



## CAP and Corporate Social Responsibility in 2010

CAP is committed to Corporate Social Responsibility and the principles of the UN Global Compact. These guide the way we work and the way we implement policies, processes and programs to clearly align our thrust for business growth with our obligations to the society. The CSR policy recognizes the company's role in the following broad areas: Leadership with vision and values, Market place activities, Workforce activities, Supply Chain Activities, Community Activities, Stakeholder engagement and Environmental concerns. The journey has been rewarding and we are encouraged to keep doing good. In 2010, we received another award in appreciation of our contribution to the improvement of schools in Lagos State under the state's "Support our Schools Initiative".

### Leadership, Vision & Values

We regard ethical leadership and practice as critical to responsible business and are committed to conducting our business according to ethical, professional and legal standards.

- **Shared Values:** The CAP community strives to live its shared values of Integrity, Respect for the individual, Customer Focus, Team Spirit, Innovation and Openness & Communication.
- **UACN Code of Ethics:** CAP is a signatory to the uacn code of ethics and conduct which outlines expected pattern of conduct for all employees including the rejection of any form of inducement giving or receiving.
- **Whistle blowing:** The whistle blowing procedure in place ensures that e-mails are anonymously received, discretely investigated and a report sent to the Audit Committee.

### Marketplace activities

Our service mission is to delight our customers with exceptional quality products and services. We aspire to provide peace of mind for our customers. Some of the marketplace activities are:

- **Product Information Integrity:** Precise and concise information about our products are provided to customers through clear and proper labeling and products information bulletin.
- **Value/ Culture alignment of Dealers:** Dealers and their employees are educated on the values of the company and are supported to imbibe them.
- **Customer involvement in improvement processes:** Product knowledge and suggestions for improvement are discussed regularly with our customers at different customer/consumer engagement fora. Customer satisfaction surveys are also conducted as part of the feedback system.
- **Capacity building of dealers and users:** Several training and development initiatives are conducted annually for our dealers, painters and other users of our products.
- **SHE Compliance of Dealers:** Dealers' outlets are regularly assessed for compliance with SHE standards and practices. Corrective actions are taken as appropriate to ensure conformity.
- **Careline Unit:** The Customer Careline unit collates and monitors feedback from our customers and other stakeholders. This is fed into our process and customer satisfaction improvement initiatives.

## Workforce Activities

We aspire to be an employer of choice. We recognize that our success is dependent on the caliber and motivation of our People.

- **Recruitment and Retention:** Our policy involves the right placement of people in the right roles and retention of talented people. Annual employee surveys are conducted to provide information on what employees' value and where they want us to improve.
- **Training and Development:** The annual training plan achievement is measured to monitor performance and progress. Effectiveness of training programs is also monitored through annual performance appraisal of staff and delegation of responsibilities.
- **Freedom of association and collective bargaining:** Our employees belong to a vibrant local union and an industry wide trade union.
- **Self-development:** The tuition costs of pre-approved and relevant programs of study are fully paid for by the company.
- **The Creche:** A friendly creche is operated at the company's head office at Ikeja to promote baby-mother bonding.
- **Recognition:** We recognize the achievement of employees who display exemplary traits of integrity, dedication to duty, customer focus and initiative in line with our shared values.
- **Life after Work training:** We constantly remind staff of the inevitability of retirement and train them to face the challenges of that situation when it occurs.

## Stakeholder engagement

- **Appointment and fair treatment of suppliers and Contractors:** Suppliers of goods and services are appointed using defined criteria that do not discriminate on the basis of religion, tribe or sex. We strive to treat them fairly and settle their invoices on due dates.
- **Fair treatment of shareholders:** All shareholders are treated equally.

## Safety, Health and Environmental Activities

We are committed to providing a working environment that is safe for all employees, contractors, customers and members of the public. Based on our commitment to meet, and continue to meet our environmental management system and corporate policy requirements, we began the process of certification to the ISO 14001:2004 Environmental Standards. This will reduce our environmental liability, reduce costs as a result of potentially lower insurance rates, increase profits through potential process improvements and show the external community that we are environmentally responsible.

- **SHE Policy and Manual:** This sets out the company policy on SHE and actions /guidelines for maintenance of a safe workplace. SHE assessments and fire drills are conducted regularly.
- **Effluent Treatment:** In 2009, we commenced the upgraded of our effluent treatment plant to meet the Federal and Lagos State statutory requirements. This had been on-going as part of the company's strategy to undertake a phased modernization of the factory.
- **Environmental Assessment:** We conduct periodic environmental assessment of our operations. The environmental assessment report is submitted to the regulatory agencies for verification.



