

GOLD ISSUE | AUGUST 2021

CORE

CUT AT THE TRIM MARKS

COVER TO BE SHORTER AS SHOWN ON PROOF AND PDF

A Note from Amit, Ramco Group CEO

2020 was an unprecedented year, with the global COVID-19 pandemic and economic uncertainty affecting every one of us. It was a year that saw human capital strain as never before, affecting us mentally, physically and especially emotionally. I extend my deepest sympathy to everyone who has been a victim of the novel coronavirus.

But while the year didn't unfold in the way any of us had planned, we leaned in as individuals and as a Group of businesses to weather the storm and reimagine the future. All of us, in one way or the other, courageously demonstrated critical thinking, collaboration, curiosity and a caring attitude throughout the year by developing innovative ways of staying connected. With initiatives such as Ramco Jamii, mental wellness programs, leaders' calls among others, I am proud to say that the year may have slowed us down, but it certainly did not stop us.

And as we embark on the second half 2021, our reflection of the year gives us hope that we are on a steady path to recovery – as Ramco Group and in extension as a country. With the lessons already learnt, we have made intentional steps towards safeguarding a sustainable future. We've had to restructure entire business units that has seen us merge some companies to take advantage of their individual strengths.

This also means some units have been wound up but at the same time by identifying opportunities created by the uncertain season, we have established new companies that are able to avail unique portfolios to our ever-growing loyal client base. Every experience has been a learning opportunity, and we are now able to make accelerated decisions that previously would have taken longer with the impact falling heavy on the group.

It goes without saying that we are not yet out of the woods, but we are moving steadily towards our hallmark vision of achieving USD 1 billion turnover by 2027. By creating strategic partnerships and approaching the market with lessons from the recent past, we should be able to attain this goal.

Some complex social issues will await us in the post COVID-19 world, but I believe we will be a leading solution provider. And by working together as a team, supporting each other, we shall create a mark of impact across the globe.



"The Sieves of time, filter out the fakes from the real. Don't look back for them, they were filtered out for your refinement." – Wordions



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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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Core

RAMCO GROUP PUBLICATION

A message from Hasit, Ramco Group COO

As we all know, 2020 was a challenging year. The changes that the pandemic brought forth tested us in many different ways. As we bid farewell to 2020, the words courage, resilience and commitment epitomised our groups' reaction to this pandemic. We are particularly grateful to all of you who stepped up and played your part in helping us navigate the turbulence.

At the beginning of this year, the board authorised the rollout of several new initiatives primarily focused on our employees. The theme of these initiatives is the financial well being of our employees and also their development. Employee engagement has also become extremely important as our teams have found new ways to stay connected and enjoy small celebrations. I am proud and inspired by how our group has risen to this challenge with flexibility, courage and a caring heart.

Ramco Jamii is an internal Ramco Group initiative that serves as a work platform to drive engagement, growth and participation in the welfare of all our people whilst fostering a sense of community.

Yammer has become our internal social network that allows everyone to share information, post updates and interact with each other. This helps to enhance culture and build connections across the group.

Project Management - Our group, as diverse as it is, needs strong project management capabilities if we're to ensure that we track and complete all initiatives that will keep customers satisfied, keep projects on track and ensure timely reporting.

We have numerous projects that involve multiple stakeholders who are based in various parts of the group. We have therefore rolled out **Monday.com**. This system has introduced us to a new era in project management. With monday.com, you can plan, execute and track projects of any magnitude. It brings visibility and everyone aligned to ensure smoother project flow while maintaining high levels of efficiency and accountability.

Learning and Development - Ramco Group is keen on embracing learning and development throughout the culture change journey. With this regard, we are pleased to introduce the Ramco Group - Learning and Development Program - A subset of Ramco Jamii, aimed at achieving the desired Success Culture through Employee Growth and Development. Under this program, employees will have access to a wide variety of professionally developed and tested programs that will boost their knowledge and competence across various fields. It will be accessed both online and physically while observing Covid - 19 Precautions

Pension Scheme - As part of our financial security initiative, all Ramco Group companies will have a pension scheme in place by the first quarter of 2022. This will ensure that employees will continuously save and enjoy the benefits of their working life long after they retire.

