Corporate social responsibility report CAP plc

CAP and Corporate Social Responsibility 2014

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 and 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 and 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, partners 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.

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 a 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 Crèche: 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 employees of the inevitability of retirement and train them to face the challenges of that situation when it occurs.

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 invoices on due dates.

Fair treatment of shareholders: All shareholders are treated equally.

Safety, Health and Environmental (HSE) Activities
We are committed to providing a working environment that is safe for all employees, contractors, customers and members of the public. The company is ISO 9001:2008 certified and also has the ISO 4001:2004 Environmental Management System (EMS) certification.

HSE policy and manual: This sets out the company policy on HSE and actions/guidelines for maintenance of a safe workplace. HSE assessments and fire drills are conducted

regularly.

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.

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 2014, we undertook the following projects:

- Donation of paints to the Lagos Traffic Division B OPS Department
- Donation of 30 notepads towards the UAC International Women's Day Celebration
- Supporting of the book launch of Honourable Sola Ephraim-Oluwanuga's book ("Audit Committee and Corporate Governance in Nigeria Public Quoted Companies")
- Donation of N250,000.00 towards the Annual Induction Ceremony of Institute of Logistics Management (ILM)
- Donation of 60 Branded Notepads the Lagos State Environmental Protection Agency (LASEPA) Workshop
- Sponsorship of the Joint Education Forum of the Lagos State Universal Basic Education Board (Lagos Mainland)
- Sponsorship of Lagos State Environmental Protection Agency (LASEPA) Workshop
- Donation of N400,000.00 towards NCF's 2014 Walk for Nature (Bronze Category)
- Donation of N100,000.00 towards the Lindy's Gem Foundation Fun Day 2014
- Donation of N100,000.00 towards the 12th Edition of the Manufacturers Association of Nigeria (MAN) Ikeja Branch
  Outreach to the Needy.
- Donation of 85 Packs of Gossy Water to Support the 2014 Feeding the Multitude Programme
- Donation of 30 packs of Swan Juice and Gossy Water to support Local Government Education Authority Ikeja 2014
  Merit Award
- Donation of N150,000.00 towards the secondary school prefects conference 2014

- Repainting Eva Adelaja Girls' Secondary Grammar School
- Sponsorship of Eva Adelaja Girls' Secondary Grammar School Inter-House Sports Competition
- Donation of 30 packs of Swan Juice and Gossy Water to support the Pacelli School for the blind Christmas Celebration
- Donation of 30 packs of Swan Juice to Support the Centre for values in Leadership
- Donation of N100,000.00 towards The Nigerian Institute of Quantity Surveyors Merit Awards
- Donation of Swan Juice and Gossy Water (30 packs each) to Support Community Junior High School Alapere Ketu
- Donation of 30 Branded Notepads towards the Manufacturers Association of Nigeria 2014 Christmas Party
- Donation of Swam Juice and Gossy (17 packs each) to support the Federal Road Safety Corps
- Supporting the Nigerian Red Cross Society 50th Anniversary Award Presentation
- Supporting of Seriki-Aro Community Development Association Children Party

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.	People are assessed based on defined criteria that do not discriminate on the basis of religion, tribe or gender. CAP is represented at employers' associations with a view to assisting 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 union's right to collective bargaining and 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 are committed to producing environmentally friendly products. For example, the company has successfully produced Lead-free water based paints making the company first to achieve this feat in the country. CAP is also at the advanced stage of producing a low VOC solvent based paint.
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. CAP has a well-articulated Environmental Management Programme which made the company to be awarded the NIS ISO 14001:2004 (Environmental Management System) certification by SON.
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.	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.

REPAINTING OF EVA ADELAJA GIRLS' SECONDARY GRAMMAR SCHOOL, BARIGA, LAGOS

OLD SCHOOL HALL

NEW SCHOOL HALL

STAFF QUARTERS

SENIOR ADMINISTRATIVE BLOCK

SENIOR BLOCK

TOILETS

DINING HALL

JUNIOR BLOCK

JUNIOR BLOCK

SENIOR BLOCK

JUNIOR ADMINISTRATIVE BLOCK

CLASSROOMS' INTERIOR