

Communication on Progress

Year: August 2017

Statement of Continued Support of the UN Global Compact

Sintel Security Print Solution Ltd's board of directors endorse its commitment to the UN Global compact. The CEO is resolute in ensuring that Sintel's business and manufacturing practices will continually abide with the ten principles of the global compact and will improve its practices by ensuring these tenets.

The UN Global compact principles are a culture that is part of the Sintel code of conduct which all its employees are aware of. Our code is communicated to all stake holders.

August 18th 2017, Nasoor Verjee – General Manager

Company Name : Sintel Security Print Solutions Limited

Sector : Security Printing - Manufacturing

Number of employees : 135

UN Global Compact signatory since August 2014

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Brief description of nature of business

Sintel Security Print Solutions Ltd is a fully accredited security printing company that offers security printing solutions to the telecommunications and financial sector.

Sintel specializes in the manufacturing of recharge voucher cards (scratch cards) for telecommunication operators and cheque books for the banking industry.

Sintel is equipped with custom made machinery that is designed to incorporate a maximum level of security while reducing raw materials and limiting the impact on natural resources.

Sintel is committed to providing and delivering long term and sustainable value to its clients through secure Information processes.

COMPANY STRATEGY

Sintel Mission:

To create value and make a difference

To provide a service ensuring the highest level of Safety, Confidentiality, Quality and Efficiency

Sintel Vision:

To be the Number One Security Printing Company in Africa.

Core Values:

Customer Focus, Teamwork, Timelines & Confidentiality:

Guarantee customer satisfaction by meeting specified requirements.

Working as a team internally and with our business partners, to ensure prompt delivery of service which is fundamental to our customers' success and hence our success.

We assure and safeguard the privacy and confidentiality of our customers' information and data.

Integrity & Innovation:

To be trustworthy, honourable, transparent and ethical in our business dealings.

Improve and develop creative solutions for an enhanced customer experience and better service delivery.

Responsibility & Commitment to Excellence:

We take responsibility for our actions.

Embracing initiative & creativity, and continuous learning enables us to deepen our skills and move towards being the industry leaders.

Corporate Social responsibility:

We serve our community as active and concerned corporate citizens through supporting development initiatives for the future generations. We are the guardians of our environment.

Scope of this COP

The scope of this COP is to confirm that Sintel Security Print Solutions Ltd continually supports the ten principles of the Global Compact with respect to human rights, labour, environment and anti-corruption. With this communication, we would like to affirm that Sintel security print solutions Ltd's intent to advance the principles within our sphere of influence. We are committed to the Global Compact and its principles and it is part of the strategy, culture and day-to-day operations of our company, we are steadfast in engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Millennium Development Goals.

Sintel Security Print Solutions Ltd makes this commitment clear to its stakeholders and the general public.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles. We support public accountability and transparency, and therefore commit to report annually after joining the Global Compact according to the Global Compact COP policy.

Human Rights

UN Global Compact principles covered:

Principle 1: Business should support and respect the protection of internationally proclaimed human rights

Principle 2: Business should ensure that they are not complicit in human rights abuses

Human Rights Current

Commitment

Sintel is committed to upholding the rights of every employee through equal opportunity for employment regardless of their race, sex, marital status, health status, ethnic or social origin, colour, age, disability, religion, conscience, belief, culture, dress, language or birth and any other established standard of human rights.

A brief description of our Processes or Systems

We are guided by the code of conduct which outlines expected standards of relations as well as grievance procedure to institute proceedings of any allegations.

Continuous training provides for awareness on policies and provides avenue for feedback on admissibility of policies to ensure mutual acceptance.

Activities implemented in the last year

- We have publicly displayed information on employees' rights within the factory to ensure our employees are aware of their rights in employment
- Employment of both men and women based on merit without bias through advertising career opportunities through the national newspaper and company website.
- We have an In-house staff dispensary for their wellness check-ups, counselling and provision of general healthcare. We have employed two qualified nurses to interchange between the shifts.
- In-house cafeteria where the company provides balanced meals at a subsidized cost
- We provide filtered treated water for employee consumption which is analyzed annually to ensure it is safe for consumption.
- Provision of employee personal lockers for storage of personal clothes when changing from personal clothes to company provided PPE.
- Provision of new personal protective gears i.e. aprons, shoes and safety equipment e.g. ear muffs, goggles, gumboots and dust masks where required.
- Our company has been externally audited by the local authority and business customers on compliance of safety and health and other human rights compliance e.g. availability of washroom as guided by Occupational Safety and Health Act 2007

