

GARNET ISSUE | DECEMBER 2025



# CO<sup>o</sup>R'E



RAMCO GROUP

## Message from Ramco Group Leadership



*Amit Patel*

The end of the year is a great time to celebrate the spirit that drives the Ramco Group. As your leadership team, we look back on 2025 with pride and a deep sense of gratitude for every member of our extended family across East Africa. This year has seen meaningful progress and shared achievements, reflecting the collective effort fueling our success.

Across all our business units, the Ramco Group has steadily moved forward with its goals. In print and packaging, our focused investments in new technology have increased production capacity and improved how we support large-scale national initiatives with consistent, high-quality service.



*Hasit Patel*

Our regional growth has also advanced through active involvement in industry groups, which has helped our office solutions and distribution teams expand the Group's presence in neighbouring markets with confidence and positive results.

In a dynamic economic landscape, the continued support of our customers and the strength of our partnerships have been a reliable foundation and clear source of direction. Our success is not only measured in strong financial results but also in our ability to adapt, innovate, and grow when presented with new opportunities.



*Kartik Patel*

This momentum is key to helping us expand our reach and keeping our diverse portfolio strong and prepared for what lies ahead.

We value your dedication and hard work. Your commitment drives our success and builds our confidence for the future, with your efforts proving essential in achieving our milestones and paving the way for ongoing progress.

As we approach the new year, let's maintain this positive drive. Our strength has always come from our diversity, the wide range of sectors we operate in, the depth of talent within our teams, and our unified goals. With more than 40 companies under the Ramco umbrella, we stand as one Group united by a shared vision for a thriving East Africa.

Thank you for your resilience, determination, and strong trust in Ramco's future. Let's take time to rest, recharge, and prepare ourselves to work towards an even better 2026.

We extend our sincere wishes to you and your families for a joyful Christmas season and a prosperous New Year.





## The Story Behind Our Cover

This concept features a glowing butterfly perched on a rock. The design blends elegance and strength. The butterfly, a universal symbol of transformation and evolution, represents how the Ramco Group continues to grow not just in scale, but in purpose, vision, and impact.

Emerging from a grounded base, the butterfly follows the light, symbolizing the Group's ability to uplift and innovate through boldness. The rock on which the butterfly stands evokes stability and strength, core qualities that have enabled the Group to navigate challenges over time.

This juxtaposition of fragility and fortitude reflects the Group's commitment to resilience, embracing change while remaining firmly rooted in its foundational values.

For any feedback on this publication, or if you would like to join our editorial team, email us at [comms@ramco.co.ke](mailto:comms@ramco.co.ke)

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# Our Purpose

## FORWARD TOGETHER, IMPACTING LIVES IN EAST AFRICA

At Ramco Group, we strive to lead Africa's growth through innovative, future-forward solutions that fuel progress and foster economic growth. With over 40 companies, 4,000 employees and an annual turnover of USD 400 million, we are a key player in East Africa's industrial landscape.

### Our Philosophy

- We encourage
- We support
- We grow by powering each other's strengths

### Our Mantra

- Be Brave
- Be Confident
- Believe

### Our Core Values

- Courage
- Honesty & Integrity
- Innovation
- Commitment



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# MULTIVISTA Hosts the 3<sup>rd</sup> Marketplace Event in Nairobi



*The Multivista, Ramco Group team, and all Principal Partners at the event.*



*The official opening, led by Chief Guest Prof. Erastus Gatebe (Industrialisation Secretary), alongside Kirit Patel (Chairman, Ramco Group), Mahesh Jayaraman (Director, Multivista) and other key figures.*

Multivista Kenya Limited hosted its Marketplace Event at Broadwalk Mall, Nairobi on 18<sup>th</sup> September, 2025. The event successfully raised awareness of Multivista's product portfolio, strengthened customer and partner relationships, and provided a dynamic platform for cross-industry networking.

A key highlight of the day was the launch of the new Xoog range of warehousing solutions. The launch and the overall event were inaugurated by the Chief Guest, Erastus Gatebe, Industrialisation Secretary in the Ministry of Investment, Trade and Industry, Kenya.

The programme featured leaders from various sectors who shared insights on innovation,

market trends, and industry needs. One of the most engaging sessions was the Smart Leadership Panel Discussion titled **The Great Re-Power: Engineering a More Sustainable Industrial Future**.

The panel included: **Nasra Nanda**, CEO & ESG Lead, Kenya Green Building Society, **Kelvin Ageng'o Oriwo**, ACTOM Kenya and **Maitri Dutt**, International Business Head, Kirloskar Powergen.

Attendees represented multiple segments, including distribution, electronics and electrical, telecommunications, power and energy, and healthcare and pharmaceuticals. Their roles ranged from Heads of Sales

and Marketing to Sales Engineers, General Managers, Directors, and Founders, creating a diverse and dynamic audience. Ramco Group companies also took part in the Marketplace Event. Lift Care Ltd, Serenity Interiors, ASL Trading, ASL Wire & Cables, ASL Apostrophe, and Pidilite East Africa Ltd showcased their solutions and engaged customers with demonstrations and product conversations.

