

THE ALC^{He²}MY OF FO⁸OD



TSEBO
50⁺¹
YEARS
FROM 1971 - 2022

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TSEBO

BREWING A CULTURE OF QUALITY & INCLUSIVITY

From ethically sourced coffee beans to the recruitment and training of people with disabilities as baristas, Tsebo Beverages is bringing the best of coffee culture to its clients.

When it comes to hot beverages, South Africa used to be a tea drinking nation, a daily habit inherited from the Dutch, who brought tea to Europe and dominated the trade in the mid to late 1600s, and of course the British who remain one of the largest tea consumers in the world. The early European settlers, no doubt, imparted a love for the leafy brew in Africa. But as with all things, change is inevitable.





WYNAND LOUW
CEO Tsebo Catering Solutions



EELCO CAMMINGA
MD Tsebo Beverage Solutions

Although many South Africans still enjoy a good cup of tea, the complexity, rich flavour and heady aroma of quality coffee have made it the social brew of choice. It is a beverage that has become synonymous with percolating productivity, creativity and collaboration. Gone are the days of a sloppy tea and coffee station serving cheap chicory-based brews masquerading as Java. For many businesses, coffee is becoming a point of pride and is integral to enhancing the client and customer experience.

As an industry leader, Tsebo has a proud tradition of remaining ahead of the curve when it comes to international trends. We quickly realised that coffee and other beverages represented enormous potential as a stand-alone business solution.

“Coffee used to fall organically into the food part of our business, but over the past few years we have witnessed a growth in the beverages culture, which prompted us to take a more strategic approach to how we deal with coffee,” says Eelco Camminga, Fedics MD responsible for Tsebo Beverages.

The result was the creation of Tsebo Beverage Solutions, and a renewed focus on growing this area of the business through carefully curated coffee experiences. Tsebo’s belief in the strong social dynamic of people enjoying a good cup of quality coffee together has resulted in an ethos of inclusivity – starting with ethically sourced beans from reputable farms that are accredited with the Rainforest Alliance, to the creation of artisanal roasts and blends, through to its recruitment and training of people with disabilities as professional baristas and service staff.

“It is not just about coffee, coffee shops and vending solutions. We have geared ourselves up to become a centre of excellence for coffee (and beverage) connoisseurs. What sets Tsebo apart is the fact that we can provide a variety of solutions from our own home-grown brands to popular high street brands such as Illy, Starbucks, Vida e Caffè and Lavazza. We tailor our solutions according to a client’s budget and needs and have the strength of the Tsebo Solution Group behind us to ensure that everything is expertly managed and maintained,” says Wynand Louw, CEO of Tsebo Catering Solutions.

Sophisticated, no-touch vending that allows clients to choose and customise their roast according to their personal preference can also be rolled out. The vending solutions use telemetry to read the amount of activity and create an alert when a product needs to be replenished or the machine serviced.

Although there is a focus on coffee, tea drinkers are also well catered for through a range of specialised and regular tea blends. A range of waters and other beverages, as well as snacks and light meals, are also offered.

TSEBO'S IN-HOUSE BRANDS

As a brand that appears in hospitals and healthcare environments, **Simply Pure** focuses on fresh and naturally healthy food and a range of beverages designed with nurturing and healing in mind. The signature coffee for this brand has a slightly fruitier flavour.



Perk Up offers customers fresh, healthy and wholesome seasonal ingredients together with our signature roast coffee. Because this brand caters mostly for the retirement segment, the signature roast is medium, smooth and full flavoured to cater for older palates.



Ambrosia is a corporate brand powered by the Avanti Coffee Company. The solution can also be rolled out through coffee tuk-tuks for events, pop-up carts or barista tricycles.



Jamii Café is a fun and contemporary brand that offers fresh grab-and-go options with a twist and burst of flavour for the trendy, young student market. It includes craft coffee, and an array of beverages to suit any palate. Sustainability and community are at the heart of the Jamii concept.



Wethu (meaning “ours” in isiXhosa), is a trendy, cosmopolitan coffee shop experience with local flavour also aimed at our corporate market. The style and décor capture the vibe of South African city life.





COFFEE IN A TIME OF COVID

Tsebo was in the full swing of rolling out its refreshed focus on coffee and beverages when COVID-19 hit in early 2020. While this had an immediate effect on the patronage of its brands, the pandemic taught Tsebo important lessons that it has since incorporated into its offerings now that business (and the world) is returning to normal.

“COVID-19 has given us a lot of insights, and we have adapted to support our clients as best we can. Although people are returning to their workspaces, we have noticed a change in behaviour and have become mindful of how we roll out our solutions.”

“People are still nervous, and many do not want to sit in public coffee shops, so we have developed grab-and-go options that are individually packaged. They are also less inclined to stand in queues, so we have developed an app-based ordering option that allows people to order from their smartphone and collect when the order is ready. We can also provide a desk delivery option,” says Camminga.

“What is really great is that we are now using coffee culture as a way of welcoming people back to work,” says Louw. “After working from home for so long, we offered them a free cup of coffee and it is great to see people chatting and socialising over a cup of coffee.”

Once again, we are proving the power of coffee to ease social situations, and enhance cooperation, productivity and collaboration. Grab a cup of your favourite roast today!

A 'COFFEE BEAN' THREE YEARS IN THE MAKING

JACQUES VENEMA

Operations Manager: Coffee and Vending, Tsebo Beverage Solutions

Tsebo Group has adopted an approach to reach a high-performance culture; something that inspired me to unpack this idea through the journey of a coffee plant. As part of Vision 2025, coffee takes centre stage and needs to be grown as per the set out 'high-performance culture'.





A coffee bean undergoes a long, three-year journey before being brewed into that perfect espresso that serves as your 'pick-me-up', similar to the long journey seasoned leaders take. The experiences and influences of others made you who you are today, and this involved many people, processes and stages, just like a coffee bean. So, let us unpack that.

The farmer

A coffee plant starts out in a nursery, known as coffee soldiers. They spend six months in the nursery constantly being monitored and supported by the farmers, who do everything they can, to get the soldiers out into the fields.

