

PANINI CORNER LIMITED

COMMUNICATION ON PROGRESS 2018/2019



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THE YEAR IN REVIEW



Since October 2017 we have hired more youths in our company. Currently 50% of our workforce comprises of youths with the age bracket between 18-29 years. We are giving the youth an opportunities to learn, share their ideas and make their dreams in the industry a reality.



We have a stronger management team, comprised with team leads from various departments. These team leads are involved in the decision making and policy implementation in the company. They also bring to the attention of senior management the suggestions, ideas, concerns raised by employees.



The company has undertaken a thorough financial and operational auditing for 2017/2018 to streamline on policies and to ensure their implementation and sustainability.

THE YEAR IN REVIEW



In September 2018 we partnered with Toyota Kenya and received training on Kaizen practices and their benefits.

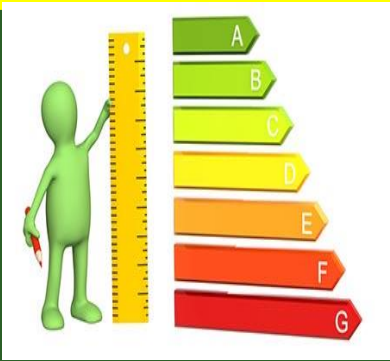
January 2018 we started incorporating these practices in our daily operations. We have seen a great improvement especially in the area of customer relations and in our overall operations



Late last year our C.E.O. made a commitment to empower women and equip them with culinary knowledge and skill to enable them to find jobs and even start their own businesses. She accepts women from all walks of life who are interested in the catering and restaurant business into hers. Spends hours training them on the ways of the business. Allowing them to learn from the best in the restaurant. She gives them the opportunity to practice and improve their skills for Free. When the trainees have acquired skills to their satisfaction they are free to start their own business, join the company or other companies.



In May 2017 we partnered with St. Thomas Barnados Children's Home Nairobi for our C.S.R Project. Being a children's home we did not want to do just donate food and clothing like other companies do. We decided to go to the venue with all the staff members. Spend some time with the children while preparing their meals as they also got a hands on experience on how to make good food. Cooked for them meals like we do in the restaurant. Shared healthy & affordable recipes with their kitchen staff. Spent the entire day with them then donated food and clothing. We also gave advice on best cooking practices and food storage.



We are working with our corporate clients, analyzing their operations and best practices. We want to learn from them and ensure that our services are in sync with their operations. This is to ensure we offer them the customized services that are specific to their needs.



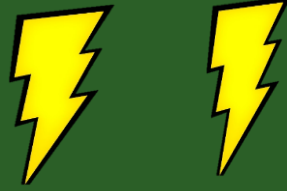
Last year we had incorporated training as part of the long term goals in our HR Policy. Various types of training are on going in order to improve the quality of our products and services and also to develop our employees. We are engaging certified professionals in the industry for this exercise.



In October 2018, We created a supplier code of conduct code of conduct that governs our relationship with them. We have seen an tremendous improvement in conduct from our suppliers. There is more transparency and professionalism exhibited from them.



We produced 50% more waste than last year, this is due to the expansion of our business and more production required by customers.



Electricity usage increased by 60%. Opting for cleaner energy, half our branches are using electricity as opposed to LPG. This transition has been quite costly.



Late 2017 we moved our headquarters to Sameer Africa Complex. This move was prompted by the Increase in production. Water usage has increased by 40%.



MESSAGE FROM THE CEO

To our stakeholders:

I am pleased to confirm that Panini Corner Limited reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations.

As we plan to venture into coffee manufacturing in the near future, we are aligning our operations to support the national Big Four Agenda while maintaining our commitment to the principles of the U.N Global compact .

We also commit to sharing this information with our stakeholders, using our primary channels of communication.
Yours Sincerely,

**[Mrs. Grace NK Mwangi]
[CEO/FOUNDER**



OUR BUSINESS



WHO WE ARE

Panini Restaurant and Catering Services Limited is a private enterprise that operates in Sameer Africa Complex as the Head quarters and main restaurant at, Car and General Motors Complex along Lusaka Road.

WHAT WE DO

Panini started with sandwiches as signature for brand; over time, the brand has evolved to offer corporate catering, industrial catering for Staff Meals, and Café Model for Bistros (Facility management) .

Panini brand offering is wholesome, Healthy, Nutritional meals with an experience of quality and freshness

The Panini experience comprises - fresh quality meals, a family feeling, lasting friendships, professionalism, valuing people, an open kitchen concept which was is a part of indulging in the experience, by creating customized meals; however, this is not much leveraged because of space and design of current facilities but as the brand expands the dream will soon become a reality.