These are exciting initiatives which we hope will bring more value and happiness to all of us. Let us charge forward with the hope of better days to come. Let's not lose sight of the many blessings we have been given. Let us continue being committed, motivated and resilient. That is how we will create a better future.



"The fires of refinement come with a cost, but also with a promise. His grace has been extended forth to you for restoration, confirmation, strengthening, and being established in Him." - Robin Bertram



Welcomes



Launched to Manufacture Welding Electrodes

ASL Ltd - Industrial Division is a manufacturer of mild steel and special purpose electrodes used for structural work and welding of thin sheets. The company aims to become the industry benchmark in the manufacturing of Welding Electrodes and provide value for money by delivering the best quality electrodes as well as after-sales support to customers.

The company's offerings are unique as they specialize in design and manufacture of high quality welding electrodes construction of steel structures, non-ferrous metals and alloys. Their state-of-the-art equipment allows the production of electrodes with a diameter of 2.5, 3.2, 4.0 and 5.0 mm. In addition, the company has the laboratory where pilot batches of

products are manufactured. At the request of the customer, electrodes with specific pre-determined characteristics can be developed and produced. Their current production capacity stands at more than 350 tons per month for at least 15 types of electrodes.

These welding electrodes come in various grades that meet the requirements of world standards. This portfolio is constantly growing with deliveries being carried out in almost all counties in Kenya, exporting to Tanzania and soon to launch across all East African countries.

The company is located on Lusaka Road, Opposite ASL Trading Division, Nairobi.



Our New Manufacturing Venture

Krona Plastics is a Ramco Group company that started production in June 2021 and is involved in the manufacturing of Plastic Injection Mould Products. It's the first Kenyan company to offer PPR fittings and Conduit fittings in a glossy finish against the market trend of matte finish. The company aims to cater for the plastic mould needs of various sectors of the Kenyan Economy. Their offerings are unique because of the high quality coupled with affordable prices.

These products and services include:

- Conduit & Waste Pipe Fittings
- PPR Pipe Fittings
- Paint Buckets
- Water Tank Lids
- Multi Purpose Crates
- Contract Manufacturing.

The company is located on Enterprise Road, Wood Products Compound, Unit 3, and is headed by Ronak Parikh.



ASL Steel & ASL HFD have merged in a synergy move meant to increase productivity and innovation across the resultant ASL Engineering Division.

The new venture is an EPC Company (Engineering, Procurement & Construction) involved with, Manufacturing and Supplying Stainless Steel Processing Equipment, Fittings & other Industrial Equipment for the past decade.

Their mission is to provide hygienic products for healthy life.

Product Line:

- Domestic & SS Industrial Sinks
- Hospitality products eg chaffing dishes, milk boilers, tea urns

- Covid Prevention Items eg hand wash stations, sanitizers, etc..
- Dairy Equipment eg milk can, milk tankers, turnkey dairy solutions
- Water Solutions: Piping Works, Water Tanks, etc..
- Household Products, pressure cookers, hotpots, water dispensers
- Trading Lines, eg: SS Sheets, Rods & Tubes
- Made to measure Stainless Steel items.

The company has established a Research & Development Unit to come up with essential products that meet the current demands.

This new outfit is headed by Anand Karani as the CEO and Patrick Ogolla as the General Manager.



The dream team of Engineers will be based at:

- Unit1 (Dar es salaam Road, Industrial Area) and
- Unit 2 (Old Mombasa Road near SGR) to evaluate the current products and implement the niche in the market.

Ramco Promo, Marketpower International and Ovidian Kenya Consolidate their Production Facilities under Ramco Printing to form

Unveiled in January 2021, IX is an addition to Ramco Printing's repertoire and is a brand dedicated towards excellence in the field of promotional materials, fabrication, signage, and branding solutions. This new development brings with it an array of innovative and custom-made branding solutions offered as a multiservice from a single point of supply.

It is the brand visibility partner that invokes excellence. Their comprehensive ability, across various formats of branding guarantees clients the convenience and excellence they need.

IX is the second brand in Ramco Printing after Evoke, which is dedicated to a varied collection of exquisitely designed and manufactured notebooks, journals and diaries.

Established in 1994, Ramco Printing offers a spectrum of print, packaging, publications, and branding solutions. Renowned technology combined with innovative technique, Ramco Printing delivers quality with service.



