



**MRM**  
Mabati Rolling Mills Ltd



## COMMUNICATION ON PROGRESS REPORT - 2014

Company Name:	MABATI ROLLING MILLS LTD
Sector:	INDUSTRIAL METALS AND MINING
No. of Employees:	891
UNGC Signatory since:	2006
COE Signatory since:	2012
Contact Person:	SALIM BAKARI
Address:	271 - 00204 Athi River
Period covered by this COP	FROM: SEPTEMBER 2013 TO: SEPTEMBER 2014

### LEADERSHIP: Statement of Continued Support by the Chief Executive Officer

To our Stakeholders:

I am pleased to confirm that **MABATI ROLLING MILLS LIMITED** reaffirms its support of:

- ☒ The Ten Principles of the United Nations Global Compact for corporate responsibility in the areas of Human Rights, Labour, Environment and Anti-Corruption; and / or
- ☒ The principles of the Code of Ethics for Business in Kenya, for corporate responsibility relating to our organization, our shareholders and investors, our products and services, our suppliers, contractors and agents, our society, our state and government, and our natural environment.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the above standards into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Yours sincerely,

**Andrew John Heycott**  
**CHIEF EXECUTIVE OFFICER**  
**(Business Head - Coils)**

### ORGANISATIONAL GOVERNANCE:

MRM recognizes the importance of Corporate Governance and is committed to uphold high standards. The Company at the epitome is guided by Board of Directors which is responsible for the overall management and is accountable to the shareholders for ensuring that the company complies with the law and pursues highest standards of best practice governance and business ethics.

The Board meets at least four times a year and the directors are given appropriate and timely information so that they are able to maintain full and effective control over strategic, financial, operational and compliance issues.

The business performance of the company is reported regularly to the management and the board, with operational procedures and controls in place to facilitate complete, accurate and timely processing of transactions, including safeguard of assets.

MRM has a resilient policy that has an objective of making a lasting impact in the communities where we do business and within the context of CSR we have undertaken various community development involvement, and a lot of times involving employee participation.

Our business operations and interactions with all Stakeholders are founded on our Vision and Mission statements:

**The Vision:** Deliver Value for Money in "Metal Roofing Solution

**The Vision:** To be the Toyota in the metal roofing solution

**Value Statement:** MRM shall and will take no shortcuts to Ethics, Compliance and Quality – Will be Fair and Caring towards Employees, Customers, Community, Environment and other Stakeholders.

## FINANCIAL SUSTAINABILITY

### Purpose

- Mabati Rolling Mills Limited herein referred as MRM is a member of Safal Group whose principal activity is manufacture and trading in roofing materials. The company has aligned its operation to be efficient, cost effective, and operate on optimum financing mix to ensure best returns on capital employed and optimum profit for Shareholders' benefit.
- MRM has adhered to best financial practices by ensuring its Financial Statements comply with globally accepted accounting standards and portray true and fair view of the company financial position. This is vital to investors and general public.
- The company has ensured that it sustains its performance and be able to settle its obligation as and when they fall due. MRM has ensured that its Return on Equity (ROE) is steady and on increasing trend.
- The company as a good corporate citizen has ensured all liable taxes i.e. VAT, PAYE and Custom Duties are accordingly charged and paid to the Government promptly to enable the government raise its revenue.
- MRM has also invested in the well-being of its staff by continuous training in respect to areas of specialisation, enhanced pension contribution for staff, full compliance with retirement scheme like NSSF and medical schemes for the betterment of its work force. The company also contributes to welfare of community through direct donations and contributions.

### Brief Description of nature of business

Our company, Mabati Rolling Mills Limited is a manufacturing company specialized in building and roofing solutions that include sheet products and steel system building structures.



