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CAREER

Issue 14 | September 2019



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RAMCO GROUP PUBLICATION





- PRINT, PACK
- DESIGN, PRO
- PAPER
- HARDWARE

A Note from Amit, Ramco Group CEO

In line with the evolving nature of the Group and a need for a strong culture, The BOD felt it was necessary to revisit our philosophy to ensure that it is relevant and achievable.

Ramco Group's philosophy has changed to **'We encourage. We support. We grow by powering each other's strengths.'** The new philosophy seeks to define us as a Group, that empowers people to achieve their full potential.

We are pleased to welcome on board three new companies to the Group; Sintel Security Printing Solutions, Trio Elevators and Kenya National Spelling Bee.

Sintel is a state-of-the-art security printing company, focused on offering high level security print solutions in East Africa.

Trio Elevators is a specialist service company that installs and maintains various types of elevators and escalators for both industrial and commercial clients.

Kenya National Spelling Bee is an organisation that promotes a reading culture amongst school children.

The Group has also experienced a wave of tough economic conditions and increased competition within each sector. Going forward, this calls for a swift and deliberate increase in the levels of coordination and teamwork within each company, each Vertical and the Group collectively.

With that, we can ensure an increase in customers' satisfaction by 200%, which I am confident we can achieve. In a nutshell, to combat these tumultuous economic times, and ensure a continuous and steady increase in production, we need to relook at our operating costs, making sure they are as lean and as effective as possible.

Let us own our processes, systems, and the company at large, so that we can achieve our ICE vision for 2019.

Amit Patel



"Coming together is a beginning, staying together is progress, and working together is success." – Henry Ford

Our Philosophy

'WE ENCOURAGE. WE SUPPORT. WE GROW BY POWERING EACH OTHER'S STRENGTHS.'

This philosophy focuses on the people, who are the backbone of the company. Our vision is to create opportunities for all employees to realise their full potential, by empowering, rewarding and developing them.

The philosophy comes in place to support our new mission:
Be Brave. Be Confident. Believe.

Our core values:

- **Courage**
- **Honesty & Integrity**
- **Innovation**
- **Commitment**

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For any feedback on Core or if you want to join our editorial team, e-mail us at core@ramco.co.ke

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RAMCO GROUP PUBLICATION

A message from Hasit, Ramco Group COO

It is time for purpose and impact.

As the Group grows and navigates through the many challenges that the current economic climate is throwing our way, we must believe that our people, our systems and hard work will enable us to triumph. Equally important is the mind set of our leaders – they must believe that even in these times we will persevere and grow. Growth, however, without impact is incomplete. To make a difference in our community, we started 'Youngitude', the Group's youth development programme whose purpose is to teach the youth to have the skillset and the mind set of being Champions.

'Absolute Champions' was the thematic approach of the camp and it was deeply impactful to everyone present including the youth, the volunteers and the parents who joined us on the final part of the camp. The Ramco Board understands the importance of this and aims to back the development of the youth in our country positively.

Operational efficiency is the core of all our development. Take SAP (Systems, Applications

and Products) as an example, we recently revamped the entire project with the intent of streamlining, consolidation and focusing on the centralisation of processes across the Group. This renewed approach will bring new efficiencies and is expected to deliver a better customer experience.

The HR Journey of our Group continues to see the development of our leaders through coaching and our 6-step Masterclass. These coaching classes ultimately enable the leaders to encourage their organisations to practice new and modern working methods and refine their behaviour to build strong and committed teams.

Development of our leaders, our companies and the youth of our nation has become our mission – now that is impact.



Hasit Patel



"You cannot dream yourself into a character; you must hammer and forge yourself one." – Henry David Thoreau



Wild Elegance Africa Ltd has been in operation for over 30 years. Incorporated in 1981, they started off with manufacturing garments under the brand names FRIENDS and YOUNG CLUB. The company has since grown to provide print and embroidery works, as well as produce t-shirts, polo shirts, safety uniforms, and more recently, caps and safari hats.

Passionate about delivering the best, they have a fully-trained work force and state-of-the-art German machines which are able to produce large scale quantities as well as handle complex stitching and embroidery designs. The supply chain model of the company allows for sourcing of a wide range of premium apparel with the aim of ensuring there is always sufficient stock to cater to high volumes in short delivery times.



Nishit Shah
CEO, Wild Elegance

What inspires you in your industry?