Much like the farmer you need to tend to your team, aid them, train them, and get them ready to go out on their own. It is your responsibility as a leader to ensure that your team is ready to lead Tsebo into the future.

Enduring the elements

Once the soldiers reach maturity, they are moved into the fields where they are subject to the elements. It is here where the plants will thrive, they will enjoy pristine weather and endure the worst nature has to offer. The coffee plant spends two and a half years out in the fields before bearing fruit, after the first rainfall of the third year. This is when the various flavours found in coffee start to develop. During this stage, the farmer will oversee the plants and only provide support in times of need.

As a leader, it is your responsibility to allow your soldiers to find their own feet in the field, allow them to enjoy the coasting times and learn from trying times, and let them develop their own flavour profiles. During this time, you only offer support and step in when necessary.



Harvesting

After the first rainfall, the coffee plant will bloom and be blotted with beautiful white jasmine-like flowers, and every flower will bear fruit. Each fruit contains two coffee seeds with the odd pea berry in between. A pea berry is a coffee seed that has not separated and is sought-after coffee, much like that diamond in the rough. The cherry will start out yellow, and the farmer will know that it is ready for harvest once it turns red. The coffee cherries are then harvested and sorted.

This is when you as the leader need to look for the 'ripe' team members so they can be selected for further development. At the risk of going into too much detail, there are various methods of harvesting, with hand-picking being the best. As a group, we have the luxury of hand selecting our 'cherries' through Tsebo recruitment.

Processing

Once sorted, the cherries are sent to the wet mill where they undergo various stages to remove the outer layer of skin and fruit pulp to get to the parchment seed inside. They are then left out in the sun to dry before they are hulled and shipped.

Once the 'cherries' have been selected for further development, the parts that do not add value to the 'espresso' need to be removed. This is achieved through specialised attention and guidance, in some cases by you as the leader and in other instances by third parties, be it the Tsebo Skills Academy or to only support that 'cherry' to self-develop a baseline that adds value to the group.





Grading

Once received, the coffee is graded and sorted for sale. It is thought that the bigger the coffee seed and the denser its weight, the better the flavour and the higher its value. With that thought in mind, it is not to say that the smaller lighter seeds do not have much value.

I raise this point as a consideration towards the 'cherries' that you have selected. Seeing the potential in someone and placing them in the wrong position could have a negative impact on both the team member and the group. A cook with potential might not want to become an executive chef and instead head up banqueting, so consider the potential and guide your team in the right direction.

Roasting

The final stage in the coffee cherry's journey is the roasting of the coffee seed into a coffee bean. This is where the signature flavour profile is developed. Great coffee will always be a firm favourite with customers.

This is where you as the leader now need to develop that team member to be the best 'coffee bean' they can be. Once you know the direction in which that team member will thrive, you will have to provide the specialised skills and turn them into the leader that you are today.

Brewing

The barista has the last say in the perfect espresso... or not so perfect espresso. The barista can make or break that perfect pick-me-up. Move Tsebo forward by being the barista that puts out perfect espressos.

We all began our journeys as 'coffee soldiers'. It is your farmers, wet mill operators and coffee roasters that developed you into the barista that you are today. So, the next time you sit down to that much needed pick-me-up, ponder on the coffee bean journey and consider how you can show up every day to provide our customers with the perfect 'espresso'.

TWELVE FOOD AND DRINK TRENDS FOR 2022

Reference: <https://247wallst.com/special-report/2022/01/14/food-and-drink-trends-for-2022/6/>

Chile crunch and salsa macha

Chile (or chili) crunch is the condiment of the year. The food consulting company Baum + Whiteman predicts: "You will see restaurants dabbing it on pizza, spooning it over all manner of dumplings, drizzling it over ice cream, spiking spaghetti Bolognese or mac-and-cheese..." and more. It is made with numbing Sichuan peppers, crushed hot chiles, garlic, and other ingredients. Think of the dense, oily hot sauce you get at Sichuan restaurants. A distant relative, also gaining popularity, is salsa Macha (not to be confused with matcha tea) – a specialty of Veracruz, typically made from dried chiles, peanuts, sesame seeds, and garlic in olive oil. It can be used like chili crunch.



K-dogs

Everything Korean – food, pop music, movies, 'Squid Game' – is hot today. In food, the most popular Instagram trend coming our way from this Asian country is most probably Korean improvisations on the good old county fair corn dog. They are hot dogs on a stick, dipped in a dense, sticky batter (typically a mix of rice and wheat flours instead of cornmeal), then fried and quickly dredged in all kinds of things, from breakfast cereal or mini croutons to minced pork belly or French fries. Sauce (such as mustard, kimchi, sriracha, or aioli) comes on the side.

Weird(er) ice cream flavours

Avant-garde chefs have been redefining everybody's favourite frozen treat for years (cf. Joël Robuchon's mustard ice cream, or Ferran Adrià's version made with foie gras). Baum + Whiteman points out that freezing unusual ingredients is nothing new. Escoffier made asparagus ice cream in the 1800s, but now such unlikely creations are becoming mainstream. Baum + Whiteman singels out Sugar Hill Creamery in Harlem, which released ramen ice cream with miso and pickled ginger, and the Heritage Restaurant and Caviar Bar in Chicago, whose innovation was cheddar sour cream potato chip ice cream, with option Siberian caviar. Then there is Denver's Sweet Action Ice Cream, with its goat cheese and beets variation, and yes, lobster ice cream at Ben & Bill's Chocolate Emporium in Bar Harbor, Maine. Who knows what else the freezer case of the near future might hold?





Elaborate cakes

Based on pinned images on its site, Pinterest foresees a revival of interest in elaborate cakes – not cupcakes or cake pops, but the real thing. Trending search terms include 'gravity defying cakes' and '3D cake ideas'. Bubble cakes (decorated with spheres made of gelatin, sugar, or other edible ingredients) and drip cakes (with frosting dripping down the side instead of slathered on) are gaining popularity. The trend will impact both home bakers and pastry shops.