## Scope of this COP

At Mabati Rolling Mills Limited, we uphold all the following 10 Principles of the UN Global Compact:

### Human Rights

**Principle 1:** businesses should support and respect the protection of internationally proclaimed human rights.

**Principle 2:** make sure that they are not complicit in human rights abuses

### Labour Standards

**Principle 3:** businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4:** the elimination of all forms of forced and compulsory labor

**Principle 5:** the effective abolition of child labour

**Principle 6:** the elimination of discrimination in respect of employment and occupation

### Environment

**Principle 7:** businesses should support a precautionary approach to environmental challenges

**Principle 8:** undertake initiatives to promote greater environmental responsibility

**Principle 9:** encourage the development and diffusion of environmentally friendly technologies

### Anti- Corruption

**Principle 10:** businesses should work against corruption in all its forms including extortion and bribery

Including, **Social and Economic** Issues

## HUMAN RIGHTS

<b>UN Global Compact Principles Covered:</b>	<b>Principle 1:</b> business should support and respect the protection of internationally proclaimed human rights <b>Principle 2:</b> business should ensure that they are not complicit in human rights abuses
<b>issues/core subjects:</b>	<ol style="list-style-type: none"><li><b>1. Protection of internationally proclaimed human rights/workers' rights, ETC</b></li><li><b>2. Complicity in human rights abuses</b></li></ol>
<b>Human Rights Current</b>	<b>ASSESSMENT, POLICY AND GOALS</b> MRM recognizes fundamental human rights to its stakeholders and Human Resources throughout the conduct of all its business activities.
	<b>POLICIES AND GOALS:</b> <ul style="list-style-type: none"><li>• Our policies make reference to the Universal Declaration of Human Rights and other international standards</li><li>• Written company policy on respecting Human Rights and preventing potential abuses available in the Code of Ethics</li><li>• We have a practising Policy requiring business partners and suppliers to adhere to the principles on Human Rights</li><li>• Assessment of Human Rights related risks and impact on industry sector</li><li>• Commitment to the UNGC code of ethics and business conduct</li></ul>



## **IMPLEMENTATION**

### **Concrete actions:**

- Deliberate use of Suggestion boxes
- Laid down mechanism on grievance and conflict resolution through office of Ombudsman
- Awareness sessions periodically held on Human Rights, to employees
- Consultation with stakeholders and affected parties appropriately undertaken
- Allocation of responsibilities for the protection of Human Rights within the company is also undertaken
- Human resource policies and procedures support Human Rights

## **MEASUREMENT OF OUTCOMES AND VALUE TO COMPANY**

- Reduction in injuries and absenteeism within the plant.
- Harmonious relationship between the management and employees has been maintained.
- Drastic improvement in productivity and change of behavior.
- We have carried out vigorous campaign on internal training which has resulted in improved knowledge and skills in our employees that guarantees high quality products.

### *Examples of outcomes:*

- Employee/Management *Baraza* - creating awareness to minimize accidents in the plant
- Collective bargaining agreement with workers concluded amicably.
- Medical cover for all employees reviewed and progressed.

## **COMMITMENT**

MRM Limited is committed to upholding the two principles by protecting, respecting and promoting human rights practices. We acknowledge and uphold the right to life, education, development, security, expression among others. The company is fully committed to the principles of equal opportunities/ equality and diversity in the workplace and regards personal harassment as a discriminatory and unacceptable form of behavior.

## **SYSTEMS AND ACTIVITIES**

- Grievance procedures laid down in formal, including establishment of Ombudsman office
- There is no discrimination on grounds of race, sex, sexual orientation, religion, disability, age, etc
- The disciplinary procedure adhered to the letter
- Provision of 24 hour security for employees while in the premises.
- Provision of PPE's (Personal Protective Equipment) to all staff.
- Health and safety policy and committee in place and active, and provision of medical care to staff
- The company has continued to adhere to the labour laws of the country, ILO conventions and best practices in the country.
- The management adheres to union agreement agreed in the negotiation with workers delegates.
- There is no forced labour at all in the company and employees work in an environment where they are treated with respect and all their rights and privileges recognized.



