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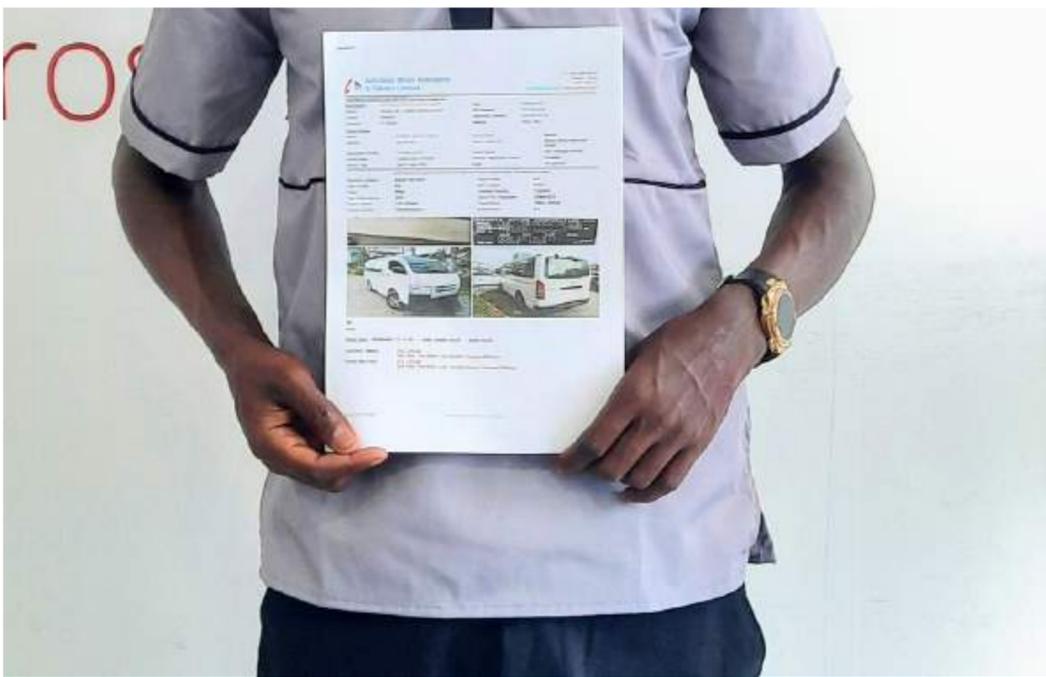
NEWS LETTER Q2

18th July 2025

Our Integrated Facility Management Solutions

- Catering Services
- Cleaning Services
- Engineering Services
- Gardening Services
- Pest Control Services
- HouseKeeping Services

Inside



From Cleaning Surfaces to Steering Dreams: A Story of Growth and Grit

In every workplace, some moments define not just the success of a project, but also the spirit of the people behind it. You can learn more on the next page.

2. Men's Mental Health.



3. Powering the Rhino Charge 2025.





From Cleaning surfaces to Steering Dreams: A Story of Growth and Grit

At Tsebo Facilities Solutions Kenya Limited, our purpose is simple but profound: **to develop people to serve people and uplift society.** Today, we proudly highlight a story that embodies this mission, a testament to the transformative power of opportunity, discipline, and support.

Robert, one of our dedicated cleaners, has achieved a remarkable milestone. Through **sheer hard work, unwavering discipline, and the backing of our company-initiated savings scheme via a reputable Sacco**, Robert has purchased his commercial vehicle—a matatu. This accomplishment is not just a personal victory; it is a powerful reminder that with the right environment, encouragement, and opportunities, anyone can achieve meaningful growth.

At Tsebo, we believe in supporting our people beyond their daily roles. We nurture dreams, foster ambition, and create pathways for success. Our recognition as a **certified Top Employer** reflects this commitment. Robert's journey is proof that when people are empowered and given the right tools, they can transform their lives and inspire those around them.

Let Robert's story encourage us all: **keep striving, keep saving, and keep believing.** At Tsebo, we are proud to stand with our people, not just as employees, but as dreamers and achievers.



