

# Improving our environment for future generations

## E-newsletter - August 2013

African Corporate Cleaning (Pty) Ltd Tel: 012 997 0576 www.africancorporatecleaning.co.za



## A NOTE FROM GAVIN



Welcome to this issue of our newsletter. 2013 has been a year of growth and sharpened focus at African Corporate Cleaning.

The company has fine-tuned its mission and vision, ensuring a company-wide focus and commitment to delivering best-fit cleaning solutions to satisfy our unique client requirements.

Our refined vision includes becoming an integrated services company that provides environmentally responsible cleaning and related building support services to its corporate clients so that they can focus on their core business.

This vision is supported by our updated mission that involves:

- presenting a professional image
- building our technical expertise and knowledge
- being an early adopter of new technologies and systems
- providing effective quality control
- delivering and exceeding our client expectations
- and empowering our staff through development and mentoring.

### Enhanced service offering and accreditations

Our solution stack is maturing, with the latest development being the inclusion of pest control to our existing service offering.

We are continuously updating our processes and controls, ensuring that the correct accreditations and certifications are in place. Our proactive approach makes us a leading contender in a highly competitive industry. In particular, we are ISO and HACCP (Hazard Analysis and Critical Control Point) compliant with the necessary cleaning programmes, systems, controls and processes in place for servicing our clients at the highest level. Our HACCP compliance involves having a systematic approach for identifying and controlling hazards relating to food distribution. Food distribution centres across greater Gauteng continue to be a key growth opportunity for us, with a number of distribution centres already serviced by the company.

We remain the leading provider of motor cleaning services and eco cleaning to the automotive industry and car dealerships across the greater Gauteng. Our extensive experience coupled with waterless and eco cleaning alternatives is placing us as a frontrunner in environmentally friendly cleaning and automotive care.

African Corporate Cleaning remains agile and focused on service delivery. We attribute our year-on-year expansion into new industries and new client sites to our consistent level of service delivery by a committed, experienced team; carefully defined processes and procedures; and our heightened management team that maintains focus on the most impactful elements of our business. Since the beginning of 2013, we have included new and additional corporate accommodation, embassies, automotive and corporate clients to our existing client-base.

I would like to take this opportunity to thank each client for their loyalty and support; as well as each team member for their positive attitude, hard work and contribution to the company. I would also like to acknowledge the guidance and counsel from the board; their input has been invaluable and has contributed to the company's clear direction and growing success.

**Gavin Green, Managing director**

## Our promise to you

**We promise to ensure the best-fit cleaning solutions for your needs by:**

- Understanding your business and your cleaning pains
- Recommending customised cleaning solutions that will work for your environment and your budget
- Employing and managing professional, skilled resources
- Using top performing products and cleaning techniques
- Caring for you, your reputation and the environment
- Developing trusting relationships

## Multiple-award winner

- 2011 Entrepreneur of the Year finalist at the Old Mutual business awards
- 2010 Business of the Year by the Capital City Business Chamber
- 2009 National Entrepreneur Champion runner-up by the National Small Business Chamber
- 2008 Enterprise of the Year by the Gauteng North Chamber of Commerce and Industry



**View our new company brochure**

**>> click here**

# AFRICAN CORPORATE CLEANING RECEIVES ENHANCED BEE ACCREDITATION

African Corporate Cleaning was awarded a Level One (AAA+) B-BBEE Contributor rating from Empowerdex, an independent BEE rating agency, in June 2013 for their contribution to black economic empowerment. This upgraded rating provides 135% procurement recognition for clients.

“The improved rating is a result of our ongoing commitment to supporting change through transformation and we are happy that our efforts are paying off,” says Gavin Green, managing director at African Corporate Cleaning.

The improved rating is due to the company's targeted efforts in corporate social investment (CSI) specifically; and its commitment to employment equity, preferential procurement, and socio-economic development.



“Towards the end of 2012, we partnered with POPUP (people upliftment programme), a non-profit skills training and development centre that helps empower underprivileged individuals through entrepreneurship and job placements. POPUP's beneficiaries resemble some of our cleaners' circumstances before being employed at African Corporate Cleaning.

