

TSEBO

News Letter Q1

FACILITIES
SOLUTIONS KE



14 April, 2025

WELCOME TO OUR NEWS LETTER GUIDE.

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TSEBO Kenya awarded Top Employer in Kenya 2025

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“A FUTURE INSPIRED BY PURPOSE”



As we settle into the new year, let us take a moment to thank God and reflect on our purpose as Tsebo. Our chosen purpose as the Tsebo family is to develop people, to serve people, to uplift society. We develop our people by providing employment, training and support to our people to grow and flourish. Only within Tsebo will you find such a high number of colleagues who have risen through the ranks over the years, ensuring that our team members have continued to gain experience and grow both professionally and personally.

From our professional and personal development comes the competence to serve others. Our clients can enjoy great products and services because of the investments we have made in our people. We believe in service, not only to our clients but to the community at large, which includes our business partners and stakeholders.

When we serve the community, we can uplift our society through the generation of employment, supply and other opportunities which leave a positive impact in our society. We believe in making our society better day by day.

Our goal is to inspire a positive transformation in our society by living the Tsebo purpose.

Join me in living our purpose and working towards a healthy and fruitful year 2025.

God bless you all!!



Tsebo Facilities Solutions Kenya Limited is proud to announce that we have been recognized and certified as a Top Employer in Kenya, by the Top Employers Institute. We are proud to announce our overall record breaking score of 95.45% against a benchmark of 75%! We are also proud to be certified as Top Employer Africa, as Tsebo Solutions Group.

The Top Employers Institute conducted a rigorous independent audit of our HR policies, practices and procedures ranging from employee wellness.

The Top Employers Institute is the world's leading authority on people strategy and this certification is a great validation of our HR policies, people centric practices, and our commitment to building a better workplace for our people and excellent services delivery to our clients.

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We're proud and are committed to continue building an environment where our people can thrive.

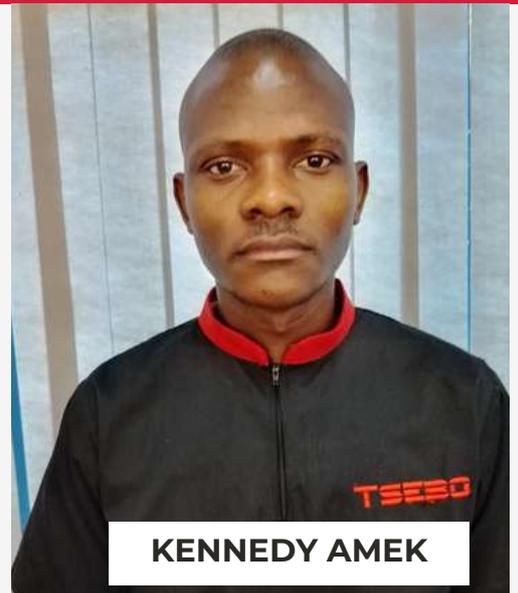
We dedicate this great achievement to our employees who are at the heart of what we do at Tsebo.



BRIDGIT ALMASA

We are thrilled to announce the promotion of Bridgit Almasa from a cleaner to the position of housekeeping Supervisor at Tsebo based at World Vision. Bridgit has consistently demonstrated exceptional dedication, strong problem-solving abilities, and an unwavering commitment to excellence throughout her tenure with us. Her outstanding performance and work ethic have made her an invaluable asset to our team. As a highly dependable professional, Bridgit consistently delivers high-quality work while managing her responsibilities with minimal supervision. Her excellent attendance record and ability to navigate challenges have proven her to be a reliable and efficient team member.

We are excited to announce the promotion of Kennedy Amek from Cleaner to Team Lead position at BBC. Kennedy consistently demonstrated exceptional dedication, resilience, and leadership qualities, particularly when he was appointed to lead the Westgate team on-site. Throughout his time with us, Kennedy has gone above and beyond to support and empower his colleagues. His willingness to step up, assist others, and offer his expertise, especially during challenging moments, has made him an invaluable member of our team. As a dependable team player, Kennedy's proactive approach and strong work ethic ensure that all duties assigned are completed efficiently and on time.



KENNEDY AMEK



BRIAN WAIGANJO

We are thrilled to announce the confirmation of Brian Waiganjo as a Sales Assistant following a successful internship with us. Brian demonstrated exceptional dedication, strong work ethic, and a natural ability to contribute to the team's success during the internship period. We are incredibly excited about this new opportunity for Brian, and we are confident that his positive attitude and eagerness to learn will continue to drive growth and success within the team. His contributions have already had a noticeable impact, and we look forward to seeing the continued progress and achievements in this new role. Please join us in congratulating Brian on this well-deserved confirmation, and we are excited to see all the great work ahead in his new position as Sales Assistant.



