



# CAP and Corporate Social Responsibility

## CAP PLC – It Pays to be a Responsible Corporate Citizen

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 obligation 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.

We have started the journey and there evidences that our workers and other stakeholders are finding this journey fascinating and fulfilling.

### 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 individuals, 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 market place activities are:

- \* **Product Information Integrity:** Precise and concise information about our products are provided to customers through clear and proper labeling and products information's bulleting.
- \* **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 for a. Customer satisfaction surveys are also conducted as part of the feedback system.
- \* **Capacity building of dealers and users:** Several training and development initiatives were conducted for our dealers, painters and other users of our products.
- \* **SHE Compliance of Dealers:** Dealers' outlets were regularly assessed for compliance with SHE standards and practices. Corrective actions are taken as appropriate to ensure conformity.
- \* **Careline Unit:** The 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 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 crèche 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

- \* **Colour Knowledge and Enlightenment:** Colour of the year event was held to enhance the colour knowledge of Nigerian and to promote the use of colours holistically. A seminar was organised for University of Lagos students in building related fields on paint knowledge and colour psychology to prepare them for the future in their professional fields.
- \* **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 invoice on due dates.
- \* **Fair treatment of shareholders:** Shareholders fund the business. We have consistently ensure that they get high returns on their investments. Moreover interim dividend is paid where possible while final dividend is paid as soon as Members approve at the Annual General Meeting.

### Safety, Health and Environment Activities

- ? We are committed to providing a working environment that is safe for all employees, contractors, customers and members of the public.
- \* **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.
- \* **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 at regularly.
- \* **Effluent Treatment** – We maintain a functional treatment plant which is subjected to regular inspection and assessment by regulatory agencies.
- \* **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.

### Community Activities

CAP values community leadership and responsibility. We are committed to playing a responsible and responsive role in the community. Below are some of our activities in the year 2008:

- \*? We rehabilitated St. Marks RCM Primary School, Awoyaya Lekki-Ajah, Lagos.
- \* We built toilet facility for Ogba Primary School.
- \* We donated writing materials to several schools in Ikeja Local Government.
- \* In collaboration with the Sunshine Foundation, we provided food items to Old Peoples' Homes in Mushin and Yaba; the home in Musin will be painted in the course of 2009.
- \* Our Dulux Colour Centre staff in Asaba visited and made donations to orphanages; they also marked roads for clear identification and as a guide to road users.
- \* We donated paints to Ikeja MAN centre police station and we are committed members of the police Community Relation Council.



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

In August 2006, the company was accepted by the United Nations' Secretary General as a participation 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.

	<b>Global Compact Principle</b>	<b>Action Taken/Impact Achieved</b>
1	Business 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. CAP recognises the unions' right to collective bargaining and indeed implemented the industry's collective agreement on schedule in December 2008.
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 discontinue business with any of its partners that persists 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.



Interior of classrooms at St. Mark's School Awoyaya, before CAP Plc's intervention.



Interior of classrooms at St. Mark's School Awoyaya, before CAP Plc's intervention.



Cross section of cheerful pupils of St. Mark's school Awoyaya at the handover ceremony of their rehabilitated classrooms by CAP Plc.



One out of the four blocks of classrooms of St. Marks RCM Primary School, Awoyaya.



Pupils of St. Marks RCM Primary School Awoyaya entertaining guests at the handover of the renovated school complex.



MD CAP Plc, Chairman CAP Plc, Chairman, Ibeju-Lekki LGA, chairman SUBEB Lagos State, Head Teacher RCM Pri Sch. Awoyaya & Baale of Awoyaya at the Commissioning of rehabilitated classroom blocks to the sch.





Newly constructed Four-way toilet for pupils and teachers of Ogba Primary School, Lagos



Mrs. Lara Elemide, MD CAP Plc. handing over keys to the toilet to Mr. Rena, Head Planning and Research, Ikeja LED



Quality Assurance Manager, Mr. I. G. Sulaiman operating the Well constructed to serve Ogba Primary School toilet



One of the participants asking question at the Dulux Art of Colour Seminar held at UNILAG



Cross section of participants at Painters' Training, Aba



CAP Plc representative - teaching a cross section of about 60 painters in Aba