	<ul style="list-style-type: none"> <li>In our endeavor to increase transparency and accountability, our employees are freely encouraged to use the whistle blower policy whenever they observe any unethical conduct by MRM employees or stakeholder.</li> </ul>
Human Rights Future	<b>ACTIVITIES PLANNED FOR NEXT YEAR</b> <ul style="list-style-type: none"> <li>Implementation of training plan in compliance with skills matrix.</li> <li>Employee <i>Baraza</i> to be held to discuss employee relations and performance perspectives,; and clarification on employee issues</li> <li>More focus on health and safety to ensure nil accidents in the company</li> <li>Monthly employee relations meetings that will work as a platform of communication with employees.</li> <li>More employees to participate in sports and CSR related activities that are currently sponsored by the company.</li> </ul>

## LABOUR RIGHTS

UN Global Compact Principles Covered	<p><i>Principle 3: Business should uphold the freedom of association and the effective recognition of the right to collective bargaining</i></p> <p><i>Principle 4: Business should support the elimination of all forms of forced and compulsory labour</i></p> <p><i>Principle 5: Business should support the effective abolition of child labour</i></p> <p><i>Principle 6: Business should support the elimination of discrimination in respect of employment and occupation</i></p>
issues/core subjects:	<ol style="list-style-type: none"> <li>Freedom of association and collective bargaining</li> <li>Forced and compulsory labour</li> <li>Child labour</li> <li>Discrimination and favouritism in employment</li> <li>Health and safety</li> <li>Decent work</li> <li>Talent development</li> </ol>
Labour Rights Current	<p><b>ASSESSMENT, POLICY AND GOALS</b></p> <ul style="list-style-type: none"> <li>Labour rights are so relevant in enhancing employer/employee relations through dialogue and other established mechanisms such as collective bargaining Agreements</li> <li>Employment in MRM is freely chosen and all requirements adhered to such as no forced labour or child labour. The ability to establish policies and guidelines that has streamlined recruitment and in the process eliminated any form of discrimination and favouritism making MRM an employer of choice.</li> </ul> <p><b>POLICIES AND GOALS:</b></p> <ul style="list-style-type: none"> <li>Collective Bargaining Agreements (CBA).MRM has negotiated a CBA with Kenya Engineering Workers Union to define terms and conditions of employment.</li> <li>The MRM Human Resources policies are public documents available to staff of the company</li> <li>MRM employees signs contract of employment stating clearly terms and conditions of employment and compensatory levels and related benefits.</li> <li>MRM on routine and regular basis is audited by government agencies on labour issues, factory and general business compliance including tax payments to GoK.</li> <li>MRM is currently on a project to review SOPs to ensure staff understand and comply with. The company has regular training programs for various</li> </ul>



