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Key to Diagnostic Excellence

Dear Sir/Madam,

Thank you for your request for more information from Pathologists Lancet Kenya on our efforts to continuously strive to achieve the highest standards of ethical business practice attainable.

We at Pathologists Lancet Kenya as part of the internationally renowned Lancet Group of Laboratories remain committed to ensuring we reach and maintain our goal as the foremost independent medical laboratory practice in the region. This goal cannot be attained without paying close attention to the ethical fabric of the society in which we operate and ensuring we set the standards not just in the medical industry but as a socially responsible business player. We are grateful to be part of Global Compact and have even started aligning our own internal practices with those of the Global Compact's 10 principles.

Our staff, both technical and administrative are the most important part of this process. Recognising that it starts with them we have ensured that their experiences in the work place and the manner in which they interact with external stakeholders of the business and the community at large conforms with not just our own stringent principles as a medical practice but is guided by a high ethical bias towards doing good.

Horizontal structures across departments coupled with comprehensive benefits for all staff and a robust training and mentorship programme from top to bottom are just some of the elements we at Pathologists Lancet Kenya employ to ensure employees behave and feel committed to doing the right thing at all times as well as being part of a positive and successful culture.

From our marketing teams giving back to the community in a structured, engaging and tangible manner via medical camps and targeted outreach activities to enhanced use of our newly established call centre whereby concerns regarding our business practices can be channeled back to us and logged, our administrative business units are continuously being challenged to exploit new ways of staying ahead of the ethics pack. Our industrial relations programme involving our legal, HR and senior management once a month holds sessions with members of staff on a rotational basis to offer guidance on pressing business concerns and pressures from the external environment. From these sessions we hope to groom several ethics champions in the different departments who can spearhead our collective responsible behavior agenda.

While it is early days as a Global Compact member, we can already see the benefits of taking a keener stance on matters of ethics and good business practice both on our internal relations and our bottom line. Our motto of "Key to Diagnostic Excellence" is sure to be realised if we remain steadfast on the Global Compact path of excellence.

Yours sincerely,

Mwenesi Musalia

General Manager - Business & Corporate Affairs

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