A desire to set up a manufacturing plant that is committed to deliver the best in the garment industry, through timely deliveries of quality products to customers.

What is your background / experience?

With a degree in Business Management and Accounting in the UK, I have been in the garment industry for over three decades, gaining solid experience in product design, setting up product lines, and marketing.

What should the team expect from you?

To continue working on delivering innovative products to our customers, which will result in growth for the company.

SINTEL

Established in 2011, Sintel Security Print Solutions Limited has been in operation for over 7 years. It is a state-of-the-art facility located in Thika, Kenya.

Sintel started off printing airtime scratch cards with a client base that included regional telecommunication firms like Safaricom and Vodafone Uganda. It has evolved over the years to provide security sensitive documents with variable data and printed security features to telecommunication, financial, public &

educational institutions as well as commercial sectors.

Within a short period, Sintel has become the largest security print solution provider for security printing and track & trace verticals in Kenya.

Its goal is to create value and make a difference through providing security print solutions under the highest level of

confidentiality, quality and efficiency as the leading security printing company in Africa.



What inspires you in your industry?

The ability to operate in a niche and unique space by creating credible products such as smart card products and security printing. The challenge to offer unique yet high quality security products with the highest level of confidentiality and efficiency is also a big driver.

What is your background / experience?

With a post graduate Diploma in International Business, a Diploma in Polymer & Plastic

Engineering from London Metropolitan University and years of experience I am well conversant with the security print industry as an experienced executive with a demonstrated history of working in the international trade and smart product business development industry.

What should the team expect from you?

Commitment, sincerity and consistency in making SINTEL one of the best companies in Africa in the security print solutions industry.



Nisarg Doshi
CEO, Sintel



A joint venture between Ramco Group and Trio Elevators Co. India Ltd., Trio Elevators EA deals in the installation, maintenance and repairs of various types of elevators within East Africa.

Operating from Ramco Group Industrial Park, the company imports a variety of customised lifts from its Indian counterpart and installs them across East Africa. Its product range includes passenger elevators, hospital

elevators, freight elevators, car elevators, escalators, moving walks, home elevators, dumbwaiters, car stackers.

With a core focus on quality, safety, business ethics, consistency and on-time delivery, the Trio team continuously aims to improve the company's business practices, in line with working on product development and environmental responsibility.



Jitendra Pujari
GM Sales & Marketing,
Trio Elevators



What inspires you in your industry?

The opportunity to bring customers' destination to their fingertips by offering quality products for smooth transport is what motivates me to work hard in this industry.

What is your background / experience?

With an educational background of B.Sc. in Science and Masters in Business Administration, I have over 20 years of experience in Sales & Marketing, Business Development, Distribution and Retail and Project Sales Management, Client Relationship Management and Team Management in the paints, pharma, architectural hardware, construction and chemical industry.

What should the team expect from you?

Fallibility and humility, mutual respect, team and individual growth, trust and open communication.

RAMCO
HARDWARE LTD

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ASL LIMITED
trading division



All Juma Hardware Store Ltd and Ramco Hardware Ltd outlets began trading as ASL Ltd. - Trading Division, from July 1st 2019. With over 100 years of combined experience, this brings forth enhanced service, better pricing and a wider range of quality products for all building and construction needs. ASL Ltd - Trading assured all stakeholders that the merger will not affect business operations in any branch, and they look forward to continuing their long-standing relationship.



The Kenya National Spelling Bee (KNSB) is Kenya's largest English language spelling competition. It was established in a quest to help learners improve their spelling & vocabulary, develop proper English usage and promote a reading culture among learners.

Passionate about promoting a reading culture among learners, KNSB holds countrywide Spelling Bee competitions. Participation in the competition has grown over the course of 3 years, from 18,000 to over 400,000 registered pupils. It is committed to developing life lasting skills, self-confidence, and personal growth through correct spelling.

Sponsors of the ongoing 2019 KNSB Championship include;

1. DPL Festive Limited
2. Veda (Sai Office Supplies Ltd)
3. Kenafric Industries Limited
4. DT Dobie
5. Crown Paints Limited
6. I&M Bank Foundation
7. Capital Markets Authority





RAMCO Partners with Proparco

Proparco, a subsidiary of Agence Française de Développement (AFD) focused on private sector development, extended financing to Ramco Plexus. The facility is primarily earmarked to finance the modernisation of some production lines, through the acquisition of new machines and innovative technologies as well as to support the Group's external growth, in particular through its acquisition strategy.

