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Issue 11 | October 2017



COVER


ramco
GROUP

RAMCO GROUP PUBLICATION

Chairman's Message



I am pleased to welcome Serenity Interiors to the Ramco Group family which brings further vertical integration to our portfolio of companies.



Since we began this journey in 1948, Ramco Group has moved through enormous stages of growth and expansion, both in size and scale as well as our product offering and development plan. Today, the Group is reckoned as a dynamic force in every sector we operate in across East Africa.



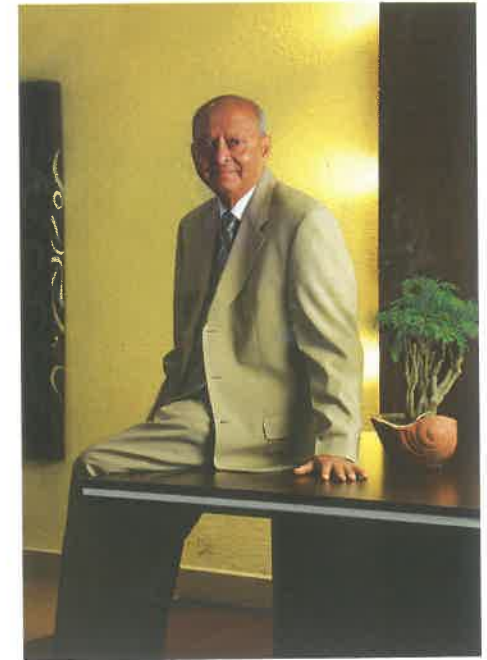
As we approach the last quarter of the year, there have been several conversations in the business



community on the economic challenges that lie ahead of us. As Ramco Group, I am confident that together, we can persevere, be relentless and stay focused on our vision of growth into the future.

It's a competitive world so let us be ready for tomorrow's challenges, maximise our potential and retain strong customer relationships. I encourage all of us to continually stay committed to our philosophy and values as this will make Ramco Group an outstanding enterprise in which to work and to do business.

Kirit Patel



There is no stability without solidarity and no solidarity without stability. - Jose Manuel Barroso



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a CreativeEdge design

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A Bit of History

Ramco Group has grown tremendously over the years. This segment of the CORE newsletter captures traces of history of all our companies in the order in which they joined the group. In the 10th issue, we shed light on ASL-Heavy Fabrication Division and in this issue we feature OfficeMart Ltd.

OfficeMart Ltd. was established in 1996 as a stationery retail store with only 2 members of staff and joined Ramco Group in 1999. The company has grown steadily into one of the largest retail outlets in Nairobi offering a comprehensive range of stationery and IT products at competitive pricing. From humble beginnings on Standard Street in Nairobi, the company has six strategically located outlets including: The 680 Hotel, Kenyatta Avenue, The Junction and Yaya Centre malls and a branch in Dar es Salaam. OfficeMart's dynamic client base consists of both corporate and walk-in customers at retail level. OfficeMart is an appointed Partner of international brand Dell, Gold partner of HP, Preferred partner for Lenovo, Asus and Epson amongst other world leading brands.

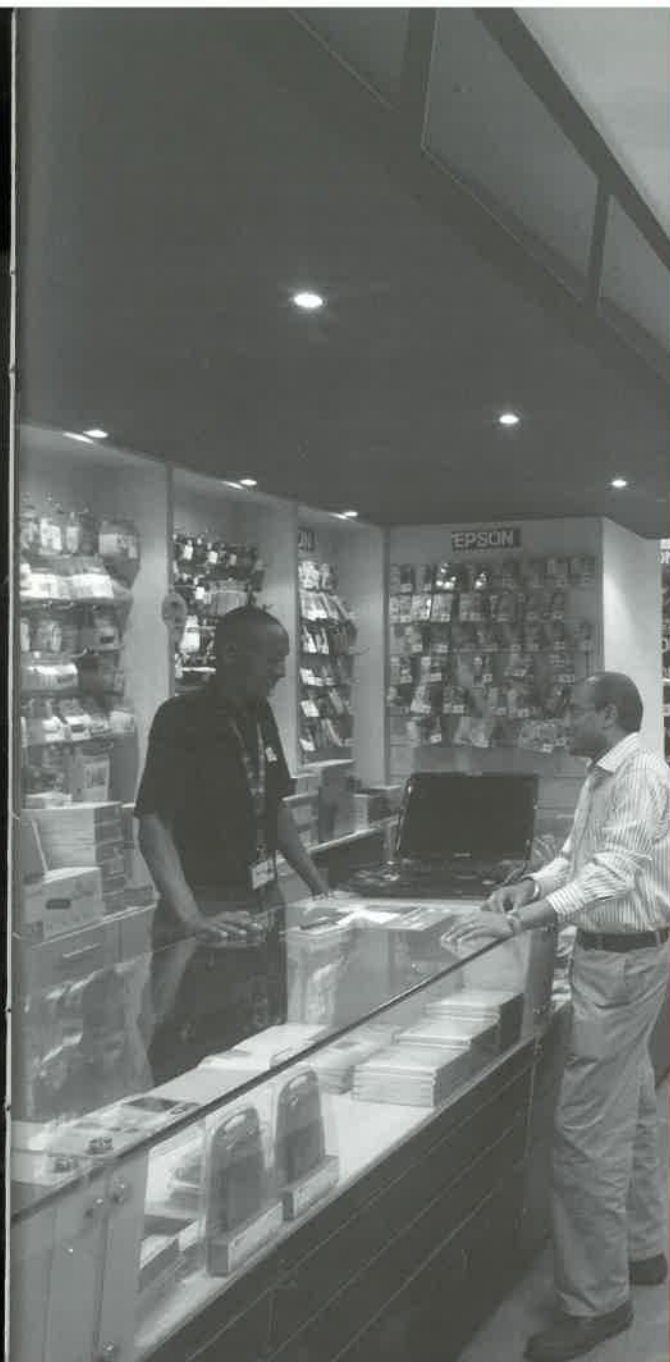
OfficeMart's journey reveals a company keen on keeping up with a rising demand and the changing trends within the office supplies market while meeting their clients' expectations.

