

Newsletter

Dear Client,



Thank you for your continuous support to Rentokil Initial Hygiene and Pest Control in Tanzania.

Rentokil Initial employs 66,000 people in over 60 countries including Europe, North America, Asia, Pacific and Africa. In

Tanzania it is a Franchise business that operates with strict Rentokil Group Standards.

Over the years, after introducing hygiene services in Tanzania and rendering extensive pest control services to all business sectors, Rentokil Initial has redefined the way these services are provided.

Our hygiene services have been continuously developed to include state of the art products with customer safety and satisfaction being kept in the forefront.

Each of our hygiene and pest control products are effective, safe and of high quality. Each product has its own Material Safety Data Sheet and we have FAQs telling clients all they need to know about how good service is backed with appropriate personal safety and protection of the environment.

We appreciate and also understand that our customers have unique demands. We are committed to deliver quality and professional services and do this by paying great attention to client needs.

Our Client Newsletter is our customer newsletter through which we aim to establish regular communication with our valued customers and partners. Its purpose is to update you on hygiene and pest control issues that affect all of us, and tell you about some of our exciting initiatives across the region.

The culture of good customer service has been a fundamental strength of our business. We will continue to nurture this relationship that we have with you, striving to grow and develop it further for our mutual benefit.

As Rentokil Initial moves forward, we want to take our customer service excellence to new heights and we invite you to join us in this journey.

Please enjoy reading our Client Newsletter and we welcome any feedback to improve its content.

Munir Daya
Managing Director
Rentokil Initial Tanzania Limited

From Our Contracts Manager

It is always a challenge to manage a client portfolio that exceeds 1500 clients. With the high standards and business commitment of Rentokil Initial worldwide and in Tanzania this challenge is all about ensuring that every client gets satisfactorily serviced.



The challenge of my team is not restricted or reduced by the size of any contract. Our commitment remains the same whether it is for the servicing of one air-freshener in a residential office or three hundred toilet sanitizers in a bank building or 500 sanitary bins at a university.

Our team has to ensure that each of our installed units is serviced appropriately on due dates. This is managed through computerized route schedules that are monitored by the day by our Sanitact Consultant.

The success of our portfolio management comes through maintaining healthy relationships with our clients. Our clients are provided with many hotline telephone contact numbers and we can easily be contacted by email or fax. The lead time to solving routine problems has been reduced to 24 hours (excluding weekends) which is the time that our maintenance team operates on, to rectify client problems.

Success in modern business is all about concentrating on what you do best, and leaving non-core activities to outside suppliers. Nowhere is this more clearly demonstrated than in the question of whether to buy or contract your hygiene and pest control services. While you concentrate on your business activities, Rentokil Initial can professionally and adequately handle your hygiene and pest problems.

Sureya Said
Contracts Manager

New in the Hygiene Department:

Try our Elite Paper Towel Dispensers from the UK coupled with double-ply toilet roll holders that create a new image to your new washrooms.

Hand hygiene

Wash off germs and protect yourself



According to the Centre for Disease Control and Prevention (CDC), if you do not wash your hands frequently, you can pick up germs from other sources and infect yourself.

You are at risk every time you touch your eyes, nose or mouth.

Good hand washing protects against the spread of many illnesses – from common cold to more serious illnesses such as meningitis, flu, hepatitis A, and infectious diarrhoea.

Thorough hand washing after using the toilet can reduce bacteria present on hands by up to 80%! Rentokil Initial provides a wide range of hand hygiene dispensers, soap and bacterial detergents to keep you protected.

How to wash your hands properly.

1. Wet your hands with warm, running water and apply liquid or clean bar soap. Lather well.
2. Rub your hands together vigorously for at least 15 seconds.
3. Scrub all surfaces, including the backs of your hands, wrists, between your fingers and under your fingernails.
4. Rinse well.
5. Dry your hands thoroughly.

Warm moist hands are “breeding grounds” for germs. You are wrong to think that you have got rid of the germs after washing your wet hands. The truth is that you will begin to collect germs again and it begins with the handle on the door of the washroom! It is important that the hands should be rubbed and dried thoroughly to remove any remaining bacteria and dead skin cells.

The right solution for you

Promoting good hand hygiene will help limit the risks of cross-infection. Initial has a range of hand hygiene

Initial Modular Liquid/Foam Soap Dispenser



The Initial Soap Dispenser is filled with quality liquid or foam soap which is effective against germs. It can be wall mounted, and it is easy to clean and service.

Initial Paper Towel Dispenser

The Initial Paper Towel Dispenser comes with a large reservoir that keeps paper clean, dry and hygienic.

A specially designed aperture guarantees economical use. The dispenser has a holding capacity of between 500 - 1000 towels.



Initial Hand Sanitiser

Initial Hand Sanitiser is an essential unit to have in your washroom and even office to keep you and those around you healthy. The hand Sanitiser rub contains a moisturizing formula which keeps

hands bacteria free without drying your skin.

Hand washing is one of the most important things you can do to help to reduce the spread of infections and is also key to preventing illnesses. Adopt a proper hand washing procedure with soap and water on a regular basis.

To help prevent the spread of infections to others and most importantly your loved ones and colleagues you are welcome to liaise with Rentokil Initial Tanzania Limited. Our consultants will be pleased to offer you a tailor-made package that suits your organization well.

For a Survey call: 255 22 2126005 or 255 22 2115419;
Email: rentokiltz@gmail.com

Consultants Say..

From Our Hygiene Consultant



Combining great service with insightful understanding of your business is the characteristic that sets Rentokil Initial Tanzania Limited apart from the rest.

