



RECALIBRATE AND RECLAIM BUSINESS SUCCESS THROUGH SMART WORKPLACE SOLUTIONS

As we continued to navigate the various stages of the COVID-19 pandemic, the teams at Tsebo have been hard at work designing cost-effective, agile workplace solutions to assist our clients to increase control over operations while ensuring compliance with prevailing COVID-19 emergency legislation and avoiding office and desk occupation saturation.

We have also focused on re-imagining our places of business, rethinking operational and space requirements, exploring innovative technologies, and engaging international alliances and sources to gain global insights into a post-pandemic world as well as the impact this will have on us, our economy, and our businesses. While doing this, we have also been looking at how to assist clients with questions they may have about space utilisation, cost management, cost surety and how to stay on top of operations at the touch of a keypad.

COVID-19 caught us all by surprise and simultaneously forced us at extremely short notice to adopt flexible operating models to ensure that our businesses would survive the pandemic and its after-effects, while striving for recovery to pre-pandemic levels of business. There is a lot being said about the 'new normal' but currently very few experts, including futurists, are willing to bet their careers on what this new normal will look like. The three waves of the pandemic have proven that listening to medical experts on the frontlines is the wisest source of information as well as the best guess for the new normal, which is somewhere between two radical points of view concerning the world of work. On the one side, we have the conservatives who believe everything will return to the way it was. On the other, we have the radicals who believe everything will change. While this debate rages, I am sure most executives are pondering on whether a fourth wave of COVID-19 is on its way, and whether a booster vaccine will be required, how we as citizens deal with vaccine resistance and, how this resistance could keep us in COVID-19 cycles until the virus runs out of mutations?

As we ponder the likelihood of a fourth wave, we are also debating the question of what we do with our offices, staff, properties, and assets. There is so much information being pushed through social media, including interesting developments in artificial intelligence, robotics, cutting-edge systems, massive discounts on property rentals, and more, that a costly move in the wrong direction is a strong possibility should a great deal sway us. While I do not ascribe to the views of either the conservatives or the radicals, I do think we need to calmly consider our futures, market positions, our clients, staff, and other stakeholders before we jump on the extreme pendulum of change. I am not advocating complacency at the risk of being left behind by fast-moving competitors, and while I agree that most executives and management are able to work from home if we exclude distractions and the challenges from an electricity and connectivity perspective, we do need to consider other issues. How do we deal with the inevitable productivity concerns? What should be done about a company's culture that has gone adrift due to an absence of executive and management presence? Or the client's complaints concerning delays or a lack of urgency when dealing with our staff? Do we consider home offices at company expense with a list of requirements that could be substantial? Do these home offices reside on the company balance sheet, or are they gifted to employees? If so, do we consider different sized gifts for diverse levels of employment within the business? Will this result in a complicated asset list, and an even more complicated auditing process? How do we deal with staff demands for work-from-home allowances for the Wi-Fi and electricity bill? Would we have to consider building on home offices, because many residences are pre-built without a study. While some of these challenges may not be relevant to all businesses, they are real concerns for some.

While we wrestle with these challenges, deciding on whether we stay home or go to the office – or whether transactional staff go to the office and management stays home – we need to think about our company cultures, our brand presence, and how we do business. While we consider potential savings to bottom lines, we also need to think about how we influence our staff, often in subconscious ways. Will our executive team members' absences have a subtle effect on behaviour, information sharing, the generation of innovative ideas, or will it result in a slip in market share? Our teams consist of a wide variety of personality types, and some do not function optimally in seclusion.

We need to recalibrate, take advantage of opportunities that make sense without exposing ourselves to excessive haste and potential damage to our businesses. Signing cheaper rentals on office space makes absolute sense where it meets your business requirements, however, slashing space and sending everyone home could come back to haunt certain companies. Holding some space now and sub-letting may be a great solution, but should your new lessee be found to be of questionable repute or an erratic debtor, it will create an additional level of complication. While these interventions work for some, it does not mean they will work for all companies.

While these macro issues are out of our control as executives, we can mitigate risks to our businesses, without making long-term radical changes that lack the benefit of foresight. We can also use the tools at our disposal to ensure that these mitigations are sustainable. The Tsebo Facilities Management Solutions, Tsebo Workplace Design Solutions, Engineering Solutions, and Energy Solutions teams have been developing and fine-tuning existing solutions to ensure we can assist our existing and new clients with inexpensive cutting-edge solutions that provides control over some of the issues that are keeping them awake at night. While these solutions may not improve macro-economic conditions, they will increase control over operations and costs, such as avoiding office and desk occupation saturation, placing you and your CEO at the mercy of the Department of Labour for transgressing emergency lockdown regulations. These solutions are simple but supported by complex software that can be adopted cheaply, ensuring the provision of auditable reports, and allowing traction from a cost-saving perspective. These systems are flexible and mobile; in the event of an office move, they move with you.

Examples of Tsebo's cost effective solutions include:

1. **Tsebo Workplace Design's** app-based desk and meeting room booking system allows staff to prebook a desk or meeting room but can also limit access and occupancy saturation levels. This system is cost-effective, South African (so no dollar costs), can be used monthly, provides a real-time view on occupancy levels, and is cheap to set up.

Videos to watch:



Tsebo Workplace Design Desk Reservation



Tsebo Workplace Design Reception Check In



Tsebo Workplace Design Occupancy Management



Tsebo Workplace Design Room Scheduling

2. Tsebo Workplace Design has an excellent track record in assisting clients with space design and changes as well as project managing these changes. The team assists clients with planning their own workplace design or corporate real estate strategies, ensuring that experienced team members advise clients on best practices. For more information download the Tsebo Workplace Design company profile.



Tsebo Workplace Design company profile

3. Tsebo Energy Solutions has an excellent energy management system that provides you with absolute clarity on your energy usage and is backed up by our experienced energy engineers. This system can be used to manage electricity, steam, oil, and gas and allows for remote access and reporting. A bonus is that it assists with carbon reporting, which has been found to be extremely useful by listed companies. The local electricity headache is here to stay in the medium to long term and this solution is extremely cost-effective to implement and use. For more information download the Tsebo Energy Solutions company profile.



Tsebo Energy Solutions company profile

4. Tsebo Facilities Management Solutions, Tsebo Energy Solutions and Tsebo Engineering Solutions

have gained reputations for providing solid engineering teams, supporting our clients' critical engineering environments such as data centres, emergency generators, UPS systems, HVAC installations, and more. We are more than happy to support clients in these environments, which could also mean providing them with access to our operating systems, allowing them with real-time access to their data and useful management information. Clients can also have access to remote-monitoring capabilities that assist with the operations and management of critical assets and allow for accurate forecasting. If you are interested to obtain more information, please download the Tsebo Facilities Management Solutions company profile, as well as our Engineering Business Solution flyer.



Tsebo Facilities Management Solutions company profile



Tsebo Engineering Business Solution flyer

Video to watch:



Tsebo National Control and Command Centre

In closing, Tsebo Solutions Group provides our clients with a broad range of services such as integrated facilities management, catering, and beverage solutions (including branded catering outlets), cleaning, hygiene and pest control, security solutions, including manned guarding (armed and unarmed) as well as high-tech protection services that include the use of artificial intelligence. I trust that the areas I have highlighted will provide you with solutions to the potential challenges you may have to face in your business.

ENTRUST YOUR NON-CORE BUSINESS TO THE LEADING FACILITIES SOLUTIONS PROVIDER

