# Kapa Sustainability Report 2017/2018





### **POWERING OUR FUTURE**



## SUSTAINABLE GALS DEVELOPMENT GALS





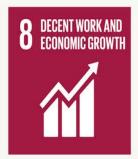








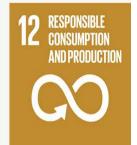
























### **Table of Contents**



		GIA I
Topic	Content	Slide
About this Report	About this report Scope of the Report Our Sustainability Mission Report Contents	5
Introduction	Message from the Executives Management Structure & Roles Vision and Mission Statements	6 7 8
What We Do	9 - 10 11 12 13	
Material Matters SDG NO. 3 SDG No. 15	Material Matters Business Ethics Building an Accountable Institution Customer Engagement Suppliers Engagement Our Stakeholders Sponsoring Education Environmental Responsibility Energy Use / Energy Efficiency Community Engagement Donations Kapa Social Responsibility	14 15 16 17 18 19 20 21-22 23-24 25-26 27-28 29-30

### **Table of Contents**



Topic	Content	Slide
Performance Metrics	31 32 33 34 35 36	
Going Forward	Healthy living through our products, poverty eradication through creating jobs	37
Report Availability	Communication on Progress	38
Sustainability Development Goals	SGS	2

### **About this Report**



#### **About the Report**

•Welcome to our fourth sustainability report for the period March 2017 to February 2018, on disclosure of our business responsibilities and activities. The report focuses on the Ten Principles of Business Ethics as prescribed by United Nations Global Compact (UNCG). The reporting format is guided by the Global Reporting Initiative considering the broader perspective of our business operations and the impact we create to the community around us

#### Scope of the Report

- •The scope of the report covers the progress Kapa has made in addressing the ten principles of the UN Global Compact applicable to the particular business activities carried out in the aforementioned period. This report further considers our engagement in realising the SDG's that concerns our business
- •The 2017/2018 report focus was on SDG 3 Good Health & Well Being, SDG 4 Quality Education and SDG 15 Life on Land (Environment) and social responsibility to the community towards building a reputable business on the foundations of our core values of integrity, quality, responsibility and accountability

#### **Our Sustainability Mission**

•To produce healthy and quality products, promote education and to end deforestation by planting trees

#### **Report Contents**

• This report captures the topics on: what we do, our material matters, our performance metrics, and our future as indicated in this presentation

### **Message from the Executives**



#### **CHAIRMAN**

I am delighted to present to you the 2017-2018 sustainability report. This report serves as the Board's commitment statement to the United Nations Global Compact (UNGC) ten principles and our undertaking of strategic action towards the realization of the Sustainable Development Goals (SDGs).

The Board remains committed in conducting its business in an ethical manner and also utilizing our environmental resources in a sustainable manner.

#### **CEO**

In this sustainability report, we continue to make stride towards aligning our operations with the SDGs in addition to the UNGC ten principles. Our performance in fulfilling these initiatives is what is contained in this report.

Our main focus in this report has been on the promotion of quality education, protecting and restoring our forest and the promotion of good health and living.

We remain committed to the fight against corruption and we have made effort towards ensuring that our business is transparent and there are no loopholes for corrupt activities.

### **Management Structure and Roles**



The Board of Directors	•Management that steers the organization towards a sustainable future by adopting sound, ethical, and legal governance and financial management policies
The Executive	•Implement the Board's strategic, and generative plans, policies, and decisions consistent with the organization's Vision, Mission and Guiding Principles
Business Ethics	•Advocating the ethical structure within the organisation
Finance & Accounts	•Ensuring integrity in the finance and accounting processes
Sales & Marketing	•Deliver quality products and services to our customers with the aim of meeting and exceeding customers expectations
Production	•Guarantee that our products are safe and quality production is carried out in a conducive work environment
Quality Management	•Assure safe and high quality of products
Human Resources	•Ensure that high level of staff are sourced and developed to the expected level of competency

## **Our Vision and Mission Statements**



#### **Vision Statement**

Kapa is committed to being the 'Benchmark Company' for quality products in Africa