Moses Jalang'o

(Crawford International school)

Moses consistently demonstrates exceptional diligence in all tasks assigned to him. He approaches each responsibility with a strong sense of duty, going above and beyond to ensure completion to the highest standard. Moses actively supports the team both within and outside his plumbing scope, collaborating as needed for the success of the operation. He is quick to respond to emergencies, even during off-hours.



Moses Wambua

(Crawford International school)

Daniel consistently goes above and beyond his role as a Baker/Pastry Cook, often working overtime and demonstrating great flexibility. Despite his busy schedule, he always serves students with a cheerful attitude and a smile. His speed and quality products consistently spark conversations among students and Crawford staff. He is a highly valued member of the team.



Risper Njoki

(Crawford International school)

Risper is a dedicated and hardworking team member who consistently goes above and beyond in her role. She takes the initiative to ensure smooth operations, often arriving early for morning duties. Her exceptional service consistently earns positive feedback from clients. She upholds the highest standards in housekeeping and is always ready to assist colleagues, doing so with integrity and respect.



Dorice Adhiambo

(Auto Express Mega City)

Dorice has demonstrated a high level of integrity since day one, consistently performing her duties with commitment. She is highly disciplined in the workplace, and the Auto Express Regional Manager has expressed satisfaction with her work, providing positive feedback.



Bryan Ayata

(GEAPP)

Bryan is a conscientious and diligent team member who exemplifies key Tsebo values. He is proactive on-site, efficiently handling ad hoc client requests and promptly addressing maintenance, safety, and security issues, often going above and beyond his daily housekeeping duties.



Newton Magina

(Nova Athi River)

Newton is flexible and has an exceptional ability to provide solutions promptly. He works effectively in any role without complaining. Always punctual, he never arrives late and consistently completes his tasks on time. His caring nature and diligent service make him highly deserving of this recognition.



Emma Maina

(Mas Intimates)

Emma is a waitress who consistently exceeds expectations, particularly with expats and VIP clients. Her exceptional service has been recognized by clients, leading to her being specifically recommended to manage all external visitors within the company.



Albert Maliro

(Mars Snacking)

Albert consistently provides exceptional customer service and demonstrates strong work skills. He is a reliable and dedicated team member who goes above and beyond to ensure a seamless guest experience, particularly excelling in managing buffets and functions.



Benard Ochieng

(Mars Snacking)

Benard is a dedicated and reliable team member known for his commitment to excellent service. He consistently ensures smooth operations by getting tasks done correctly and on time, making him an invaluable asset to the team.



Joseph Angodi

(Central Kitchen)

Joseph is a dedicated and dependable team member. He consistently shows up, even when not feeling well, and his ability to adapt to challenging situations is exemplary. No task is too difficult for him to handle. Furthermore, Joseph never complains, regardless of the situation, which is why he truly deserves to be recognized as Employee of the Quarter.



Francis Otiyo.

(PKF)

Francis is stationed at PKF in the common areas, ensures smooth operations through excellent coordination with his colleagues. Clients William and Wekesa recently praised his reliability, noting that he diligently checks all washrooms, staircases, and common areas before closing his shift, maintaining cleanliness and order. His strong communication skills further enhance his effectiveness.



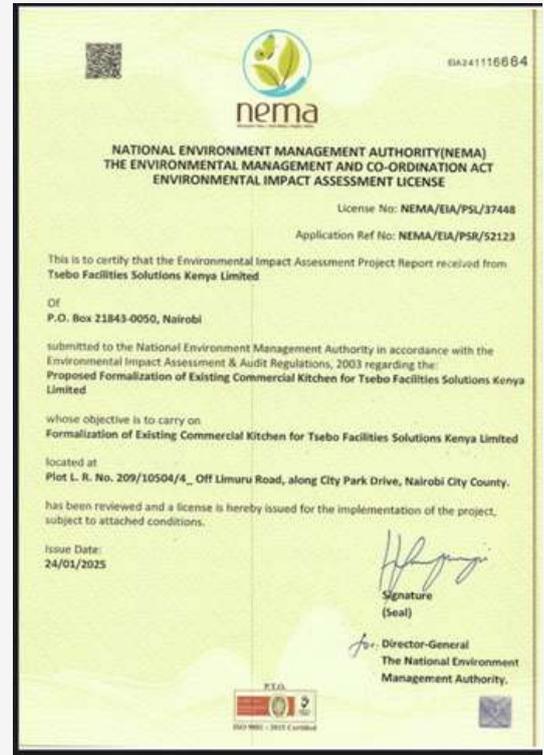
Josephine Wambui.

