BENEFITS BEYOND MERE CATERING

Fedics have built a reputation of professionalism and reliability through vast experience.

Our industry solutions in catering bring our clients:

- **Exact industry solutions**
  - generic solutions produce a mediocre fit. Our industry experience delivers deep solutions that fit your business

- **Employee wellness**
  - healthy food solutions at every LSM level

- **Boosted human capital**
  - a pleasant workspace that attracts industry talent

- **Expertise of quality**
  - corporate systems of quality, hygiene and training

- **Commercial value**
  - flexible commercial models, scale-driven pricing

- **Gains in productivity**
  - healthy people, energised, focussed and settled

- **Employee satisfaction**
  - settled staff are more productive

- **Our catering provides the nourishment for our clients to be successful**

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**1970**
- Fedics founded as a contract catering business by Federale ICS and Trust Houses (UK)

**1971**
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**1979**
- Trust Houses sells its share to the other shareholders.
OUR SEGMENT EXPERTISE

1982 – Fedics implements its first affirmative action programme.

1980

1986 – Airport catering concessions commence at Johannesburg, Durban and Cape Town international airports. – Fedics wins SAA in-flight catering tender and establishes Air Chefs.

BUSINESS SELECT

Corporate catering that drives productivity and wellness

Corporate dining for today’s on-the-go business lifestyle is what Fedics Business Select brings to your organisation. Business Select is all about choice and creating a great place in which to work.

HEALTHWISE

Nutritional healing that improves the patient journey

A well-balanced, healthy meal plan has always been a major contributing factor towards a quick recovery and sustained wellbeing. This is what Fedics Healthwise is all about. Healthwise is integrated with the core functioning of our clients’ operations and takes hospital and medical catering to unseen levels of quality, value and convenience.
CLASS

Brain food for our future generations of leaders

Fedics Class takes our responsibility for the success of learning very seriously. We provide attractive, fun products and environments for schools and tertiary institutions that help learners to make the most of the journey of education.

SITE SERVICES

Your Home away from Home

Fedics Site Services provides full-service remote camps in isolated locations. These camps support the full accommodation requirements of mining and construction projects in remote locations, anywhere in Africa.
1990 – Fedics purchase of 40% equity in Protea hospitality group.

1992 – Air Chefs enter into a joint venture with Transnet.

1994 – Fedics establishes the Institute for Hospitality Studies. – Fedics awarded Sancorp's “Investment in People” award.

LEISURE

Your relaxation and rejuvenation is our pleasure

Providing catering related services to country clubs, golf clubs, casinos, hotels and resorts, guesthouses, game lodges, conference centres and entertainment centres, Fedics Leisure is dedicated to ensuring that esteemed guests throughout South Africa are well taken care of.

FOOD SERVICES

High volume catering that keeps you running at optimal efficiency

With the longest standing heritage in South African catering, Fedics Food Services understand how to balance the various interests and concerns of our clients and deliver a consistently excellent product – delivering a service that keeps South African industry operating efficiently.
OUR DIFFERENCE

Our pedigree is unmatched

Only Fedics have 40 years of experience in providing catering solutions to all segments across society.

We lead the industry in the development of people at all levels. We create the conditions for success in your business

NOURISHING YOUR SUCCESS

Driven by our Business Values ....

<table>
<thead>
<tr>
<th>Quality</th>
<th>Convenience</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>we strive to deliver excellence in everything we do</td>
<td>we deliver convenient food solutions for our customers and simplified business solutions for our clients</td>
<td>we never let our offerings become stale or front-of-house service fall below the highest standards</td>
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<table>
<thead>
<tr>
<th>Cost</th>
<th>Relationships</th>
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<tbody>
<tr>
<td>we deliver competitive pricing and the very best cost to client</td>
<td>we cultivate honest, personal and responsive connections with our customers and clients</td>
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</table>
1997 – Purchase of 33.3% shareholding by a black-owned investment consortium, comprising an investments progress group, Nozola and Siphumelele. – Fedics launches in-house branded food courts.


OUR TEAM

Chris Jardine
Chief Executive Officer: Tsebo Catering Solutions

Kenneth Fussell
Chief Operating Officer

Andre Pierre (Jack) Ferreira
Managing Director: Inland

Alan Bruens
Finance Director

Neil Bulmer
Managing Director: KZN & Swaziland

Themba Gezane
Sales Director

Joey Pather
Managing Director: Cape
2000 – Birth of the Tsebo Outsourcing Group, parent company of Fedics. – Finalist in the Black Management Forum’s “Most Progressive Company” award.

2001 – Birth of the Tsebo Outsourcing Group, parent company of Fedics. – Finalist in the Black Management Forum’s “Most Progressive Company” award.


Call us for the very best quality

Segment specific catering that will meet your exact needs and nourish success

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Fax +27 43 726 8096

www.fedics.co.za

NOURISHING YOUR SUCCESS

SINCE 1971
WE PUT PEOPLE FIRST

We retain a steadfast dedication to the growth of our employees and believe this is our most compelling competitive edge. We are committed to:

MANAGING PEOPLE RESPONSIBLY

- We uphold employee rights
- We do not create cost advantage at the expense of our staff
- We invest in our employees growth

INVESTING IN KNOWLEDGE

Fedics is the only organisation in the industry which has its own training college. Our staff are trained in craft skills, IT skills and business training and learners emerge with NQF certificates recognised throughout the industry.

MOULDING FUTURE LEADERS

Fedics sponsors every middle and senior manager to complete the 18 month Leadership Development Programme at GIBS (Gordon Institute of Business Science) Business School.

CREATING TOMORROW’S SKILLS

Fedics runs a training programme which aims to ensure that each staff member consistently learns new skills throughout their tenure with the company.

