head Office**



**Automotive. Commercial. Educational. Financial. Healthcare. Light & Heavy Industrial. Manufacturing.**

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