This similarity influenced our decision to support the organisation. The relationship provides African Corporate Cleaning access to cleaning staff, while POPUP benefits through donations that are linked to the number of cleaners that we have on the ground,” says Gavin.

Another CSI effort that the company made during the year involved a quarterly blood donor drive, encouraging staff, suppliers and clients to participate in donating blood at the company via a mobile blood donation facility.

Please contact our offices if you are interested in obtaining more information on the next blood drive.



The updated BEE rating certificate is available from our website at [www.africancorporatecleaning.co.za](http://www.africancorporatecleaning.co.za)

## ECO CLEANING: A NEW STANDARD AT AFRICAN CORPORATE CLEANING

African Corporate Cleaning is making its mark as a committed eco-cleaning company. Two primary environmental focus areas for the company are highlighted below.

### Environmental products

Environmental products are used as our standard product range. These green products are all bio-friendly and carry respected product certifications. Our cleaning staff are carefully trained on using environmental products so that clients can reap their full benefits.

This has required targeted product training and change management to achieve a shift in mind-set that says: “it only cleans if it foams”. We have invested in our teams, ensuring an understanding of the true, cleaning power of environmentally-friendly products.

### Green alternatives for vehicle cleaning

Our vehicle cleaning offering includes a well-established waterless car cleaning solution for automotive companies who are serious about shrinking their environmental footprint. Recycling systems for washbays in particular, are used to capture all the used water during a car wash, which is filtered and recycled using a bio treatment process for the next wash.

This 'grey water', while not fit for drinking, is minimising the water consumption of our eco-conscious clients. These offerings have been running successfully at a number of client sites, including a renowned, national client since 2012.



### Product certification



## ONGOING TRAINING HELPS DELIVER TOP SKILLS TO THE MARKET

Seventeen supervisory staff members at African Corporate Cleaning have completed a full year national certificate in hygiene and cleaning: commercial, a NQF level one learnership that is represented by the Services SETA.

“Skills development remains a top priority. Our clients benefit from our staff’s improved knowledge and understanding of hygiene and cleaning. This investment gives us a service advantage in a very competitive industry.” Comments Gavin Green, managing director at African Corporate Cleaning.

Siyaya Skills Institute was appointed in September 2006 as the company’s skills facilitator, and manages all training activities in terms of the Skills Development Act. Siyaya assists with the annual submission of the required Workplace Skills Plan. Besides the company’s involvement in formal training, it also offers staff in-service training and mentoring.

Gavin continues saying that: “We are proud of each of these supervisors for having successfully completed this nationally recognised qualification. They applied themselves both at work and in their studies over the full 12 months. Not only has the course solidified their expertise, but there is a great sense of personal achievement and pride and it shows in their work performance.”



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## NEW CRM CAPABILITY BOOSTS PRODUCTIVITY

African Corporate Cleaning has implemented 'Insightly', a powerful customer relationship management (CRM) system specifically designed for small business.

Insightly is considered the number one CRM tool in the Google Apps Marketplace. It boasts attractive features such as superior opportunity and pipeline management, contact, task and event management, reporting, integrated project management, social media integration, mobile applications for tablets and smart phones, as well as integration with Gmail, Google Apps, Outlook 2013, and much more.

“Insightly has added hours to our days. Routine tasks have become faster, more streamlined with far less administration required, freeing up time to do what is important – servicing our clients,” comments Gavin Green, managing director at African Corporate Cleaning. “At any given time we know exactly what proposals have been made, to whom and where they are in the process. This business tool supports all the management activities involved in the sales pipeline - from prospect to closing a deal.”

Insightly was a logical step for the company since its migration to 'Google Apps for Business'. The team is now able to access their calendar, contacts, email and all the supporting office documentation from anywhere. “Our staff has complete remote access to the office, enabling them to conduct professional business from anywhere. In addition, security issues and backup headaches are a thing of the past since everything is stored safely and managed in the Google cloud.”