Extreme hummus

Hummus, the Middle Eastern purée of chickpeas, tahini (sesame paste), lemon juice, garlic, and sometimes various herbs or other seasonings, is ubiquitous these days. Not only do restaurants serve the cuisines of the eastern Mediterranean, but it is increasingly seen in lunch bags and on party platters globally. Beyond its traditional forms, though, hummus serves progressively as a medium for unusual additions. Bavel in Los Angeles enriches it with duck 'nduja' (spicy Calabrian sausage); Arizona's Pita Jungle chain gives it a Southwestern twist with cilantro, jalapeños, and Pico de Gallo. Meanwhile, versions with beets, chocolate, and other unlikely additions are showing up in grocery stores.



The new tea party

Pinterest identifies 'vintage tea party' and 'butterfly pea tea' as trending search terms (the latter refers to a dark blue caffeine-free herbal tea made from a Southeast Asian flower). The site predicts that afternoon tea will start to supplant the boozy happy hour. Fancy teacups and even tea sandwiches are trending topics, too. Look for tea bombs to explode on the scene. These are isomalt spheres filled with tea bags and sometimes edible flowers or other ingredients. They are placed into cups or mugs and boiling water is poured in; the isomalt melts and the enhanced beverage fills the cup.

Gin with local flavours

"After long years of being unfashionable for all but a handful of brands, gin is finally cool again," according to the alcohol industry trade magazine Market Watch. Gin and tonic is the trendiest of drinks among contemporary chefs in Spain. Vintage gin cocktails like the Aviation, the French 75, and the Corpse Reviver #2 have become staples at hip bars; the Negroni is so popular that some bartenders mix up half a dozen or more variations. Industry analysts attribute much of gin's new-found popularity to the craze for plant-based foods. Gin is typically flavoured with a host of herbs and spices, making it a botanical powerhouse. Craft distillers are taking advantage of flexibility in the recipe for gin to incorporate ingredients such as sugar kelp in Isle of Harris Gin from Scotland, rock samphire in Mermaid Gin from England's Isle of Wight, yuzu in a gin from Japan's Kyoya distillery, figs in North Carolina's Conniption Navy Strength Gin, and more.



More agave

It is hard to believe today, considering the popularity of agave-based spirits, but 50 years ago, tequila was a novelty in America, seldom seen (or used) and mostly of mediocre quality. Twenty-five years ago there was only one brand of (middling) mezcal readily available in the USA. Today, liquor stores, bars, and restaurants offer dazzling selections of both tequila and mezcal, to be mixed into ever more creative cocktails (adios, Margarita) and savoured straight. Specialty outlets – tequilerías and mezcalerías – are opening everywhere. Two other hitherto obscure agave-based liquors, namely bacanora (from Sonora) and raicilla (from a corner of Jalisco, the tequila capital) are finding favour with American drinkers, as is sotol, a related spirit made from desert plants other than agave. Even pulque, a fermented but not distilled agave alcohol can occasionally be found in cans (though it is far better freshly made).

Food with 'roots' (heritage cooking)

Baum + Whiteman cites 'heritage cooking' as a top trend for the year. SmartBrief, the industry leader in targeted business news, reports that there are increasingly social media searches for 'authentic' and 'heritage' recipes. Pinterest sees increased interest in 'ancestral eats'. Pinterest adds, "Simmer down, experimental chefs – we are going back to basics." One manifestation of this trend to watch for: chefs who have been cooking avant-garde (or French, or American) cuisine taking their culinary training and applying it to dishes from their own ethnic backgrounds.





Singaporean cuisine

This wealthy and food-mad Southeast Asian city state is famous for its blend of Chinese, Malaysian, and Indian cuisines, and for Peranakan (or Nyonya) cuisine, the cooking of the descendants of Chinese who immigrated to the region as much as 500 years ago. Carbonate food services agency calls the spicy Peranakan noodle dish laksa “the hottest dish of the year.” The USA National Restaurant Association also named Southeast Asian (including Singaporean) as its top global food trend for 2022. The late Anthony Bourdain planned to open a food court in New York City inspired by Singapore’s famous ‘hawker centres’. The project unfortunately never came to fruition, but in the past few years, Singaporean restaurants have been appearing in New York and vicinity and elsewhere around the country, and Americans are being introduced not just to laksa but also to chili crab, chicken rice, *bak kut teh* (pork ribs in herbal broth), and other Singaporean specialties.

Rethought room service

Room service can be problematic for hotels. It costs money, requiring additional facilities and staff (especially costly in high-wage cities) as well as investment in additional trays, napery, and dishware (since these items often remain in guest rooms for hours). Anyway, its use is in decline. Some chains, like Hilton, are considering no-frills models, where meals are delivered in disposable containers or guests pick up their food in the lobby. Digital ordering and even robotic delivery are being introduced in some places. Some hotels are cutting to the chase and eliminating in-house room service altogether. The newly opened \$4.3 billion Resorts World luxury resort, mall, and casino complex in Las Vegas has handed its room service over to Grubhub Inc., giving guests a choice of numerous restaurants in the area to order from.



The persistence of fine dining

The death of fine dining – fancy restaurants, tasting menus, overly complex food – has been declared many times, especially since the onset of COVID-19. British food writer Tim Hayward wrote an article in the wine and spirits publication *Club Oenologique* back in June of 2020 headed “Coronavirus will kill off fine dining. It is about time.” However, he proposed that the pandemic would not be the only cause of its demise, because “gastronomy would always, eventually, have died of its pre-existing conditions – absurdity and irrelevance.” Baum + Whiteman does not agree. There will always be a clientele for upscale establishments, and while some prominent ones may have closed lately, “proportionately fewer ... collapsed than restaurants lower down on the price scale....”. Developers of high-end buildings will continue to finance them and the “five-percenters [and] business travelers spending someone else’s money” will always be there to pay the check, at least for now.

ANNELIZE ZEELIE

TOP EIGHT TIPS FOR WINTER

Cooler temperatures, fewer daylight hours and more time spent inside while COVID-19 is still a major concern can all have a significant effect on when, how much, and even what we are craving. It may be part of our biology, thanks to the winter months triggering biological changes that stimulate hunger and increase cravings for more energy-dense (read: higher-calorie) food.

But just because we're more likely to lean toward hunkering down with mugs of hot chocolate and bottomless bowls of cheesy pasta from late autumn to spring, doesn't mean we should. After all, diet choices can affect not only our weight but our mood as well.