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CORE
RAMCO GROUP PUBLICATION

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Ramco Group companies have to-date been operating as separate entities without clear groupings or sectors. This has now changed with the establishment of 5 distinct verticals that each company falls under. This grouping helps us internally to strategise, plan and manage ourselves. They also help externally when we talk to customers about the Group as a whole and what we can offer them beyond just one company.

PRINT



RAMCO PLEXUS



RAMCO
PRINTING



POLYTHENE INDUSTRIES LTD



platinum
packaging



PACKAGING LIMITED



PRINT STREAM



MARKETPOWER



flexoworld ltd



BROEKHOF
AFRICA LTD



ECO
PALLET



ovidian
UGANDA

HARDWARE



RAMCO EKON



ASL LIMITED
trading division



JUMA
HARDWARE LTD



ASL LIMITED
HARDWARE LIMITED



CROWN
HARDWARE



RAMCO
HARDWARE LTD



ASL LIMITED
TZ LIMITED



ASL LIMITED
Chemicals division

MANUFACTURING



RAMCO ALTUS



KENTAINERS
extensive experience in the water & sanitation



ASL LIMITED
heavy fabrication division



ASL LIMITED
steel division



ASL LIMITED
wire & cable division



ASTRAL
where innovation flows



ramco
CHEMICALS LTD



ovidian
KENYA

OFFICE



RAMCO KORA



Sai Office S
KENYA UGANDA TANZANIA ZAMBIA



oil
INSURED BY THE FOTOF



OFFICEMART
KITHIRA VICTORIA



SEAL HONEY LIMITED
"THE STATIONERY MASTERS"

LINO STATIONERS

SERVICES



RAMCO ORITSU



ASL CREDIT LIMITED



TRAVELSHOPPE GlobalStar
Travel Management



ict
AFRICA



ASL SERVICES LIMITED



Serenity



Joins Ramco Group

We welcome Serenity Interiors to Ramco Group. Serenity Interiors under the leadership of Sameer Ebrahim specialises in designing and building bespoke spaces for the commercial, retail, hospitality and residential sectors.

Serenity Interiors is dedicated to using a methodised approach which utilises formalised project management systems. Their expertise lies in fit-outs, interior design and a complete, tailored service covering each and every aspect of any project's requirements.

Some of their projects include:

- Qatar Airways Office
- Cosy Apartments - Kileleshwa
- Twiga Tours & Travel - Green House, Ngong Road
- Aga Khan Kenya Council Offices
- Sopa Lodge Nakuru
- Mint Leaf Restaurant - Lavington Mall/ Garden City



*Your living or working space,
every place should be
your sanctuary.*

Ramco Printing partners with Barron

Barron, Africa's largest and leading corporate and promotional brand, has entered into a strategic partnership with Ramco Printing-Promo Division, a deal that is set to give the company a stronger grip in the East African region. There has been a growing demand within the private sector for promotional and branding materials based on quality priced right. Ramco Printing will now distribute an array of Barron promotional materials to all sectors of the market with a special focus on trade and B2B.

With Barron's cutting edge promotional materials and our strong network in East Africa, we look forward to tapping into more businesses and transforming promotion and branding as we know it.

Amit Patel - CEO, Ramco Group

On the other hand, Barron's CEO, Steven Isaacson was as excited to have Ramco Printing on board as their local distribution partner due to the company's strong base across East Africa and its unique business model.



The milestone was marked with a media launch at unit 2, Ramco Group Industrial Park on Mombasa Road.

AFRICA'S TRUSTED PARTNERS IN PROMOTIONAL PRODUCTS

APPAREL WORKWEAR CHEFWEAR SPORT HEADWEAR GIFTS BAGS DISPLAY

BARRON **RAMCO**
PRINTING

0737 557755 | ramcoprinting.com

VISIT OUR SHOWROOM AT RAMCO GROUP INDUSTRIAL PARK, MOMBASA RD

ASL LIMITED
chemicals division
Turns 1!

They say an amazing adventure begins with a first step. It's been a wonderful journey for ASL Chemicals who recently celebrated their first year in the industry on 1st July, 2017. The management and staff marked their important day with a cake cutting event at the company offices.