This was announced during a closing ceremony attended by Proparco's Regional Head of East Africa, Jean-Benoît du Chalard, who stated that "We are very impressed by the fast transformation of the Group which is making major progress towards reaching international standards, in particular in terms of governance - with a strong professionalisation of the management team."

The financial support received from both Proparco as financier, and Amethis (a French Private Equity fund dedicated to Africa) as shareholder will further help the company reach higher standards in governance and continue its progress on the setup of an integrated platform and on the institutionalisation of its printing and packaging business.

Ramco Group CEO, Amit Patel, was grateful to have a new partner in Proparco. He reiterated on how the Group started as a family-business, 70 years ago, operating as a small hardware store in Nairobi and has grown significantly over the decades, with over 50 subsidiaries at present, including new acquisitions in 2018. It employs over 4,000 staff across its 4 countries of operation, with a target top line revenue of USD 1 billion in the next 5 to 10 years.



Proparco's Regional Head of East Africa, Jean-Benoît du Chalard (left), with Amit Patel, Ramco Group CEO, at the closing ceremony.

UPDATES



Shoeb Mukhi is the new Group Executive Operations Officer.

What inspires you in your industry?

The diversity in the industries that Ramco Group operates in. This provides ample opportunities for me to learn, grow and support the Group in achieving the long term vision.

What is your background/experience?

I am a qualified Chartered Accountant in the UK with Ernst and Young and have worked in various diverse industries across East Africa following my return to Kenya. My key areas of focus have been around streamlining processes, risk and change management and implementing governance structures.

What should the team expect from you?

My technical skills, high energy levels and full commitment in support of the various leaders and teams in achieving their growth story through their long term vision.

My role entails supporting the leaders and their teams in ensuring we are proactive in achieving this through all their business needs whether it is finance, operations or sales and marketing.



Paolo Miglietta is the new CEO of Ramco Kora.

What is the vision statement for your vertical?

Customer and employee focus. I hope to achieve this by having an efficient and prepared team that will enable us to fully satisfy our customers.

In addition to this is to also expand our product range in order to make the company profitable, and to reinforce our Uganda, Tanzania and Rwanda branches.

What inspires you in your industry?

It excites me to know that we can cater to numerous customers with different needs and requirements, through dealing in a variety of

products and services, from selling quality pens to large I.T. Data Centre solutions.

What is your background / experience?

I am generally a businessman. My experience in the corporate environment comes from having various managerial roles for different companies.

What should the team expect from you?

My aspiration is to make our company more efficient and more productive to increase our annual revenue. We shall also have a meritocracy policy – whereby the employees who perform best should be promoted, as I am a firm believer of 'Hard Work Pays'.



Launches InStore Magazine

Marketpower International has launched the first Trade Magazine in East Africa, called InStore. Distributed to over 5,000 major stake holders in the FMCG arena, InStore is positioned as the voice of prosperity that gives them insight and data, to help them make informed decisions based on the current market trends.

Access to this magazine gives its readers plenty of procedures, researches, analysis and proposals from local experts as well as esteemed world FMCG consultants. InStore is distributed free of charge to all major FMCG stakeholders in Kenya.



Donates to School

CSR

In a heart-warming effort to give back to the society, Sai Office undertook a charity project at Park Road Primary School, donating over 100 desks and chairs, in a bid to ensure that the classrooms look good again.

Park Road Primary School was specially chosen for this CSR Project since the Managing Director, Anand Dave, studied there. In his speech during the donation, Dave noted the importance of always remembering one's roots.





Top 10 Family Owned Businesses in Africa

Ramco Group has been recognised by Media Max amongst the Top 10 biggest family owned businesses in Africa this year.

The Group has been honoured by other business publications in the recent past including the Daily Nation in 2018 and Forbes Africa in 2014.

Other organisations listed are:

- Kenya - Chandaria Industries and Bidco Oil Refineries
- South Africa - Remgro and Pick n Pay
- Nigeria - Dantata Organisation and Ibru Organisation
- Tanzania - METL Group and Bakhresa Group
- Uganda - Madhvani Group



GlobalStar

Travelshoppe is celebrating this milestone throughout 2019 with different offers and giveaways with their clients. Incorporated in 1994 as a fully-fledged IATA company, the company has always been dedicated to

Celebrates 25 years

personal and tailor-made customer service to its clients. To check any offers from the company, follow them on Facebook (@travelkenya) and Instagram (@travelshoppeke)



ASL Ltd. - Heavy Fabrication Division commemorated their 20th anniversary in May this year. The staff alongside the CEO, Bala Murali and the Financial Controller, Shalin Shah celebrated this exciting milestone.