Huddling in front of the fire is the perfect opportunity for planning healthy nutritious meals that not only satisfy but also provide nutritional benefits.



Here are top eight tips for winter:

1. Eat plenty fruit and vegetables

Top up your immune system by eating antioxidant containing fruit and vegetables. Choose fruits and vegetables that are in season such as oranges, apples, grapefruit, broccoli, brussels sprouts, carrots, cauliflower and sweet potatoes. Make the most of frozen and canned fruits, which are readily available, and cheaper, at this time of year. Get your '5+ a day' by making at least one fruit or vegetable a part of every meal and snack.

2. Make a casserole

With a casserole, you are able to use economical cuts of meat (blade steak, chuck steak) with slow cooking methods. Red meat is high in zinc and iron, two minerals that boost the immune system. Legumes (chickpeas, kidney beans, butter beans) are an excellent source of protein, low fat, high fibre and low GI. A casserole with meat, vegetables and a can of beans is a great way to boost your ability to fight disease, as well as being real comfort food.

3. Enjoy soup

Soup doesn't have to be complicated. There are many good soup mixes available to use as a base. With lots of vegetables, some beans or lentils, and maybe some meat, soup is the perfect food to build your immune system. If you happen to succumb to winter bugs, there may be some truth to the reputation of chicken soup's restorative powers.

4. Watch your portion sizes

It is very tempting to snack on junk, eat a large plate of food and still have seconds — especially when in indoors all evening. To avoid eating too much, try to eat your meals at the table, with family members and the TV turned off. Reserve half your dinner plate for vegetables and use smaller plates for dishing up.

5. Drink plenty fluids

Even though the temperature outside is chilly, you still need to drink six to eight glasses of fluid daily. This includes tea, coffee and water.

6. Include garlic in your meals

Not only does garlic add flavour to food and meals, but it is a natural antibiotic. Garlic is most beneficial to your immune system when chopped and then left to stand for 10-15 minutes before adding to the pan. When cooked right after it has been chopped, you will not reap its full health benefits.

7. Choose foods containing vitamin D

Otherwise known as the sunshine vitamin, vitamin D has been proven to help support the immune system. During colder winter months, it is highly likely that most people are not getting enough vitamin D from exposure to the sun. In this case, food then becomes the most important source of vitamin D. Oily fish like salmon, mackerel and sardines are good sources of vitamin D. Vitamin D fortified margarine and yoghurt are also available.

8. Keep moving

Find an indoor sport or exercise class, brave the elements for a walk and arrange to meet a friend so that you are forced to show up. Try increase the number of incidental exercises you do by taking the stairs instead of the lift or walking across to a colleague's desk instead of emailing.

CROUTONS





INGREDIENTS

2 slices Wholewheat bread
1 Tbsp Olive oil

METHOD

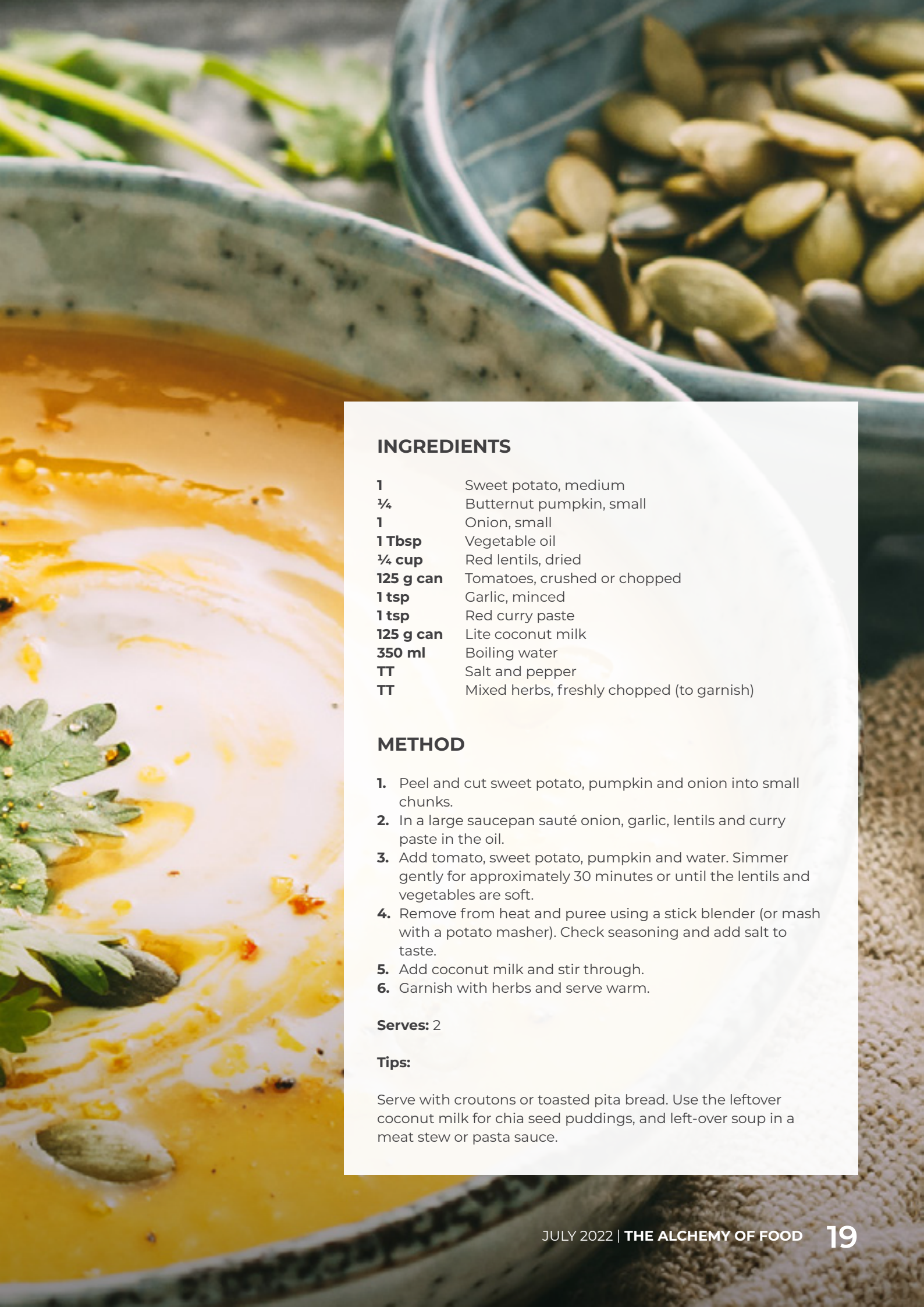
1. Preheat oven to 160 °C.
2. Cut bread into small cubes and place onto a baking tray.
3. Drizzle with oil.
4. Bake for 10-15 minutes until golden brown and crisp.
5. Cool croutons and store in a covered container or plastic bag.
6. Serve in soups or salads.