Overall, the event received positive feedback for its organisation, informative sessions, and the high level of interaction between customers and partners. The discussions and networking activities opened new avenues for collaboration and future business opportunities, making it a significant moment in Multivista's calendar.





*The product launch was inaugurated by Chief Guest Prof. Erastus Gatebe, alongside Thiagu Bhojan Director, Multivista.*



*Prof. Erastus Gatebe receives a distinguished award on stage from Ms. Prital Patel (Ramco Group), Thiagu Bhojan and Mahesh Jayaraman.*



*Thiagu Bhojan with Kartik Patel and Amit Patel during a customer engagement moment at the expo.*



*A panel discussion with experts Kelvin Ageng'o Oriwo, Nasra Nanda, and Maitri Dutt, focusing on "The Great Re-Power: Engineering a More Sustainable Industrial Future."*



*Chief Guest Prof. Erastus Gatebe signs the register at the ASL booth, joined by Mahesh Jayaraman and ASL team members.*





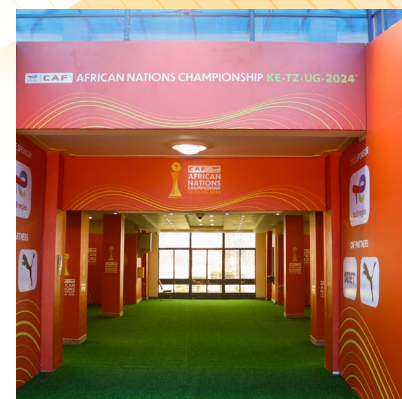
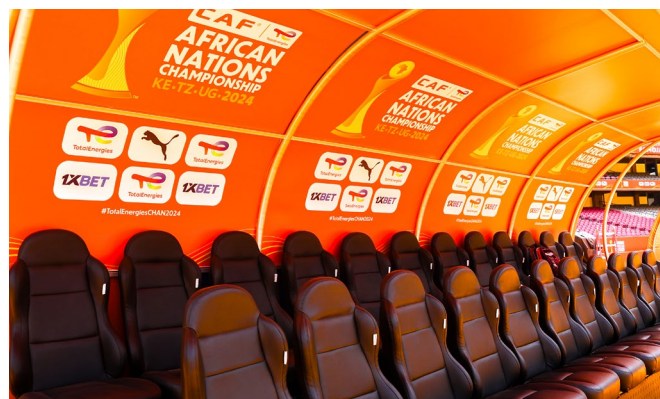
## Showcasing Excellence at CHAN 2025

Ramco Printing Works Ltd. was proud to be among the three suppliers selected to deliver branding solutions for CHAN 2025, one of the most anticipated sporting events in Kenya's recent history.

Our scope included the comprehensive branding of Nyayo Stadium and some sections of Kasarani Stadium, transforming the venues into vibrant spaces that captured the excitement and spirit of continental football. Over a focused two-week period, our dedicated teams worked tirelessly to design, produce, and install high-impact visuals that met international standards and tight timelines.

Beyond execution, Ramco Printing also served as an on-ground support partner, ensuring seamless coordination with event organizers and stakeholders throughout the tournament. From concept to completion, every detail reflected our commitment to quality, precision, and reliability under pressure.

This project stands as a proud testament to our ability to deliver large-scale event branding with efficiency and creativity. It also reinforces Ramco Printing's position as a trusted partner for world-class events, where teamwork, innovation, and passion come together to make a lasting impression.





## Partners with Isuzu to Boost Kenya's Dairy Transport Sector



ASL Ltd. - Engineering Division recently launched a strategic partnership with the Isuzu Dealership Sales Network in Kenya, a move set to significantly expand our presence in the country's vital dairy transport sector. This collaboration leverages the strengths of both organizations to offer a complete, high-quality solution: an Isuzu truck chassis fitted with an ASL stainless steel road milk tanker.

The initiative officially kicked off on 26<sup>th</sup> September, 2025 with a highly productive joint meeting in Nairobi. ASL Engineering met with key Isuzu dealership sales leadership, including 12 main sales managers who represent the six

certified Isuzu dealerships nationwide. This initial alignment was critical to mobilizing the teams.

For ASL Engineering, the partnership offers a powerful boost to our market reach. We gain immediate access to the dealership's extensive 150-plus sales agent network, dramatically increasing our sales footprint across Kenya. Furthermore, we can now leverage the dealership network's well-established client financing model, backed by the Isuzu brand. This financing mechanism is crucial, as it lowers the barrier to entry for dairy cooperatives and SACCOs, enabling them to secure high-value assets and accelerating our sales cycle.



This partnership represents a powerful synergy and a clear growth opportunity for Ramco Group, securing our position as the leading provider of durable milk transport solutions in the region.



## Leading the Way in Data Protection and Compliance

ASL Ltd. - Trading Division has achieved a major milestone in its digital journey by being certified as a Data Controller by the Office of the Data Protection Commissioner (ODPC). This certification strengthens the company's commitment to customer data security and privacy.