VISION: To be the leader in the restaurant and catering in Kenya



MISSION: Aims to create a Healthier people around my world by providing healthy, nutritious, wholesome meals



TAGLINE : We feed your body and your soul

Our Values

The 4Ps

My **P**anini, my brand, my **P**ride.

We the **P**eople build the vision.

Our labor of love gives us the **P**assion to serve you!

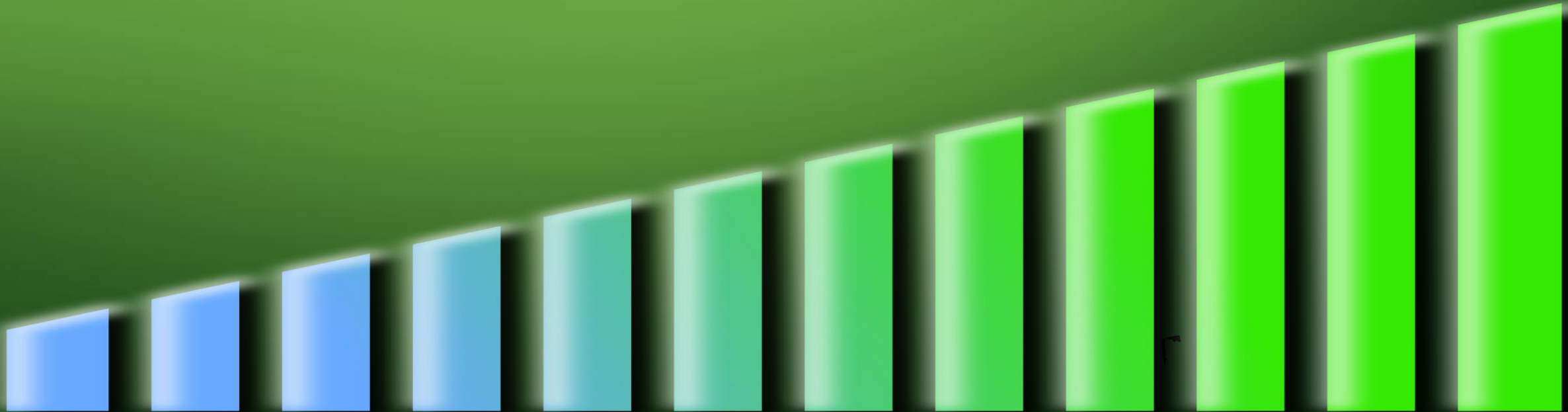
We got the **P**ower to create and share ideas in culinary

Our Food promise... Years ago Panini Restaurant began a never-ending journey to serve delicious, healthier, wholesome, nutritious food that is better for you, for our associates, and for the world we live in.

We consider people as central to our business: we nurture friendly, ethical and professional approaches in all our business interactions and undertakings

Our Passion to provide seamless Customer experience and ethical labour practices calls us to give personal attention to every detail of our clients' requirements (Customer focus) .

COMMUNICATION ON PROGRESS



DESCRIPTION OF ACTIONS

HUMAN RIGHTS

Commitments

We are committed to comply with the Universal Declaration of Human rights and International Labor Organization (ILO) and the Constitution of Kenya, 2010.

The Employee Code of Conduct and Attendant Regulations Manual that was created last year has been fundamental in ensuring that human rights are not infringed and preventing abuse at our workplace.

The human resource team is constantly improving our policies in order to protect workers from workplace harassment and other related vices. In the coming year, the company will undertake audits of our operations and ensure our staff are educated on their rights and what to do when their rights are infringed.

Implementation

Human resource policies and procedures that were created last year, have been implemented as from early this year. They have spelt out mechanisms for dealing with any work place grievances and harassment. Worker safety and health is ensured by provision of clean, safe, hygienic working environment and sanitation facilities. They are currently undergoing rigorous training on health and safety.

Measures of outcomes

Implementation of the Human Rights policy has been effective . Two Cases of Human rights violations were reported to senior management for review, they were investigated, disciplinary action was taken against the offenders and the records of the same were maintained in their respective files.

LABOUR

Commitment to Rights

To adhere to all applicable labor laws of Kenya , International Labour Organization (ILO) conventions and other requirements.

To identify and eliminate all forms of labour malpractice.

To remain an equal opportunity employer devoid of any kind of discrimination based on gender, religion, HIV status and other likely circumstances .

To employ qualified persons relevant to our work, ensure that our staff remain ethical and professional in the work place.

Activities implemented in the last year

The policies that were written the previous year have been implemented.

Workers have been provided with Personal Protective Equipment appropriate to work they do, and are facilitated for the mandatory medical examination and care as required by Public Health Authorities. Staff payments and other compensation are in accordance with minimum wage recommendations laid in applicable National Employment laws. Within the year, we developed a human resource department that conducts recruitment and selection of candidates. The team also acts as a bridge between management and the employees. In the coming year we are going to train our workforce in better ways of exercising their rights.