In the 20 years that it has been in the industry, ASL HFD has provided industrial scale, stainless steel fabrication services to a wide array of



industries in different sectors, growing into a company that is almost synonymous to stainless steel products.

The success has been made possible by their highly qualified and motivated staff, able to consistently provide timely, quality output and world class back-up services to its clients.



Gets ISO Certification

ASL Ltd. - Wire & Cable division has received ISO Certification 9001:2015, demonstrating the company's ability to consistently manufacture PVC insulated electrical and armoured cables that meet customer expectations and regulatory requirements in line with ISO standards.

An important quality management certification, ISO 9001 is based on several management principles including the motivation and implication of top management, a strong customer focus, the process approach and the company's continual improvement.



Wins Award for Best Corporate by Turkish Airline

Ramco Group was awarded as the top member of the Turkish Corporate Club (TCC) during the 10th anniversary celebrations of Turkish Airlines flights to Nairobi. This was because of its support to Turkish Airlines through booking and purchasing tickets through Travelshoppe.

The TCC is a corporate travel program that allows savings on all business travel expenses by offering a wide variety of cost-effective advantages for corporations looking to meet their needs quickly and easily. Some of the benefits of becoming a member of the Turkish corporate club are; exclusive fare discounts and flexible tickets which allow you to re-route or re book your tickets to suit your business needs.



Attains ISO honours

Platinum Packaging Ltd. has attained an honour of ISO 22000:2005 for food safety management systems, after a set of assessments.



As a manufacturer of flexible packaging material, pouches and plain & printed self-adhesive labels, PPL has ensured the highest possible standards have been fully implemented and maintained throughout the company. It has also demonstrated the ability to control food safety hazards in order to ensure that the packaging materials are safe for food packing.



Travelshoppe scooped two awards at the inaugural Amadeus Travel Live Space Awards, winning the Highest Producer Award for SME Account under the Commercial Performance category. They also won the Techie Award, for demonstrating a clear digital focus and for

Wins at Amadeus Live Travel Space Awards

continuously striving for excellence through Amadeus' online tools and solutions (Amadeus SBT, Business Intelligence and Mobile Traveller).

Amadeus is a global company that creates solutions which help airlines and airports,

hotels and railways, search engines, travel agencies, tour operators and other travel players to run their operations and improve the travel experience, throughout the year.



Safarilink Gets top global safety rating

Safarilink received safety certification from the International Air Transport Association (IATA), a trade association of the world's carriers. The company completed the IATA Standard Safety Assessment (ISSA), a voluntary evaluation programme for smaller aircrafts.

The assessment involved reviewing Safarilink's operations and management system including flights, ground handling, aircraft, aircraft engineering and maintenance.

Safarilink is now among only four airlines to receive certification in the world. The rest being Nepal's Tara Air Pvt. Limited, Nepal's Yeti Airlines Pvt. Limited and Belize's Tropic Air Limited. This certification is reserved for operations of smaller aircraft with maximum take-off weight of 5.7 tones. This is an assurance that our airline operations meet the highest international safety standards.

The company mostly serves tourist routes including Diani and Masai Mara.



Expands their production

Wild Elegance recently took over one more godown, which is fully set up to begin manufacturing caps. This is a first in the market as until now, the Kenyan space had been squarely reliant on imported caps. The strength of Wild Elegance, as ever, lies in using locally sourced materials to deliver high

volumes in short delivery times, with an aim to deliver garments of a consistent quality that are fairly priced and reliable. This works for both the local traders who get an opportunity to sell to the company and to their consumers who get their products at lower prices.



Launches into new fit-out projects

Serenity Interiors has embarked into a new area of fit-out projects, having secured a project opportunity to design and build an upcoming restaurant and to refurbish a well-known existing one. This is a break away from its norm of designing and building office and shop fit-

outs. The team has more than tripled in size in the last two years since joining the Group. In addition to this, they've launched a new website and are embarking on a new journey of integrating SAP (Systems, Applications and Products).



Safarilink Adds to its fleet

Safarilink is proud to announce a recent purchase of two new aircraft this year, increasing the current fleet from twelve to fourteen.