#### **Mission Statement**

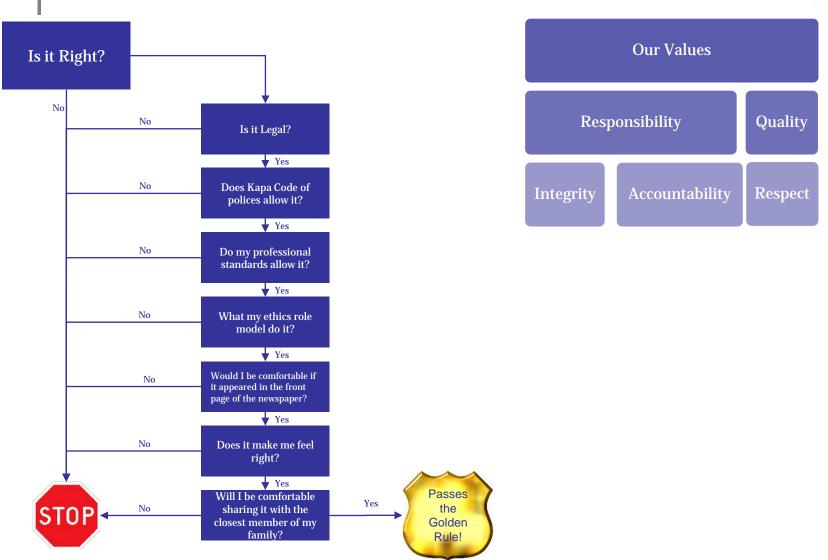
Kapa operations are focused on the manufacture of quality assorted food products, detergent powder, laundry soap and personal care products. It shall lead the market in terms of quality and performance of its products and customer service.

#### **Commitment Statement**

Kapa focuses on healthy and quality products that give 'value for money'. We aim at providing our customers with premium quality consumer goods at competitive prices while operating in an environmentally sensitive and socially responsible manner. All our processes and procedures are of the highest quality, designed to give results of premium quality. The mechanics and techniques behind our processes and procedures give zero allowance for error therefore producing high quality products and ensuring quality consistency.

### **Our Ethics Flowchart**





## **Kapa Ethics**



At Kapa, ethical leadership is about trust, respect, honesty, openness and compassion. We are guided by a set of core values, principles and policies.

We have created an ethics hotline, which is confidential and employees may contact whenever they encounter workplace dilemmas that put them into uncomfortable or threatening positions. The Confidential hotline is an effective way to assure employees' anonymity, which is a concern for employees whose alerts are considered "whistleblowing" actions. Employees are encouraged to express their concerns through:

The Legal Office or (speakitup101@gmail.com)

All incidents reported are investigated and the findings reported to the Ethics Committee.

Serious breaches are further accelerated to the Executive and the Board.

### **Our Business**



Performance

How we measure our results

•Quality Product/Services

- •Employee Performance
- Customer Satisfaction
- •Risk Assessment
- Environmental Performance

Business Partners

How we manage our business

•Executive Management

- •Production/Finance
- Marketing/Sales
- •Business Ethics/Quality Management
- Human Resource
- Maintenance
- •Information Technology
- •Waste Management

Products
What we manufacture

•Edible Oils

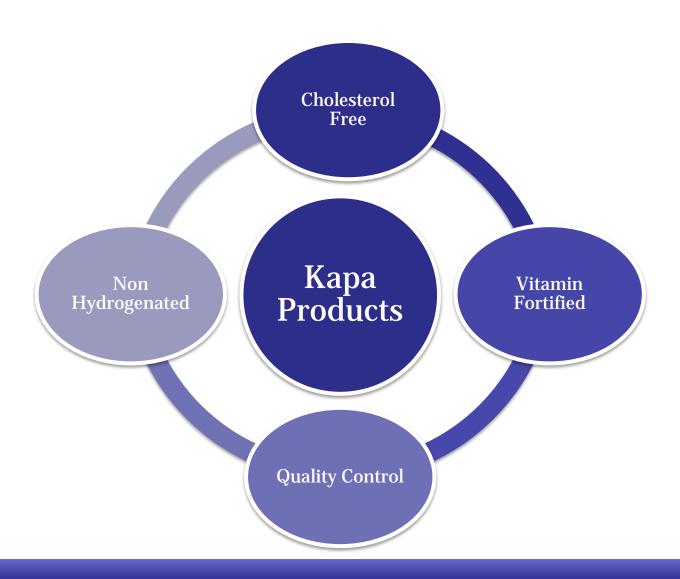
•Cooking Fats

• Washing Detergents

- •Laundry Soaps
- •Personal Hygiene Products
- Baking Powder
- Margarine
- •Noodles

### **Why Choose Kapa Products?**





### **Our Healthy Products**





We are driven by our consumer health policies and ensure that all our edible fats and oils are non hydrogenated, thus making them heart friendly, cholesterol free and beneficial to the health and well being of all our consumers. Our products meet the World Health Organisation requirements on improving consumption of Vitamin A by meeting the fortification requirements of fats and oils as set by the Ministry of Health.