	<ul style="list-style-type: none"> • All employees work within the stipulated working hours and where overtime applies it is controlled as regulated by law and equally compensated. • Our company does not engage employees on Saturdays and Sundays to allow them work-life balance for attending personal, family and religious activities. • The employees have been allowed to form an in-house Savings and Credit Co-operative SACCO and the company provides the venue and time for officials and members to attend the meetings. • The company has established an in-house welfare that caters for financial aid where an employee and his immediate family have been bereaved. • We offer five days compassionate leave as well which is not leave deductible for a bereaved employee • Employee satisfaction survey report on organization protection and support of their rights is above average. <p>Measurement of outcomes and value added for our company</p> <ul style="list-style-type: none"> • Labour stability which ensures organization learning retention and successful succession planning. • Satisfied and motivated employees that have high performance • Good relations between management and employees with no litigations
Human Rights Future	<p>Activities planned for next year</p> <ul style="list-style-type: none"> • Use of survey tools to measure employee satisfaction in terms of their welfare and their rights • Open meetings for dialogue • Open door policy where an employee can meet with supervisors or managers and share their views • The company appraisal form circulated to employees will include a parameter on evaluation of organization support on employees' rights • Employees have been allowed to elect their welfare departmental representatives and hold welfare meetings where matters raised are addressed by the management.

Labour Rights

UN Global Compact principles covered:

- Principle 3: Business should uphold the freedom of association and the effective recognition of the right to collective bargaining
- Principle 4: Business should support the elimination of all forms of forced and compulsory labour
- Principle 5: Business should support the effective abolition of child labour
- Principle 6: Business should support the elimination of discrimination in respect of employment and occupation

Commitment

Sintel security Print solutions upholds the outlined principles according to stipulated International Labour organization.

A brief description of our Processes or Systems

- Sintel have an open to use suggestion box for any employee, contractors, visitor to channel any suggestion
- The employees are made aware of their rights through training and also documentation of the policies and procedures governing them
- Employees' health and safety is ensured and communicated through trainings, placing warning signs and having active and regular health and safety committee meetings to discuss matters related to health and safety.
- Employees also conduct periodical internal health and safety audit and give report to management for action
- Before employment, any eligible candidate is expected to produce the National Identity card or Passport to verify their age and hence minimizes any chances of employment of a child.
- All employees sign their appointment letters to acknowledge their employment terms hence reducing any form of forced labour.
- Our extensive induction program for new employees ensures that information regarding employees' right and employment terms are well relayed in advance and acceptable to both parties.
- Procedure for exit in form of resignation or retirement is clearly outlined for employee wishing to leave employment with Sintel
- Performance management system is used to evaluate employees competencies, training needs, salary reviews and promotions without any form of discrimination.
- The company grants all employees their rights to observe any Calendar or Declared public holidays.
- The company offers employee annual leave as required by law and procedure for taking leave is well outlined to enable employee be relieved off duty when requiring to take leave.

Labour Rights
Current

	<ul style="list-style-type: none"> • The company grants maternity leave and paternity leave as required under Employment Act 2007 laws of Kenya <p>The company had a fully established HR department that caters for all employees enquiries, suggestions and management of their welfare as well as their rights</p> <p>Activities implemented in the last year</p> <ul style="list-style-type: none"> • Public display of employees rights • Procedure for hearing is set during disciplinary cases and allowance for calling in witness of choice as well as responding to the show cause letter • Open dialogue where called for by either employees or employer • Analysis of medical reports from the dispensary and also occupational injuries to help improve by reducing future occurrences <p>Measurement of outcomes and value added for our company</p> <ul style="list-style-type: none"> • Employee satisfaction has led to higher productivity • Sintel is an employer of choice to our employees and also prospective future candidates • Improvement guided by suggestions, and audits done
Labour Rights Future	<p>Activities planned for next year</p> <ul style="list-style-type: none"> • Company closure for a week during election to allow all employees time to exercise their democratic and constitutional right to vote in their national leaders • Continued display of employees rights • Continued freedom of expression and association • Awareness training of employees labour rights • Open dialogue where called for by either employees or employer • We held team-building day where employees were out for games and learning in the spirit of motivating employees and creating strong team relations.

Environment

UN Global Compact principles covered:

Principle 7: Business should support a precautionary approach to environmental challenges

Principle 8: Business should undertake initiatives to promote greater environmental responsibility

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

Environment Current

Commitment

Our company is committed to safe guard the environment and promote its sustainability in its everyday activities.