The new aircraft include the One Dash-8 202 and One Cessna Caravan 208. This will increase their capacity to meet the increasing high demand of quality air travel in the region.

This expansion comes in the wake of a Safety Certification by ISSA (IATA Standard Safety Assessment), positioning Safarilink as the first airline in Africa and the Middle East to receive this prestigious mark of safety.

Safarilink flies to 18 destinations across Kenya and

Tanzania, with a keen focus in offering seamless and convenient services to clients.



ASL LIMITED
heavy fabrication division

Installs third Milk Silo

This year, ASL Ltd. - Heavy Fabrication Division successfully installed its third milk silo of 40,000 litres for Uplands Premium Dairy (Pascha). This was preceded by the first and second milk silos which were installed in 2018. In accordance to their business growth, plans are underway to add one more silo before December 2019 and two more silos in 2020.

Introduces ASL - Industrial Equipment

ASL Ltd - Heavy Fabrication Division introduced a new product vertical - Industrial Equipment, to its product range. It covers a complete gamut of industrial products catering to various industrial applications in daily operations and manufacturing activities. Among the key products offered are steam boilers, generators, industrial chillers, industrial tanks, power stabilisers & online UPS, industrial conveyors, instrumentation & steam fittings,

air compressors & mild steel fabrication works including specialised piping works. In addition to industrial products, ASL - Industrial Equipment also covers comprehensive power generation solutions to 25MW Captive power plants on EPC basis and covers the complete solution for essential oil distillation systems starting from boilers to processing stills to condensers & fluorescent flask.



Tanzania undergoes Changes

Sai Office Tanzania launched a new showroom equipped with top-notch warehouse facilities, located around the business hub to attract walk-in customers and create brand awareness in the Tanzanian market. Formerly known as ASL TZ, Sai office Tanzania started as a building hardware business last year, and has since registered its own Brand, Blue Edge dealing in

building hardware products in Tanzania. Blue Edge imports bathroom faucets, manhole covers, sanitary ware from India and China plus many more items. This year, they acquired higher distribution for water heaters for the Tanzanian market.



Sai's *Skoolpoint* is now  **VEDA**

Sai Office brand, Skoolpoint has undergone a makeover now known as Veda, meaning 'Knowledge' in Sanskrit. The rebrand brings more definition to the company which has been a part of the education system by providing stationery solution for years.

Veda has not only been a scholastic materials supplier that provides writing and drawing instruments. Their true ambition is to always light up the imagination of children and students, be a learning partner invested in their future, and inspire them to dream big and tell stories; their own stories.

Their products are vibrant and easy to use, suitable to anyone with a passion for expanding their educational and artistic horizons, and their wide array of products include coloring materials, arts and crafts, study materials and stationery supplies.

At Veda we encourage everybody to **Start Imagining.**



asl LIMITED
wire & cable division

**Installs
Trunking
Machine**



ASL Ltd. - Wire & Cable division has installed a new trunking machine that will assist in producing new products that have been introduced into the market such as ceiling panels, PVC trunkings and aluminium concentric.

TRAVELSHOPPE  **GlobalStar**
Bringing the world to your doorstep

Introduces New Chat Bots



Travelshoppe is elevating the online experience for its customers and clients, by deploying a chatbot (a computer program which conducts a conversation via auditory or textual methods) for its Facebook page and website. The chatbot, called Kenia, was developed in an effort to reduce the timeframe taken by Travelshoppe to answer inquiries and give feedback to its clients. Kenia, will be asking a set of questions to the clients, and at the end send a compiled response to the Travelshoppe Team. This, in turn, helps the team prepare a complete Tour and Travel itinerary for their clients.



Launches CPVC PRO



Astral Pipes recently launched its ASTRAL CPVC PRO, at a two-day event that saw them hosting their consultants and contractors. The aim of the launch was to create awareness of the upgraded Astral CPVC PRO, which can be

used for both hot and cold water application in domestic buildings. The Astral CPVC PRO delivers a world-class plumbing solution that is easy to install and doesn't leak.



Produces Winner's Arch for the KPL

MarketPower International (MPI) got the opportunity to produce the winners' podium and arch for the SportPesa Premier League Champions 2019, showcased during the finals when Gor Mahia won the Kenyan Premier League championship.