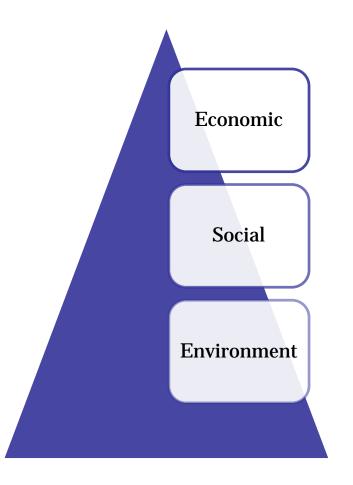
Kapa reinforced its commitment to quality by being awarded the prestigious ISO 9001:2000 award for its 'Quality Management Systems' in the manufacture of cooking fats, edible oils, margarine, baking powder, laundry soaps and glycerine. We are presently working on the ISO upgrade to ISO 9001:2015 and should be certified by July 2018.

We have changed Food Safety for HACCP to ISO 22000 and are presently carrying out internal audits. Both of the above are more vigorous and the requirements are more extensive.

#### **Material Matters**



- Our business sustainability is anchored on how we perform with regards to our Healthy products and the following areas:
- Business ethics we ensue that our recruitment, work environment and building an accountable institution
- Customers and Suppliers engagement keen on good customer engagement. We
  provide a platform for customer and supplier feedback and actively engage them in
  matters that concern them
- Education and Corporate Social Responsibility We sponsor the education of needy students in various schools and take part in activities geared towards sponsoring education. We also give donations to Children's' and Old Peoples' Homes on a monthly basis
- Environmental Responsibility and Community Participation we strive to ensure energy efficiency, reduce on water consumption and dispose off electronic waste in an environmental friendly manner. We commissioned a new eco friendly boiler.
   We also undertook tree planting activities to curb deforestation



### **Business Ethics**



#### **Reported cases**

Nil

#### **Gift Register**

In our commitment to integrity, and the unwavering spirit to fight corruption within our business, we have ensured all gifts and entertainment offers are accounted for. We recorded 1 gift and entertainment offer in the year 2017. The declared gift was in compliance with our gift and entertainment policy.

#### **Disciplinary cases**

To ensure no violation of our policies, we have created a platform where employees can raise concerns without fear of reprisal and information given remains confidential and /or anonymous, mainly for our internal stakeholders as:

- Ethics Committee Legal & Corporate Affairs Manager
- Anonymous E-mail Address: (<u>speakitup101@gmail.com</u>)

### **Building An Accountable Institution**



In line with (SDG 16) we re-affirm our long standing commitment to conducting our business with integrity and fighting corruption in all forms in the organization. We continue to promote integrity among our employees and business partners to ensure that there is no room for corrupt activities within our business, and that we are accountable for our business and transparent in our dealings.

Our Code of Ethics, provides a guide on how to conduct our business ethically. We also have an anti-bribery clause in our contracts that stipulates the company's position in combating bribery and also provides an avenue for reporting bribery incidences in the company.

The Company also conducts its business openly and fairly, it has zero tolerance to bribery and corruption. Staff are expected to familiarize themselves with all anti-bribery policies in the company and the Bribery Act 2016, which is applicable to the performance of the contract. All employees are also required to comply with the anti-bribery laws and policies that the Company has and/or adheres to.

We are members of the Global Compact Network Kenya anti-corruption working group. Further Kapa is playing a key role in the sub-committee for Siemens integrity initiative in the fight against corruption. The Siemens Integrity Initiative is aimed at strengthening the capacity and knowledge of network members on Anti-corruption and fostering collective action.