A brief description of our Processes or Systems

- Company has established environmental policy which is displayed for awareness
- Sintel recycles all recyclables e.g. paper
- Sintel has contracted certified waste disposal companies for disposing all its unrecyclable waste as stipulated by NEMA (National Environmental Management Authority) of Kenya.
- Material Safety Data sheets are availed to respective users for their knowledge
- Sintel has environmental clauses in all agreements made by and between their suppliers that safeguards the environment
- Internal staff are made aware on ways of reducing and re-using waste e.g. print papers
- The company has put in place a brick maker which uses its matrix waste to produce bricks that can be used as coal

Activities implemented in the last year

- Company is currently pursuing ISO certification for EMS 14001: 2015– Environment Management System.
- Company has been audited and certified by the relevant government body regulating environmental safety and compliance i.e. National Environmental Management Authority (NEMA)
- Audit findings and proposals made by NEMA in 2016 have been duly complied with and therefore leading to 2017 NEMA re-certification.
- The company has appointed a safety officer among the safety committee who regularly surveys and gives reports on environmental assessment
- Employees awareness on environmental protection

Measurement of outcomes and value added for our company

- Evaluation of new ways for waste recycling i.e. partnering with suppliers
- The environment audit assessment reports have significantly helped identify areas of improvement

Environment Future	<p>Activities planned for next year</p> <ul style="list-style-type: none"> • Certification of Environment management system ISO 14001:2015 standard
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Anti-corruption

UN Global Compact principles covered:

Principle 10: Business should work against corruption in all its forms, including extortion and bribery

**Anti-corruption
Current**

Commitment

Sintel's organization culture, governance and core values uphold and emphasizes on integrity and ethical business relations throughout the organization stakeholders.

A brief description of our Processes or Systems

A code of business conduct is well defined and communicated to all the stakeholders. The company is assessed by its suppliers and customers on these values and all reports have cleared us from any allegations of the vices hence growth in our market share and business partners.

Activities implemented in the last year

- Company has facilitated attendance to the training on the Collection Action and the Bribery Act 2016 Kenya organized by UNGC on 26th July 2017 at Nairobi.
- Sintel has also facilitated training attendance on the Business Ethics and Integrity compliance training done on 27th to 28th July 2017 supported by CIPE
- The company has employed a compliance officer incharge
- The company has sensitized its senior and middle level management on ways of identifying the vices and reporting
- The company encourages whistle blowing
- All suppliers are identified, listed and vetted to ensure zero bribery, corruption or extortion.
- Open suggestion box to provide grievance mechanism
- Referencing the UN Global compact principles in supplier and customer relations

Measurement of outcomes and value added for our company

- The company reputation in ethical practice has attracted international customers
- Evaluation of suppliers and vetting process has reduced chances of corruption
- Internal system of approvals for services requires signatories who include senior management to authorize hence creating transparency
- No reported incidence or claims on corruption or bribery

Anti-corruption Future	<p>Activities planned for next year</p> <ul style="list-style-type: none"> • Internal Audits • Company to be audited by external customers and suppliers • Putting in place a gift register • Re-evaluation of suppliers • Internal rotation of procurement officer
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How do you intend to make this COP available to your stakeholders?

Our commitment to the UN Global Compact and its principles is displayed at our Headquarter and at the manufacturing concern in Thika.

We also intend to hold workshops to sensitize our suppliers and other stakeholders of this commitment.

Internally we will have regular workshops and the code of conduct displays our commitment. Our website also indicates our commitment to the UN Global Compact

DONATIONS AND AWARDS

Below are the certifications we have achieved.

CERTIFICATION & COMPLIANCE

ISO 14001: 2015 (EMS)

We are pursuing certification on Environmental management system to ensure that we are going green and safeguarding the flora and fauna through the best practices.

ISO 27001:2013 (ISMS)

Sintel is ISO 27001:2015 certified.

The Objective of this certification takes into consideration and focus of all business activity related to the entire process of security printing.

Every aspect related to the production of scratch cards is documented with key focus on Data management, Quality control, Printing & Packaging.

All supporting processes with all departments – IT, HR, Security and Administration is synergized with the ISO 27001:2015 procedures

ISO 9001:2015

Our Quality management system is compliant to the ISO 9001:2015 procedures.

KENYA BANKERS ASSOCIATION:

Sintel Security Print Solutions is fully accredited by the Kenya bankers Association, making it one of the very few companies in Kenya as a bona fide security printing company.

We support the community in various activities among them are:

NEMA:

We are compliant with the requirements of the National Environment Management Authority, the governing environment body in Kenya

SINTEL RESOLUTION

UN GLOBAL COMPACT:

Sintel is a member of the UN GLOBAL COMPACT and is committed to respect the ten principles based on:

- Human Rights
- Labour Standards
- Environment
- Anti-Corruption.

CORPORATE SOCIAL RESPONSIBILITY:

As a company we recognize our responsibility to the community and support the AMARA Charitable Trust that is committed in improving lives of children by providing them with facilities for schooling (construction of buildings) and ensuring that these facilities are maintained. Sintel identifies the potential of our future leaders and Amara's initiative