Launches the SMALA Sales Field App

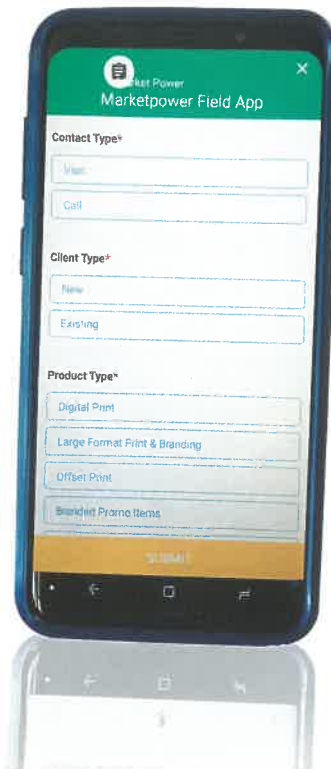
Ramco Group launched SMALA, the Sales Field App, which has been adopted by more than 30 sales people across the Group, to record their customer visits.

Among the several benefits of using the app are; it provides quick support and facilitates easier decision-making for the sales manager, it helps identify and solve hurdles in the sales process, it provides system generated sales reports, it enables the sharing of photos of client samples or products on retail display, it records clients' products of interest, providing a quote if needed, optimises a salesperson's visit route, and helps measure a salesperson's KPI for client visits.

The Group Customer Experience Director, Derek Steel emphasised the importance of such technology in making both internal and external communication more efficient which ultimately improves the customers experience, while allowing the sales teams to spend more time with clients and less time in the office.

The Group began by testing the app with individual salespeople at selected companies, later expanding to include full sales teams

at a range of companies including: Ramco Printing, ASL Packaging, Sai Office Supplies Supermarket team, Flexoworld, Ovidian Kenya, Marketpower, Ovidian Uganda, The Print Store, Travelshoppe and Platinum Packaging.



New Access Procedure for Ramco Group Industrial Park



The Environment, Health and Safety Team overhauled the access and visitor management procedures at Ramco Group Industrial Park.

All employees now have cards with a blue branded lanyard while contractors have yellow printed cards with blue lanyards. Visitors, on the other hand, are given green printed plain cards with red lanyards. This system has improved the parking and movement of vehicles, ensuring safety of people and easing congestion.

Host Open Days with Air Arabia

Travelshoppe recently hosted an open day at their offices in conjunction with Air Arabia. Clients visiting Travelshoppe offices had access to exclusive special fares and other add-ons to India, including booking and paying for flights on the spot. The Open Day was highly successful, setting the tone for the company's ongoing celebrations for its 25th Anniversary.



KQ Organises Appreciation Dinner for Kenafric Industries with Travelshoppe

Kenya Airways organised a dinner to appreciate Kenafric Industries, who are one of their top supporters, by buying tickets from Travelshoppe. The dinner took place at The Odyssey, 10th Floor, Rooftop Restaurant and was attended by the senior staff from Kenya Airways and Kenafric Industries, alongside the Travelshoppe team and Ramco Group directors. It was a wonderful corporate dinner setting the foundation for long-lasting business relationships.



EVENTS

Customer Events & Exhibitions



AS Ltd. - Wire & Cable staff conducted a product introduction seminar for customers in Nanyuki to create awareness on cables. The successful seminar enabled the company to mobilise technicians in the area to promote the flame retardant cables, boosting sales in the area.



Launches

YOUNGITUDE

with a Kids Camp

Ramco Group's Youngitude was launched at Premier Academy with an inaugural kids camp. This event was hosted by Anand Chulani, an international speaker, legacy advisor and peak performance coach. The session, titled "Absolute Champions" was attended by over 180 children from various backgrounds.

Youngitude is a youth development movement that empowers children to reach their full potential, in line with the Group's philosophy which is, **"We encourage. We support. We grow by powering each other's strengths."** Youngitude encourages children to develop holistically, personally and socially with educational tools for the present and future, enabling them to develop a voice and find a place in society.

The children were taught how to develop and sustain the mind set of champions. Some of the key pointers they learnt include: having a 'Yes and...' attitude, remembering to using the right body, mind and words to unlock the best state, how to use 'visual', 'auditory' or 'kinaesthetic'.

ABSOLUTE CHAMPIONS

learning style to get the most out of studying. The energy at the event was exhilarating and both children and their parents urged the Group organiser to hold the next camp soon.