The recognition supports the Tujenge Loyalty Program, launched in 2023, which rewards customers with points every time they shop at ASL branches. The program offers exclusive benefits, redeemable rewards, and a more personalized shopping experience that builds long-term loyalty.

With this certification, ASL Trading fully complies with Kenya's Data Protection Act, reflecting its dedication to transparency, accountability, and responsible data management. Leadership at ASL expressed pride in the achievement, emphasizing its alignment with the company's focus on innovation, compliance, and customer excellence.



The Tujenge Loyalty Program continues to receive positive feedback for its convenience and value-driven rewards, and this milestone ensures that all customer data is handled securely and ethically.

ASL encourages other companies within the Group to pursue similar certifications to strengthen a culture of compliance and digital responsibility.

Protecting customer information is not only a legal requirement but a vital act of trust that reinforces long-term relationships and confidence in our brands.







**RAMCO**  
GROUP

## Moving Forward Together with Project **MOMENTUM**



In July 2025, Ramco Group launched Project Momentum, a strategic initiative aimed at accelerating sales growth and strengthening collaboration across all companies within the Group.

Project Momentum is built on a shared belief that the power of Ramco lies in collective action. By working together across sectors, businesses, and markets, the initiative seeks to unlock new opportunities, deepen customer relationships, and deliver greater value to clients and partners. At the heart of this initiative are the Momentum Titans, a group of

representatives from each company who serve as key liaisons between their teams and the central Momentum office.

Their role includes coordinating all Momentum activities, sharing opportunities for cross-company collaboration, aligning key accounts, and ensuring that enquiries from sales teams are addressed effectively.

The Momentum Titans work closely with the Momentum Team and fellow representatives across the Group to maintain smooth communication and consistent execution.

Speaking during the launch, Group leadership emphasized that Project Momentum represents more than a sales program; it marks a cultural shift toward unity, collaboration, and proactive growth. It reflects a renewed focus on shared success where every company contributes to, and benefits from, the strength of the whole Group.

As the name suggests, Project Momentum is about building lasting energy and focus. It is about moving faster, thinking smarter, and achieving more together.



# Redefining Print Innovation with the B2 Indigo Digital Press

In a bid to expand capacity and elevate print quality, Ramco Printing has invested in the new B2 Indigo digital press. The B2 Indigo is technologically advanced and engineered to deliver offset-like print quality with exceptional precision, offering greater consistency, flexibility, and efficiency across a wide range of print applications.

With features such as advanced automation for colour calibration, print defect detection, and production monitoring, as well as the ability to handle a wide range of media, including thicker paper, coated or uncoated stocks, and specialty substrates, the machine offers unprecedented versatility.

Customers can now benefit from faster turnaround times, larger format prints, and more options for personalized designs and custom applications, from marketing collateral to professional photo prints and folding cartons.

This investment is expected to improve operational efficiency, reduce errors and waste, and enable Ramco Printing to offer innovative solutions that meet evolving client needs.

This machine makes printing around the clock much more exciting. Major size limitations on digital have been eliminated with investment in this new machine.





# Safarilink

## A Year of Growth and Expansion

As 2025 draws to a close, Safarilink Aviation celebrates a transformative year marked by fleet expansion, strategic route development, and a bold step toward sustainable aviation.

### Fleet Expansion: Strengthening Our Wings

This year, Safarilink welcomed two new aircraft the Grand Caravan SLP and SLR enhancing our capacity and reliability across regional routes. Looking ahead, we anticipate the arrival of a Dash 8 aircraft by the end of this year or early 2026, further boosting our operational capabilities and passenger comfort.

### Sustainability Commitment: AURA AERO Partnership

In June 2025, during the Paris Air Show, Safarilink signed a Letter of Intent (LOI) with French aerospace manufacturer AURA AERO for the acquisition of four 19-seater ERA hybrid-electric regional aircraft, with options for two more.

This move positions Safarilink as a leader in low-emission aviation in Africa. The ERA aircraft offers:

- Hybrid-electric propulsion with up to 80% CO<sub>2</sub> emissions reduction
- A range of 900 nautical miles
- Capability to operate from short, unpaved runways

- Capacity for 19 passengers or 1.9 tonnes of cargo

This partnership aligns our operations with global sustainability goals while enhancing regional mobility.

### Route Network Growth: Connecting More of East Africa

Safarilink continues to expand its footprint with exciting new routes:

- **Daily Flights to Entebbe via Kisumu:** Launching 15<sup>th</sup> December, 2025, this new service connects Nairobi to Entebbe through Kisumu, strengthening regional integration and offering seamless travel between Kenya and Uganda.
- **Twice-Daily Flights to Arusha:** Following the Tanzanian government's opening of Arusha International Airport, Safarilink will now replace its existing Kilimanjaro service with a more convenient twice-daily flight to Arusha operating both morning and afternoon.

This strategic shift enhances accessibility for our customers and complements our broader East African network, linking:

- Amboseli/Tsavo West → Laikipia
- Masai Mara → Diani/Mombasa

These new connections support tourism, business travel, and conservation efforts by making East Africa's most treasured landscapes more accessible than ever.