- ✦ **Promoting sustainable environment:** We maintain a vibrant relationship with the Nigeria Conservation Foundation. We also ensure that our operations are carried out with minimum impact on the environment.
- ✦ **Promoting healthy lifestyle:** We conduct health seminars, provide the environment for recreation and share knowledge on the essence of living well. We have a gym and other recreational facilities to promote healthy living through regular exercise and relaxation

#### Community Activities

CAP values community leadership and responsibility. We are committed to playing a responsible and responsive role in the community. In 2010, we undertook the following projects:

- ✓ We renovated and set up library at St. Peters Anglican Primary School, Obafemi Awolowa way Ikeja.
- ✓ We painted and decorated Millennium Senior Secondary School Egbeda and Iloro Agege art rooms.
- ✓ We cleaned drainages and cut overgrown grasses on Adeniji Jones Avenue through staff volunteer activity.
- ✓ We donated paints for beautification of the National secretariat Special Persons Association Of Nigeria, Onipanu - Lagos
- ✓ We donated paints for the face-lifting of LEAP Africa, Lekki – Lagos, a youth empowerment organization.
- ✓ We partnered with the Sickle Cell Foundation of Nigeria for the re-decoration of National Sickle Cell Center, LUTH Mushin.
- ✓ We donated paints to ICAN Ikeja District Society, Ikeja for the face-lifting of their Library and Conference Center.
- ✓ We donated paint to the Naval Officers Wives Association (NOWA) Educational Center, Karshi, Nasarawa.
- ✓ We donated paint to Center for Citizens with Disabilities, Allen Avenue, Ikeja for the painting of newly acquired secretariat.



#### CAP A Participant in the UN Global Compact Initiative

In August 2006, the company was accepted by the United Nations' Secretary General as a participant in the Global compact initiative-raising the bar in human rights, labour standards, environment and anti-corruption. We have joined the local network and are committed to propagating the values of the Global Compact.

Corporate  
Social  
Responsibility  
Report  
cont'd

	Global Compact Principle	Action Taken/Impact Achieved
1	Businesses should support and respect the protection of internationally proclaimed human rights	The staff handbook provides guidelines on staff welfare, disciplinary and grievance procedure. Employees are made aware of their rights at the workplace and are assured of fair treatment always
2	Businesses to ensure that they are not complicit in human abuses	CAP is represented at leadership levels in the employers federation and at the national association with a view to assist the process of human rights observance
3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	CAP workers belong to a vibrant local union. The union held an election in December 2009 to elect new officers. CAP recognizes the unions' right to collective bargaining and implements industry's collective agreement on schedule
4	The elimination of all forms of forced and compulsory labour	Employees discuss, negotiate and agree their terms of employment and are free to accept/reject the terms without coercion. CAP employs 8-hour work day and annual leave with full benefits.
5	The effective abolition of child labour	CAP will not employ anyone under the age of 18 years and will not do business with any supplier that engages in child labour utilization
6	The elimination of discrimination in respect of employment and occupation	CAP is an equal rights employer, without discrimination on account of sex, tribe, religion or profession
7	Businesses should support a precautionary approach to environmental challenges	We have undertaken product substitutions in our operations based on environmental considerations. We have initiated a relationship with the Nigeria Conservation Foundation in this area
8	Undertake initiatives to promote greater environmental responsibility	We work closely with agencies to monitor our environmental performance and sustain improvements. We conduct quarterly environmental audits. We ensure regular maintenance of our effluent system
9	Business should encourage the development and diffusion of environmentally friendly technologies	In making decision to buy or use products and services, we appraise their environmental friendliness
10	Businesses should work against all forms of corruption, including extortion and bribery	All CAP employees are governed by an ethics code. In addition, all employees are provided with pocket-sized portraits of the company's shared values as constant reminders of our compass.

**CAP  
Cares**

## Renovation of St. Peters Anglican Primary School, Obafemi Awolowo way Ikeja



Before



After



Before



After



The Executive Secretary, Ikeja Local Education Authority, Alhaja R.B. Salifu (Center), Executive Director, Corporate Services, use of Ikeja plc, Mr. J. I. Dada, (left), Managing Director, CAP plc, Mrs. Oluwara Ebeide at the official handing over of library to the school Authority.



The School Manager, Mrs. Oluwaseun Olatunji presenting gift to the Management of CAP plc in appreciation of their kind gesture.



## Adeniyi Jones Cleaning



A cross section of CAP staff that participated in the cleaning of Adeniyi Jones, Ibeju