First Time rating of BBB+ (KE), Outlook Stable.



GCR

GLOBAL CREDIT RATING CO.

Local Expertise • Global Presence

ASL Limited was accorded the honour of a first time national scale long - term debt rating of BBB+(KE), a national scale short term debt rating of A2(KE) and a Commercial Paper rating of A2(KE) by Global Credit Ratings in Johannesburg on 19th May, 2017. The ratings have been granted a Stable outlook, and are valid until May 2018.

Global Credit Ratings ("GCR") accorded the credit ratings to ASL Limited ("ASL") centered on ASL's performance history and business approach to sales, funding expansions and new ventures. ASL's stable base which is derived from the different

divisions was seen to provide pillars that support customer loyalty, minimise bad debt and facilitate further product expansions. Global Credit Ratings believes ASL Limited is well-positioned to benefit from Kenya's strong economic growth, particularly in the housing sector, where gaps in supply and demand should result to growing business for ASL's core products.

The ratings were based solely on the merits of the rated entity, security or financial instrument being rated; and were an independent evaluation of the risks and merits of the rated entity, security or financial instruments provided.



Gets BBB+ (KE) rating from GCR, Outlook Stable.



GCR

GLOBAL CREDIT RATING CO.

Local Expertise • Global Presence

ASL Credit was assigned a national scale long term debt rating of BBB-(KE), A3 (KE) and a Commercial Paper rating of A3 (KE) by Global Credit Ratings in Johannesburg on 28th July, 2017. The ratings have been granted a Stable outlook, and are valid until June 2018.

The ratings accorded to ASL Credit reflect a company that is established on a streamlined business model. ASL Credit is a provider

of hire purchase financing services for vehicles and equipment purchases in Kenya with a broader, more inclusive approach at competitive rates unlike the larger mainstream providers in the banking industry. ASL Credit's stable performance is attributed to its sound asset quality, modest capitalisation as well as acceptable liquidity and returns giving them an edge in the vehicle and asset financing/re-financing sector.



RAMCO PLEXUS

Meet Jan Larsen, CEO Ramco Plexus



What inspired you to join Ramco Plexus?

Africa has a dynamic environment and Ramco Group is in the forefront developing and deploying product, with a strong focus on customer relationship as well as growing its employees.

What should the team expect from you?

I am keen on walking the talk. I will be following through the decisions that we make at management level across all units to ensure we reach our objectives, and that we have transparency in the manner we reach our results.

What is your background in Print and Packaging?

I have over 30 years' experience in sales, marketing, business and market development as well as manufacturing within the packaging industry. I began my career at Tetra Pak, first in Europe, then in the Far East, headed a business unit in Sweden before moving to the Middle east. Prior to joining Ramco Plexus, I was the CEO of ENPI packaging group in Dubai.

Look out for Jan's full interview in the next issue of the CORE.

ASL – Heavy Fabrication Division receives ISO certification



ASL Limited - Heavy Fabrication Division is now officially an ISO 9001:2015 certified company. The certification awarded in May, recognises manufacturers and suppliers of industrial tanks, road milk tankers, dairy, processing equipment, hot water boilers, refrigeration equipment, hand railings, general fabrication and kitchen and laundry equipment.

This milestone will help increase customer confidence in their products as they endeavour to ensure that their product quality remains top-notch.



Travelshoppe was recently awarded a certificate of recognition by Rwandair and Kenya Airways airlines. The certificates were an appreciation for Travelshoppe's valuable contribution and support towards their respective businesses both locally and internationally throughout 2016.

Gets recognition for outstanding performance



KENTAINERS
innovative solutions for water & sanitation

Ranks 9th in Superbrands 2016/2017

KENTANK was once again awarded Superbrand status in Kenya garnering position 9 in the overall rankings. More importantly, KENTANK came out stronger compared to other strong brands such as Samsung, Facebook and Google in the listing. The brand qualified for the Superbrand status

for the first time in the year 2013-14.

This is a noteworthy achievement for the company, coming at a time when the market has 22 players in the same industry. KENTANK proudly enjoys a legacy of more than 25 years in Kenya.



Bags distributor of the year at APC awards

Sai Office companies were awarded the Distributor of the Year in East Africa by APC Schneider for 2016 whereas Sai Office Tanzania, received the Business Development Initiative for 2016. The awards were as a result of Sai Office's consistent efforts in managing its markets well across East Africa. The recognition comes at a time when the market has posed many challenges of growth in the power solutions sector. The annual award event dubbed "Growth Pulse 2017 MEA Distribution Conference" was held at Cape Town, South Africa and was organised by APC Schneider Electric for all their distributors in Africa and the Middle East.



ASL Cables receives CE Mark Certificate

ASL Ltd. - Cables Division officially submitted its declaration of conformity and as a result received the CE Mark certificate for the following products: house wiring, armoured, automobile flexible cables and aluminium conductors. The Declaration of Conformity is a special document which the manufacturer signs to say that the product meets all of the

requirements of the applicable directives. CE Marking on a product is a manufacturer's declaration that the product complies with the essential requirements of the relevant European health, safety and environmental protection legislation, in practice by many of the so-called Product Directives.

Comes of age!