### **Customer Engagement**



#### **Customer Satisfaction**

We admit that good customer service is vital, both to us and to the customer. Working hard to make certain that this gets even better, KAPA uses market research and different types of data to ensure we get a clear message about what customers do and don't like. Simply put: We strive to maintain customer satisfaction 'This time, next time & every time!' In 2017, we have extended our detergent category with three new products; Toss bright washing powder, Toss liquid detergent and Toss Lavender while still maintaining our quality and safety of our products (ISO, QMS and food safety HACCP) as confirmed by the systems certification body SGS. This has enabled our consumers to have a wide variety base which further makes them loyal to our products.

Customer Satisfaction	2015	2016	2017
No. of Customer Complaints	25	36	49
No. of complaints attended to	25	36	49
Customer satisfaction rating (%)	77	73.16	72.1%

### **Suppliers Engagement**



#### Suppliers due diligence:

At Kapa, due diligence procedures are performed on customers, agents, suppliers and employees. Since majority of Kapa's customers are regional distributors, any new customers, agents and service providers undergo a comprehensive due diligence process. The process includes background checks with the referees, obtaining copies of important documents such as PIN and VAT certificates, Certificate of Incorporation and recommendations from business associates. Suppliers are required to sign a supplier data form which captures all these details.

- Quality, Timeliness, Competitiveness and Reliability, Innovation & Finance credibility. Maintaining suppliers is vital, hence
  along with continued improvement proposals during supplier audits, communication, standards, production demanding and
  loyalty in financial payment plays a pronounced role
- Understand Compliance & gather Key Information, including suppliers Incorporation documents, bank details, KRA PIN ref.
   & reference letters (where the need arises)
- Evaluate supplier performances every 2 years
- Review Due-Diligence Process regularly to identify additional needs, if need be over time

#### **Fraud controls:**

- Fixing approved suppliers and laying down a strong code of ethics that vendors / employees acknowledge and must abide by:
- Supplier search in case of new vendors, and supplier re-evaluation to affirm supplier processes, operations & quality
- Having stringent receiving processes, whereby supplied goods and services are adequately delivered in accordance with the requirements outlined in the listed Specifications sheet
- Routine auditing of vendors to ensure that pricing is in accordance with quality and comparatively fair

### **Our Stakeholders**



Being a socially responsible organisation, we believe that is a necessary criterion that our business relies on a multitude of relationships with our stakeholders and staying connected to the parties who have an actual or potential interest in the business.

As per our ethics policies and business conduct, we engage with our stakeholders to recognize the importance of business sustainability as a critical value driver for the company's growth, success and consider them in our business decisions and strategies on: i) how to extract stakeholders' knowledge and preferences, (ii) how to combine these preferences and knowledge coherently and (iii) how to conduct discussions and resolve conflicts.

We also engage with local communities to achieve our business strategies as we realise that this collaboration and partnership is

essential for our business sustainability.



### **Sponsoring Education**



#### **Numi Cricket Challenge**

The Obuya Academy and Star Field Sports Limited worked in collaboration this year to deliver the largest cricket tournament yet on 11 & 12 July 2017, with the support of Kapa. The Obuya-Star Field Partnership was formed to develop cricket in Kenya, and to use the sport to develop society. Since reaching the World Cup Semi-Final in 2003, Kenyan cricket has been in decline and through this partnership, the aim was to bring the sport back to its glory days by supporting young talent interested in the sport through getting at least 150 young cricketers signed to sports clubs and academies by the end of the tournament.

The tournament included children aged between 8-19 Years old to help kick-start this revolution. Furthermore, through the determination to use cricket to develop society, 8 out of the total 48 teams included under-privileged children from various public schools, which would open the door for them to participate in cricket as professionals by developing their cricket skills and provide them with an education.



Enthusiastic fans keenly watching the cricket match

### **Environmental Responsibility**



#### **Tree Planting**

On 30th April this year we participated as an organization in a tree planting exercise held at Kereita forest. We successfully planted 2001 trees in this CSR activity aimed at conservation and environment sustainability. Kapa management pledged its participation in the coming years in this noble initiative.

#### **Energy efficiency**

The company has been amongst the first to be awarded a compliance certificate by ERC in 2017.

#### **Water Consumption**

• Kapa is continuously striving to reduce its water foot print and during the last year reduced overall consumption with over 3 Million Litres.

#### **Boiler Operations**

 We have acquired capacity to do in-house testing of gases which enhances our ability to ensure strict compliance with the stated limits of green house gases.