Beyond the Finish Line: Tsebo Kenya's Flawless Camp Management Fuels Rhino Charge 2025 Success



Our expert teams navigated the complex logistics of setting up and maintaining a fully functional medical camp in the challenging, remote terrain. From robust tent infrastructure to ensuring continuous operational efficiency, Tsebo's meticulous planning and execution allowed our partners, Medic Response, to focus entirely on delivering critical first aid services to participants.



The Rhino Charge is renowned as one of Africa's toughest off-road challenges, but it's more than just a competition; it's a critical fundraising event for Kenya's vital conservation efforts. In Q2, Tsebo Kenya was incredibly proud to play an instrumental role in the success of the Rhino Charge 2025 by providing comprehensive camp management services for the crucial first aid station.



Beyond our operational support, Tsebo Kenya proudly upheld its tradition as a dedicated sponsor of the Rhino Charge—an annual commitment that reflects our deep-rooted passion for conservation and community impact.

Our sponsorship extends beyond financial backing, encompassing hands-on involvement and expert services that enhance the overall event experience and safety of all participants. This collaboration underscores Tsebo Kenya's exceptional capability in managing complex operations under demanding conditions.



By ensuring a seamless and reliable base for medical services, we not only contributed to the safety of everyone involved but also reinforced our commitment to supporting the vital conservation mission of the Rhino Ark Kenya Charitable Trust. We extend our sincere appreciation to our dedicated team and Medic Response for a truly impactful event!

June marks a time of reflection and awareness for many, and for me, it is a month dedicated to shining a light on an often-overlooked issue: men's mental health. In African societies, where strength is often equated with silence and resilience with emotional suppression, the mental well-being of men remains a topic shrouded in stigma and misunderstanding.

The Silent Struggle

African men are frequently raised with the belief that expressing vulnerability is a sign of weakness. Phrases like "Be a man," or "Men don't cry," are deeply ingrained in our cultural fabric. While these sayings may have been intended to instill resilience, they often discourage emotional openness, leading many men to suffer in silence.



Key Mental Health Challenges Facing African Men

- **Societal Expectations and Masculinity:** The pressure to be the provider, protector, and pillar of strength can be overwhelming. When economic hardships or personal setbacks occur, many men internalize their struggles, fearing judgment or shame.

Substance Abuse

With limited access to mental health care, some men turn to alcohol or drugs as a coping mechanism. This not only worsens mental health but also contributes to a cycle of addiction and social isolation.





Lack of Mental Health Services

Mental health infrastructure remains underdeveloped in many parts of Africa. Even where services exist, cultural stigma and lack of awareness prevent many men from seeking help.

Gender-Based Violence and Trauma

While often overlooked, men can also be victims of violence and abuse. However, societal norms discourage them from speaking out, leading to unaddressed trauma.



Signs to Watch Out For

Recognizing the signs of mental distress is the first step toward healing. Here are some red flags:

- Withdrawal from family and friends.
- Sudden changes in behavior or mood.
- Increased use of alcohol or drugs.
- Expressions of hopelessness or worthlessness.
- Difficulty sleeping or concentrating.
- Talking about death or suicide.

What Can Be Done?

1. Normalize Conversations

We must create safe spaces where men can talk openly about their feelings without fear of judgment. Community forums, barazas, and even church groups can be powerful platforms for dialogue.

2. Promote Mental Health Education

Schools, workplaces, and media should incorporate mental health awareness campaigns tailored to men, using relatable language and culturally sensitive messaging.

3. Encourage Peer Support

Men are more likely to open up to peers. Encouraging brotherhood and mentorship can foster emotional support networks.

3. Seek Professional Help

Therapy is not a sign of weakness. It is a courageous step toward healing. Governments and NGOs must invest in accessible, affordable, and culturally competent mental health services.

4. Redefine Masculinity

Strength should be redefined to include emotional intelligence, vulnerability, and self-care. A strong man is one who knows when to ask for help.

Conclusion

Men's mental health is not just a personal issue—it's a societal one. When men thrive mentally and emotionally, families, communities, and nations benefit. This June, let us break the silence, challenge the stigma, and support the mental well-being of African men. Because true strength lies not in silence, but in the courage to speak out and seek help.

Article by Our MD, George Maina.