ASL Ltd. - Heavy Fabrication Division celebrated its 18th Anniversary on 24th July, 2017. Having joined Ramco Group in 1999 under the leadership of Bala Murali and a team of ten staff, ASL - HFD has over the years grown into a company synonymous with the manufacturing of unparalleled quality stainless steel products. In the spirit of celebration, the management and staff gathered together to mark the anniversary by cutting a cake at their offices on Mombasa Road.

Acquires a godown on Mombasa Road



ASL Ltd. – Chemicals Division has opened a godown that also doubles as a sales point which offers a larger space with more visibility from its Head Office on Lusaka Road. Located in Krona Park along Mombasa Road near City Cabanas, the godown is fully operational and has enabled ASL Chemicals to supply material to top paint manufacturers, ink producers and other industries such as packaging, detergent and cosmetics. This new development has been well received by top manufacturing industries in the country.

New showroom for ASL Trading at Mlolongo

Kenya's construction boom towards improving local infrastructure has generated a high demand for property development especially along the Thika super highway, Nairobi - Mombasa Road and Machakos county. ASL Trading has taken advantage of this trend to extend its reach in Mlolongo town. The new showroom is located at Dynamics Business Park, Sabaki, past Mlolongo Weigh Bridge just before Signature Mall.



Kentainers introduces the GranSilo

Kentainers has recently introduced a new product: the GranSilo. The GranSilo is innovative, purpose-designed and engineered, air and water-tight, user-friendly as well as affordable. It is made from food contact grade polymers, with a 30 year expected lifespan when used indoors, thereby providing long-term and environmentally-sustainable value for the user. It also has a capacity of 500 litres which is equivalent to a storage space of approximately four 90 kg bags of maize.

This innovative product comes in two parts with a fully removable lid that locks on to the nestable base unit using a sturdy metal clamp thus providing an air-tight fit with an EPDM seal between the lid and the base. Its maximum width is only 84cm providing ease of entry into the house through most doors. Accordingly, both GranSilo and the grain inside it can be securely stored within the home.



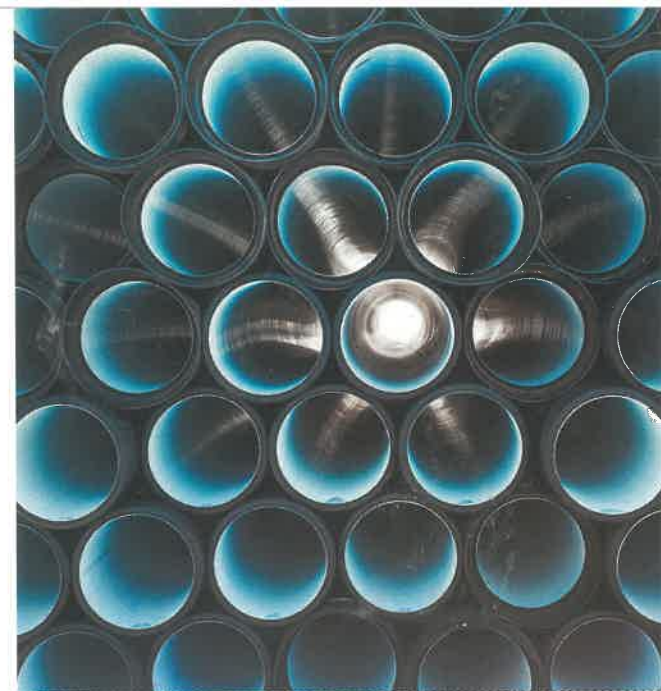


ASTRAL All geared for export markets

Astral Pipes successfully launched their core product, CPVC pipes and fittings by appointing a major distributor in Lusaka, Zambia. The product reception into the Zambian market has been remarkable owing to its high quality and competitive pricing. The company ventured into exports during the first quarter of 2017 and has established aggressive trading partnerships with an aim of capturing a major chunk of the market in 2017.

Another one of their breakthroughs was into the Malawian market for its CPVC product range and drain fittings.

Astral Pipes also bagged a huge order to supply PVC pressure pipes for an ongoing water project in Rwanda in the coming months. Meanwhile, the company is looking into other East African markets for available business opportunities with a focus on CPVC pipes and fittings.



ASL - HFD's newest range of Steam Boilers



ASL - HFD has partnered with India's leading boiler manufacturers Rakhoh Industries Pvt. Ltd. This partnership adds value to HFD's existing clients as well as expands the company's technology base in the field of Steam and Heat Recovery systems. Mr. Tejas Deshpande (Product Manager) has been appointed to manage this division under the leadership of Mr. Bala Murali, ASL - HFD's Director.

ASL - HFD will be engaged in supplying and providing solutions for wide range of Steam

Boilers, Co-Generation Boilers, Thermic Fluid Heaters, Hot Water Generators, Waste Heat Recovery Boilers, Economizers, Air and Water Pre-Heaters, Multi-Cyclone Dust Collectors, Bag Filters, Spark Arrestors, Wet Scrubbers, Electrostatic Precipitators, Water Softeners, R.O. & U.V. Plants, Fuel Auto Feeding & Conveying Systems, Installation & Commissioning of Boilers, Repairing & Servicing of Existing Boilers, Annual Maintenance Contracts, Spares, Steam Mountings & Fittings, Energy Audits and Total Turnkey Solutions.