### Looking Ahead

Safarilink remains committed to innovation, sustainability, and excellence in regional aviation. With a growing fleet, expanding network, and a bold sustainability roadmap, we are excited to continue serving our passengers with unmatched service and connectivity.

*Here's to another year of soaring higher together.*





## Celebrate 10 Years & Africa's Only Signature Showroom

This quarter has marked a truly momentous occasion for Kitchens & Beyond. We celebrated a decade of successful partnership with our strategic sanitaryware brand, Kohler. The two-day event was not just a tribute to our past; it was a bold statement about our future, solidifying our position as Africa's definitive leader in premium bathroom solutions.

### The Signature Milestone: Showroom Opening

The festivities kicked off on 15<sup>th</sup> October, 2025 with a high-profile visit from Laura Kohler, Chief Sustainable Living Officer at Kohler Co. The primary purpose of her visit was to officially open our magnificent, state-of-the-art facility: The only Kohler Signature Showroom in all of Africa.

This exclusive showroom sets a new benchmark for luxury and design. It offers our customers and industry professionals an immersive experience into Kohler's world-class products and sustainable innovations, underscoring our commitment to bringing global excellence to the African continent.

### Honouring Our Foundational Partnership

During her visit, a special acknowledgment was made to honour our long-standing collaboration. A Ten-Year Partnership Award was presented to our leadership, recognizing the commitment and vision that have driven our shared success. The award was accepted by Shareholders Vinit Dodhia and Poonam Gohil, along with General Manager Tyron Immelmann, underscoring the strategic foundation of our collaboration.



*Laura Kohler presents the Ten-Year Partnership Award to the Kitchens & Beyond team.*



*Amit Patel, CEO of Ramco Group, delivers his address to the guests.*



*We were honored to celebrate with our valued clients and invited guests at the opening of Africa's Kohler Signature Showroom and partnership milestone.*





*Kitchens & Beyond showroom*

### The Main Event: Celebrating Industry Leaders

The celebratory energy culminated on 16<sup>th</sup> October, 2025 with a spectacular evening event. We were honoured to host the pillars of the design and construction industry, including a distinguished mix of architects, developers, engineers, interior designers, and key clients, who are all crucial partners in shaping the modern African landscape. The event was expertly hosted and energized by our brand influencer, Caroline Mutoko.

### Strategic Leadership Recognition

During the evening, **Group CEO Amit Patel** spoke on behalf of the shareholders, delivering a message of thanks and appreciation. Mr. Patel formally recognized all stakeholders, thanked our valued customers for their ongoing support and loyalty, and warmly appreciated all attendees for celebrating this significant milestone.

Subsequently, Mr. Patel joined Shareholders Vinit Dodhia and Poonam Gohil, in accepting the Ten-Year Partnership Award from Kennedy Sithole, General Manager Kohler SSA. This collective recognition celebrates the strategic leadership across all levels that has been instrumental in making this partnership a decade-long triumph.

This incredible milestone is a testament to the hard work and dedication of every K&B team member who supports this relationship, from sales and logistics to marketing and installation. Thank you for driving this decade of excellence!



**KITCHENS  
& BEYOND®**

## At the Homes and Gardens Expo 2025

The Homes and Gardens Expo 2025 took place at the Sarit Expo Centre from 27<sup>th</sup> to 31<sup>st</sup> August, 2025. The annual event showcased a wide range of products and services for home and garden enthusiasts, including home and kitchen appliances, furniture, interior decor, security systems, and more. La Casa Complex and Lehem Interiors won the Best Overall Stand at the 2025 Homes and Gardens Expo due to their exceptional creativity, style, and meticulous attention to detail.

The stand was meticulously designed to tell a story of luxury, showcasing a blend of elegance and functionality through high-end pieces. The impressive design was made possible with the support of several

sponsors, including Kitchens and Beyond who supplied Kohler sanitaryware items for use in the stand.

Being a sponsor of an award-winning exhibition stand, assists in building partnerships, boosts brand visibility, and helps reinforce the decade-long partnership between Kitchens & Beyond and Kohler.

The sponsorship placed Kitchens & Beyond's brand directly in front of customers—those actively seeking high-end, innovative solutions for their homes. The "WOW! House" display allowed visitors to see the quality of the products in a compelling, real-world context.





## Exhibits Print Excellence at the Nairobi International Book Fair 2025

Ramco Printing Works Ltd proudly participated in the Nairobi International Book Fair 2025, held from 24<sup>th</sup> to 28<sup>th</sup> September, 2025, at the Sarit Expo Centre in Westlands. Organized by the Kenya Publishers Association, this year's event embraced the theme "Inspiring Readers, Shaping Futures," celebrating the power of books and the evolving world of print.

The fair brought together authors, publishers, educators, students, and book lovers for five days of exhibitions, book launches, and engaging activities for children. It provided a valuable platform for industry players to network, exchange ideas, and explore innovations shaping the future of publishing in Kenya and beyond.

As one of the region's leading print partners, Ramco Printing showcased its advanced printing capabilities, including educational materials, commercial print solutions, and high-quality packaging. The team engaged with publishers and educators to demonstrate how cutting-edge print technology can bring stories to life while maintaining the highest standards of quality, sustainability, and design.