MAKING EXCELLENCE

Recognized as a KPMG Top 100 Company, Club 101 Company and a Superbrand, Ramco Printing is an ISO 9001: 2015 certified company.



"IX is a one-stop-shop for a number of unique and high-quality branding solutions. The whole idea behind the consolidation of the 3 outfits is to expand our market share, diversify products, give us a competitive edge and most importantly to provide our

clients with a wide array of solutions under a centralized facility. With the common pool of experienced talent and top-of-the-line production equipment, we can now give our clients the best quality work available in the market."

Kishor Trambadia
CEO, Ramco Printing



• LARGE FORMAT PRINTING • BRANDING • FABRICATION • PROMOTIONAL GIFTS & APPAREL • SIGNAGE

Welcomes Kohler to its Premium Portfolio

ASL Ltd – Trading Division, a pioneer business in hardware and sanitaryware since 1948, last week opened its first Kohler showroom on Lusaka Road, Industrial Area. ASL has partnered with Kohler as a distributor for its product range, known for innovative designs, craftsmanship and exceptional quality.

The showroom was launched by the Commercial Director – Kohler Middle East & SSA - Alan Orchard, Kohler SSA Sales Head - Rohit Mehta, Vice Chairman of Ramco Group - CR Patel flanked by Amit Patel – CEO Ramco Group and Bharat Patel of ASL Trading as well as other team members from both companies.

Kohler is a globally renowned sanitaryware brand that was founded in 1873 and is recognised for innovation and a passion for gracious living. Kohler is a family business and is run by the fourth generation whose patriarch and founder John Michael Kohler invented the bathtub. Kohler, for the last 147 years, has led with a unique sense of design thinking and innovation. Their philosophy of integrating art, superlative craftsmanship, technology, heritage and exploring a plethora of creative ideas has been at the heart of their novel approach. With Kohler you get to live the possibilities of futuristic innovation, diversity, inspiring craftsmanship and artistic distinction.



Their uncompromising commitment to quality has turned the company into a benchmark of quality. Kohler's global footprints are a testimony to how their artisans and craftsmen translate ideas from different cultures and traditions, times and themes into extraordinary celebrated designs.



"We are excited to work with a world-renowned brand such as Kohler, as this expands our portfolio into a premium segment. The ASL team is working to ensure that we cater for both retail and project clients by having sufficient stocks. For the larger projects, we will be able order shipments in as required"

Bharat Patel,
CEO, ASL Trading.



"As part of our exciting journey to expand across the African continent, we are always pleased to associate with like-minded partners who share our long-term view to make the 147yr old KOHLER brand available to discerning customers who wish to create kitchens and bathrooms as functional centre pieces in their residential and commercial properties.

In this spirit, we welcome ASL to the KOHLER design and experience universe as we continue to deliver bold innovation in our passion to bring gracious living to our consumers" - Alan Orchard, Commercial Director Kohler Middle East & SSA.



ASL Trading has opened its doors in Rongai. The new showroom gives the company a competitive platform to showcase their products and reach out to the area's market thereby increasing the company's visibility and sales potential.

The showroom is located at Mamba Point along Magadi Road. "With the increase in Rongai's traffic and the property growth around the area, this new location offers time saving convenience for home builders, contractors and developers while still enjoying our competitive pricing and comprehensive product range," says Ronak Parikh, ASL Trading's Commercial Director.



Showroom opens at 4th floor, Odyssey, Westlands

This July, Ramco Plexus will be opening a new showroom at Odyssey, 4th floor.

The showroom will be the first time that all 12 Ramco Plexus companies will have their products displayed in one location and will give clients an opportunity to see the entire Plexus portfolio under one roof.

The showroom will be used by all Plexus sales people to present the entire portfolio and thereafter entertain their clients at the spacious Odyssey 10th floor.

With many of the Plexus factories being in the industrial area or beyond, traffic can be restrictive for clients to visit the individual showrooms. A centralized Westlands showroom should help clients to see and feel what we do without the long drive hustle.

You are invited to send your clients over for a unique Plexus experience.