Ramco Printing expands its print possibilities with a new digicut machine

Ramco Printing has invested in a new Dicut machine opening up a limitless scope of creative possibilities. The machine uses a laser to cut out the most intricate designs. It can also engrave, punch and crease

single sheets all in one on a variety of different materials and contains almost zero limitations in terms of design. The Dicut machine is ideal

for producing greeting cards, invitations, envelopes, folders, business cards, table cards, puzzles, bookmarks and creative samples.

Customers will now enjoy the benefits of:

- Precise cutting of very delicate contours in a wide variety of materials
- Engraving without leaving marks on the flip side
- Economic production of print runs from one up to a few hundred copies
- No tooling costs as processing is done by laser



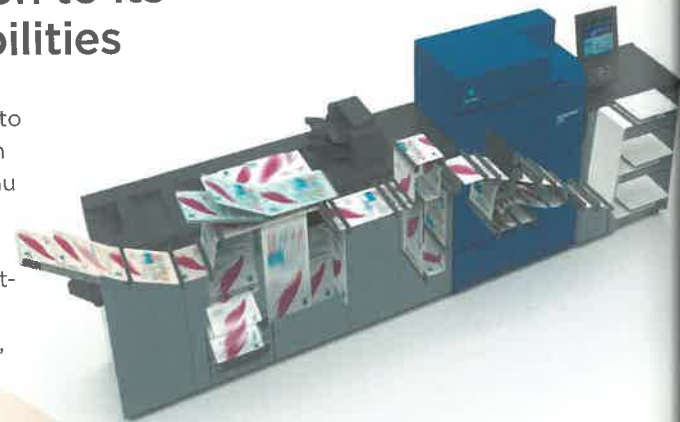
Travelshoppe acquires a new ride

Travelshoppe recently purchased a brand new luxury shuttle. The 9 seater luxury shuttle is equipped with a DVD screen, Wi-Fi and AC and will go a long way in ensuring that their clients ride in comfort.



Latest addition to its output capabilities

OTL recently added one more installation to its growing list of clients with a production print machine at the Kenya National Bureau of Statistics. The Konica Minolta BizHub C1085 Digital Printing Press increases the output capabilities, colour quality and cost-efficiency of professional print providers delivering up to 85 ppm full colour output, simplifying production setup, accepting a wide range of paper stocks and offering pro-quality finishing options. For these and other production print solutions, get in touch with OTL today!



Ramco Group at Complast exhibition



Ramco Group took part in this year's Complast exhibition which was held at the KICC, Tsavo Ball room from 8th - 10th June 2017. The exhibition which recognises companies that deal in plastics, provide supply solutions as well as new technologies

was able to attract at least 150 participants on a daily basis. Ramco Group's focus companies in attendance were Ramco Printing, Market Power, Ovidian, Kentainers, Astral Pipes, ASL Packaging and Eco Pallets.

ASL Trading exhibits at Barclays mortgage expo



ASL Trading took part in this year's Barclays Mortgage expo which was held at the Westgate Shopping Mall on the 3rd and 4th June 2017. The expo is designed to help individuals actualise their dreams of owning homes by offering the best deals and rates in mortgages and construction. The bank partners with the best players in the industry to give exclusive discounts of up to 15% which ultimately cuts costs for potential homeowners. ASL Trading's wide product range offers competitive solutions to wholesalers, developers, contractors and home builders.

Travelshoppe integrates VISA assistance services

Travellers can now enjoy the convenience of preparing for their journey with Travelshoppe's visa assistance service. Travelshoppe will assist their clients with the visa process right from getting the documents ready to going for the actual interview. The MD, Mrs. Seema Raval was pleased to point out that they now have



a highly qualified and dedicated team, committed to provide effective and efficient visa information.

OTL launches Canon's ink efficient printers at a koroga event

Office Technologies hosted a Koroga launch at the Curries Bar and Restaurant in Parklands to introduce Canon's new range of Inkjet Printers to their dealer network. Canon's Ink Efficient Printers are cost friendly and the inks are XL which gives the consumer high value for money in the total cost of ownership. The two new models are Canon Pixma E414 which will retail at KShs. 6,900/- inc and Canon Pixma E474 (WiFi enabled) at KShs. 9,700/- inc. The inks will also retail at KShs. 2,350/- inc. for the black while the coloured inks will go for KShs. 2,500/- inc. The Canon printers are already in stock at all leading IT outlets.



ISO internal auditors training



As ASL Packaging transitioned to ISO 9001-2015, it became mandatory for all ISO internal auditors to receive training on the new standard with the aim of ensuring that the new ISO standard is implemented successfully.

BROEKHOF
AFRICA LTD

Exhibits at international floriculture trade expo 2017

Broekhof Africa took part in the 6th edition of the IFTEX (International Floriculture Trade Expo) The event was held at the Oshwal Centre and attracted visitors from over 52 countries. With exhibition spaces of over 70,000 sq. ft., IFTEX is considered a great platform to connect international buyers

with the growers. Broekhof Africa decided to launch 3 innovative packaging solutions namely: PLA material, sonic seal sleeves and specialty sleeves. The 6th edition of IFTEX had a good attendance which may provide useful leads for the company in long-term business relationships.