Participation in the Nairobi International Book Fair reflects Ramco Printing's long-standing partnership with Kenya's publishing industry and its commitment to supporting literacy, creativity, and knowledge sharing across generations.





## Showcases Konica Minolta Tech at Tanzania's First Print Pack Expo



Sai Office Tanzania proudly took part in the inaugural Print Pack Expo, held in Dar es Salaam from 29<sup>th</sup> to 31<sup>st</sup> August, 2025, welcoming over 530 visitors across the three days. As the sole distributor of Konica Minolta products in Tanzania, Sai Office partnered with Konica Minolta to introduce the market to the latest innovations in printing and packaging technology.

At the event, Sai Office displayed the AccurioPrint C4065P and AccurioPrint C4070, giving visitors a firsthand experience of the reliability, speed, and flexibility these models offer for professional print businesses.

The booth also drew tremendous interest with samples and demonstration videos of Konica Minolta's advanced systems, including:

- AccurioLabel 230 – delivering precision and efficiency for digital label printing.
- AccurioShine 3600 – offering high-quality digital embellishment with foiling and 3D spot varnishing, transforming ordinary prints into premium packaging solutions.
- AccurioPress C12010S (with 5th Colour – White) – opening new creative possibilities for print



service providers with high productivity and expanded applications.

These technologies highlight the power of digital printing in elevating product packaging and labelling, providing cutting-edge solutions tailored to the needs of the Tanzanian market. From high-volume printing to specialty finishes, businesses now have access to world-class technology designed to enhance both quality and efficiency.

The participation of Sai Office at the first-ever Print Pack Expo marks a significant milestone, not only in highlighting the strength of Konica Minolta's portfolio but also in underlining Sai's role in shaping the future of professional printing and packaging in Tanzania.







## Celebrating Young Talent at the MGC Junior Golf Tournament

Ramco Printing was proud to sponsor the Junior Simba League Golf Tournament held at Muthaiga Golf Club on 31<sup>st</sup> August, 2025. The event brought together families, golf enthusiasts, and the next generation of champions under the inspiring theme “Young Stars, Big Swings.”

The tournament celebrated skill, discipline, and sportsmanship among young golfers who displayed remarkable passion and confidence on the greens. It was a day filled with energy, learning, and community spirit, reflecting the bright future of golf in Kenya.

Ramco Printing is honoured to support platforms that nurture young talent and encourage excellence beyond the classroom. We look forward to seeing these promising golfers continue to grow, compete, and inspire others through their dedication and drive.





## Participates in the Magical Kenya Travel Expo 2025

Travelshoppe Company Ltd's participation in the Magical Kenya Travel Expo 2025 was a resounding success. MKTE is a key industry event that brings together businesses and professionals from the marketing and tourism sectors to network, showcase products, and build partnerships. This year marks the 15<sup>th</sup> edition, with the theme **"Sustainable Tourism Growth: Unlocking Africa's Potential."**

Held from 1<sup>st</sup> to 3<sup>rd</sup> October, the event brought together over 350 exhibitors and more than 6,500 delegates from 40 countries. For Travelshoppe, the outcomes were clear: we walked away with strong leads in the pipeline, solid agreements, and valuable insights into areas of highest demand.

Over the three-day event, our booth was a hub of focused business activity. Structured meetings with buyers revealed strong interest in experiences that blend Kenya's iconic attractions with meaningful sustainability — including eco-friendly accommodations, low-impact travel options, and initiatives that support conservation and responsible tourism.

As the curtains closed on the expo, we left enriched with expanding networks and promising business opportunities ahead.



## Travelshoppe at the GlobalStar Annual Conference 2025 – Dubai

Travelshoppe proudly represented Kenya at the GlobalStar Annual Conference 2025, held from 22<sup>nd</sup> to 24<sup>th</sup> September at the Marriott Marquis Dubai Creek.

The event brought together GlobalStar partners and industry leaders from around the world to share insights, explore new opportunities, and strengthen global collaboration within the travel sector.

The conference featured an inspiring keynote address by Stewart Harvey on the Route to Success, setting the tone for three days of thought-provoking discussions, strategic sessions, and meaningful networking. Partners and suppliers exchanged innovative ideas, explored emerging

trends, and reaffirmed their shared commitment to excellence in travel management.

As Kenya's GlobalStar Partner, Travelshoppe was honored to contribute to this global dialogue on innovation and service leadership in the travel industry.

A special thank-you to GlobalStar Travel Management for creating such a dynamic and collaborative platform that continues to connect, inspire, and elevate travel professionals worldwide. Here's to continued partnership, progress, and shared success ahead.





**RAMCO**  
GROUP

## Unites for a Cleaner City on World Cleanup Day 2025



Ramco Group proudly joined millions around the globe in celebrating World Cleanup Day 2025 on 20<sup>th</sup> September, an official United Nations observance facilitated by UN-Habitat. The initiative brought together employees, communities, and partner organizations to take action against the growing waste crisis and champion a cleaner, healthier planet through collective responsibility.