Spotlight: Fostering Open Dialogue

At Tsebo Kenya, we recognize that behind every uniform, title, or role, there's a whole person navigating life. Mental health, especially for men in high-pressure, high-expectation environments, is often overlooked. Yet it's a pillar of our productivity, relationships, and long-term success. This Men's Mental Health Awareness Month, we invited some of our seasoned Tsebo managers and leaders to share honest reflections and guidance not just on succeeding in the corporate world, but on staying grounded, balanced, and mentally well while doing so.

Their insights are not directives. They are gifts. From one generation to the next, wisdom meant to build a healthier, more compassionate workplace.

A Letter to Young Men

To the young men finding their footing in the world, especially in the workplace: There will be days you'll feel like you're not enough, like everyone else has it figured out but you. You'll wear a smile while battling storms no one can see. You'll face pressure to be strong, to be silent, to always hold it together.



But know this, silence is not strength. You're allowed to ask for help. You're allowed to rest. You're allowed to be human. Take pride in your ambition, but also in your self-awareness. Protect your peace. Build your support systems. Speak up because the real strength lies in owning your story, not hiding it. You're not alone.

Expanding Our National Footprint

Q2 2025 marks a significant milestone in Tsebo Kenya's national growth journey. Our ability to deliver consistent, high-quality services across a wide spectrum of sectors and regions has enabled us to secure strategic contracts with clients spanning retail, energy, healthcare, logistics, and corporate facilities. From Nairobi to the coast and into inland hubs, Tsebo Kenya continues to demonstrate agility, scalability, and operational excellence in cleaning and catering services.

Key Q2 Client Wins

- 1 Carrefour Kenya – Cleaning**
Retail-grade cleaning services for select store locations, ensuring hygiene and an exceptional customer experience.
- 2 Total Kenya – Catering – All Branches Nationwide**
Comprehensive catering services across the country, serving diverse teams with consistent, nutritious, and well-managed meal solutions.
- 3 DP World / Imperial Africa – Catering**
On-site catering for logistics operations, focused on uptime, energy balance, and staff satisfaction.
- 4 Grundfos – Cleaning**
High-standard industrial cleaning tailored for manufacturing and technical environments.
- 5 9 Riverside – Cleaning**
Premium cleaning for a high-end commercial office complex in Nairobi, emphasizing attention to detail and client presentation.
- 6 One a Dental – Cleaning**
Specialized hygiene and disinfection services for dental clinics, aligned with clinical sanitation standards.

7**Soilex – Catering**

Tailored corporate catering to meet the needs of a dynamic commercial office environment.

8**Scania – Cleaning & Catering**

Expanded engagement now covering both cleaning and employee meal services, aligned with operational schedules and workforce needs.

9**Rubis Energy – Catering – All Branches Nationwide**

Scaling from a Nairobi-only contract to a nationwide rollout, providing consistent quality meals across Rubis' national footprint.

These wins are not just contracts they are proof of Tsebo Kenya's capacity to deliver tailored, high-quality services to clients of all sizes, in all regions. Our integrated approach ensures each client benefits from local knowledge, centralized standards, and a shared commitment to excellence.



Driving Efficiency, Transparency & Local Partnerships

“Supply chain, though not the core business for Tsebo Kenya, forms one of the pillars for a well-functioning and coordinated organization set up.

Supply chain department **SCD** is crucial for Tsebo as it coordinates all activities involved in sourcing, Storage, risk mitigation, and dispatch of goods and services to our internal and external Customers. Optimizing efficiency, cost reduction, and enhancing customer experience and satisfaction. Effective SCM ensures the right products are available at the right place, at the right time, and at the right price.

For more than a year, we have transitioned from mere regular buying to value addition. During this process, by sourcing well and ensuring good bargains at every opportunity, we have become a cost-saving department that has led to further cost reduction. We act as the eye for the company to see and identify the best options available in the market overt.”

Q2 Highlights and impact at glance!

- Successfully mobilized purchase requisitions for all new business sites, **Carrefour, Safaricom, TotalEnergies Kenya, Rubis, and DP World**. We have forever walked the talk!
- Continuously ensured uninterrupted availability of products and services to over 80 current sites. **Catering, Cleaning, Technical, Gardening, and Human Resources**
- Expanded our supplier Database with equally good and reliable competitors listed for every product.
- Inventory Management by tracking stocks, ordering, and receiving stocks only when they are needed. **Just-in-time strategy**
- Revenue Generation through Back Charges for various organizations.