Part of African Corporate Cleaning's mission includes being an early adopter of new technologies and systems and this decision is a practical way to support this objective.



## AFRICAN CORPORATE CLEANING MOVES TO BIGGER, BETTER PREMISES

African Corporate Cleaning has relocated to Moreleta Park to bigger, smarter premises. The move to the new office building supports the company’s efficiency drive. The bigger, more modern layout enables better streamlined processes, improved storage and depot facilities, faster service to clients and happier staff.

“Growth and change are inseparable and we are happy that this move represents the company’s expansion. The move was seamless with no disruptions to our services or productivity, thanks to everyone who was involved,” says Gavin Green, managing director at African Corporate Cleaning.

**Our contact details remain unchanged. Please feel free to visit us at our new offices at 699 Rubenstein Drive, Moreleta Park in Pretoria East.**

# STAFF MATTERS: GROWING FROM STRENGTH TO STRENGTH



Stephen Bentz



Karyna Pierce



David Skhosana



Sheryl Hoffman



Jenny Wilkinson



Bheki Seabela

African Corporate Cleaning has made two key board appointments, additional staff appointments and a well-deserved promotion, which have resulted in a stronger, more effective team.

The company's greatest asset is its people. It is the staff's deep experience, expertise and dedication that add competitive edge to the company as a whole.

## Board appointments

African Corporate Cleaning has made two appointments to the board of directors and is already benefitting from the added professional business experience, networks, and high standards of corporate governance.

Stephen Bentz was elected and appointed non-executive Chairman of the board during the last quarter of 2012. His appointment not only separates the role of CEO and Chairman, ensuring company compliance with the recommendations of King Report on Governance for South Africa (King III), but Stephen brings a long history of operational management to the board. His key disciplines involve planning, financial management, organisational development, administration, change management and problem solving. He is an experienced implementer of corporate governance.

Karyna Pierce was appointed to the board as an independent, non-executive director during the last quarter of 2012. Karyna is a goal-oriented finance executive with a demonstrated track record of managing and leading finance divisions in the preparation and analysis of financial reports. She has wide-spread experience in managing and co-ordinating internal and external audit

processes, considering and approving cash investment decisions as well as managing complex, high-value supply chain processes.

Both directors are invitees to the board's committees in an advisory role and we look forward to their input over the years to come.

## Promotion

We are happy to announce the promotion of David Skhosana to the position of area manager. David started off with the company as a cleaner in June 2012 and shortly afterwards filled the role as team leader, before moving up the ranks to the position of site supervisor at the end of August 2012. His further promotion to area manager stems from the company's succession planning, where individuals that demonstrate strong leadership qualities are mentored and prepared for positions of management. David is hardworking and well liked amongst his peers. He is always ready to take up new challenges and provides his clients with quality service and attention.

## Staff appointments

Sheryl Hoffman has been appointed as Hygiene Manager. Sheryl brings a long history of industry involvement and experience to the company. She is reliable, works well with people and has already contributed additional value to her client sites and to the hygiene business. Sheryl is a great ambassador for the company and we are happy to have her on board.

We also welcome two new members to our sales team. Jenny Wilkinson and Bheki Seabela will be jointly responsible for the greater Gauteng region and bring a fresh energy to our sales force. We are confident that their experience in client service will benefit our clients and company alike.

## Condolences: The memory of Joseph Masakasa lingers



On behalf of all our staff, we would like to express our condolences to the family of Joseph Masakasa, the company's longest serving senior employee, who passed away earlier this year.

Joseph, our first appointed area manager, started working at African Corporate Cleaning from the time its doors opened in May 2006.

"While he didn't have a driver's license, we knew that Joseph was the right man for the job," comments Gavin Green, managing director at African Corporate Cleaning. "Joseph used his initiative to get from one client site to the next until he became a licensed driver." Joseph was determined to succeed and to exceed expectations and that is exactly what he did. Joseph serviced our McCarthy clients with distinction and is sorely missed by all.

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