	<p>staff(Training Calendar)</p> <p><b>IMPLEMENTATION</b></p> <ul style="list-style-type: none"> <li>• The company has a signed industry CBA that regulates union employee /management relations hence industrial peace. A clear grievance mechanism has been developed to mitigate and address cases of discipline and just conflict resolutions at work place.</li> <li>• Comprehensive training activities in accordance with the labour laws in areas of environment safety and Health.</li> <li>• Proper Health &amp; Safety gear-personal protective clothing for all staff</li> <li>• The company prevents discrimination in all areas including pay by-a) a well-developed pay structure in place to guide in pay growth) A well-developed performance appraisal system carried out twice a year to ensure staff performance interests are taken care off.</li> <li>• Human Resource <i>Baraza</i> is regularly arranged for staff to air their grievances and the meetings are attended by the CEO.</li> <li>• The Human Resources Manager has been designated to oversee the protection of labour rights within MRM</li> <li>• The company has in place a comprehensive Human Resources policy manual that act as a guide in regulating both union and non-unionized staff. A policy such as Environment Health and safety policy is a major tool in protecting labour rights in MRM. Training policy in place is a significant effort to enhance awareness for all staff in matters labour.</li> </ul> <p><b>MEASUREMENT OF OUTCOMES</b></p> <ul style="list-style-type: none"> <li>• Individual/group daily targets are set by supervisors and continuously monitor performance through task completions and reports generated.</li> <li>• MRM has an appraisal system staggered at half and end year for all staff.</li> <li>• Non performing staff are put on Personal Improvement Plan(PIP) and reviews and evaluations done at the end of set periods</li> <li>• MRM is regularly audited and is ISO certified. ISO 14000,ISO 9001:2008</li> </ul> <p><b><u>Commitment to Principle 3:</u></b></p> <p><b><u>Systems /Activities</u></b></p> <ul style="list-style-type: none"> <li>• Collective Bargaining Agreement in place 2013-2014</li> </ul> <p><b><u>Commitment to Principle 4 and 5</u></b></p> <p><b><u>Systems and Activities</u></b></p> <ul style="list-style-type: none"> <li>• MRM does not employ persons below the minimum age of 18years.</li> <li>• Employees freely choose to work for MRM and can freely choose to leave employment with the company in accordance with the provisions of employment Act 2007</li> </ul> <p><b><u>Commitment to Principle 6</u></b></p> <p><b><u>Systems/Activities</u></b></p> <p>MRM hires staff based on ability and skill and does not discriminate based on gender, race, religion, ethnic background etc</p>
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<b>Labour Rights Future</b>	<b>ACTIVITIES PLANNED FOR NEXT YEAR</b> <ul style="list-style-type: none"> <li>• Ensure all employments standards are upheld by adherence to the labor law.</li> </ul> <p>Consultation and review of our internal policies to ensure adherence to both local and international labour laws. Policy review process currently underway.</p> <ul style="list-style-type: none"> <li>• Adherence to the collective bargaining agreement set.</li> </ul> <p>Management is in the process of starting negotiations for a new CBA with the union for 2014-2015 period</p>
<b>ENVIRONMENT</b>	
<b>UN Global Compact Principles Covered</b>	<ul style="list-style-type: none"> <li>• Protecting the Environment, Health, Safety and well-being of our employees and all other stakeholders</li> <li>• Precautionary approach to environmental challenges</li> <li>• Promoting environmental responsibility amongst the workforce</li> </ul>
<b>Environment Current</b>	<b>ASSESSMENT, POLICY AND GOALS</b> <p><b>MEASUREMENT OF OUTCOMES</b></p> <ul style="list-style-type: none"> <li>• Annual environmental impact assessments</li> <li>• Annual self-audits and submitted to the government</li> <li>• Timely investigations and closure of incidents as they occur</li> <li>• Quarterly internal audits</li> <li>• Monthly management reviews</li> <li>• ISO 14000 external audits</li> <li>• Reduction in the spread of red oxide within and outside the plant</li> <li>• Energy audits</li> </ul> <p><b>COMMITMENT</b></p> <ul style="list-style-type: none"> <li>• Protection of the environment in which we live and operate is part of our values and principles and we consider it to be sound business practice.</li> <li>• Caring for the environment is one of our key responsibilities and an important part of the way in which we do business</li> </ul> <p><b>SYSTEMS</b></p> <p>In this policy statement we commit our company to:</p> <ul style="list-style-type: none"> <li>• Complying with all applicable Kenyan environmental laws and regulations</li> </ul> <p><b>Activities</b></p> <ul style="list-style-type: none"> <li>• Solid waste generated from the plant is segregated into solid, plastic and paper. Solid waste is collected by NEMA-licensed contractor for proper disposal while the rest are incinerated.</li> </ul>
<b>Environment Future</b>	<b>ACTIVITIES PLANNED FOR NEXT YEAR</b> <ul style="list-style-type: none"> <li>• Quarterly soil &amp; ambient air analyses.</li> <li>• Annual self-assessment and report to NEMA</li> <li>• Quarterly environmental audits</li> <li>• ISO 14000 external audits</li> <li>• Intensive training in waste management to employees</li> <li>• Waste segregation bins to cover all areas</li> <li>• Annual energy audits</li> </ul>