Our focus in the next quarter will majorly be on upcoming challenges and opportunities viz aviz, Market trends **Cost reduction**, potential disruptions, new initiatives, call to action, enhance customer satisfaction, industry insights and best practices. Our goal is to serve with unparalleled efficiency.

“The bitterness of poor quality remains long after the sweetness of low price is forgotten. "Let us stay relevant to the vision of Tsebo Kenya.”

“By Paul Mukonza, Procurement Manager.”

1. Employee Recognition: Going the Extra Mile.



John - Mastercard

John's diligence was evident in his meticulous attention to detail, ensuring all contractor and technician permits were correctly filled and that proper PPMs were in place for this delicate task. His commitment to caring for the well-being and safety of everyone involved was unwavering. John displayed an enterprising attitude by consistently offering hands-on support and valuable feedback, often staying late (until 10 PM at times) throughout the 6-day duration. His commitment to seeing the project through with such dedication speaks volumes about his integrity.

Beatrice - PKF

We are incredibly proud of our staff, Beatrice, who is attached to our client site as a steward and who recently found a client's purse in the washroom as she was cleaning the washrooms, and promptly handed it over to her supervisor. The owner was thrilled to find all valuables, including cash, intact and expressed heartfelt gratitude for Beatrice's honesty.



Loise - Oval

"I would like to take a moment to formally appreciate my colleague Loise for her outstanding professionalism and contributions to the team. Over the past 2 years, I have had the privilege of working closely with her in cleaning, and she has consistently demonstrated dedication, teamwork, and creativity. Her attention to detail, excellent communication skills, and positive attitude have significantly contributed to the success of my team. She is always willing to go the extra mile, and I believe her efforts and character deserve recognition, and I wanted to ensure her contributions are noted." **Victor - Supervisor - Oval**





Winnie - BCG

"At B.C.G., I have recognized Winnie as the best employee.

She's hard-working, self-disciplined, and time-conscious.

Sometimes, when asked to extend her shift due to a client's request, she does it from her heart.

She's ever neat, as you can see from her picture attached." **James - BCG**

Sharon- Mars Intimate

"My recognition award goes to SHARON.

She was working as a steward, then promoted to waitress, and has also been excelling well in taking cashiering duties

With diligence and perfection.

This has also been recognized by our client and her team members."

John - Mars Intimate



Francis - ADC

"I am pleased to nominate Francis as the employee of the month. Over the past 3 months, he has demonstrated exceptional responsibility. Hard work, dedication, keen on details, and a team player, going above and beyond his role as a landscaper." **Vivian - Supervisor - ADC**



Susan - Nova

"I nominate Susan for her outstanding performance at work. She is thorough and flexible, always punctual and respectful, good at teamwork, and offers solutions first."

Celestine - Nova



**Dominic - Carrefour**

“When appointed Team Lead at the Two Rivers Carrefour team, he showed exceptional dedication and resilience.

He consistently goes above and beyond to assist and empower his colleagues.” **Isaac - Supervisor**

Celestine - Microsoft - Supervisor

“I am proud to nominate Celestine for the Employee Recognition Award. Her dedication to maintaining a clean, organized, and welcoming workspace reflects her commitment to excellence. Celestine consistently supports her team with a positive attitude and a caring spirit, embodying Tsebo’s core values. Her warm demeanor and willingness to help uplift those around her create a calm and encouraging environment. Though her contributions often happen quietly, their impact is deeply felt. Celestine is a reliable team player whose professionalism and compassion make her an invaluable part of our success. She truly deserves this recognition.” **Cliff - FM**