### **Tree Planting**

®

Through the Hindu Council, Kapa staff engaged in a tree planting exercise with the goal of planting 1000 trees. The Kapa team, joined by Rajasthan Association of Kenya, The Hindu Council and Kenvo, a local NGO on conservation on 30th April 2017, surpassed this goal and managed to plant 2001 trees at Kereita forest.

The participants of the event included Kapa staff, family and friends, We successfully planted 2001 trees in this CSR activity aimed at conservation and environment sustainability. Kapa management pledged its participation in the coming years in this noble initiative.



HRSC. TREE PLANTING
SPONSORS:
KAPA OIL REFINERIES
REJASTHAN ASSOCIATION OF KENYA 1001 TREF
DATE: 30<sup>TH</sup> APRIL 2017

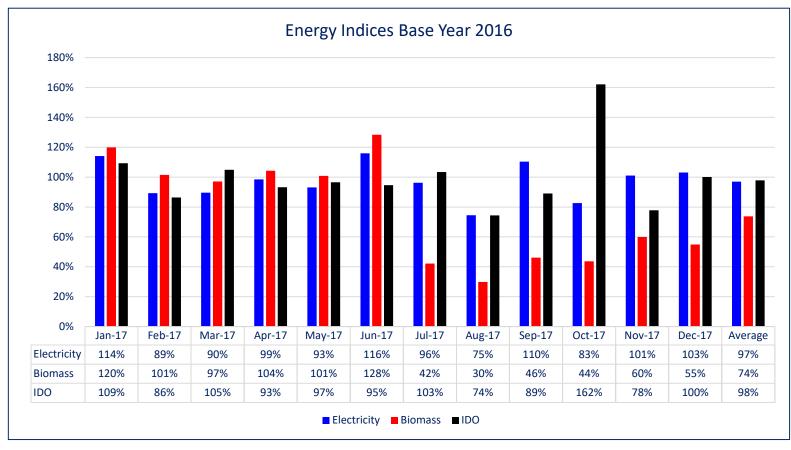
Smiles as trees are planted



A noble cause is accomplished

### **Energy Mix comparison 2016/2017**





On average, total electricity went down by 3% compared to 2016. There was reduced biomass consumption in 2017 by 24% largely due to new boiler installation. IDO consumption reduced overall by 2% compared to 2016.

### **Energy Efficiency – New Boiler**



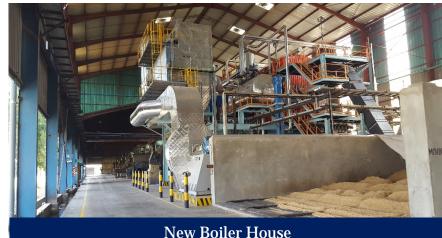
Kapa generates mainly liquid waste which can pose an environmental concern. To mitigate any environmental effects, the company operates an effluent treatment plant which processes all industrial liquid effluent to ensure it complies with the statutory requirements before discharging to the Sewer Line. In this regard, TDS, BOD and COD is closely tracked and controlled. All sewerage effluent is treated by Mavoko Water and Sewerage Company.

Additionally, the company uses a Biomass boiler whose main fuel are agricultural process wastes and therefore avoids cutting of trees. With the versatility of this boiler, different types of fuels can be burnt at high efficiency and the fuel gases passed through a bag filter to reduce particulate load to the environment.

The company's raw materials used in operations are recycled and therefore there exists minimum wastes. With the plastic ban on carrier bags and secondary packaging, the company has complied with statutory regulation on types of packaging.

By introducing a highly efficient boiler that can run on agricultural wastes products, the company has greatly reduced if not eliminated the cutting down of trees for firing boilers. This means that no trees are cut to sustain operations.

Kapa has introduced limited solar heating systems for water heating which is environmental friendly as a source of energy. All processes which emit gases with particulate load are passed through bag house filters to reduce the particles dumped in the environment.