Business continuity management lecture at ICAI-Nairobi chapter

Ramco Group's Manoj Mehta delivered a lecture on 'The importance of having a customised and robust BCP for the organisation to face the unforeseen - natural or external environment's adversities' at the Institute of Chartered Accountants of India-Nairobi Chapter. The event was held on 13th May at the Oshwal Centre and attended by its 50 members.

The objective of the event was to share knowledge and educate members about



opportunities in BCP consultancy and helping organisations to plan for continuity through a tested PLAN B.



HR metrics & analytics for cost management

Ramco Group's HR management team has held several discussions on the use of data to quantify the cost and impact on talent management programmes and HR processes, while measuring the success of HR initiatives. The team also highlighted that metrics actually add value to organisations by providing the information required to make the best decisions about their talent. The meetings urged HR managers in the



various group companies to employ metrics in reporting current, ongoing and year-over-year numbers for common areas of HR such as employee engagement, retention and performance.



2nd phase of sharepoint implementation

ICT Africa is in the second phase of implementing the Office365 cloud adoption of its SharePoint portal for online file sharing.

This replaces local file servers that have been used to share operational files to date. SharePoint Online portal offers more security and redundancy, more capacity for ever growing data, granular file sharing options and increased mobility where users can access their files on the go. SharePoint will also allow for integrated workflow thereby reducing the need for manual paperwork flow in operations such as online leave application forms. Other infrastructure additions or changes made include: IT, offices, software, website and distribution.

We have rotated our onsite IT staff so that they can offer refreshed services. This also gives our technicians a chance to grow and learn from experiences the different sites have to offer.

Kimani Gichia



GlobalStar
Travel Management

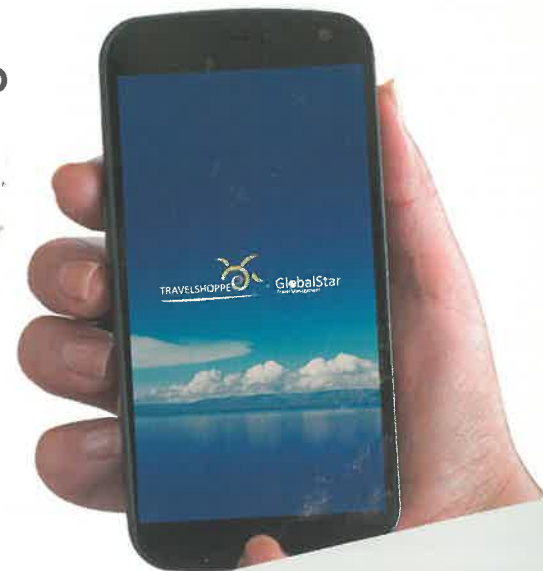
Launches their new App

Travelshoppe recently launched an exclusive Mobile App where one can process an airline ticket booking and purchase from the comfort and convenience of a smart phone. Intending users can download it from App and Play Stores and literally commence travel at one's fingertips.

This App has the capability of looking at flight options, making selections, placing a booking

plus payment options which include credit card and Mpesa.

This brings the company into the digital era and marks an important milestone for Travelshoppe's service portfolio in the area of travel, adventure and leisure in the region. The App has been carefully integrated with respective related segments and has some of the most competitive airfares in the market.



Customer excellence training for Marketpower staff

Marketpower International conducted training for all staff on Customer Care Excellence to improve the overall service experience delivered to their clients. The training session held at their premises was officially opened by the Group HR Director, Mr. Denis Nyongesa and Marketpower's MD, Mrs. Seema Raval.



CIO / EAST AFRICA

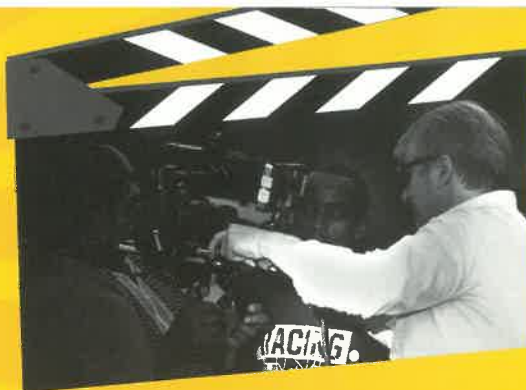
ICT Africa gets well represented at the 2017 CIO conference

ICT Africa's Kimani Gichia was a keynote speaker at the 2017 CIO conference for East Africa where he addressed Ramco Group's journey in adopting the Microsoft Office 365 Cloud. The event held on 15th and 16th March at the Radisson Blu Hotel, was attended by top CIO/CEOs of leading organisations in East Africa.



Hosts film makers workshop

OTL hosted a workshop for 35 independent film makers in Kenya at Princecam University in Nairobi. The trainers were renowned film maker, Mr. Mark Williams and the Business Development Manager, Pro-Video, Canon Central and North Africa, Mr. Raul Gabat. OTL's Head of Marketing reiterated the company's commitment to grow and build skills within the Kenyan Arts community.



