

Improving our environment for future generations

E-newsletter - October 2014

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



A NOTE FROM GAVIN

Welcome to this issue of our newsletter.



In review

2014 has been a year of enhanced focus for African Corporate Cleaning, crafting best-fit solutions that respond directly to our customers' requirements. This service flexibility ensures that our customers' unique needs are being met. We are offering an integrated service stack comprising our traditional corporate cleaning, related building support, hygiene and pest control services.

Growth and value

Growth, resulting from this strategy, has been experienced across all of our functions:

- Our pest control function has broadened its customer base noticeably;
- The hygiene division has employed additional staff and is looking to procure new vehicles to support the increased demand;
- New Isando-based food distribution centres have signed contracts with us for specialised services;
- Our vehicle cleaning business at reputable, large automotive companies continues to grow steadily;

Customers are being offered standard and specialist, environmentally-responsible cleaning solutions under one roof, simplifying their experience, their administration and their supplier engagement. In particular, this process of consolidation means more value for customers, improving efficiencies, optimising existing processes and reducing costs.

IT systems

We have enhanced our focus on automation technologies and the use of IT to streamline management and reporting processes, enabling our customers to access valuable service delivery information quickly, easily and reliably. These technologies produce accurate, on-site reporting that helps customers know exactly what services are being provided. The emphasis on IT systems stems from our attendance at The ISSA InterClean Expo, an international cleaning expo that was held earlier this year in Amsterdam, The Netherlands. African Corporate Cleaning is beta testing new technologies, including building management software as well as a time and attendance programme, which will deliver time and cost efficiencies to the business and to customers.

Moving forward

African Corporate Cleaning will continue delivering quality cleaning services, exceeding customer expectations and attaining new business. Three growth areas have been identified:

- Deep cleaning valet services of commercial vehicles
- Commercial cleaning, including both traditional and specialised cleaning services at office parks
- Food distribution centres continue to be a keen focus area due to African Corporate Cleaning's ISO and HACCP (Hazard Analysis and Critical Control Point) compliance. Few companies have the necessary expertise in this area, including the management and control methodologies that we have developed in conjunction with our customers that are aimed at complying with the food industry's stringent regulatory requirements.

I trust that you will enjoy the read and welcome your feedback, comments and suggestions.

Kind regards,
Gavin Green, Managing director

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- Area manager helps Vector Roodepoort shine during food handling and quality audit
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BUILDING MANAGEMENT SOFTWARE UNLEASHES POWERFUL QUALITY CONTROL

African Corporate Cleaning has implemented CleanTelligent, an Internet-based quality control software, on a beta basis at five customer sites. The system introduces a cycle of improvement into business processes and includes features such as work orders, inspections, reports and client communication. Every feature of the software links together, helping to monitor and improve work output.

Gavin Green, Managing Director at African Corporate Cleaning, explains that: "CleanTelligent provides a way of empowering quality control by measuring and reporting on our performance to our customers, giving them the satisfaction of knowing the exact services that are being delivered. Customers are able to log onto the system to view inspection reports, whether there were any issues, as well as the resolution of the issues. The system adds a new level of transparency to our dealings with our customers.

The system claims to deliver copious benefits that both our customers and African Corporate Cleaning will realise:

- Inspections are conducted via a smartphone application that is easy to use and immediate.
- A full site history is accessible to customers including: inspections, problem areas, supporting photographs, problem resolutions, etc.
- Customers can sign off electronically on inspections, saving time and effort.
- In the case of a site audit, the customer is able to access and print all the inspection reports.
- Customers are kept up to date on every detail of the site.
- Customers are able to identify priority areas, ensuring that their services are delivered in the sequence that suits their business best.
- Job scheduling for cleaning staff is created on the system. Customers can see which function is allocated to which cleaner and what times during the day they need to perform the tasks.



We chose to run the system on a test-basis to establish the advantages of the system, as well as the most effective way of implementing the system across all our customer sites," adds Gavin. "We are excited to offer our customers a tool that equips them with in-depth knowledge of their cleaning services. It's another way that we are staying abreast of the industry and our competition."



STAFF ATTENDANCE MADE EASY WITH A NEW TIME AND ATTENDANCE SYSTEM

African Corporate Cleaning is currently testing CleanJack, a new time and attendance system, to support the management of its cleaning staff. The system will be tested using a beta test run at a food and beverage distribution centre in Midrand, which will take place over a period of three months from October to the end of December 2014.

CleanJack is an interactive system for time and attendance registration that has been developed specifically for the cleaning industry. Cleaners easily clock in and out when arriving or departing from a customer site; and a management dashboard provides a real-time overview of staff attendance over a specified time period. The system can be integrated with payroll, simplifying administrative tasks involved with a large staff complement.



Gavin Green comments saying that: "The key benefit of the system is knowing instantly if a cleaner has arrived on site or not, enabling immediate action. Not only can a replacement cleaner be dispatched, but the system provides a valuable handle on labour costs and staff management.

