

Corporate social responsibility report CAP plc

CAP and corporate social responsibility in 2011

CAP is committed to Corporate Social Responsibility (CSR) 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.

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.
- **HSE compliance of dealers:** Dealers' outlets are regularly assessed for compliance with HSE 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.

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Environmental assessment- We conduct periodic environmental assessment of our Operations. The environmental assessment report is submitted to the regulatory agencies for verification. In line with our commitment to operate our businesses in an environmentally friendly manner, we hosted the 2011 Lagos State Environmental Protection Agency's Annual Tree Planting Campaign.

- **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 2011, we undertook the following projects:

- * We donated 2 Braille Machines, 90 Slates and Stylus and 50 packs of Braille Paper to the School for the Blind, Abuja.
- * We donated 4HP Desktop Systems to Pacelli School for the Blind, Surulere, Lagos.
- * We donated 2 Braille Machines. 90 Slates and Stylus and 50 packs of Braille Paper to the School for the Blind, Kano.
- * We donated Science and Laboratory Apparatus to Abibat Mogaji Millennium Senior Secondary School, Agege, Lagos.
- * We donated Science and Laboratory Apparatus to Millennium Secondary School, Egbeda, Lagos.

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

	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 procedures. 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 rights abuses.	CAP is represented at leadership levels in the employers federation and 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. CAP recognizes the unions' right to collective bargaining 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	Businesses should encourage the development and diffusion of environmentally friendly technologies	In making decisions 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



DONATION OF SCIENCE AND LABORATORY APPARATUS TO MILLENIUM SECONDARY SCHOOL, EGBEDA



DONATION OF SCIENCE AND LABORATORY APPARATUS TO ABIBAT MOGAJI MILLENIUM SENIOR SECONDARY SCHOOL, AGEGE, LAGOS STATE



DONATION OF 2 BRAILLE MACHINES, 90 SLATES AND STYLUS AND 50 PACKS OF BRAILLE PAPER TO SCHOOL FOR THE BLIND, ABUJA



DONATION OF 2 BRAILLE MACHINES, 90 SLATES AND STYLUS AND 50 PACKS OF BRAILLE PAPER TO SCHOOL FOR THE BLIND, KANO



DONATION OF 4 HP DESKTOP COMPUTERS TO PACELLI SCHOOL FOR THE BLIND, SURULERE, LAGOS