Derek Steel

“Clients often deal with one Plexus company and are unaware of other products offered by other Plexus companies. By giving clients the opportunity to see our entire product portfolio in one visit, we increase our opportunity to cross-sell and grow the Plexus family whilst giving our clients a wholistic solution,”



Moves to a New Location

The ASL Packaging story began in 1996, when it embarked on the service of providing packaging solutions and value addition to the local industry. The journey of 25 years has focused on growth, customer service, innovation and continual improvement in process utilization. In the process, the company has managed to position itself as a reliable packaging partner to its valued customers, creating long-term relationships and customer satisfaction.

2019 was a turning point for ASL Packaging as the company reached the zenith in terms of capacity utilization; and old technology was not enough for the high customer demand. It was time to take the next leap of change and increase the capacity four-fold with new technology. The company entered a new arena to supply high volume requirements with installed capacity of 3000 tons per month.

Despite 2020 being a challenging year and stalling this growth project, in February 2021 the company commenced the installation work and in a record 45 days, the prime mover of packaging - the corrugator was completed. Between April and May, the company successfully shifted from the old premises and despite the numerous challenges caused by the pandemic, they commissioned the new plant in June 2021.

The new site is a modern and state-of-the-art facility located along Mombasa Road, next to Saj Ceramics and Opposite Doshi Group.

The facility has a modern high-speed corrugator and printing machine with the ability to produce four times the previous capacity.

ASL Packaging is excited and geared up to reach the new height of achievement for its people and the customers. They welcome everyone within the Group to their new facility for business support.



Scan me for direction



Rolls Out “Rudi System na Veda” Campaign

Veda, is a scholastic stationery brand brought to you by Sai Office Supplies Ltd. They offer school and stationery supplies that range across the spectrum. In line with their brand motto of “Start Imagining”, they present “Rudi System na Veda” a comprehensive back-to-school campaign that they hope will set children on the path to the imagination this new school year! “Rudi System na Veda” is targeted at the youth and all school-going children and their parents and captures the Kenyan spirit during the back-to-school season.

They aim to give parents the best deals and provide students with quality scholastic stationery, as they raise awareness for the Veda brand as children begin a new school year. This campaign is in partnership with Sai’s Officepoint and will run from Thursday 8th July for 1 month.

The offers are as follows:

- 2 Veda school bags for just 1,200Kes
- Buy a Veda math set and get a free glue stick
- Buy a promo pack of Officepoint pencils at the cost of 3 and get one free
- Buy a promo pack of the new Officepoint fine ball pens at the cost of 3 and get one free

The offers will be available at all Officemart, Naivas and Quickmart stores countrywide. Sai Office will have an enthusiastic team of brand ambassadors representing them at each participating store.

The campaign is wholistic, using both ATL and digital channels to reach their target audience. This includes:

- Outdoor Ads: Billboards placed in high-traffic areas across the country
- Radio: They will feature on leading radio networks like Radio Citizen
- In-store: They have partnered with supermarkets to extensively brand the stores
- Digital: They shall run online ads and social media campaigns through their Facebook and Instagram pages (@myvedakenya)

Be sure to take advantage of the amazing savings as you send your kids back to school. Visit any Officemart, Naivas or Quickmart near you and make sure you rudi system na Veda!



Rolls Out a Call Centre

ICT Africa began the initial phases of the call center implementation project early January 2021, part of a two-year plan in a bid to keep abreast with industry standards as more companies are resorting to superior customer service experience to offer unrivaled technical support, respond to queries about products and services, intent to purchase, respond to complaints, telemarketing and ultimately enhancing customer experience, a centralized contact center became a vital necessity for ICT Africa.

Earlier, ICT Africa did not have a dedicated call center to handle the large volume of telephone calls coming in daily. Currently ICT Africa is running the below services at the Call Center:

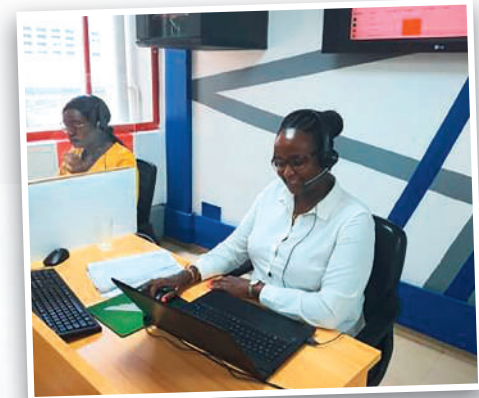
Outbound Services

- **Cold Calling:** Contacting ICT Africa customers and potential customers by telephone with the goal of generating interest in products and services, getting appointments, selling from a distance, generating sales and leads and building an immediate rapport with customers: B2B, B2C