Serves: 2

Thai

SWEET POTATO, PUMPKIN & LENTIL SOUP





INGREDIENTS

1	Sweet potato, medium
¼	Butternut pumpkin, small
1	Onion, small
1 Tbsp	Vegetable oil
¼ cup	Red lentils, dried
125 g can	Tomatoes, crushed or chopped
1 tsp	Garlic, minced
1 tsp	Red curry paste
125 g can	Lite coconut milk
350 ml	Boiling water
TT	Salt and pepper
TT	Mixed herbs, freshly chopped (to garnish)

METHOD

1. Peel and cut sweet potato, pumpkin and onion into small chunks.
2. In a large saucepan sauté onion, garlic, lentils and curry paste in the oil.
3. Add tomato, sweet potato, pumpkin and water. Simmer gently for approximately 30 minutes or until the lentils and vegetables are soft.
4. Remove from heat and puree using a stick blender (or mash with a potato masher). Check seasoning and add salt to taste.
5. Add coconut milk and stir through.
6. Garnish with herbs and serve warm.

Serves: 2

Tips:

Serve with croutons or toasted pita bread. Use the leftover coconut milk for chia seed puddings, and left-over soup in a meat stew or pasta sauce.

Carrot

**& CORIANDER
SOUP**





INGREDIENTS

1 Tbsp	Oil
1 tsp	Ground coriander
1 tsp	Minced garlic
3	Carrots, large (peeled and diced)
1	Onion, small (chopped)
500 ml	Vegetable stock
¼ cup	Milk
TT	Salt and pepper
TT	Fresh coriander leaves, optional (to garnish)

METHOD

1. Heat the oil in a large pot.
2. Add onion, garlic, carrot and ground coriander and sauté for 3-4 minutes.
3. Add vegetable stock and simmer for 10-15 minutes or until the carrots are soft.
4. Puree the mixture and add milk. Heat without bringing to a boil.
5. Adjust the seasoning to taste.
6. Serve warm with sprinkled coriander on top.

Serves: 2

Tips:

You could easily double this recipe and freeze some for another meal. Vegetable stock can be purchased in vacuum-packed containers or homemade using 1 teaspoon of vegetable stock powder per cup of hot water.

QUICK & EASY

Minestrone Soup



A close-up, top-down view of a white ceramic bowl filled with a thick, orange-colored vegetable soup. The soup contains visible chunks of vegetables like tomatoes and beans. A wooden spoon with a textured handle rests on the rim of the bowl. Next to the spoon is a slice of dark, crusty bread. In the background, a metal pot is partially visible, also containing the soup. The entire scene is set on a light-colored, possibly marble, surface.

INGREDIENTS

1 Tbsp	Oil
2 tsp	Minced garlic
1	Onion, small (diced)
425 g can	Tomatoes, chopped or diced
1½ tsp	Vegetable stock powder
1½ cups	Water
1 tsp	Dried mixed herbs
⅓ cup	Dried pasta
½ cup	Mixed frozen vegetables
400 g can	Mixed beans or red kidney beans, drained
TT	Salt and pepper
TT	Juice of ½ lemon
2 Tbsp	Parmesan (or any other mature hard cheese)
TT	Fresh herbs, to garnish

METHOD

1. Heat oil in a large saucepan. Add onion and garlic and cook for 2-3 minutes or until soft.
2. Add tinned tomatoes, vegetable stock powder, water and dried herbs. Bring to the boil.
3. Stir in pasta and cook for 10-15 minutes or until pasta is cooked.
4. Add frozen vegetables and tinned beans. Cook for another 3 minutes or until they are heated through.
5. Add lemon juice and adjust seasonings to taste.
6. Sprinkle with grated cheese and finely chopped fresh herbs.
7. Serve with warm crusty bread.

Serves: 2 to 3

Tip:

Substitute fresh vegetables such as tomatoes, beans, courgettes and red peppers for tinned and frozen foods when plentiful and cheap. Add 100 g diced tofu to create a protein rich meal.



Our People, Our Passion.

Terence Kisten

Operation Manager, Tsebo Solutions Group

Merit got me to the top

Terence Kisten, Operations Manager at B&I and Automotive KZN, shares his secret to thriving at Tsebo for the past 38 years.

"Simply put, Tsebo Solutions Group is a great company that has stood the test of time!" These are the words of Terence Kisten, Business and Industry - Automotive KwaZulu-Natal's (KZN) Operations Manager, who celebrates his 38th milestone with the company this year.

In an age where long service employees are few and far in between, Terence believes that there is definitely value in building from the ground up. "I started my career at the very bottom in 1984. Everything I achieved over the years was purely through merit. Every step I take forward with the company was, and continues to be, a highlight for me," shares Terence.



WHERE IT ALL BEGAN

Terence joined Fedics, on 1 May 1984, as General Assistant at the University of KwaZulu-Natal's Nelson R Mandela School of Medicine. "I kid you not," he enthuses.

In response to what led to his long stay with Tsebo, Terence gives a heartfelt answer, explaining that it is the gestures of goodwill that have mattered over the years. He cites a recent incident where he had a harrowing experience with COVID-19. "I was almost at the point of no return, but our company and team supported me through that period," he says. "I learnt the true value of the KZN team, especially in how we support each other on all levels."