EMPLOYEE WELLNESS

Fedics has led the industry in the development of wellness catering, whether that is related to HIV, healthcare nutritional healing or corporate wellness solutions.
BEE & EMPOWERMENT SUCCESS

For the Tsebo Outsourcing Group, transformation has never been a compliance requirement; it is part of our DNA and is weaved into our business model, business processes, cultural values and business strategy. Likewise, for Fedics, Black Economic Empowerment is not a legislative check list; it is the vital progression towards a free and fair working environment for each and every citizen. This is the foundation upon which the organisation was built, and will continue to thrive. It’s all about being a values-led business.

Fedics is an industry leader in adopting environmentally safe practices in the outsourced catering industry. We are deeply aware of the responsibility we have within our own operations and on our clients’ sites and always strive to have a positive impact on the environment. We see sustainability as a holistic topic, not just the fad of “going green”. Rather, sustainability for Fedics encompasses every aspect of managing our business as a responsible member of society; protecting the natural environment, our internal human capital, our community stakeholders and our customers.

Because of this view, Fedics seeks to play an expanded and proactive role in improving lives and leaving a legacy of positive contributions to environmental protection. Fedics is governed by a strict environmental policy that we encourage our clients to support. Additionally, we conduct internal training on managing our business responsibly and we engage in many programmes to uplift local communities. We work closely with the Tsebo Foundation, and our operational processes, inputs used and products marketed are all designed to minimise harm to the environment.

SUSTAINABILITY FOR A CLEANER FUTURE

As part of the Tsebo Outsourcing Group, Fedics upholds the Group’s policies for Occupational Health and Safety in order to ensure that our staff and customers always work in environments that are safe.

The Tsebo Outsourcing Group supports the Occupational Health and Safety Act, 85 of 1993. To ensure compliance in our business with this legislation, we engage in continuous training on accident prevention and constantly update our GMPs in accordance with the latest practices in this field. Over and above all this, we have an internal team that audits operational practices on Occupational Health and Safety in order to drive continuous improvement.

HEALTH AND SAFETY

The Tsebo Outsourcing Group is a Level 2 BBBEE contributor with procurement recognition for customers of 156%.

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The Tsebo Outsourcing Group takes its responsibility for the environment very seriously and every opportunity to improve its operations so as to minimise any harmful impact to the environment is taken up. The Group practices responsible consumption across all its core operations, promotes the use of environmentally friendly inputs and materials, and constantly brings in new practices to reduce emissions and wastage.

We believe we have an active role to play in improving the lives, and the opportunities for success, of all our stakeholders, both today and in the future.

The Tsebo Outsourcing Group is a responsible, ethical organisation that cares about all its stakeholders: staff, customers, clients, communities, shareholders and the environment.

The Tsebo Outsourcing Group is an active investor in people. Through our in-house Institute of Hospitality Studies (that trains thousands of industry staff annually) to our structured succession programmes, management development scheme and post-graduate business school education for senior managers, we provide numerous ways for our employees to better themselves and develop their careers.

The Tsebo Outsourcing Group upholds the King III principles of ethical business practice and only engages in proper commercial contracting relationships through transparent processes. We believe in free and fair competition in our industry and will always publicise and root out corruption, even at commercial cost to ourselves.

The Tsebo Outsourcing Group encourages all staff to report any wrongdoing. We promote the use of Tip-Offs Anonymous as an effective mechanism to protect whistle-blowers. These tip-offs go straight to the Group CEO and are individually investigated before the appropriate action is taken.

The Tsebo Outsourcing Group constantly improves its internal control processes – financial, legal, and auditing – in order to ensure that we maintain leading standards of practice in monitoring internal compliance.

The Tsebo Outsourcing Group has an active Social, Ethical and Transformation Committee that oversees all processes, outputs and strategies across the Group for maintaining corporate ethical standards. The SETC reports directly to the corporate board.

Transformation lies at the heart of the Tsebo corporate culture, and is actively pursued. All dimensions of the generic BEE scorecard are relentlessly pursued and various forums are tasked with improving the individual elements year-on-year.
Your African Partner in Facilities Solutions

If dynamic, future-proof solutions, geared to build your productivity and competitiveness, are what you seek from a facilities solutions partner, then you should only be speaking to the Tsebo Outsourcing Group.

Our solutions are not only designed to meet today’s needs, but those of the future.

Since 1971, Tsebo has set itself apart in the infrastructure and facilities industry and grown into an enduring enterprise of real stature, enjoying a strong presence in a wide range of local and international business sectors. Today, Tsebo offers market-leading services in catering solutions, contract cleaning and hygiene solutions, facilities management and maintenance, strategic procurement, and energy consumption solutions.

As a company, the Tsebo Outsourcing Group currently employs 18 000 staff across 4 000 operational and client locations in Southern Africa and the Middle East.

Our clients have found significant benefits in outsourcing their “non-core” functions to the experienced professionals at Tsebo, depending on us to deliver hard business benefits in every economic sector; improved value, consistent innovation and continuous efficiency.

Beneath all of our strategic efforts lies a robust dedication to sustainable development and equal opportunity employment. This dedication informs the Group’s ultimate direction as an organisation, and has seen it become one of South Africa’s most forward thinking corporate entities.

With a progressive track record and the deepest industry experience, Tsebo Outsourcing Group is well positioned to quickly and cost-effectively meet our clients every need.

So, if lower cost, lower risk, better expertise, improved efficiency and more convenience are important to your business, then speak to us – the Tsebo Outsourcing Group are able to assist.

“Delivering Tomorrow’s Solutions Today”

The Tsebo Outsourcing Group is a Level 2 BBBEE contributor and a Proudly South African company.