- **Debt Collection:** Service dedicated to pursuing recovery of outstanding or past due payments. The fully trained Customer Service Representatives contact as many debtors as possible and convince many debtors as possible to begin repayment.
- **Customer Follow Up Services:** Calling clients to follow up on technical issues they had raised to ensure resolution was provided satisfactorily.

Inbound Services

- **Reception:** This service entails:
 - Live call answering and forwarding – Calls received are processed by live operators, who obtain the caller's name, address, and a brief message.
 - Message Taking and Recording
 - Live Customer Support – Customer Support managed through an omnichannel platform (social media, live chat) resulting in enhanced customer experience.
 - Call Escalation to relevant person(s) or departments
- **Inquiry Handling**



- **Tier 1 Technical Support:** Support for basic customer issues. Handling 70-80% of the user problems before escalating the issue to a higher level.

The company has also managed to run a successful pilot program with Travelshoppe Limited to evaluate the feasibility of offering BPO Call Center Services; by taking up their routine responsibilities such as on-call customer support and telemarketing/telesales thereby allowing them to focus on their core responsibilities.

They welcome you to sign up to their call center services and invite you to let them enhance your customer experience as you focus on your core business.

Email them on helpdesk@ict-a.com or Call us at 011116000

Launches Cargo and Courier Services

When they realized COVID-19 would be staying longer, Travelshoppe opted for a mitigation plan, in order to sustain their business of travel which has and remains amongst those adversely affected. To this end as an IATA affiliate for passenger travel, they applied for a supplementary license from the same international body, to operate in the cargo and courier segment. This was granted and as they say, the rest is now in the past.

They have now commenced operations, where they have in the introductory stage stayed within the Group as for clientele, as they also get to learn the ropes. Just like in many of their other products i.e. air tickets, hotel accommodation etc., where they partner with the respective providers, in this new development, they have partnered with Freight In Time, a leading expert in the continent and UPS a renowned global carrier, as the success in this sector greatly depends on diverse international network.

In the not too distant future, they intend to partner with the individual global ground and sea operators as they are already in partnership with the air providers. This will in effect improve their tariff rates and they will sail in the competition minimal turbulence.

Until then, their utmost appreciation to those Group Companies that have already entrusted them with their freight; in the same light, they continue their appeal from the Group for more LPOs in order that they can build their volume portfolio and subsequently attain a preferred tariff level.

Travelshoppe Cargo..... for all your freight and courier services!



The New Software at **ict** A F R I C A

Introduce confidence to your visitors and operate “business as usual,” now and post-COVID. Tackle the way you manage your entrances and front desks right away by using Mgeni VMS as a solution.

Mgeni VMS is a contact-less, efficient, and user-friendly platform that ensures seamless, fast, and efficient visitors check-in and check-out. The reporting dashboard provides real time visibility and analysis of the visitor’s data.

Benefits using Mgeni:

- Aesthetically pleasing, as it will exhibit professionalism, improve customer satisfaction, improve visitor experience, and illuminate tour brand.
- Body Temperature monitoring.
- Caters for swift emergency response.
- Data collected, will be stored in cloud enhanced security in the administrative environment.
- Fast, efficient and reduces chances of human error.
- Flexible and scalable solution that can grow with your business.
- Improves building security and employee safety.
- Increased efficiency and office security.

- Increases visibility and accountability.
- Removes loitering around the office.
- Secures data and keeps records secured and easy to retrieve.
- Rich data base can be analyzed for trends, assist in Marketing, and profiling visitors.