No career journey is ever without its fair share of ups and downs. However, it is how one allows the experiences to shape them that often matters in the long run. "I would be amiss if I didn't admit that my experiences at Tsebo not only made me a better person, but also a good employee. It's those very experiences that prepared me for future occurrences," he says.

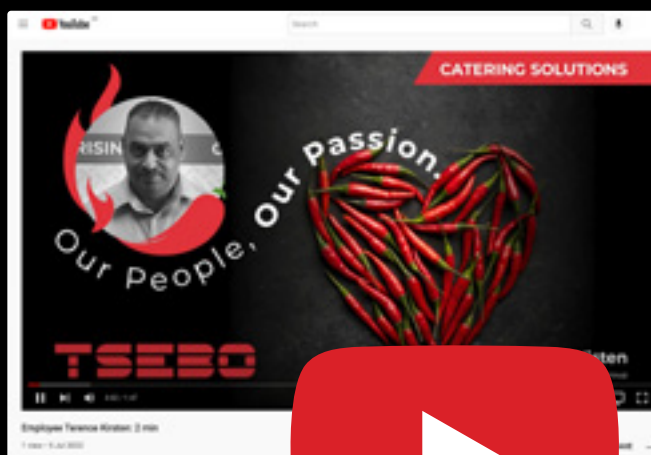
Terence also witnessed many leadership changes, crossovers and acquisitions over the years, but admits that the one thing that has remained intact within the company is respect and integrity — something he is really proud of!

LESSONS ABOUT

Alongside many highlights, Terence has also had the pleasure of learning many life and career lessons along the way. Off the top of his head is, "Never attempt to change who you are for anyone. Always stay true to your passion and beliefs and you will always come out a winner."

And he has much more wise counsel to share, especially for those who have just recently joined the company. He urges new employees to stick to the rules and never deviate from company policies and procedures. This, along with being resilient and empathetic — two traits that are most needed in the workplace today. His second, and sincerest piece of advice is: "Failing to plan is planning to fail! We come to work to service our clients. Let's never lose sight of that because without them we have no jobs."

And for his parting shot, Terence has a gentle reminder for all employees. "We are what makes this company great. Let's concentrate on the strengths, not the weaknesses. A combination of our collective experiences and attributes is what makes Tsebo an industry leader!"



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TO VIEW**

Our people, our passion. Our food, our pride.

THE POWER OF PARTNERSHIP AND SHARED VALUE AT ONE OF SA'S LARGEST MINING HOUSES



INTRODUCTION

As one of South Africa's Top Five coal producers, Exxaro is proud to be recognised on the JSE Top 40 Index and the Socially Responsible Investment Index for its innovation, ethics and integrity; three core values which it shares with its catering partner, the Tsebo Solutions Group.

Exxaro originally contracted Fedics in 2015 as the canteen caterer for its headquarters in Centurion. However, when the company decided to move from its dated office block into a purpose built, state of the art 'green' office complex to better reflect its ethos as a future forward brand, it wanted a next level catering solution that would add to the health and wellbeing of its employees and create fine dining events to impress its customers. It was at this point that TsAfrika came on board to develop a next-level catering solution that would fulfil its client's expectations.

CHALLENGE

Exxaro's previous building was traditional and dated. The goal was to completely revolutionise the office experience for employees and clients in a new office space. This included living up to an environmentally sustainable and healthy lifestyle that Exxaro's new 'green' building encompassed.

TsAfrika was tasked with creating a variety of solutions that would cater to Exxaro's 850-strong workforce; from coffee and vending in pause areas to snack solutions for ad hoc meeting spaces, executive fine dining, client events and staff restaurants. Catering needed to celebrate the joy of healthy, tasty and nutritious food and encourage the positive and productive lifestyle comprehended by the brand. Exxaro also specified that nutritional education should play a part.

SOLUTION

To meet Exxaro's leading-edge expectations, TsAfrika was involved from day one of the office build; guiding and advising its client on the latest catering innovations and technology to include in the various kitchen and catering facilities. The facilities vary from employee restaurants and cafés, coffee and snack services for pause areas as well as executive boardroom functions and large-scale client events.

TsAfrika's solutions included advising on best practice health and safety protocol and adhering to the building's green requirements by ensuring energy efficient equipment and minimising waste at every point of production. A bottling plant was set up to provide safe, clean drinking water and alleviate the use of plastic bottled water. All snack and vending crockery and cutlery are biodegradable and decomposable, and TsAfrika staff have a dedicated area to sort recyclables.

A true sense of partnership has allowed the two businesses to weather challenges, such as the Covid-19 pandemic, and find innovative solutions to overcome them.



It's Boxed and boxed functions

Coffee and vending

A total of 25 coffee and vending machines are conveniently located around the building.

The conneXXion

TsAfrika serve a variety of meals. There are up to nine different choices to choose from. We serve around 450 meals per day, and this varies from graze bars to home cooked meals and some very traditional South African meals.

The conneXXion café

Where the Exxaro staff come together to connect over a cup of coffee and talk about the day's events. The conneXXion café serves around 100 cappuccinos per day and various grab-and-go meals for the executives and staff.

Executive dining

Since opening The conneXXion in 2019, TsAfrika has planned and executed numerous VIP events and functions.

Some highlights include:

- 2019 to 2022 Financial Year-end Results Function
- 2019 and 2021 Secretaries' Day
- 2019 and 2021 Long Service Awards
- 2021 Coal Awards

Chef of Steel Award winners

The TsAfrika Exxaro team is extremely proud to have produced two Chef of Steel Award winners over the last three years. The annual competition is held across TsAfrika's national business units to offer our chefs the creative space to continue growing and developing professionally. Winners receive prizes and their innovative dishes are rolled out across the business as part of its function concepts.



Senior Division Winner
2019: Chef Danie Joubert



Junior Division Winner
2021: Chef Nonhlanhla Rose Skosana

Serving the perfect cup of (local) Java

As part of its drive to support and grow local business, TsAfrika has partnered with the SME Asmara Coffee to provide its signature brew to Exxaro since 2019. Asmara Coffee frequently visits coffee farms to develop personal relationships with the farmers who supply them with their quality green beans, which are then roasted to perfection to create its unique artisanal brand of coffee.