"We are demonstrating the use and fit of CleanJack and to confirm whether the technology is the right choice for our company. We are hoping to achieve affective staff monitoring, efficient staff administration and the advantages of automation that the system is capable of delivering. Employing a leading time and attendance system is another example of our performance-driven and customer-focused culture." Gavin concludes.



OUR COMPANY VENTURES INTO ONLINE MARKETING

African Corporate Cleaning has launched its social media presence on Facebook, LinkedIn and Twitter.

"One of our business objectives is to stay abreast of the industry, this encompasses our adoption of leading technologies.

Launching our online presence supports this imperative and we are excited about being able to seamlessly communicate with our online audience and respond to their questions, comments and requests quickly and easily." Says Gavin Green.



Like us on Facebook >>



Visit us on LinkedIn >>



Tweet us @AfriCorpClean

AFRICAN CORPORATE CLEANING MAINTAINS HEIGHTENED BEE RECOGNITION

African Corporate Cleaning was re-awarded a Level One (AAA+) BB-BEE contributor rating from Empowerdex, an independent BEE rating agency, for their ongoing contribution to black economic empowerment, providing clients a 135% procurement recognition.

The company has maintained its momentum with its empowerment initiatives, including:

- A partnership with POPUP (people upliftment programme), which started in 2012, where the company assists by matching cleaners with job opportunities.
- Afriglaze, a small medium enterprise (SME) that offers vehicle valet and paint protection services, provides the company's enterprise development component of its empowerment initiatives.
- Community support such as Casual Day and Movember.
- Skills development including 20 employed and 25 unemployed learnerships that have been awarded to the company.

"We have continued our efforts in corporate social investment (CSI), employment equity, preferential procurement, and socio-economic development," says Gavin Green.

"Management is in the process of investigating suitable candidates – both individuals and organisations - to improve the company's black ownership component in order to comply with the amended BEE codes."

The updated empowerment rating certificate and report are available for download from our website at www.africancorporatcleaning.co.za

Level One Contributor				
Target Indicator	Actual Score	Target Score	Analysis	Results
Ownership	90%	90%	Procurement Recognition Level	135.00%
Management	90%	90%	Black Ownership	90%
Employment Equity	27.00	25.00	Black Women Ownership	90%
Skills Development	90%	90%	SA7 Number	488227199
Preferential Procurement	20.00	20.00	Vendor Rating Sub-points	100
Enterprise Development	25.00	25.00	Issue Date	24 June 2014
Socio-Economic Development	15.00	15.00	Expiry Date	23 June 2015
Total Score	90.00	90.00	Re-issue Date	NA

For EMPOWERDEX Northern Regions (Pty) Ltd Date: 2014-06-24

This verification certificate and the verification report are based on information provided to Empowerdex and represent an independent opinion based on the verification or Equities completed by Empowerdex. The calculation of the scores has been determined in accordance with the Department of Trade and Industry's Codes of Good Practice on Broad Based Black Economic Empowerment as published on 9 February 2007.

Empowerdex Northern Regions (Pty) Ltd, Reg. 2008/004631/07
Electronics 111, 119th Street, Sandton, 2146

Q14P00034

AFRICAN CORPORATE CLEANING INVESTS IN CONTRACTUAL CLEANING TRAINING

Forty-five learnerships were awarded to African Corporate Cleaning through the Services Sector Education and Training Authority (SSETA).

The learnerships will qualify 20 employed staff and 25 unemployed staff with a full year of part-time training in contract cleaning. The training will take place one day a week for a year, commencing in October 2014. Siyaya Skills Institute, African Corporate Cleaning's skills facilitator, will provide the training at an off-site training facility in Pretoria.

The students will each receive a South African Qualifications Authority (SAQA) level-one qualification in contract cleaning on successfully completing the training. Both written and oral tests are conducted and further training, support and reassessments are provided to students that experience difficulties during the programme.

"African Corporate cleaning provides relief staff for all employed staff undergoing training; and these employees are remunerated for their day of learning. We also actively hunt for job opportunities for the unemployed students and provide temporary positions to them if available," says Gavin Green. "Skills development continues to be a key focus area for the company. Qualified staff supply quality services and this SAQA level-one qualification increases the graduates' chances of securing employment in contract cleaning."

COMPANY CHAIRMAN RECOGNISED AT SIRDAR ANNUAL GOVERNANCE AWARDS

Company chairman recognised at Sirdar Annual Governance Awards
Stephen Bentz, non-executive chairman at African Corporate Cleaning was recognised for leadership excellence at the Sirdar Annual Governance Awards.

The Sirdar Annual Governance Awards are held each year to celebrate the role of directors in driving SME and privately-held company performance. They are the only awards that identify director excellence in this sector and promote the importance of governance for South African's SMEs. The awards recognise the practice of quality governance and encourage practitioners to be responsible corporate leaders.