2. Welcome aboard! Our New Tsebo Kenya Family Members



9 Riverside



Carrefour



Bowa Okelo - IT



Artkins Buticha - HR



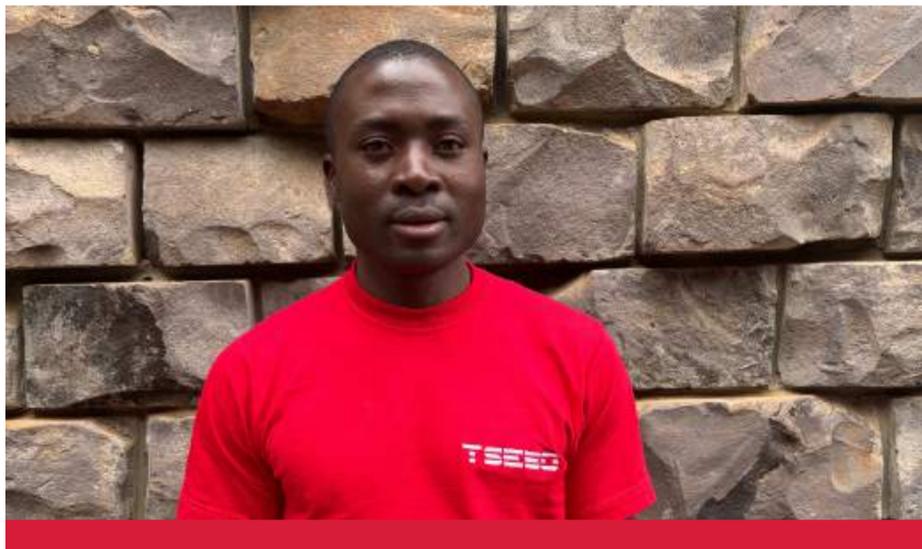
Truphena Chemtai - HR

3. Promotion



Dennis was promoted from a cleaner to a storekeeper.

Hilda was promoted from a waitress to Assistant F&B Supervisor.



Benson was promoted from a cleaner to a team lead.

Celine was promoted from a cook to a Chef.





James was promoted from Head Chef to Food and Beverage (F&B) Manager.

Milgarn, who started as a casual worker, progressed to a waitress at Koko and is now a cook at Total.



Janet was promoted from HRA to HRO.



As we close the second quarter, we're proud to celebrate significant strides in our QHSE journey—particularly in environmental sustainability and workplace safety.

Environmental Sustainability Milestones

Through concerted efforts across all our sites, we have achieved an impressive 58.8% reduction in waste, a remarkable win that reflects our commitment to sustainable operations. Key achievements this quarter include:



Recycled 851.8 kg of used cooking oil from our kitchen operations.

Recovered 7,365.5 kg of assorted waste including paper (white, brown), cartons, polythene (high and low density), PET bottles (e.g., Dasani), cast iron, scrap metals, oil containers, and other recyclable materials.



Repurposed 6,709.5 kg of food waste from our canteens and kitchens, diverting it from landfills.

Our total waste generation stood at 10,476 kg, a significant reduction thanks to our ongoing sustainability initiatives.



These results not only support our environmental goals but also align with our ongoing preparations toward ISO 14001 certification.

Chart Title



Zero Harm: Safety First



We're equally proud to report zero Lost Time Injuries (LTIs) for the quarter, maintaining a stellar record of 684,176 LTI-free man-hours. This achievement underscores our unwavering focus on safety and proactive risk management.

Additional Q2 Highlights

- Successfully trained our Occupational Safety and Health (OSH) Committee, strengthening our internal HSE governance and compliance structure.
- Obtained our long-awaited NEMA Environmental Impact Assessment (EIA) license, formalizing our operations at our Central Kitchen.

We extend our sincere appreciation to all stakeholders, our Managing Director, departmental heads, facility managers, and supervisors for their unwavering support and dedication. Together, we've created a safer, more sustainable workplace for all.

Let's continue to build on this momentum in Q3!

Career Talk (with Makarios)

Primarily, there is no proven formula that is the best way to start at your new job that will guarantee long term success. However, from my experience the below are the perspectives I would offer as general tips that I have either experienced or seen work for certain colleagues or those that I have known about in other companies.

1. Work environment familiarity.

The moment one steps into a first time/new job, one sure way to get your way around is to take time to understand your surroundings. This includes knowing the go to person for any help that you may need, departments and what they do for the organization and most importantly the business that your new organization does. It does not hurt to ask questions that may get you feel like you are ignorant, but when you are fresh into the job is the time to ask them. Understanding your organization gets you to start envisioning or anticipating questions that may arise to you during your stay at the new organization. In this moment, you will also find yourself being able to start offering solutions as you would understand why certain things are necessary. Ensure you have the company handbook or rules of engagement, so you understand the key aspects such as working hours, plus other office rules. Seek clarifications on anything that is unclear.