BENEFITS AND RESULTS

The shared synergies and values held by Exxaro and TsAfrika have lent themselves to a smooth transition to the new building and the continued success of a variety of catering solutions and events.

- At capacity, about 23 TsAfrika employees create and serve in excess of 450 meals a day, excluding grab-and-go coffee and snack offerings.
- In excess of 22 kg of coffee beans recycled monthly.
- In excess of 2310 litres of water is bottled from the on site bottle plant into recyclable bottles monthly.



Exxaro CSI project – BrainLife

TsAfrika partnered with Exxaro on its corporate social investment initiatives (CSI) project with BrainLife; a Pretoria based NGO that supports people with acquired brain injuries. On Nelson Mandela Day TsAfrika will donate 200 litres of soup to BrainLife.

FINE DINING

WITH TEAM FEDICS EAST LONDON

Our team in Mercedes-Benz East London showcasing the very best in fine dining.

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Dear Zuki

I would like to thank you and your team for the outstanding support given during the Board of Directors meeting. Andreas Brand commented on just how lovely the lunches were and asked where we had ordered them – he was surprised to learn that it was made, here, on site! WELL DONE!

I would also like to make special mention of Thandi, who was a rock star. Even though she came to work all weekend to deep clean, she still arrives at work daily with a smile and total commitment.

Even though the stress levels were very high in our office and there was high demand for her to be present all the time, she still managed to guide and assist in the Imbizo too. And you certainly must give yourself a pat on the back because you did a super job. Please also convey my thanks to Chef Zolani and Chef Gesina for their superb food – it made me look good! Enjoy a very well-deserved weekend.

Helé Hechter
Executive Secretary to: Andreas Brand
Mercedes-Benz South Africa Ltd
CEO MBSA & Executive Director
Manufacturing



Chef Zolani Radebe, Zukiswa Booi (Project Manager), and Chef Gesina Erasmus



LIFE SUIKERBOSRAND HOSPITAL VEGAN CHALLENGE

Life Suikerbosrand Hospital management team had a fun filled evening with a cooking teambuilding challenge to bid farewell to Mr Eric Obeng, Operational Engineering Manager.

This was a teambuilding event arranged by Fedics, our caterer, where teams cooked different parts of the meal with a surprise recipe. What made the challenge even harder was that it was a vegan menu, something that not everyone is used to cooking. Much fun was the order of the day! The evening ended with a meal around the table and lots of laughter.



Winning team: An-Marié Loots (Quality Manager), Kubashnee Naidoo (Hospital Manager), Bongi Nxumalo (Nurse Manager) getting their awards from Michelle Gould (Catering Manager and judge) with farewell recipient Eric Obeng (Engineering Manager).



An-Marié Loots (Quality Manager), Kevin Kyungu (Admission Supervisor), Janene de Beer (Marketing Coordinator), Angelique Olwage (Hospital Secretary), Eric Obeng (Engineering Manager), Kubashnee Naidoo (Hospital Manager), Rudzani Ramabulana (Clinical Engineering), Jacqueline Khedun (Finance and Admin Manager) and Bongi Nxumalo (Nurse Manager) at the cooking challenge.



LIVING LIFESTYLE GOES **TURQUOISE!**



Go Turquoise 4 the Elderly Month

The elderly are among some of the most vulnerable people during these trying times. To create awareness about the elderly in South Africa, the Living Lifestyle team celebrated Turquoise Day with our residents across the country. To care for someone who once cared for us is one of the highest honours.

KZN MINING AND TECHNICAL TRADE FAIR



On Tuesday 7 June 2022 and on Thursday 9 June Tsebo participated in the inaugural KwaZulu-Natal Mining and Technical Trade Fair. Alba Zondi, the Fedics BDM for KZN, also our representative on the KZN Chamber of Commerce, was invited to participate and showcase the Tsebo brand due to her long, good standing relationship with the chamber. The trade fair, aimed at the mining and technical engineering sector throughout KZN, was a two-leg event: one focus was on the northern region, and the other on the southern region of KwaZulu-Natal.



Alba, together with her sales team Mark van der Westhuizen (Coastal B&I and Auto Segment Head) and Yasmine Abdul, produced a tailor-made professional exhibition that enabled Fedics to integrate all Tsebo business sectors, namely Catering, Hygiene and Pest Control, Energy, Facilities Management, and Security.

The Tsebo exhibition stand, as seen in the pictures, included all Tsebo segment BDMs as well as Penny Maphumulo, Gugulethu Dlamini and Shaakira Essop from support services, who all had the opportunity to sell their respective portfolios to new and interested business partners at sites throughout KZN.

The Tsebo Expo Stand was a hive of activity with goodie bags from our various Tsebo segments and a live cooking demonstration led by Chef Luke and his amazing team, which included Chef Wandile, Chef PK, Chef Sandile, Chef Bradley and Baveshe Kaladin. We also had interactive TV screens mounted that explained what Tsebo is about and the culture of our wonderful organisation.

Our stand was such a success that we were awarded the Exhibitor of the Trade Fair Award, accompanied by an office colour printer as a prize. Let us retain our first place in next year's fair and be awarded great business opportunities!

SHAKING UP THE CORPORATE SPACE



With every meal prepared, TsAfrika aims to positively redefine corporate catering. The TsAfrika team prepares food with love, using the freshest ingredients. The benchmark is to always stay a step ahead of contemporary food trends and creative dining experiences.



WORLD FOOD SAFETY DAY

World Food Safety Day is commemorated annually on 7 June. This year, we ran an awareness campaign from 6-10 June at Wits University's Professional Development Hub.

Together with the Department of Health, we held a seminar that was well attended by various food safety auditing bodies, the university's environmental health representatives, Wits Campus Health and various student organisations. We were educated on various topics, including South African food labelling laws and the process that food items, produced both locally and internationally, must go through before being allowed on shelves. Other topics covered were food service provider responsibilities to customers, regarding food safety, as well as customers' and public responsibility in ensuring they consume safe food items.