"The growing shift towards video and photography has seen more professionals investing in quality equipment to add value to their consumers. Kenya has also added Photo and Video journalism as a course for both undergraduate and masters programmes in their curriculum" said Mr. Raul Gabat. OTL's Head of Marketing.



KENYA UGANDA TANZANIA RWANDA

Mentors young upcoming artists

Sai Office participated in the Toto Sanaa programme festival at Ark Junior which is organised for mentoring upcoming artists.

The event attracted more than 350 students with Sai Office donating all the artwork materials.



Where birthdays have a seal of approval

They say the more you praise and celebrate your life, the more in life there is to celebrate. Seal Honey has embraced a wonderful culture of celebrating staff birthdays in each of its 10 branches. This simple and sweet act is one of management's way of appreciating their staff. All staff members whose birthdays fall within the same month cut a cake together with their colleagues. The company directors, Mr. Vijay Kumar and Ms. Bhavna Krishan often go on a surprise mission to any branch and join staff in celebrating these happy moments.



Double honor for ASL packaging members of staff



The management and staff celebrated Mr. Noah Saruni who was nominated by colleagues for his exemplary performance in the last quarter of 2016. His performance was a good confidence booster to the company's customers that staff at ASL Packaging can be relied upon to meet their objectives. Mr. Wyciffe Osanya was also recognised for his good performance in the month of March 2017 when he acted as the production in-charge.

Flexoworld's delivery time is efficient

April was an exciting month at Flexoworld as the staff hit a 94% mark on time delivery, therefore exceeding their March performance of 82%. The company measures this by sending a "Delivery Promise" email to each client for each job. This promise is then compared to the ACTUAL delivery time to determine their success.

One client emailed to say "Thank you for updating me on this. I am very impressed by your professionalism. It is a rare feature in Kenya."



The Production team enjoys a pizza lunch for achieving their target of over 90% success.

The management appreciated the production team with a group lunch and hoped this record could be maintained or made better in the coming months.

ICT Africa Plays host to IT college students

ICT Africa hosted 50 IT students from Nairobi Institute of Business Studies (NIBS) on an industrial tour of Ramco Group Industrial Park for the second year running. The main objective for the activity is to give IT students in colleges a chance to see a real production site utilising the technologies they are currently studying in class. Other companies that made this factory visit a success were Ramco Printing Works Ltd, Polythene Industries and Office Technologies.





Goes for team building

The administrative staff at ASL Packaging was serious about the phrase 'All work and no play makes Jack a dull boy' when they organised for a team building event at Paradise Lost in Kiambu on 1st April, 2017. The aim of the team building was to

enhance team cohesion and interaction. The exercise not only helped the employees to know each other well but also understand the inter-relationship between the different departments to the company's overall growth.



Sai Office sponsors the Kenya Spelling Bee Championship

Sai Office was one of this year's sponsors of the Kenya National Spelling Bee Championship. The spelling competition was established to create a stimulating, educational programme focussing on English language basics in Kenyan primary schools. The grand finale of the event took place from the 20th - 23rd July at the Nyali International Beach Hotel where 1,800 schools across the country participated.

Sai Office 

KENYA UGANDA TANZANIA RWANDA

Visit to the Mission of Charity

Sai Office staff visited the Mission of Charity -Huruma this July where they donated assorted items which included diapers, adult diapers, disinfectants and soap.



HR on a team building mission

Ramco Group's HR team converged at Paradise Lost along Kiambu Road for their first ever team building since setting up a restructured HR department. The theme for the day was "We are stronger together". The day was filled with fun, laughter and lots of learning. Activities of the day involved mind boggling games aimed at equipping the team with business acumen skills as the members discovered the existing sub-cultures in the different business verticals.





Supports local cricket through advertising

Ramco Group has signed up to support local cricket by providing advertising at the Premier Cricket Club ground on Forest Road. Twenty companies in the group will enjoy opportunities to display their brand signage around the pitch during the next 12 months. This will go a long way in providing exposure, colour and support to every sporting event that takes place at the club.



Sai Office takes part in a blood donation exercise

On the 3rd of June this year, various staff of Sai Office, Lino Stationers and OfficeMart joined in to donate blood at Sai Office premises. The exercise proved to be a success as Kenya National Blood Transfusion Services managed to get 31 pints of blood into its banks.



Gives back to community



It was a rewarding day for the ASL Credit team when they visited Imani Children's Home in Kayole to spend time with the under-privileged children. The staff donated foodstuff among other essentials as well as engaged the children in various play activities. ASL Credit's CSR goal is to create a lasting impact through community related activity.

Amadeus and Travelshoppe's day out

It was a fun-filled weekend for Amadeus East Africa and Travelshoppe staff when they visited The Forest in Kiambu for a joint team building event. The event was meant to enhance teamwork and team spirit. Staff members had the opportunity to take part in fun activities that allowed them to interact and get to know each other better outside the office setting.



We're breaking the ICE!

ICE, which has now evolved to EPIC, is a committee of the Ramco Group which brings in expertise to the companies' focus areas. E represent employee satisfaction, P seeks to bring in the required efficiency in an organisation's processes and production while I and C looks for the investor and customer satisfaction respectively.