	<ul style="list-style-type: none"> <li>Projects to make our equipment and processes more energy efficient</li> </ul>
<b>ANTI-CORRUPTION</b>	
<b>UN Global Compact Principles Covered</b>	<b>Principle 10:</b> Business should work against in all its forms, including extortion and bribery
<b>Core subjects/issues:</b>	<b>8. Corruption (including extortion and bribery)</b> <b>9. Anti-competitive behaviour</b> <b>10. Fairness to business partners and suppliers</b>
<b>Anti-corruption Current</b>	<b>ASSESSMENT, POLICY AND GOALS</b>  MRM does not tolerate corruption in all its forms and other vices. There is commitment to policy, value statement, Global Compact Principles and Corporate Governance Policies that outlaw corruption in the business.
	<b>POLICIES AND GOALS:</b> MRM'S Value statement affirms the Company policy on anti-corruption:  'We do not take shortcuts to ethics, quality; we shall be fair to all employees, customers, the community and environment.'  There is a code of ethics and business conduct that is binding to all staff and suppliers. The Human Resource Department has also developed an employee handbook to guide staff operations.
	<b>IMPLEMENTATION</b> <ul style="list-style-type: none"> <li>Enforcement of Code of Ethics &amp; Business Conduct, Corporate Governance Policies, HR Employee handbook and the Anti-Corruption Act of Kenya</li> <li>Adherence to Kenya Bureau of Standards regulations on quality standards</li> <li>The Compliance office ensures that the standards and procedures are stated in the Whistle Blower Policy, the employee Code of Conduct and standards in other documents are adhered to</li> <li>Stakeholder dialogues are convened as an act of transparency</li> <li>Transparency of all operations through SAP</li> </ul>
	<b>MEASUREMENT OF OUTCOMES</b> Description of how the company monitors and evaluates fair operating practices and anti-corruption performance.
	<b>OUTCOMES</b> <ul style="list-style-type: none"> <li>Conducting audits periodically and taking measures where the set standards are not adhered to.</li> <li>Complaints are dealt with through the Whistle blower policy or/and the Disciplinary and Grievance Policy which clearly outlines the procedures to be followed i.e. conducting investigations into any complaint before any disciplinary action is taken.</li> </ul>



	<b>MEASUREMENT OF OUTCOMES AND VALUE ADDED FOR OUR COMPANY</b> There were no cases on violation of ethics policy of the company, blacklisting and staff indiscipline for reasons related to corruption.
<b>Anti-corruption Future</b>	<b>ACTIVITIES PLANNED FOR NEXT YEAR</b> <ul style="list-style-type: none"> <li>• Management of risks and training</li> <li>• Awareness forums throughout Company network on ethical responsibilities</li> <li>• Standardization of the procurement processes;</li> </ul> <p>Introduction of Internet based procurement procedures (e.g. E- procurement, E-tendering)</p>
<b>SOCIAL ISSUES</b>	
<b>Core Subjects</b>	<ol style="list-style-type: none"> <li>1. Social Impact on Local Communities</li> <li>2. Fairness to customers / consumer protection</li> <li>3. Product Quality and Safety</li> <li>4. Respect to business partners</li> </ol>
<b>Social 1</b>	<b>Social Impact of MRM on Local Communities</b>
	<b>ASSESSMENT, POLICY AND GOALS</b>  <p>The Company's Corporate Policy comprises its Business Concept, Shared Values, CSR, Business Ethics and other fundamental aspects. Under this policy, the company affirms its commitment of seamless integration of marketplace, workplace, environment and community concerns with business operations; and in integration with various stakeholders.</p> <p>MRM seeks to be a good Corporate Citizen in all aspects of its business and operational activities meeting its wider economic, social and environmental obligations, both to employees and to other interest groups including customers, suppliers, investors and the communities.</p>
	<b>MRM COMMITMENTS</b> <ul style="list-style-type: none"> <li>• Among its various commitments, MRM has spelt out its policy seeking to engage with Stakeholders and ultimately address mutual concerns and expectations.</li> <li>• The approach mainstreams CSR within the company through translating company's commitment into policies that drive its employees, and other stakeholders like suppliers, customers and service providers.</li> <li>• This commitment upholds ethical conduct of business, transparency, legal compliance, adoption of human rights, environmental conservation, health and safety, and supply chain of the business processes throughout the value chain.</li> <li>• MRM's approach to share its wealth for the improvement of the quality of its employees and their families and the marginalized and vulnerable communities not only where it operates but also anywhere it deems appropriate, including exporting countries.</li> <li>• MRM will exceed legal and regulatory expectation in pursuit of environment protection, and energy conservation at its manufacturing facilities, and in development of products that use fewer natural resources and are environment friendly.</li> <li>• MRM will encourage and recognize its employees for volunteering in</li> </ul>