Innocentia Motsi and Warren Clinton Miller took attendees on their journey of merging Tsebo and Wits food safety protocols to ensure safe food for students. Warren also presented the Teslo electronic system used in recording food safety documents. We will soon be trialing the oil management recording processes with Teslo at the Wits main dining hall.



Services departments, retail and dining hall service providers went to various dining halls and retail sites (Wits Medical School, Highveld, EOH, Convocation, Jubilee, Main Dining Hall, The Matrix Building Retail Space and Tower of Lights), assuring students, staff and all on campus of our commitment to serving them safe food by following all safety processes from the selection of our suppliers, ordering, receiving, storage, to preparation and serving of food items. We also educated them, as end users, on their responsibility to maintain food safety from collection point until they consume the food.

Fun quizzes and activities were incorporated to educate students on food safety. Tsebo sponsored lunch as well as the corporate gifts in the guests' goodie bags.

TSEBO SITE SOLUTIONS LAFARGE



With Tsebo Site Solutions (TSS) set to expand its business in the mining sector, we recently partnered with Lafarge Lichtenburg. With the solutions created for Lafarge Lichtenburg, TSS is ready to also create more solid partnerships with more of Lafarge sites and we hope that takes place very soon.

TSS will be ensuring that Lafarge employees and contractors are served with nourishing meals, which will in turn ensure productivity and alertness at the workplace. The canteen built at Lafarge Lichtenburg was named *Tsalanang*, a Setswana word meaning friendship, and aimed at ensuring that relationships and friendships are created, and the spirit of togetherness and unity is encouraged, making sure that teamwork becomes a continued success.





TSS worked on powerful concepts solutions using some of Lafarge's brands and enlivened them in the cuisine space, for example 'Ready Mix to Go' packaged meals, 'Dura' one of the main daily meal lines, and the 'African Shape', a brand that will focus solely on African dishes. With our new concept, we aim to ensure that an alignment and a solid partnership between Tsebo and Lafarge is maintained and to showcase TSS's unstoppable innovation.

TSS Lafarge comprises of a young and energetic team to ensure that the energy set, and innovation showcased at Lafarge is consistently maintained.

GRADUATION TIME



Graduates from the Professional Cookery, GIBS, Food and Beverage, Health and Safety, NOSA, as well as the Food Safety Management Systems.

The graduation ceremonies , which included speeches from Kusile representatives Mashilo Diala, Herman Claassen, Sephodi Malatji and a few others, were heartfelt and inspirational.

As per the above Tsebo motto, training and development is at the core of our organisation's operations. At Tsebo Site Solutions, we understand the value of effective employee training and how it empowers our employees and uplift the communities in which we do business. This was the motivation behind embracing the challenges set out to us when we embarked on our journey at Kusile power station in 2019.

Our goal was to develop and empower 26 employees. These include 12 chefs, two food process controllers, two hygienists, two SHEQ officers, and eight quality controllers. Although this initially seemed like a daunting task that was complicated by several interruptions due to COVID-19 restrictions, our employees' drive to utilise the opportunity and empower themselves was stronger than the various obstacles in their way.

Assisted by committed trainers from Tsebo Learning Academy and supported by mentors on site, Tsebo Site Solutions is proud to announce that we exceeded our initial target of 26 employees. Instead, we were able to assist 29 employees. We helped them empower themselves and created new opportunities for them to serve and uplift their communities. This journey brought to the fore many uplifting stories, some of which we share below.

Fedia Monama

Fedia was our oldest 'student' employee. Aged 51, Fedia decided to invest in herself by embracing the opportunity to attend the Tsebo Academy Professional Cookery Programme. Fedia is true testament to the adage, "You are never too old to learn". We certainly hope that her commitment will inspire many others

Gugu Mkhize and Nthabiseng Manku

Nthabiseng and Gugu are well known at Kusile. Both ladies were present on site when the first meals were served back in February 2007. Since then, they have moved up the ranks to become capable managers in their respective departments.

When the opportunity arose, Gugu and Nthabiseng were first in line to attend the NOSA SAMTRAC programme. Most attendees will testify to the fact that it is an informative and valuable, but intense programme that demands late nights, hard work and determination to complete successfully. Together with fellow Tsebo colleagues and teammates, Elijah Zimu and John Masango, they created new career opportunities for themselves by coming out victorious in the NOSA SAMTRAC programme.

Ncebakazi Matayile

Ncebakazi was our top student from Entecom's Food Safety Management System course. This exciting programme was divided into three levels, and 16 students were enrolled for the first level, namely Good Manufacturing Practice (GMP) training. All 16 students came from different departments and occupations: a combination of general workers, supervisors and quality controllers. Based on the students' Level 1 performance, the top eight from the 16 employees were then selected by Intercom for the Level 2, HACCP for Supervisors/Quality Controller training.

The top three of the eight employees was then selected by Entecom for the Level 3 Implementation of Food Safety Management System/Food Process Controllers training. Known as one of the more challenging courses within our industry, the course itself is an NQF Level 5 qualification. Ncebakazi, a general worker at the time of her training, made it to the top of her class. She currently works as Quality Controller for Tsebo Main Kitchen and the 2000-Seater.

Given Mahlangu

Given completed Entecom's Food Safety Management System course in the top three. He started off as a cleaner in 2014 and was promoted to quality controller in 2016. Given was promoted to Supervisor in 2018 after consistently proving himself. This new qualification has equipped Given to become Food Safety Auditor, as well as to develop and implement a food safety system. We are proud to have gifted Given with great career prospects for after Kusile.

Tsebo Site Solutions takes pride in having had the opportunity to develop each one of our employees, to equip them to serve themselves and those around them, and to uplift their communities.

AT THE OTHER END

Over three years ago, TSS partnered with De Beers mining company where TSS is, among other responsibilities, tasked with managing Venetia Guest House in Musina. Some of the other service offerings include facility management, guesthouse catering, and De Beer's big, small and executive functions.

The team at Venetia Guest House continues to deliver premium services to the mine's executives and their guest for over 30 years. TSS is well placed to ensure that this consistency will last for a long time.



THE LAST WORD

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Coming together is the beginning, staying together is progress, and working together is success.

- Chef Nicholas Madhura, Tsebo Culinary Director

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