EPIC is here to support the companies towards making more informed decisions, to coach leaders to be more strategic and assist their teams to believe and achieve set targets. From this, leaders are expected to be visionary and create a sustainable and innovative culture where they work.

EPIC, as a team, is in its early stages and is presently operating in three companies i.e. Astral Pipes, Office Technologies and Seal Honey. There are lots of initiatives like strategic planning, performance management, leadership development, better communication and so on.

Mr. Hasit Patel, the leader of the EPIC team, has a vision of ensuring that EPIC becomes

a process that will assist every company to bring about operational efficiency and innovation that will change the group's business landscape.

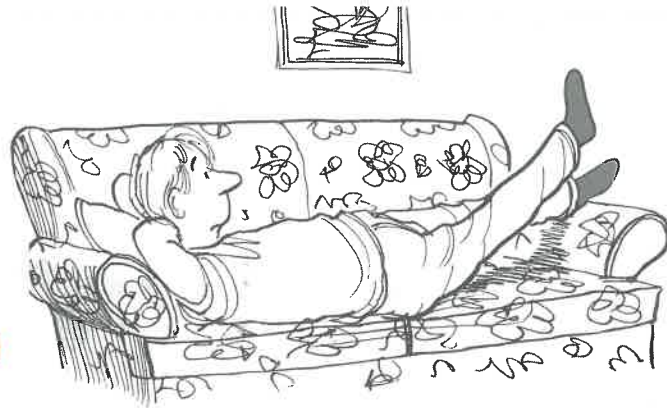
Investing in management means building communication systems, business processes, feedback, and routines that let you scale the business and team as efficiently as possible.

Fred Wilson



Six

Effective ways to cure procrastination



Procrastination is a challenge we have all faced at one point or another. For as long as humans have been around, we have been struggling with delaying, avoiding, and procrastinating on issues that matter to us. Procrastination can be a complicated beast and so there's no one-size-fits-all solution to it. Below are six suggestions that can help you greatly improve how effectively you use your time at work or at home.

1: Make sure you have to do it.

First, is this something that you can outsource? Can you barter with someone else (a colleague or friend) and you'll do something they don't like to do? If there's a way out that still gets it done, take it.

“
Never put off until tomorrow what you can do the day after tomorrow.

Mark Twain.
”

2: Focus on positive outcomes.

Focus on the outcome of the avoided task, how great it will feel to get it done and the benefits you'll reap. Visualise the result, not the actual doing.

3: Always count the cost.

What could be the price of putting off the task some more? Are there financial consequences? Do you really want to be responsible for those? If you're going to harbor feelings of regret, blame or shame, then the best thing to do is to get started.

“
You cannot escape the responsibility of tomorrow by evading it today.

Abraham Lincoln
”

4: Simplify the task into even smaller chunks.

Let's say the task is to write a report. Maybe the first step is to brainstorm a list

of what points you think should be in the introduction. The next step might be to put those points into a logical order. The step after that might be to write the first paragraph. Or you might decide to write the introduction last and then make a list of all the points that will be in the report somewhere, again without worrying about the order yet.

5: Keep the current task, and only the current task.

Having lots of tasks to do can feel overwhelming. Clear your desk of all the other stuff that needs to be done, even if you just put it on the floor. Then work on that one task, using a note to help you keep focusing on only that.

6: Create a "Wall of Done".

If you use method 5, when you finish a chunk of the task put the sticky note on a whiteboard or wall where it serves as a reminder that you are making progress.

Know the ABC of great customer experiences.



Here's a great alphabetical guide for creating great customer experiences where you work.

Are you 'completely happy'? Yes or No. It's a great question to ask your customers.

Be prepared to do something as a result of their response.

Champion your champions - recognise and reward those who deliver great service in your business.

Delight your customers - always mean what you say and say what you mean.

Empower your people - give them permission, encouragement and training to deliver a great service.

Find your customers' problems and solve them.

Get 'personal' - make sure that customers recognise you care by tailoring things specifically to them.

High expectations - keep raising your customers' expectations.

Incentivise your people - take your employees out to lunch or offer a shopping voucher. In too many businesses, the 'reward' is more work!

Just ring up a customer and ask 'how are things?'

Keep in touch - but make it 'two-way'.

Listen to your customers... no lip service and please pass on what you hear to others in the business.

Memorable stuff is what gets customers talking.

Never underestimate the power of a simple smile or acknowledgement.

Old fashioned ways can work - write personal notes to your customers and your staff.

Planned spontaneity - build surprises into your processes to make your customers feel good.

Queues - Stand in your own. What's it like to be a customer of your business?

Ring up your own business too, go on your own website, visit your own depot and sit in your own reception - see what sort of experience your customers get?

Sales Prevention Officers - the things, systems, processes and people that irritate or annoy your customers - identify and eliminate them!

Thank you - say it to your customers (and your people).

Understand why your customers choose you and buy from you.

Valued - make your customers feel 'valued' - go out of your way to demonstrate you care.

Wow reactions - what do you do to 'wow' your customers?

Xtract information - on how to make their experiences better through customer feedback forms.

Zeal - be zealous. See how others do it and learn from them.



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