

**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.

### The Environment of our Workforce

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.