2. Interaction with your colleagues.

Getting acquaintance with your colleagues helps you break ice and start feeling a bit more comfortable in the office as you set out to make a good impression in your job. As a new employee from college, this socializing aspect will help you pick clues from colleagues informally on certain issues at the office that are not articulated formally. Examples of such clues are the informal boundaries that exist due to seniority or individual preferences. You would also understand certain organizational behaviours in social setups by observing the more experienced colleagues during these sessions.

3. Participate in office discussions/meetings.

As a new employee, you do not understand much to contribute to specific issues in discussions, but when called upon, offer to take notes/minutes or do administrative roles that shows the value you add to the organization even in your early days. Such roles could include sharing minutes of meetings in a timely manner after consulting the chair of the meeting with your notes before you share.

That way, you get to do it in the way that is required or to the standard of the organization. Besides this, you could also offer to schedule the following meetings and even do reminders to the team members a day or so before the meeting.

4. Teamwork

Offer to support others if you see an opportunity while you are not as busy at the time. This way, you also get to show how you can be of assistance, and your colleagues start seeing you as a dependable colleague as they assign you more work.

5. Be flexible on the roles assigned to you.

This could be one of the difficult aspects, but as a new employee from college, prove that you can do a task in operations even if you are qualified in finance. This does not mean that you do not want to pursue your finance career, but your willingness to do more than required ensures that the organization will find you valuable. In this way, you also get to learn how the entire organization functions and understand operational issues affecting your finance role. You would also get to see the dependencies from one department to another.

It is also important to note that you may get an entry job for a role that was never your wish or qualification. If that happens in today's world, where opportunities are fewer than in the past, go ahead and take those roles and learn on the job until the time that you either become good at it or when an opening comes up in your earlier desired role. This happens frequently in today's job market. The only reminder here is that you should always point out to your direct boss if you see the desired opportunity open in the organization or if such roles outside your function affect your core roles.

6. Take training opportunities that come your way.

Learning is one aspect that never stops, and one way to continue to grow your capacity within the organization to grow is to continuously take up training opportunities, as they offer an avenue for you to get trained on the challenges you have picked up on the job. Always pick training sessions relevant to the roles you play in the organization for focused development.

7. Notebook/Notepad

Always have a notebook for taking notes from the day you start at the office. For those who use digital platforms, just ensure you jot down key points from the early days, as you would later refer to them and understand why certain points were highlighted to you before you started understanding the organization or your roles. The practice of taking notes is a lifetime one as it works even when you have years of experience. This is because you would never remember everything, and it's good practice to check your notebook regularly to ensure action points that have been agreed on are followed through.

8. Promotion opportunities are endless.

In any organization, those in leadership will always look for solutions within the office when openings come up before they start recruiting from outside the office. As a new employee, you therefore have an opportunity to demonstrate that you can be relied upon even on the day other experienced staff are away on leave or for other reasons. Once you demonstrate this, the day the company opens such new roles through growth or if another employee leaves, you would be primed to take over such roles.

9 .Lastly, Money will come, do not chase it too much, just enough.

With your continued experience and good learnings in your new role, opportunities would come when you graduate from say internship to permanent roles, and the money would commensurately follow. Continuous performance throughout the year would also put you in place for performance rewards (bonuses) if the company also collectively achieves the same. Most companies also have annual increments to reward those who have met or exceeded expectations. Promotions on the job will also provide you better pay.

10. Work-life balance.

Finally - Remember that you need to stay healthy and socially balanced for your long-term health status. Do not overdo any of the above to an extent that you lose your work-life balance. This is because every organization value healthy employee and not those who suffer from burn out. This is the trickiest part but with learning your body's capacity, you would be able to tell when you need to take a break from work or when you are overdoing it and need to just take a breather. The social aspect includes issues such as toxic environments that can affect one's performance. Once you detect toxicity, do not hesitate to raise in with Human Resources as most organizations have mechanisms to deal with such issues.

Otherwise, best of luck with your career; you can achieve your dreams if you take it a step at a time. It takes time, though, just like the saying **"Rome was not built in a day."**

Yours

Makarios talks.



A Workplace That Works For You

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