	<p>the community in the spirit of serving and sharing their expertise and skills.</p>
	<p><b>SYSTEMS AND ACTIVITIES</b></p> <p><b>1. Social Investments</b></p> <p><b>a) Mabati Medical Centre</b>  We receive and treat about 35,000 patient visits every year. The five most common diseases treated are Upper respiratory tract infections, HIV/AIDS, Skin infections, Urinary tract infections and Hypertension.  The community has access to affordable primary health care as they are charged a nominal fee of Kshs 300/= for consultation, medicines and treatment. HIV/AIDS patients receive comprehensive health care services consisting of voluntary counselling and testing, ARV drug therapy, feeding program, etc.</p> <p>Around 3000 positive cases are being treated at present.  We hold free medical camps every year when the patients receive free treatment on that day. Each year around 40 patients undergo free cataract operations conducted by the Lions Club of Mombasa, Pwani.</p> <p>Regular antenatal and postnatal clinics are held and immunizations done to improve the health of mothers and children.</p> <p><b>b) Mabati Technical Training Institute</b>  At the institute poor and needy youth are given employable skills so that they become productive members of our society hence reducing unemployment and poverty.</p> <p>Each year we train about 200 youngsters sitting for the NITA technical courses and around 300 students doing the computer courses with us. The exams results have been good as we have a pass rate of above 95% and in 2013, 99% of our students passed their exams.</p> <p>Our students go for attachment in the nearby companies and we do job placement as well. Around 80% of our graduates are able to get a job with three to six months upon receiving their NITA certificate.</p> <p>The students get on the job working experience as well as the local community places orders with us for metal doors, windows, uniforms and repair of vehicles. In collaboration with the Ministry of Planning and Devolution, we have commenced giving business start-up kits to few of our graduates would like to be self-employed. 23 graduates received business kits in February 2014.</p> <p><b>2. Donations and Assistance to the Community</b></p> <ul style="list-style-type: none"> <li>• We immensely interact with the community in the areas of our operations in various ways. This is through direct donations and collaborations. Among the exemplary areas include</li> <li>• We have donated iron sheets to various schools in Kilifi County (5 in total) and Nairobi (one) and other institutions including KSPCA so that students can have a roof over their heads for their studies.</li> <li>• We have donated Kshs 15,000/= &amp; 400 seedlings and participated in tree planting activities at Ganze and Magarini organized by the Agricultural Society of Kenya and NEMA.</li> </ul>



	<ul style="list-style-type: none"> <li>• We donated Kshs 150,000/= for the interschool debate organized by the Lions Club of Mombasa.</li> <li>• We regularly host the Sub County Health Stakeholders Forum meetings at MMC premises, at no cost to the attendees or organ coordinating this.</li> <li>• Our staff voluntarily donate Kshs 25,000/= each month for sponsoring treatment for the poor at MMC.</li> <li>• We have contributed to Ruiru orphanage and home for the elderlies include staff contributions of pawns, foodstuff, etc</li> </ul>
	<p><b>MEASUREMENT OF OUTCOMES AND VALUE ADDED FOR OUR COMPANY</b></p> <p>MRM continued to enjoy mutual harmony with the community, and this was appreciated by opinion leaders in opportune forums. The outlying community was able to access medical services at ease registering in good numbers (35,000 in a year). This being an increase, denoting appreciation of the service. Also youths enrolled in good numbers compared to previous years for skills development.</p>
<b>Social Future</b>	<p><b>ACTIVITIES PLANNED FOR NEXT YEAR</b></p> <ul style="list-style-type: none"> <li>• Setting up of the Diagnostic Center at MMC to serve the community</li> <li>• Starting an Agribusiness Demonstration Farm at MTTI</li> <li>• Opening up of more operating hours at MMC</li> <li>• Continue to assist through donations and engage other corporates in social upgrade efforts focused on our policy themes of supporting education, conservation, health, shelter, etc</li> </ul>
<b>Social 2</b>	<b>Fairness to customers / consumer protection</b>
	<p><b>ASSESSMENT, POLICY AND GOALS</b></p> <p>MRM'S Value statement affirms the Company policy on fairness to customers:</p> <p>'We shall be fair to all employees, customers, the community and environment.'</p> <p>MRM's mission statement also affirms that</p> <p>'We deliver value for money'</p>
	<p><b>MRM COMMITMENTS</b></p> <ul style="list-style-type: none"> <li>• Adherence to Kenya Bureau of Standards regulations on quality standards</li> <li>• The Compliance office ensures that the standards and procedures are stated in the Whistle Blower Policy, the employee Code of Conduct and even the Company's Standard Operating Procedures (SOP's) are adhered to</li> <li>• Enforcement of Code of Ethics &amp; Business Conduct, HR Employee handbook and the Consumer Protection Act of Kenya</li> </ul>
	<p><b>SYSTEMS AND ACTIVITIES</b></p> <p><b>Examples of concrete actions:</b></p> <ul style="list-style-type: none"> <li>• Submission of samples quarterly to Kenya Bureau of Standards to ensure adherence to quality</li> <li>• Standard Operating Procedures e.g. for disposal of scrap are implemented to ensure fairness to all customers</li> <li>• Issuance of warranty for the goods delivered to the customers</li> <li>• The Legal Office reviews the Company policies to ensure that they are in line with all statutory Regulations</li> </ul>