This year's participation reflected Ramco Group's long-standing commitment to sustainability and environmental awareness



across its network of companies. Teams from diverse sectors within the Group actively organized cleanup drives both within and around their premises, focusing on waste segregation, recycling, and reducing single-use plastics.

Notably, Ramco Group Industrial Park, ASL Packaging, The Print Store, and Platinum Packaging stood out for their exceptional efforts. Their teams went the extra mile to mobilize staff, clean surrounding access roads and compounds, and collaborate with

neighbouring businesses and community groups to expand the initiative's reach. At Platinum Packaging, themed cleanup days added a fun and engaging element, while The Print Store's team emphasized awareness on maintaining clean, safe work environments.

Employees embraced the initiative wholeheartedly, turning what began as a cleanup effort into a moment of unity and reflection on individual and collective environmental responsibility. Through teamwork, open dialogue, and a shared sense





of purpose, the campaign not only improved physical surroundings but also reinforced Ramco's culture of collaboration and care for the communities it serves.

The activity also aligns with Ramco Group's core CSR pillars: Education, Health and Sanitation, Empowerment, and the Environment. Through initiatives like World Cleanup Day, the Group demonstrates its continued leadership in corporate sustainability and its belief that every action counts toward a cleaner, better world for all.







### Celebrates 150 Days Accident Free



At ASL Packaging Limited, safety is at the heart of everything we do. On 27<sup>th</sup> August, 2025, we marked a major milestone of attaining 150 lost-time accident-free days. The event was graced by our CEO's breakfast, cake cutting, and recognition of our dedicated HACCP team through certificate awards after they went through an intensive two days' training for HACCP as we look forward to attaining HACCP certification as an organization.

While addressing staff, our CEO; Mark Ludlow reminded us of how far we have come as an organization from spending nearly Ksh 4 million

on EHS-related claims in 2024 to under Ksh 10,000/- year-to-date in 2025. This remarkable progress reflects the value of investing in a strong safety culture across the organization and the commitment of every team member.

We are proud of this achievement and remain focused on sustaining safe practices, driving continuous improvement, and ensuring that every task, every time, is done safely as per our Health and Safety slogan - ***"Meet the person responsible for your own safety and the safety of others."***







## Celebrating the People Behind Every Great Service Experience



This October, Ramco Group companies came together to celebrate Customer Service Week 2025, honoring the people who make every success possible, our valued customers. The celebrations were filled with joy, appreciation, and meaningful engagement across different locations.

At **ASL Trading** and several other companies within the Group, customers were treated to confectionery delights and engaging photo sessions that created warm moments of connection. Teams across branches took time to interact with customers, sharing smiles and stories while reinforcing the Group's dedication to service excellence.

**Platinum Packaging** added a colorful twist to the week by introducing themed outfits for their staff each day, bringing energy and creativity to the workplace while reminding everyone that customer service can be both professional and fun.

Customer Service Week served as a reminder that behind every transaction lies a relationship built on trust, consistency, and care. Across the Group, teams demonstrated the shared belief that great service is not a department but a culture that defines how we engage, deliver, and grow together.



## Continue Their Journey Toward EHS Excellence



In September 2024, Platinum Packaging Limited (PPL) began a transformative journey to make safety a core part of its culture. The company joined the EHS internal audit program with the goal of not only meeting standards but setting new ones for the industry.

Starting with a score of 88%, the team steadily improved through dedication, collaboration, and shared commitment. By August 2025, PPL proudly achieved 100% EHS compliance, marking a major milestone that continues to inspire continuous improvement. This progress was driven by a strong sense of ownership across all levels. Each department formed EHS committees, held regular meetings, and filed outcomes with DOSH for compliance.



The slogan ***“At PPL, I am responsible for my own safety and the safety of others”*** became part of the company’s identity and is now recited at the start and close of every meeting.

Management played an active role by leading monthly factory walks and self-audits, becoming true champions of safety. Weekly Toolbox Talks provided a consistent platform for learning, with employees volunteering to lead sessions and share practical knowledge that strengthened the culture of safety across teams. Emergency preparedness was another major focus area. Fire marshals and first aiders received training and were easily identified by their reflective jackets. Every new hire and contractor underwent an EHS induction to

ensure they started with the right mindset. During EHS Week, staff took part in awareness sessions and live demonstrations that made safety training both engaging and relevant.

Operational improvements quickly followed. The Declutter Campaign, led by the PPL Ladies, created cleaner and safer workspaces. Fire extinguishers were upgraded and clearly labelled, PPE compliance rose from 60% to 100%, and a new QR code reporting system made it easy for employees to report hazards or near misses in real time. Regular fire drills, safety inspections, and improved traffic markings within the plant further enhanced workplace safety.

Achieving a 100% EHS score was more than an accomplishment. It reflected a culture of accountability, teamwork, and care shared by every individual at PPL.

Looking ahead, the company remains committed to maintaining this record, deepening its safety culture, and setting new benchmarks in EHS excellence. At PPL, safety is the responsibility of every employee, and together we continue to prove that when safety comes first, success naturally follows.