(TBC Junction Mall)

I received positive feedback from the TBC Junction Mall Manager regarding Josephine's exceptional service during the busy January back-to-school period. She proactively assisted numerous customers in locating school items on the shelves. On one occasion, she went above and beyond by offering a chair to an expectant mother, allowing her to sit and wait comfortably while she was attended to. This thoughtful act truly reflects our Tsebo values of care and customer service excellence.

Sustainability Compliance

We are pleased to announce that we have finally been awarded the long-awaited NEMA Environmental Impact Assessment (EIA) License, officially formalizing the existence of our central kitchen. This marks a significant milestone in environmental compliance and sustainability, reinforcing our commitment to responsible operations.



CO₂ Offsetting Achievement

We are proud to have received our CO₂ certificate for last year! Through our Used Cooking Oil (UCO) recycling initiative, we collected 1,659.5 kg of UCO, resulting in a CO₂ reduction of 5,083.13 kg—a 15% increase compared to the previous year. This highlights our growing impact in reducing carbon emissions and supporting sustainable energy solutions.



This quarter, our engineering Team participated in a comprehensive health and safety training session, to enhance safe working and practices. This training is part of our ongoing commitment to ensuring the safety and well-being of our employees and clients, across all sites.



This training will provide our team with the necessary skills and knowledge to safely perform tasks at elevated heights, further enhancing our commitment to safety standards and service excellence.



"In terms of operations, we are proud to report that we have successfully completed Q1 Electrical and HVAC Planned Preventive Maintenance (PPM) at four client sites. This achievement reflects our dedication to maintaining the highest standards of service and ensuring that all systems are running efficiently and safely for our clients".
(Head of Tsebo Engineering department -Athailus Bethiela)



Esther, FM TSEBO K – Mars Snacking

“As a woman in Facility Management (FM), I’ve learnt that my diversity of thought is incredibly important in my work. Being adaptable, able to pivot quickly, a great collaborator, intuitive, curious, empathetic, well organized, and able to juggle lots of balls in the air are characteristics that have successfully enabled me to perform in Managing the Facility at Mars Snacking, Kenya for TSEBO Kenya.



That said, women are perfectly suited for careers in FM. As an FM, am aligned with changing workplace dynamics as it’s no longer just about managing an office space. We create experiences that make people happier, more productive, and more innovative – (Tsebos’ strategy for people and culture.) This is the approach we take every day at TSEBO with support from our Management and ensures that our client’s mission is delivered. This reflects our core values of Diligent and Caring which are our guiding principles. At Tsebo we shape a future where women not only thrive in FM careers but also create a brighter future for the industry.”



Angela - Facility Coordinator - Mastercard

“Working at Tsebo as a Facilities Manager has been incredibly fulfilling. It has empowered me to be innovative and resilient, expanding my knowledge through exposure to world-class technology and a supportive team. As a woman in a male-dominated field, I’ve leveraged my strengths in communication, coordination, and collaboration. Listening, empathy, and continuous learning have boosted my confidence in understanding technical aspects and decision-making. One of the pillars at Tsebo is diligence, strongly supported by management who encourage us to be self-starters. This is further enhanced by training and development initiatives, which give us the confidence to tackle our tasks and ensure we are on a level playing field with our male counterparts.

As I continue to grow my career in Facilities Management, I encourage more women to take up roles in this field as the opportunities in this sector are growing each waking day.”

Wanja - Crawford - Facilities Manager

“Working at Tsebo has been an incredible opportunity for both personal and professional growth. As a woman in FM, I’ve embraced the challenge of leading and innovating within a predominantly male dominated field, drawing strength from my approach to problem-solving and team collaboration. Throughout my time here, I’ve learned to value adaptability, strategic thinking, and the importance of fostering inclusive environments. One of the aspects I appreciate most about Tsebo is the emphasis on teamwork and support, which has been essential in overcoming the challenges of this industry. I’m fortunate to be part of an organization that invests in its people, believes in its people, providing me with the resources, mentorship, and ongoing development to stay at the forefront of a fast-evolving industry.

In my role, I’ve learned that success in FM goes beyond technical expertise. It's about building strong relationships, navigating complexities with agility, and constantly pushing myself to think differently. I'm excited to continue my career journey and encourage more women to step into FM roles – the opportunities are abundant.”



Lilian - Head of People and Culture.

“As the Head of People and Culture at Tsebo, my primary goal is to create an environment where every team member feels valued, supported, and empowered to reach their full potential through employee recognition and reward, fostering a culture of transparency and open communication within the team, developing and implementing tailored made training programs for all our people to enhance their skills and grow in their careers, and implementing well-being initiatives to promote a healthy work life balance for our people to enable them thrive both at home and at work, among other initiatives.

As a woman HR Professional serving in the FM industry, you need to be a great collaborator, critical and analytical thinker, empathetic, patient, very responsive to support the teams on the ground who constantly need your support. You also need to understand Facilities Management as a whole in order to support the teams better.”



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