	<ul style="list-style-type: none"> <li>The Human Resource Department through <i>barazas</i> train employees on the Company policies</li> </ul> <p><b>MEASUREMENT OF OUTCOMES</b></p> <ul style="list-style-type: none"> <li>Conducting audits periodically and taking measures where the set standards are not adhered to.</li> <li>Complaints from customers are dealt with through the Whistle blower policy or/and the Disciplinary and Grievance Policy which clearly outlines the procedures to be followed i.e. conducting investigations into any complaint before any disciplinary action is taken.</li> </ul>
	<p><b>MEASUREMENT OF OUTCOMES AND VALUE ADDED FOR OUR COMPANY</b></p> <ul style="list-style-type: none"> <li>Harmonious relationship between the Company and its customers</li> <li>No Complaints received from customers on poor quality of goods</li> </ul>
<b>Social Future</b>	<p><b>ACTIVITIES PLANNED FOR NEXT YEAR</b></p> <ul style="list-style-type: none"> <li>Submission of Samples quarterly to Kenya Bureau of Standards for quality inspection.</li> <li>Training of employees on Consumer Protection Act</li> </ul>
<b>Social 3</b>	<b>Product Safety And Quality</b>
	<p><b>ASSESSMENT, POLICY AND GOALS</b></p> <p>MRM does not tolerate short cuts in her mission to deliver Value for Money in metal roofing solution.</p> <p>MRM'S Value statement affirms the Company policy on Quality.</p> <p>'We do not take shortcuts to ethics, quality; we shall be fair to all employees, customers, the community and environment.'</p>
	<p><b>MRM COMMITMENTS</b></p> <p>The MRM Quality Policy states a commitment to:</p> <ul style="list-style-type: none"> <li>Meeting and/or exceeding the needs and expectations of our customers in supply of our Products and Services.</li> <li>Ensuring the Manufacturing and supply of our products and Services meet legal and other market requirements.</li> <li>Continually measuring, reviewing and improving our processes, practices and management systems.</li> <li>Complying with all requirements of ISO 9001:2008 certifications.</li> <li>Ensuring all Employees and Contractors understand their role with a culture of "doing it right the first time".</li> <li>Actively promoting a quality first culture focused on continual improvement.</li> </ul>
	<p><b>SYSTEMS AND ACTIVITIES</b></p> <ul style="list-style-type: none"> <li>ISO 9001 – 2008 Certification</li> <li>Complying to National and international standards</li> <li>Process quality guarantee through Inspection, research and Laboratory testing for standardization and Product improvement.</li> </ul>