For more information contact ICT-Africa via software@ict-a.com



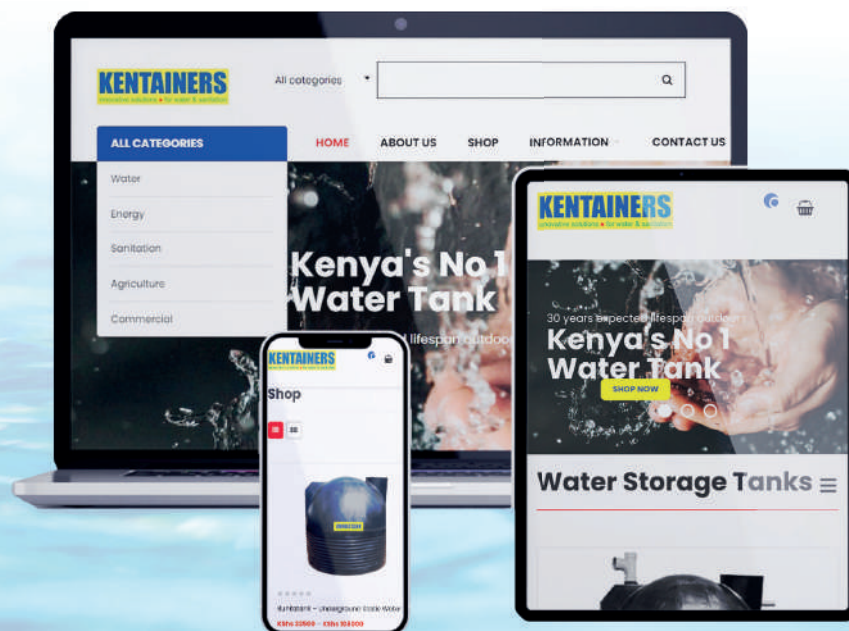
Launches an E-Commerce Site

Kentainers Ltd has stepped in the online market game to spark some joy for those who do their shopping online. After conducting some research on what their customers want to see as innovative solutions for water and sanitation, it was clear that consumer's main desire was quality of service, product, and of the overall experience, simply to be worth their time and money.

With secure online payment, the site gives access to Kentainer's portfolio solutions that range from water, energy, agricultural, sanitation and commercial. In addition, users have access to delivered pricing that is calculated in real time. The new website also allows customers to easily search for products by category and have a free-to-call customer

service number they can reach out to for assistance.

With convenient and fast delivery all over the country and exceptional customer service, you can go ahead and take advantage of the Kentainers online store now at www.kentainers.co.ke/shop.





Ramco Jamii is an internal Ramco Group initiative that serves as a workplace platform with the aim of driving engagement, growth and participation in the welfare of all members of the Ramco Group family and foster a sense of community and togetherness through various platforms such as employee wellness, discovering and nurturing talent, facilitating access to information, appreciating exemplary efforts, growing skill, listening to employee feedback, appreciating our diversity and enabling us to partner together to transform our work environment and create a culture and future that we own and believe in.

The platform has 7 committees that focus on different areas:

1. Discover Committee – led by Fatma Taib (ICT Africa)
2. Feedback Committee – led by David Odhiambo (Ramco Group)
3. Learning and Development Committee – Martin Anangwe (Sintel)
4. Appreciation Committee - Lillian Muthoni (ICT Africa)
5. Information Committee – Kimani Gichia (ICT Africa)
6. “Deal of the Week” & Emergency and Assistance Committee

7. Wellness Committee – Agnes Kimaru & Nicholas Githinji (Ramco Plexus)

Mental Wellness

In the wake of the Covid-19 pandemic, nearly 3 out of 10 employees suffer from severe stress, anxiety, or depression and up to 25% of employees are at-risk, or in the danger zone for burnout, absenteeism or completely dropping out.

As expected, the Covid pandemic has exacerbated the medley of financial, physical health, and social issues impacting mental health. Employers now have to consider comprehensive approaches to monitoring more closely how employees are doing, and how to reach those that need additional support. The Ramco Jamii – Wellness committee has been walking the wellness journey with employees by:

1. **Offering Platforms For Guidance & Counselling Of Rg Staff** - Via The Rg Clinic Nurse & External Professionals Such As Inuka Africa
2. **Facilitating Live Webinars On Physical Fitness, Nutrition and Mental Well-being** -e.g. how to build mental resilience in the workplace, why mental health matters, being

kind to ones mind, fitness & nutrition, how to maximize personal development

3. **Conducting Employee Wellness scans to derive general employee feedback** - Understanding and effectively caring for the overall wellbeing of employees is not just critical for supporting happy, productive employees, it is also a critical foundation for business success. Employee wellbeing directly affects employee productivity, bottom line profits, and customer loyalty.