## Delivering More Than Packaging

At Platinum Packaging Limited, employee voices guide how the company works and grows. Engagement is part of daily life, supported by committees that turn ideas into real change.

The Production Forum brings together representatives from across the plant to share observations and propose improvements. Management listens closely, and many of these ideas shape safer, smoother, and more efficient operations.

The Staff Welfare Committee supports employees during celebrations, challenges, and personal losses, ensuring no one faces life's moments alone. Monthly Town Hall Meetings give everyone a chance to speak openly, discuss issues, and track progress together. The Grievances Committee handles concerns quickly and fairly, protecting trust. Suggestion Boxes offer a private way to share ideas,

many of which lead to practical improvements.

Mental Wellness Champions promote a healthier workplace through awareness sessions, counseling opportunities, and campaigns that encourage openness and support. The Men's and Women's Clubs build confidence, mentorship, and community through shared experiences. The EHS Committee ensures that safety remains a daily priority through training, compliance checks, and continuous monitoring.

Together, these committees create a workplace where ideas matter, people feel supported, and care is part of the culture. At PPL, collaboration strengthens both the work we do and the community we build.

***"Where every idea counts and every voice matters."***



## Celebrates Moms To Be at the Workplace

As we celebrated our two moms to be at our premises on 16<sup>th</sup> and 29<sup>th</sup> August, 2025, it was a day for us to reflect back on the important roles that women play both at home and workplace. The valuable lessons we shared as mothers about life, parenting and creating a work life balance while at the workplace shapes who we truly are in the society. We graced the two occasions by cake cutting and buying gifts for our two beautiful ladies that look forward to bring forth new lives. We wish our two lovely queens; Joyner Wanjiru and Lilian Khasiala all the best and we look forward to many more celebrations of a kind!

**Together, we encourage, support, and grow by powering each other's strengths!**



## Hosts the Battle of the Packers Football Tournament



*ASL Packaging and Platinum Packaging Football teams pose together for a photo.*



*Mark Ludlow stands at the centre alongside the ASL Packaging team, capturing the energy and unity that set the tone for the Battle of the Packers tournament.*

Ramco Jamii brought energy and community spirit to Imara Daima Estate Grounds on 3<sup>rd</sup> October, 2025 with the premier Battle of the Packers football tournament. The friendly match featured two strong contenders from within the Group: ASL Packaging and Platinum Packaging.

The tournament aimed to promote employee wellness, teamwork, and camaraderie while strengthening bonds across the Ramco Group. Families, colleagues, and community members turned out in large numbers to cheer on the teams, creating a lively atmosphere filled with excitement and support. Both teams displayed impressive skill and sportsmanship throughout the match, reflecting the dedication and unity that define our Group culture.

The event highlighted the importance of collaboration beyond the workplace and offered employees an opportunity to connect, unwind, and celebrate shared values.

The Battle of the Packers marks the beginning of a new tradition within Ramco Jamii, one that encourages healthy competition and brings employees together in fun and meaningful ways. More events are planned to continue building a strong sense of community across the Ramco Group.

To get involved in Ramco Jamii initiatives, register at [www.ict-a.co/jamii](http://www.ict-a.co/jamii) or email [comms@ramco.co.ke](mailto:comms@ramco.co.ke)



*Ramco Jamii representatives Catherine, Serah, Jones, and Kimani share a moment before kick-off.*



## Artificial Intelligence (AI): The Changing Face of Work and What to Watch Out For



AI is no longer a futuristic idea. It is shaping the way businesses operate today, from improving customer service and automating routine tasks to helping teams make better decisions through data insights. Across industries, companies are finding ways to use smart technology to save time and enhance efficiency.

However, as useful as these tools can be, they also come with important considerations. One key area is data privacy. Employees should be cautious about the kind of information they share or upload on public platforms that use such technology.

Sensitive company or customer data should always stay within approved systems. A point of concern is that information shared with public AI tools may be stored or used to train their systems. This means any company data entered could potentially be exposed or reused outside our control. For this reason, staff should never input internal, confidential, or client-related information into such platforms.

Another consideration is accuracy. While these tools can generate impressive results, they sometimes produce errors or outdated information.

It is essential to double-check facts and ensure human review remains part of the process. Lastly, employees should focus on building their own skills to stay relevant in this evolving digital age. Understanding how to use technology responsibly and effectively will be just as important as the technology itself.

Used wisely, artificial intelligence can be a valuable ally in driving innovation and efficiency across Ramco Group. By combining curiosity with responsibility, we can harness AI not just to work smarter, but to shape a future where technology serves people and purpose.



**RAMCO**  
GROUP

## Living Our Values at the Heart of Who We Are



### **COURAGE**

We face challenges head-on, make bold decisions, and stand by what's right, even when it's hard.



### **HONESTY & INTEGRITY**

We do the right thing every time, with truth as our foundation and trust as our legacy.



### **INNOVATION**

We embrace fresh ideas and smarter ways to make a lasting impact on our business, customers, and community.



### **COMMITMENT**

We take ownership, persevere, and deliver our very best in everything we do.