"On behalf of the members of the board, I would like to congratulate Stephen on his achievements, which not only honour his leadership skills, but also his effort, commitment and time investment that he has made to the company." Says Gavin Green.

Nine awards are presented each year, acknowledging the recipients for the leadership role they play in effectively implementing governance in SMEs in South Africa. The two awards that Stephen garnered included the Leadership Excellence Award, sponsored by EgonZehnder, for his provision of effective leadership, support and guidance to the managing director of the company and to the board as a whole; and the Excellence Award, sponsored by Sanlam, for his complete and dedicated commitment to the success of the company board(s) on which they serve.

African Corporate Cleaning's dealings with Sirdar started in 2012 in support of the company's corporate governance programme. Sirdar provides governance support services for SMEs, including: recruiting non-executive directors, handling board meeting agendas, minutes and other important areas of the governance process.

In conclusion, Gavin says that: "We are looking forward to an ongoing relationship with Stephen in his capacity as non-executive chairman of the board and thank him for his sound advice and professionalism."

AREA MANAGER HELPS VECTOR ROODEPOORT SHINE DURING FOOD HANDLING AND QUALITY AUDIT



Congratulations to the African Corporate Cleaning team at Vector Roodepoort for a job well done in preparing for I&J's annual quality audit of the distribution centre's food handling, achieving a remarkable 90.37%.

A number of people were involved in the efforts, but in particular we would like to thank and congratulate Melissa Roelofse, area manager and Smanga Kheswa, supervisor for their performance and commitment to Vector Logistics' objectives. They have demonstrated the highest level of service and are committed to standards of excellence on an ongoing basis.

We are very proud to have you representing African Corporate Cleaning.

Smanga Kheswa, Melissa Roelofse, Nico Loots, Kevin Pillay and Lee Short

WELCOME TO OUR NEW STAFF

We would like to extend a warm welcome to our new sales executive, Rianda Peres who joined the company in July 2014. She will be responsible for representing the company's entire service offering in the wider Gauteng region. We wish her a challenging, but rewarding and enjoyable time with the company.

We also welcome Cindile Mnisi, who joined the company in May 2014. Cindi is no stranger to the cleaning industry or to African Corporate Cleaning. Our relationship with Cindi goes back to 2007 when, as part of the company's enterprise development, African Corporate Cleaning supported her with business mentoring and referrals when she headed her own company, Afriglaze. Afriglaze, which offers valets and paint protection services to the motor industry, continues to trade with a newly appointed manager to oversee operations. Cindi has stepped right up to the challenge in her new position with African Corporate Cleaning. Her expertise, management ability and knowledge of the industry make her a valuable addition to our staff and we are happy to have her on board and wish her much happiness and success in her position as sales executive.



Rianda Peres



Cindile Mnisi

CONDOLENCES

On behalf of the management and staff at African Corporate Cleaning, I would like to extend my heartfelt condolences to the family of Willem Stuurman and his partner, Virginia Mlotshwa, at the news of their tragic deaths in Pretoria on Monday, 8 September 2014.

Willem started with the company in 2006 as an entry level cleaner. He worked himself up the ranks to the position of site supervisor.

His and Virginia's unexpected and untimely deaths have been a shock to us all. Our thoughts and prayers are with their families and loved ones at this time.

SHOWCASING OUR COMMERCIAL VEHICLE DEEP CLEANING VALET SERVICES

Before



After



Before



After



STAFF SHOWS OFF THEIR 'BLING' IN SUPPORT OF CASUAL DAY

The sales team at African Corporate Cleaning went bling to support 20 years of Casual Day, a project of the National Council for Persons with Physical Disabilities in SA (NCPDPSA).

Casual Day helps individuals with a range of conditions and disabilities by donating assistive devices, wheelchairs and other support mechanisms that help with mobility and alternative communication. In addition, they offer support to the many dedicated teachers, therapists and care givers.

"Each staff member went the distance to bring out the bling. Everyone was really excited about showing their support in a fun, crazy kind of way. Not only do the beneficiaries receive needed support, but the day provides a valuable opportunity for supporters to become conscious of the gift of health."

November is another initiative that the company supports during the month of November. Keep your eyes open for the growing of moustaches on our staff this summer.

Gavin concludes with the following: "At African Corporate Cleaning, we want to show our support and care to the community. Participating in Casual Day and November are small ways that we try to give back. Other avenues include skills development and training of previously disadvantaged individuals."



TEAM BUILDING SEES STAFF RACING AROUND THE CAPITAL CITY



African Corporate Cleaning took part in a staff team building activity similar to the popular TV programme, "The Amazing Race".

Our staff was divided into four teams, each team was dressed in bright, colourful apparel, and sped off in vehicles from our head office in search of a string of clues in and around Pretoria, the goal – to be first to reach the final destination.

The day, while challenging, provided good laughs, great networking opportunities and some much needed time doing something fun outside of the office. The activities ended at head office to recognise the winners and to enjoy dinner and refreshments together.

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