Reach out to us at wellness@ramco.co.ke

New Group HR Structure

It has been five years since Group HR brought focus on Human Resource Management at a Business Vertical level. The structure created a layer of HR personnel for purposes of streamlining and standardization of HR initiatives at various verticals bearing in mind that different verticals had different HR needs. This led to recruitment of Human Resource Generalists who would support and head HR at vertical level.

Reflecting back, there has been tremendous milestones that the structure delivered.

Most notably was the creation of a go-to HR generalist for leaders in the verticals seeking HR advisory services, making Vertical HR Heads a single HR reference point. Group companies that did not have HR Officers at company level relied fully on the Vertical HR for HR services delivery.

The Vertical HR Heads had an opportunity to collate vertical reports, prioritize needs to be attended to and streamline HR communication across verticals.

Despite the above gains, evaluation of the impact of the HR structure as was, brought out the realization that the structure impeded faster HR transformation in the Group with regards

to the ever-changing business needs. It was also evident that the structure did not promote accountability for the role of Vertical HR Head, due to multiple reporting. This made HR Projects and operations ownership evasive.

Lastly, with the lack of an approved minimum HR standards for companies, the vertical HR role was not well guided on what to prioritize in all companies.

It was apparent that there was an urgent need to re-evaluate the HR structure at vertical level. Several brainstorming sessions with the Board led to a proposal to declare vertical HR role superfluous and, in its place, a new Group transformative HR structure was endorsed.



What Is our Mission as Group Transformative HR Organization?

With a primary mission to “Impact Lives Through People” the re-invented Group Transformative HR Organization is agile with a lean HR structure focused on delivering HR project-based services to all Ramco Group Companies.

Denis Nyongesa, Group HR Director

How Will It Work?

The Board approved mandatory basic minimum HR standards for all Ramco Group Companies depending on the Business lifecycle from a HR perspective. The Group HR team will conduct HR audits to ascertain the compliance to these standards. There shall be a score for each company based on the level of compliance.

With the knowledge of where each company is faring on compliance, the company CEO may elect to use his or her internal HR resource to ensure compliance subject to validation by the Group HR or decide to outsource all non-complying standards to Group HR. The Group HR would scope all the projects and give a proposal, a nominal fee shall be agreed and be charged for all the projects undertaken by the Group HR.

Alternatively, some CEOs may choose to outsource their HR function completely to Group HR Team, who will place an HR personnel in the organization and be responsible for entire HR function and to bill monthly.

What will be the Approach and Value Proposition?

To deliver impactful HR projects that are timebound and tied to results. Our delivery model will be focused on specific and targeted services and ensure value generation. The CEO shall be responsible for the HR function for his or her company just like other business functions.

Company CEO's stand to gain from our services in the following avenues:

- Group HR is bound to the entire organization which enforces accountability mechanisms on

service delivery.

- Internal information, data and proprietary intellectual assets are preserved within the organization as opposed to working with an external vendor.
- End-to-end professional services whereby our support is available from analysis, recommendation and implementation stages.
- Reduced formality, paperwork and legal exposure which might be the case with external vendors whose interests may be biased to their advantage.

We look forward to supporting all Group companies to ensure HR value addition is achieved.

The Lean Team



David Odhiambo who joined Ramco Group Ltd with effect from 1st June 2021 as HR Head of Operations reporting to the Group HR Director. David is a seasoned HR practitioner.

He Joined Ramco Group in September 2016, initially as HR Head for Ramco Plexus Ltd before being transferred to Ramco Altus in the same capacity. He has a good understanding of the Group with over 18 years of experience in HR across different industries.



Morris Muoki Kimeu joined Ramco Group on 2nd June 2021 as HR Projects Coordinator. Previously, Morris worked as HR Business Analyst with Tata Consultancy Services - Chennai India before coming back to Kenya to work for other organizations as a consultant.

The team is bound to grow depending on the HR needs of the Group.



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- 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
- PLASTIC

- TRAVEL
- HIRE PURCHASE
- LEASING
- INTERIOR DESIGN