**RAMCO**  
GROUP

## Performance Appraisal and Reviews – From Ratings to Growth



Performance Evaluation periods whether quarterly or annual are punctuated by a myriad of sentiments and diverse expectations. On one end are employees eager to demonstrate how they out-did the designated goals, on

the other hand you have employees that discovered that the allocated goals were not realistic, too ambitious and others did not meet the agreed goals but with a list of “justifiable” reasons – the budget was not approved, the manager does not like them, etc.

All in all, HR department is aiming at a positive impact to the organization as well as growth opportunities for the workforce. So how do we optimize the performance review experience? What value-reservoirs can be tapped into and how can that be achieved? In reference to a McKinsey Article titled “How to get the most from end-of-year reviews” by Emily Field, we discover three main outcomes that the HR team should be cognizant of and focused on while administering a performance appraisal/ review and these are:

- Growth for the organization and its employees.

- Sense of purpose, connection and alignment with organizational objectives.
- Moving reviews from transactional ratings to merging employee satisfaction with Business Performance.

While the HR function facilitates performance review exercises, the real constructive discussions and impactful feedback comes from the interaction between an employee and their respective supervisor/manager as that is where the actual operational context lies. While managers sit with their subordinates to discuss their performance, a constructive way to approach these meetings can be highlighted as follows:

- A review/appraisal is more about discovery of opportunities for growth than articulating shortcomings.
- When it comes to concerns regarding performance, a lot more value is reaped by focusing on the root cause and solving for that. HR can constructively facilitate this discovery through coaching and/or mediation.
- There is more impact and ownership when a solution is co-created between the manager and the employee than when it's dictated downwards.

- Employees should take agency/own their future performance.
- Feedback on improvement areas is as important as how it is delivered. It is important to maintain empathy to ensure effective communication.

Ultimately, a performance evaluation process should reflect on past deficits, employ measures for resolution and more importantly, set up the coming year/period for greater success.





# Let's Welcome Our New Leaders at Ramco Group



**AVANI DODHIA**  
FINANCIAL CONTROLLER



Avani Dodhia is the Financial Controller at Travelshoppe Company Ltd, bringing over a decade of experience in the finance field. As an ACCA Affiliate, she has worked across diverse industries, gaining deep insight into financial operations, compliance, and strategic business planning. Her career is defined by a commitment to accuracy, efficiency, and empowering organizations through data-driven decision-making and sound financial leadership.

**Interests:** Outside of work, Avani enjoys dancing, cooking, and baking, where she often experiments with new recipes and flavors. She is also an enthusiastic reader who finds inspiration in books that encourage creativity, personal growth, and lifelong learning. She is married and deeply values balance, connection, and joy, bringing these qualities into both her personal life and professional journey.

**Expectations:** In her role at Travelshoppe, Avani looks forward to expanding her strategic responsibilities and strengthening the company's financial leadership. She is eager to contribute to the organization's continued growth while developing her own expertise. What motivates her most is knowing that her work can create a positive impact and help drive sustainable success.



**RODGERS AKO**  
HUMAN RESOURCE MANAGER



Rodgers Ako is the HR Manager at ASL Ltd. Trading Division, bringing over 13 years of experience in HR Management. He has worked across diverse sectors, leading teams and implementing people-centered strategies that drive performance and growth. His experience includes nine years at Timsales Ltd, where he supported the HR function, and four years at Adora Products Ltd, where he managed HR operations across multiple companies.

He holds a Diploma in HRM from the University of Nairobi and is currently pursuing a Bachelor's degree in Business Management (HR option) at Mount Kenya University. His professional approach is rooted in leadership, problem-solving, and creating high-performing teams that align with organizational goals.

**Interests:** He enjoys spending time with his family and reading HR journals and professional articles to stay updated on industry trends. Married and a father of two, he values balance, learning, and connection, both personally and professionally.

**Expectations:** Rodgers aims to strengthen the company's HR framework and foster a positive, productive work culture. He looks forward to contributing to the organization's strategic objectives by enhancing employee engagement, retention, and compliance.



**RAJESH MISHRA**  
BUSINESS DEVELOPMENT HEAD



Rajesh Mishra is the Business Development Head at Ramco Group with over 29 years of experience in sales, strategic planning, business development, and leadership. His career reflects a strong record of driving growth, building capable teams, and achieving results through strategic execution and client-focused engagement.

He joined Ramco Group in February 2022 as Head of Sales at Sintel Security Print Solutions Ltd, where he led key business initiatives and strengthened customer relationships. In January 2024, he advanced to serve as Business Development Head for Plexus Group, successfully managing both local and export markets. His strong negotiation and deal-closure skills, coupled with his ability to cultivate partnerships, helped secure reputable corporate and parastatal clients.

**Interests:** Outside work, Rajesh enjoys time with his family and exploring ideas in business, leadership, and personal growth. He values teamwork, discipline, and continuous learning.

**Expectations:** Rajesh aims to expand the company's presence across Kenya and the larger East and Central African region. He is focused on opening new business avenues, fostering collaboration among sales teams, and driving cross-selling opportunities within the Group.



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