Exhibits at the Africa Dairy Conference

ASL - Heavy Fabrication Division (HFD) was an exhibitor at the 15th Africa Dairy Conference, 2019. The conference, held at the KICC, attracted visitors, delegates and exhibitors from 150 countries who came to showcase their products and discuss how to improve milk productivity, not only in Africa but worldwide. ASL HFD currently has three milk silos, with its most recent one having been set up this year,

whose production capacity is 40,000 liters for Uplands Premium Dairy. Milk productivity in Kenya contributes to 12% of agricultural GDP countrywide, largely due to advanced

technological devices, from companies like ASL HFD, that have eased up the process of harvesting milk.



Hosts Movie Night with Qatar Airways

Travelshoppe, in conjunction with Qatar Airways, hosted a movie night at the Anga Diamond Cinema, Parklands, where guests watched Alita Battle Angel. Used as a way to sensitise the

travel agency's offerings to the flight booking agents, the movie night was a different and successful approach, as the agents greatly appreciated it.



HR MATTERS

CEO Master Class



Ramco Group CEOs spent a full day in training at Trademark Hotel with renowned coach Anand Chulani. They were participating in a master class course, designed to build CEOs into better leaders, enabling them to grow their people and companies. The class was the third in a 5 step course series.

Group COO, Hasit Patel emphasised to the leaders on the aspirations of Ramco Group to develop each and every employee within the Group family to be the best they can, starting with the leaders since they are the principle drivers in their companies.

Meanwhile, Group CEO, Amit Patel also reiterated the Group's mission, **"Be Brave. Be Confident. Believe"** and the Group's philosophy, **"We encourage. We support. We grow by powering each other's strengths."**



RAMCO
GROUP

Leadership for Growth

Group COO, Hasit Patel, initiated a series of workshops for Ramco Group leaders aimed at discussing classic cases from Harvard School. These workshops provide a platform for Ramco Group leaders to enhance their skills which directly impacts on the business as well as the employees they lead. The Group discussed, *"The Rise of Walmart"* as the first case; an intriguing study on the strategy Walmart employed against their greatest rival at the time - Kmart.

The greatest learning in discussing this case was getting a highlight on how leaders have



managed to grow their business with the use of different techniques. The participants held a discussion on the steps taken by Walmart in achieving this milestone and how it differed from the competition. The use of technology, cost cutting, early initiators and keeping the customer first were some of the key points that emerged during their discussion.

UK Partner, YRG, comes to train at flexoworld Ltd

York Repro Graphic (YRG), Flexoworld's partners from the UK, visited Flexoworld for a week of training and technical support at the Ramco Group Industrial Park, Mombasa Road. Dan Atkinson and Bob Hollingsworth of YRG worked with the Flexoworld designers and production teams to review production and quality control procedures. In addition to reviewing the procedures, they also designed 'tips and tricks' for the Flexoworld employees

to ensure clients receive a world class plate on every job. Alfred Odhiambo, the Operations Manager, reiterated on the importance of this training, which will be annual, and the great opportunity it gives his team to learn more and re-evaluate their production process. This gives them great confidence to know that they can deliver products in Kenya, that match what York Repro Graphic would deliver in the UK.



Continuing Education workshop for Financial Controllers



Ramco Group held a four-hour workshop, conducted for all Financial Controllers (FCs) of all individual companies within the Group. The MC for this event, Kartik Patel, the I-Sat captain, introduced an FC support team comprising of 7 individuals from different companies within the Group which will be guiding the FCs on different areas of accounting and finance.

This is a new initiative from Team I-Sat, to be held quarterly, to help the FCs keep abreast with the latest and relevant topics in the industry.

Team Building Sessions



flexoworld Ltd

The Flexoworld team got together for a team building day out at the scenic Oloiden Camp site on the shores of Lake Naivasha earlier this year.

They had a lot of entertaining activities, carefully designed to be both enjoyable and



to address work related issues like attitude, communication, trust, self-initiative, team work and fairness.

Judging by the response of the team and subsequent buoyancy it was clear that their objectives were met.



Ramco Group HRs alongside the Health & Safety team converged at St. Paul's University Grounds, Limuru for exciting team building activities. The event was facilitated by Dr Peter Nthiga of Knowledge Resource Centre.

The group got to know each other better and understand their diversity in terms of day to day HR operations. The purpose of the event was to transform HR Officers from being operational with a waiting-to-be told attitude to business partners, supporting CEOs in all-round business spheres.