### **Community Engagement**



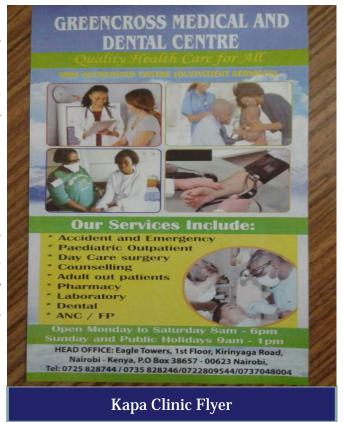
Kapa recognises that its social responsibility to the community is integral to its business. During this reporting period, We ventured into the below mentioned activities with the core aim of reaching out to the community:

#### **Education**

We worked with The Obuya Academy and Star Field Sports Limited this year to deliver the largest cricket tournament yet on 11 & 12 July 2017. We engaged under-privileged children from various public schools, which would open the door for them to participate in cricket as professionals by developing their cricket skills and provide them with an education.

#### **Health**

We support the health clinic facility which was opened within our premises in 2016. The Clinic also has an indoor Laboratory and Dental Clinic which is open once a week. The Clinic, which is open to the staff and public for any immediate medical attention, at reasonable charges, also provides quality healthcare. The Clinic is accredited by NHIF as a Health Care Service Provider to their members and their dependents can also be treated at our facility.



### **Community Engagement**





The Kapa Team at the baking extravaganza

As one of the sponsors of this year's Cake Festival held on 10<sup>th</sup> June 2017 Kapa participated in both the baking extravaganza at Garden City and the main Cake Festival event at KWS headquarters through Edumed Trust, an organization which sponsors education for bright under-privileged students. Kapa not only sponsored the event through which funds were raised to support the education of the students, but also facilitated both emerging and professional bakers with key ingredients including baking powder and margarine. A lot of fun activities took place to draw the crowd such as games, cake decoration and live baking demos. We also awarded the audience who had good awareness about our products and were able to answer questions about the products

### **Makindu Christmas Donation Drive**



On Sunday 10 December 2017, Kapa honoured an invitation to attend a Christmas donation drive in Makindu.

We donated Numi noodles to over 600 children in form of hampers while 100 ladies in attendance were gifted Christmas hampers bearing assorted Kapa products.

This was made possible in partnership with Mr. J. D. Shah from Shrink Pack Ltd.







Happy ladies and children receiving Numi noodles and Kapa gift hampers

### Monthly Donations to Children's and Old People Homes – 2017



Monthly Donations 2017												
Donations	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Global Museum	<b>~</b> []	<b>&gt;</b> []	<b>→</b> □	<b>→</b> □	<b>→</b> □	<b>→</b> □	<b>&gt;</b> []	<b>~</b> []	<b>→</b> □	<b>&gt;</b> []	<b>→</b> □	<b>&gt;</b> []
Little Sisters of the Poor	<b>~</b> []	<b>~</b> []	•	<b>→</b> □	<b>→</b> □	<b>~</b> []	<b>&gt;</b> []	<b>~</b> []	•	<b>~</b> []	•	<b>&gt;</b> []
International Society for Krishna	<b>~</b> []	<b>&gt;</b> [	•	•	•	<b>~</b> []	<b>&gt;</b>	•	•	<b>&gt;</b> []	•	<b>&gt;</b>
Edevalle Home	<b>~</b> []	<b>&gt;</b> [	•	•	•	<b>&gt;</b> [	<b>&gt;</b> [	<b>→</b> □	<b>→</b> □	<b>&gt;</b> []	<b>→</b> □	<b>&gt;</b> _
Amritas Childrens Home	<b>~</b> []	<b>&gt;</b> [	•	<b>→</b> □	•	<b>,</b>	<b>&gt;</b>	<b>~</b> []	<b>,</b>	<b>&gt;</b> []	<b>→</b> □	<b>&gt;</b>
Kwetu Home Of Peace	<b>~</b> []	<b>→</b> []	•	<b>→</b> □	<b>→</b> □	<b>~</b> []	<b>&gt;</b> []	<b>~</b> []	<b>&gt;</b> [	<b>~</b> []	<b>→</b> □	<b>~</b> []
Maria Romerro Childrens Home	<b>→</b> □	<b>~</b> []	<b>→</b> □	<b>→</b> □	<b>→</b> □	<b>&gt;</b> []	<b>~</b> []	<b>~</b> []	<b>&gt;</b> [	<b>→</b> []	<b>→</b> □	<b>~</b> []
The Childrens Village Naivasha	<b>~</b> []	<b>~</b> []	•	•	•	<b>→</b> []	<b>→</b> □	<b>~</b> []	<b>&gt;</b> [	<b>~</b> []	•	<b>&gt;</b> [