Implementation

Grievance resolution procedures have been communicated to the employees by the Human resource team. Reported grievances and violations are documented and handed over to management team for determination as per stipulated procedures. We comply with applicable regulations governing work place and labor safety as well as public health.

Measurement of Outcome

Employee relations have been greatly improved. We have experience more professionalism and lower employee turnover.

ENVIRONMENT

We are committed to operate and take initiatives that minimize our environmental footprint.

Activities implemented in the last year

50% of our branches are now using electricity as a source of energy as opposed to LPG. We are devoted in reduce our carbon footprint and this year we are exploring other more affordable options to be implemented in the future.

Implementation

We have color coordinated our dustbins so that we ensure waste is reduced, we reuse some materials such as carrying bag and recycle those that can be. We also avoid wastage during production by portioning meals during preparations. This way, there is no excess to be thrown out. Wastage of material is no longer possible as the raw materials are allocated as per order by the client.

In the coming year we are going to receive better training on how to reuse, reduce and recycle waste.

Measurements of outcome

financial savings results by senior management, reduce in waste the amount of waste produced

ANTI-CORRUPTION

We are Committed to:

Zero tolerance on corruption

Ensuring full compliance to existing laws and regulations to eliminate potential platforms for bribery seekers

Applying ethical practices in our business sourcing

Embracing fair competition and negate inappropriate favors of any other kind to our business partners

Implementation

We have continually undertaken risk assessments of our operations to determine those most prone to corruption and bribery and develop mitigation measures. We have introduced system of approval, in our purchasing, supply chain and finance, to ensure before transparency in operations. We are currently reviewing our supply chain and vetting all our suppliers as we create a code of ethics for them. We have clearly labelled our offices as corruption free-zones to remind all those who come to our establishment of the transparency required.

We have an anti corruption clause in all our employment and supplier engagement contracts.

In the coming year we will have a code of ethics for all our suppliers.

Measurements of outcome

No cases of extortion or bribery reported by staff to senior management and reports made to Ethics and Anti-Corruption Commission of Kenya.



In 2016, the United Nations published 17 Sustainable Development Goals (SDGs) for 2030. The goals provide an opportunity to examine sustainable business in the long term.

In 2017, we started a process for determining which SDGs are important for Panini Corner Limited. The purpose of this work is to identify future sustainable business opportunities and improve the dialogue with stakeholders by offering a common language.

How we intend to make this COP available to our stakeholders

By uploading the COP to our business website, our social media platforms and through email communications .

By incorporating it as an agenda in our business engagements particularly our stakeholders' commitment to UN Global Compact principles

Our own process is just beginning, but we have so far selected Four SDGs which our company is committed to:

3 GOOD HEALTH AND WELL-BEING



We are devoted to ensure that we provide our customers with well balance diet that is good for their health and well being. For our corporate clients we offer menus that have vegetable and fruit in them. The menus are customized according to the client's preference. In the next year we will continue to revamp our menu and meals to ensure that we provide more nutritious meals.

5 GENDER EQUALITY



In the past 70% of our workforce comprised of men and 30% were women. In the past year we have employed more women in various positions this is to balance the gender scale in our company. Currently 55% are men and 45 % are women. We have ensured that men and women of the same positions receive equal pay and opportunities. In the next year we are looking forward to balancing the gender scale even further.

8 GOOD JOBS AND ECONOMIC GROWTH



In the past year our company gained 40% profit higher than the previous year. This year we experienced some losses being a post election year . The elections impacted many business negatively especially during the first quarter of 2018. However our business has begun to gather momentum.

We are not only providing our services to corporate clients but also to other customers. In the past year in our HR manual we stipulated that we are dedicated to reward our employees by providing good salaries and other benefits.

This year we increased the salaries of our employees based on merit. We now have reward management programs such as employee of the month. This reward program has boosted the moral of our employees by 30% since its initiation early this year.

In the next year we are planning to provide our employees avenues to develop and grow their skills, which will also enable them to enjoy their jobs and to earn more. Earning more will help them and their families.

10 REDUCED INEQUALITIES



In the previous year our HR manual stipulated our dedication to minimize all forms of inequalities.

We have worked very hard to analyze the areas in our operations that are prone to inequalities and we are currently working on eradicating them completely. We have hired more women to eradicate gender inequality, offered the same to both men and women.

We have also hired personnel from different tribes , to eradicate tribalism. We hire people of all cultures, background's even those with disabilities. We are an equal opportunity employer.

In the future we are looking forward to employing people from different countries. So that our organization can be a global village with no inequalities.