Changes in the Vertical HR departments



James Mbugua joined Ramco Group as the HR head for the Plexus Vertical reporting to Plexus CEO, Jan Larsen and the Group HR Director, Denis Nyongesa.

He supervises all HR officers at Plexus and supports all CEOs within the vertical. James took over this role from David Odhiambo who moved in the same capacity to Ramco Altus. Ever passionate about quality, creativity and innovation, James brings on board 11 years of valuable experience in currency and security print gained at De La Rue, HR shared services at Centum Investment, Human Capital Consultancy and HR practice in the pharmaceutical industry. He holds an MBA in Human Resource Management from Moi University and he is a Member of the Institute of Human Resources in Kenya.

Besides work, he is married and blessed with two daughters. His ultimate, relaxing and moments include spending time with family & reading.



David Odhiambo moved from Ramco Plexus, where he has been the HR head for nearly 3 years, to Ramco Altus as its full time HR Head.

He began working at

Ramco Printing under the supervision of the Group CEO, Amit Patel.

Thereafter, he officially began overseeing HR at Plexus level, reporting to the Plexus CEO, Jan Larsen and the Group HR Director, Denis Nyongesa. The contribution of the CEOs in mentoring David has gone a long way to help him understand the business and come up with a solid Plexus HR Structure.

David's portfolio includes several outstanding projects that have brought great value to the Group.

Apart from work, David is married with three children. During his free time, he enjoys adventure and trying new recipes. He will be reporting to the Group COO, Hasit Patel.



Denny K'opiyo Ogogo has joined Ramco Group as HR head for Ramco Ekon. He will be giving HR support to ASL Trading, ASL Hardware Ltd

Uganda & Ramco Chemicals Ltd.

Denny has a decade's worth of experience, demonstrating value across a variety of professional disciplines in Human Resource management. His portfolio showcases excellent HR and strategic management skills coupled with good understanding of the business.

In his previous assignment, Denny was Human Resource/Operations Manager at Flexi Personnel Management Ltd, a company specialised in Human Resource outsourcing. He has also worked with the government where he enjoys vast networks, goodwill and connections.

MAXIMISING YOUR PERFORMANCE POTENTIAL

By Denis Nyongesa

In the course of my routine company visits, I have gotten the chance to mingle, and rub shoulders with employees at all levels. Most employees feel that either; they are only scratching the surface of their capabilities, their bosses are curtailing them from maximising their potential, or their company's structure/ culture is limiting them.

We should each examine the question, "Am I reaching my potential?" This is not the same as asking, "How do I rise to the top?" Or, "How can I be successful in my career?" Rather it is about taking a personal look at how we define success in our heart, then finding a path to get there.

To answer this, we must step back and reassess our careers, starting with recognising that managing it is one's responsibility. We need to take a fresh look at our behaviors individually in three main areas; knowing ourselves, identifying our critical or core tasks and excelling in them and demonstrating character and leadership.

How much do you know yourself?

Taking responsibility for your career starts with an accurate assessment of your current skills, competencies and performance. This exercise involves meaningful reflection and sometimes requires soliciting for the views of people who will tell you the brutal truths. We only reach our potentials once we recognise and work on our shortcomings and fully utilise our strengths.

Identifying your critical or core tasks and excelling them

It is very difficult to succeed if you don't excel at the critical tasks that are

central to your job. Identifying these tasks helps us to determine how to allocate and spend our time, and to develop our skills and competence. Achieving our full potential is determined by how well we excel in our core deliverables and whether we derive enjoyment as we do that.

Demonstrating character and leadership

One measure of character is the degree to which one puts the interests of one's company and colleagues ahead of their own.

Excellent leaders are willing to do things for others without regard to what is in it for them. They also have a willingness to speak up, even when they are expressing an unpopular view.

Every rewarding career brings with it ups and downs, including setbacks and discouragement. The key is to periodically reassess, adjust yourself, and pursue a path that truly reflects who you REALLY ARE!





- PRINT, PACKAGING, PROMO
- DESIGN, PREPRESS & BRANDING
- PAPER
- HARDWARE & BUILDING SUPPLIES

- ELECTRICAL CABLES
- WATER STORAGE TANKS
- OFFICE SUPPLIES & STATIONERY
- OFFICE AUTOMATION

- ICT CONSULTING & SUPPORT
- STAINLESS STEEL
- INDUSTRIAL KITCHEN SUPPLIES
- TRAVEL

- HIRE PURCHASE
- INTERIOR DESIGN
- GENERATORS