	<b>MEASUREMENT OF OUTCOMES AND VALUE ADDED FOR OUR COMPANY</b> <ul style="list-style-type: none"> <li>▪ Monthly market competitiveness surveys</li> <li>▪ Reduction of Seconds and Scrap generation</li> <li>▪ Timely investigation and resolution of Customer claims</li> <li>▪ Quarterly Audit of internal Quality Management system</li> <li>▪ ISO 9001 -2008 external audits</li> </ul>
<b>Social Future</b>	<b>ACTIVITIES PLANNED FOR NEXT YEAR</b> <ul style="list-style-type: none"> <li>▪ Implementation of the Quality claim Policy</li> <li>▪ Training and Awareness forums throughout Company network on quality contribution and responsibilities</li> <li>▪ Standardization of the MRM product Warranty process;</li> </ul>
<b>Social 4</b>	<b>Respect to business partners</b>
	<b>ASSESSMENT, POLICY AND GOALS</b> <p>'We do not take <b>shortcuts</b> to ethics, quality; we shall be <b>fair</b> to all employees, customers, the community and environment.'</p> <p>MRM's mission statement also affirms that</p> <p>'we deliver <b>value</b> for money'</p>
	<b>MRM COMMITMENTS</b> <ul style="list-style-type: none"> <li>• Enforcement of Code of Ethics &amp; Business Conduct, Corporate Governance Policies and HR Employee handbook</li> <li>• The Company forbids any personal benefit given or offered to any employee by a supplier, customer or service provider; in particular, the company does not tolerate any bribes.</li> <li>• The Company ensures compliance with the Competition laws i.e. our success is based on the quality of our products and fair business practices.</li> <li>• The Compliance office ensures that the standards and procedures are stated in the Whistle Blower Policy, the employee Code of Conduct and standards in other documents are adhered to.</li> <li>• We protect the privacy and safeguard the confidential information of our customers, service providers and suppliers.</li> </ul>
	<b>SYSTEMS AND ACTIVITIES</b> <ul style="list-style-type: none"> <li>• The Legal Office maintains contracts between the Company and its business partners which governs the relationship between the parties.</li> <li>• The Legal Office reviews the Company policies to ensure that they are in line with all statutory Regulations.</li> <li>• Assessment and Monitoring of compliance with the Company's Code of Ethics &amp; Business Conduct policy as well as implementing sanctions stipulated in the policy against employees who violate the same.</li> </ul>
	<b>MEASUREMENT OF OUTCOMES AND VALUE ADDED TO OUR COMPANY</b> <ul style="list-style-type: none"> <li>• The Company's good reputation has been upheld</li> <li>• Harmonious relationship between the Company and its customers/suppliers or service providers</li> <li>• No Complaints received from customers/ suppliers or service providers on misconduct</li> </ul>



<b>Social Future</b>	<b>ACTIVITIES PLANNED FOR NEXT YEAR</b> <ul style="list-style-type: none"> <li>Awareness forums through <i>barazas</i> organized by HR to enlighten employees on their ethical responsibilities as well as the Company Policies</li> </ul>
<b>ECONOMIC</b>	
<i>core subjects/issues:</i>	<ul style="list-style-type: none"> <li>Good governance (incl. payment of taxes)</li> <li>Financial sustainability</li> </ul>
<b>Economic</b>	<b>ASSESSMENT, POLICY AND GOALS</b> The business performance of the company is reported regularly to the management and the board, with operational procedures and controls in place to facilitate complete, accurate and timely processing of transactions, including safeguard of assets.
	<b>IMPLEMENTATION</b> <ul style="list-style-type: none"> <li>Set up of Key performance indicators...</li> <li>Business Review sessions</li> <li>Employees engagement session, eg <i>Barazas</i> to highlight performance and other issues</li> </ul>
	<b>MEASUREMENT OF OUTCOMES</b> <ul style="list-style-type: none"> <li>Through Performance management process</li> <li>Board reviews</li> </ul>
<b>How we intend to make this COP available to our Stakeholders</b>	
We will post it not only on the Global Compact Network Site but also on our Corporate website – <a href="http://www.mabati.com">www.mabati.com</a> and Trustees website – <a href="http://www.mabatitrust.org">www.mabatitrust.org</a> ; including other channels of communication under our control, and publicize it through our newsletters <i>Fanaka</i> and <i>Mabatitrust</i> .	