Whenever you deal with Rentokil Initial, however large or small your agreement, we are always available to

answer your questions and respond to your needs. All our customers benefit from:

- A dedicated team with a thorough understanding of every aspect of your account.
- Immediate advice on any questions relating to our products and services you may have.
- Rapid decision-making.
- Experience and in-depth expertise in all areas of hygiene services.
- Dedicated Research and Development bringing the benefits of the latest developments in hygiene services to your business.

Reliable advice is important to any business. When you enter into a service agreement with us, that's just what you'll get. We'll take the time to understand who you are and what you do by conducting a thorough survey of your hygiene needs - focusing on hand hygiene (foam/soap), feminine hygiene, toilet seat sanitisers, air fresheners, paper towel dispensers and other key areas.

By working in partnership with you we aim to produce better, more innovative solutions. You'll find our teams' friendly, responsive and professional at all times.



customers enjoy.

From my experience with Rentokil Initial products I am proud to say that with us you can get nothing less than the best hygiene and healthcare service in Tanzania.

Soozie M'mitsi Ondachi
Hygiene Consultant

From Our Pest Control Consultant

Being the premier pest control company in Tanzania, our success is the result of customer loyalty to our services in line with our objective to enhance client retention by offering high quality services at fair prices. Our pest control treatment covers all sectors of the economy including



industrial, commercial and domestic premises. We have policies and procedures to ensure that the health and safety of our customers and staff, as well as the quality of their environment is sustained and enhanced by the delivery of our services. We also fumigate containers for export.



Our insecticides, rodenticides and fumigants are approved by the Tropical Pesticides Registration Institute (TPRI) and backed by material safety data sheets. The operation teams are qualified and trained and operate along guidelines of our own technical hand book that provides in - depth modalities of pest control treatments.

Pest Control activities are undertaken through a five-pronged approach - by spraying, fogging, application of Rentokil formulated gel with caulking guns and use of smoke generators. Additionally non toxic and non mechanical fly catchers are installed where necessary.

We normally undertake surveys in order to assess clients' requirements for a comprehensive and pragmatic pest control program.

With Rentokil Initial Tanzania Limited your premises can't be sitting targets of termites, cockroaches, house ants, bees, bed bugs, snakes, mosquitoes, rats, mice and other insect pests.

Nicholas Mutuku
Acting Pest Control Consultant

Better Hygiene can control Swine Flu

A new study has found that maintaining basic hygiene by washing hands and using face masks can control the spread of swine flu more effectively than vaccines and antiviral drugs. The report has been published in the 'British Medical Journal'.

The research team led by Professor Tom Jefferson from the Cochrane Acute Respiratory Infections Group in Italy reviewed 59 studies done on the usefulness of physical ways to limit the spread of respiratory viruses.

The team concluded that washing hands frequently, wearing masks, gloves and gowns around sick patients were the most effective ways to avoid contracting flu.

The scientists further noted that if all of these measures were followed properly, one case of respiratory flu out of every three could be prevented.

Dr Jefferson said everyone thought taking vaccines and anti-virals could prevent or cure the disease but this was only an "obsession with vaccines that don't exist and anti-virals which will probably cause you sickness as well."

One of the best companies to provide better Hygiene care is Rentokil Initial.

Our Products and Services in Tanzania include:

- Mosquito Actuators
- Air Freshener Actuators
- Sanitact Units for Ladies' Washrooms
- Hand Dryers
- Soap Dispensers
- Paper towel Dispensers
- Toilet Roll Holders
- Establishment of bait stations to control rodents
- Toilet Seat Sanitizers
- Hand Sanitizers
- Disposer Paper Towel bins
- Pest Control Services
- Site sterilization for termite control
- Fumigation of exports and containers
- Control and extermination of bees
- Supplier of fumigants, wood preservatives and rodenticides.

What is Swine Flu?

The World Health Organization and government in Asia have recently issued warnings about Swine Flu. Swine Influenza (Swine Flu) is a respiratory disease caused by Type A influenza virus which occurs frequently in pigs. It is very rare for humans to contract Swine Flu but infections can and do happen.

How is Swine Flu spread?

In the past, the Swine Flu virus was contracted by people that worked in close proximity to pigs such as farmers, but in this current outbreak, the Swine Flu virus has been spread further by person-to-person contact.

It is thought that the Type A influenza virus spreads in the same way as seasonal influenza (flu), through coughs and sneezes, and it is highly contagious. Droplets from a cough or a sneeze from an infected person can travel through air before being inhaled or landing on surrounding surfaces.

By touching these contaminated surfaces and then touching the eyes, mouth or nose, people may infect themselves and carry the infection onto other surfaces they touch, hence spreading the virus.

The Type A influenza virus can survive two hours or longer on surfaces such as tables, door handles, telephones and desks.

How can I protect my workplace from Swine Flu?

By providing hygienic workplace environments, public places, and washroom facilities, businesses can help reduce the risk of transmission of Swine Flu and similar workplace illnesses.

All businesses have an obligation to protect staff and customers from Swine Flu and other contagious viruses.

Rentokil Initial offers a range of expert services to help prevent the spread of Swine Flu. This includes a range of washroom hygiene services including hand sanitizers, anti-bacterial soap dispensers, hygienic hand drying solutions, air purification and sterilization systems, washroom sanitizers and toilet seat cleaners.

Rentokil Opens in Mtwara

Rentokil Initial has opened a new Branch in Mtwara to extend its professional services to this new development hub in Tanzania. The Head of Mtwara Operations is Mr. Rafik Jaffer (0764 832 555).