### **Kapa Social Responsibility**



Kapa recognises that its social responsibility to the community is integral to its business. To effectively contribute to the society, through its Directors, Kapa founded a charitable organization - "The Karania Foundation" that operates independently from the Company. The Foundation caters for the needy in the society in these areas:

- a) Health
- b) Education and
- c) The well being of Children and the Aged in the society

So far, the Foundation has supported the following activities:

- a) The home for the aged in the society located in Nairobi is fully supported by this Foundation. It caters for the old and needy individuals.
- b) Annual sponsorship to needy students in support of their education at varying levels of education.
- c) Funding for specialised medical health care to families in need of such a support.

Kapa as a company also contributes to the society through:

- a) Monthly donations to children's homes with edible oils and soap products.
- b) Monthly donations to the Home for the Aged with edible oils and soap products.

### **Kapa Social Responsibility**



30

Kapa donated Kshs. 25 Million to M.P. Shah Hospital towards the Transplant floor at the new Oncology and Physiotherapy annex.



Kapa's donation to the Organ Transplant unit at M.P. Shah Hospital

30

### **Performance Matrix 2017**



#### **Ethics**

New employees trained 127 Reported unethical cases - Internal 0 External 0

### Recruitment Turnover 2017 Level Staff -2017 Exit-2017 %

Assistants turnover
Assistants 14%x
Senior Assistants 19%x
Managers 24%
Senior Managers 0%x

Performance Highlights

#### **Community Engagement**

Monthly Donations to:

Children's Home 6

Home for the aged 1

#### **Seasonal Donations**

Different organisations in the country

Staff No. of Total Training staff Trained Rate %

 Business
 1273
 1208
 94%

 Partners
 5
 127
 125
 98%

 Kapa Staff
 127
 125
 98%

### **Recruitment and Training**



#### **Training Rate Per Department**

Department	No. of Staff in Department	Total Trained	Training Rate %	
Boiler House/ETP	34	34 34		
Baking Powder/Noodle	160	160	100%	
Detergent Packing	138	138	100%	
Detergent Plant	96	93	96%	
Loading Bay	190	158	83%	
Quality Assurance	23	20	93%	
Refinery Packing	304	304	100%	
Refinery Plant	37	33	89%	
Soap Plant	189	166	87%	
Warehouse	107	102	95%	
Administration	127	125	98%	
Total	1436	1339	93%	

#### **Recruitment Rate**

Level	No. of Staff as Employees at Jan. 2017 who left in 2017		% Turn Over Rate
Assistants	72	11	14%
Senior Assistants	29	6	19%
Managers	22	6	24%
Senior Managers	4	0	0%

#### **Overall Training Rate**



# Recruitment, Work Environment & Our Employees



#### Recruitment

In our quest to build ethical culture in the business, we have communicated our ethical expectation to the stakeholders through the business code of conduct booklet. In return, we have received queries and guided on ethical dilemma that employees are faced with as they work. Our recruitment provides equal opportunities for all qualified applicants.

#### **Work Environment**

We believe in order to maintain healthy organizational culture, strong ethical codes need to be followed. Every individual has to play his own role. Apart from creating a healthy culture it also helps to avoid employee lawsuits against the employer. We hold regular sessions on ethics and how to approach ethical dilemmas among staff. We challenge management staff to hold regular discussions with employees to work through potential ethical issues that may come up and find ways to brainstorm through them as a team. If everyone is on the same page, it is more likely that the team as a whole will adopt the same types of ethical behaviours.

#### **Our Employees**

To affirm our commitment to ethical behaviour within the Company, we have included the ethics awareness training in our new employees orientation programme and the executive visibly demonstrates the commitment to ethics during these sessions. The company's policy is also that it will not use, be complicit or benefit from forced labour in compliance with the elimination of all forms of forced and compulsory labour.

### **Health and Safety**

®

We have boosted Health & Safety Awareness in our organisation. Our staff are encouraged to be aware of safety issues and we ensure that all our meetings start with a safety talk.

We hold Health & Safety meetings every month where all issues are brought to light and addressed immediately.

By law we are required to carry out the quarterly workplace safety inspection. This is a walkabout of the factory done by the safety committee members to check for health and safety aspects such as any signs of hazards in the workplace (e.g. unguarded moving parts of machinery, slippery floors without any warning signs) and general safety awareness among staff as noted from their adherence to requirements such as use of PPE's and observance of safe working practices while carrying out tasks.





Staff in their PPE's in our Soap and Detergent plants

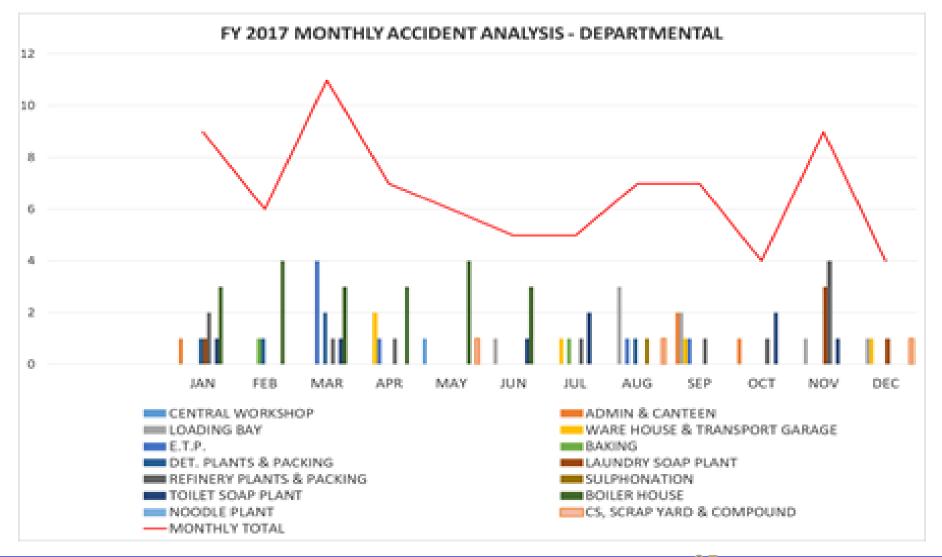


PPE's adherence in the Baking plant

34

### **Health & Safety Data Analysis – 2017**





## **Testimonials from some of our Business Partners**



TO KAPA OIL REFINERIES.

We green Light Services work to appreciate so much for the for we've gone since hesignation from Kapa employment into Contract we've Jained alok of antrontonger and expenience in business tunning

We hope with KANA, We'll do home

FRAN CO. LID.

TO! QUPANT KAPA DIL REENBRIEF

- · Kals oil Refueir is a transforming organisation. Where Product design and staff unpolument is a culture and norm.
- and Parsion for work ignited.
- 3. The Pradicy of the Content in the Product of the Various Products is a guarantee for value for many
- 4. It is a Place where observanity is given to all to realize their career dreams and boild experience in Proffessionalism.

Contractor, Michael
Hommo

Kapa is a good business partner with a sustained culture of Supporting its teams in delivery of high quality products.

BETFORM.

iv: Kafa oic Patinerier 1/21.

Improving on afficienty in Production areas there pover to be the stilling stone towards Mercet Cruck him of our ori franch bolk health and where househy.

Through good similing relationship form the tip Manangument of the for oil variously the has house stiff (Gorum Labour), things like quelify if one forballe, profer use and homellings of one Machines and Many Merze thore been fully ordelizated and this automatically there reclauded one Curt of Poulucion.

14/02/2018

LAS | ENTERPRISES

We Last appreciate the Kapa praternity for offering us a Job opportunity as a business Partner, we Enjoy good relational unto the company shown through timely payments timely training of our stabbs and so on.

long like kapa as our mother company.

Inde:

# **Going Forward**



In line with our sustainability mission, to build an ethical culture in our business we aim to promote ethical business practices to external stakeholders. We intend to sensitises our external stakeholders on business integrity, community engagement and on the fight against corruption.

The sustainability strategies for 2018 are set as follows:

- SDG 3 Good Health and Well being
- SDG 4 Quality Education
- SGD 9 Industry Innovation and Infrastructure

### **Availability of the Report to the Public**



In line with our values of integrity and accountability, this Sustainability Report will be communicated to all our key stakeholders through our common channels of communication. The channels are:

- **✓** The Company's website which is accessible to the public
- ✓ Emails sent to all Kapa employees; and
- **✓** The Ethics Communication mechanism