



UN GLOBAL COMPACT
COMMUNICATION ON
PROGRESS REPORT
2019



CITYSCAPE TRENDS

clean space, better world

Contents

CEO STATEMENT OF COMMITMENT 2

ABOUT US 3

 OUR PUPOSE 3

 OUR VISION..... 3

 OUR MISSION..... 3

 OUR VALUES 3

 OUR SERVICES 3

OUR CUSTOMERS 4

 4

COMMUNICATION ON PROGRESS..... 5

 OUR SDGs 5

HUMAN RIGHTS 6

OBJECTIVES 6

OUTCOMES 6

LABOR 8

OBJECTIVES 8

OUTCOMES 8

ENVIRONMENT..... 8

OBJECTIVES 8

OUTCOMES 8

ANTICORRUPTION..... 9

OBJECTIVES 9

OUTCOMES 9

ACTIONS TO BE IMPLEMENTED IN 2020 10

HUMAN RIGHTS..... 10

LABOR 10

ENVIRONMENT..... 10

ANTICORRUPTION 10

COVID- 19 AND OUR RESPONSE 10

RESPONSE 10

CONCLUSION..... 11



CEO STATEMENT OF COMMITMENT



Mary W.Thuo,
Founder/ CEO cityscape Trends
Services Ltd.



To all our stakeholders,

It is my pleasure to reaffirm our continued support and commitment to the United Nations Global Compact and its Guiding Principles.

As we submit this year's report, we describe our progress and action in integrating the United Nations Global Compact Principles and the United Nations Guiding Principles on Human Rights and Business into our business strategy, culture and daily operations.

As we continue to grow, we commit to continually share this information to our stakeholders using our primary channels of communication and also through the United Nations Global Compact website.

This report covers the period between October 2019 and October 2020.

Sincerely,
Mary W. Thuo

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ABOUT US

We are a purpose driven enterprise where we provide sustainable commercial cleaning and maintenance services for offices and Buildings through leveraging our core business to address social, economic and environmental impacts.

OUR PUPOSE

Our purpose is to champion a wholesome transformation of our communities and environment with dignity. (We clean to hire; not hire to clean)

OUR VISION

To make the environment sparkle and transform the community while embracing the values of respect, justice and dignity.

OUR MISSION

To innovatively deliver outstanding Eco- Friendly solutions with a smile.

OUR VALUES

- Be empathetic
- Be mindful
- Servant leadership
- Make it Happen
- Take ownership

OUR SERVICES

CITY CLEAN

- CONTRACT CLEANING
- ONE- OFF SPRING CLEANING
- CUSTOMER PREFERRED CLEANING

CITY GREEN

- GARDENING AND MAINTENANCE
- SUPPLY AND MAINTENANCE OF INDOOR AND OUTDOOR POTTED PLANTS
- GARBAGE DOLLECTION AND DISPOSAL

CITY HYGIENE

- TOILETRIES CONSUMABLE SUPPLIES
- PROVIDE SANITARY BINS
- Fumigation & pest control

CITY SPECIAL OPS.

- CLEANER OUTSOURCING
- RECEPTIONST OUTSOURCING
- DRIVER OUTSOURCING
- PORTER OUTSOURCING
- MESSENGER OUTSOURCING
- TEA SERVICE OUTSOURCING
- PARTIES OR SPECIAL OCCASION
- RESTROOM CLEANING AND MAINTENANCE FOR EVENTS

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OUR CUSTOMERS



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COMMUNICATION ON PROGRESS

This Communication on Progress report covers our operational internal processes in relation to our staff, customers, suppliers and the community we operate in in adherence to the four main areas of the United Nations Global Compact, that are our key material issues i.e.;

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

In 2019/2020, CST was able to look at several focus areas in human rights, Labor, Environment and anticorruption. As we reaffirm our commitment to the UN Global Compact Principles, we realize there is more to be done and from last year's report we shall note progress in the various areas as we highlight key issues and more that may have come up in the one-year period.

We also note that the SDGs and their targets guide CST mostly revolve around Human Rights and Environment. We do this to ensure inclusivity and that no one is left behind. We strive for a better tomorrow and overall shared value to ensure that not only does CST as a business thrive but also as a community of diverse people.

OUR SDGs



HUMAN RIGHTS

Cityscape Trends reaffirms its commitment to and support of the UN Declaration of Human Rights,

What have we achieved in the past year?

OBJECTIVES

1. Increase the number of staff trained with emphasis on focus areas by 30%
2. Increase the number of staff paid above minimum wage by 15%
3. Assess the impact of UN Global Compact Ten Principles in implementing of Human Rights

OUTCOMES

In support of the UN Declaration of Human Rights, the ten UN Guiding principles and SDG 8 (Decent Work and Economic Growth), we have worked to meet the objectives mentioned and the outcomes are as follows:

Training

In the period 2019/2020 we have had two types of training being carried out; new staff training and on- job training.

For then new staff, their training is done over a period of two weeks at the CST head office. The induction training covers the following areas:

- Purpose, mission and vision of the company
- Code of conduct
- Human Rights policy

- Sexual harassment policy
- Human resource policy

The on-job training covers the following:

- Standard operating procedures refresher
- Life skills
- New technology

Cumulatively, the trainings have increased by 25% with five new trainees assigned to stations.

The internal/ on job trainings were attended by 90% of our staff.

Minimum wage

In line with SDG 8.5 that by 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value. In the period 2019/2020, we have managed to increase the number of employees earning more than a minimum wage. We also made sure that all employees are equally compensated for equal work done. Those earning a living wage are 15% while those earning above a minimum wage are 28 out of 38. We had previously been unable to meet total minimum wage pay due to contracts that were not sustainable and the customers were not open for negotiations, we lost some of them while others were renewed with the new terms to ensure adherence with the minimum wage guidelines. The remaining employees below minimum wage are awaiting a salary

review after negotiations on the new contract terms with the customer.

Human Rights and The UN Global Compact Principles

The ten UN Guiding Principles have been fundamental in our view of Business and human rights. CST heavily relies on human capital to run its daily operations and hence the continuous efforts to ensure that we do not infringe on any of our employees' rights.

In addition to the ten UN Guiding Principles, we also subscribe to the Sustainable Development goals and emphasize on SDG 8- Decent work and economic growth. To ensure that our business is ethical we have several policies in place that guide us in our day to day operations and are made known to all our stakeholders. We have the following policies:

- Stand-alone human rights policy –
- Packaging Policy
- Human resource policy
- Whistle blower policy
- Health and safety policy
- Sexual harassment policy
- Open door policy

We further have a grievance mechanism that is confidential and does not discriminate against any employee.

The 10UN Guiding principles have laid a solid foundation for ensuring human rights awareness and continuous improvement within the company. Every day is a new learning day and also

learning from our employees on what we can do better to create a favorable working environment.

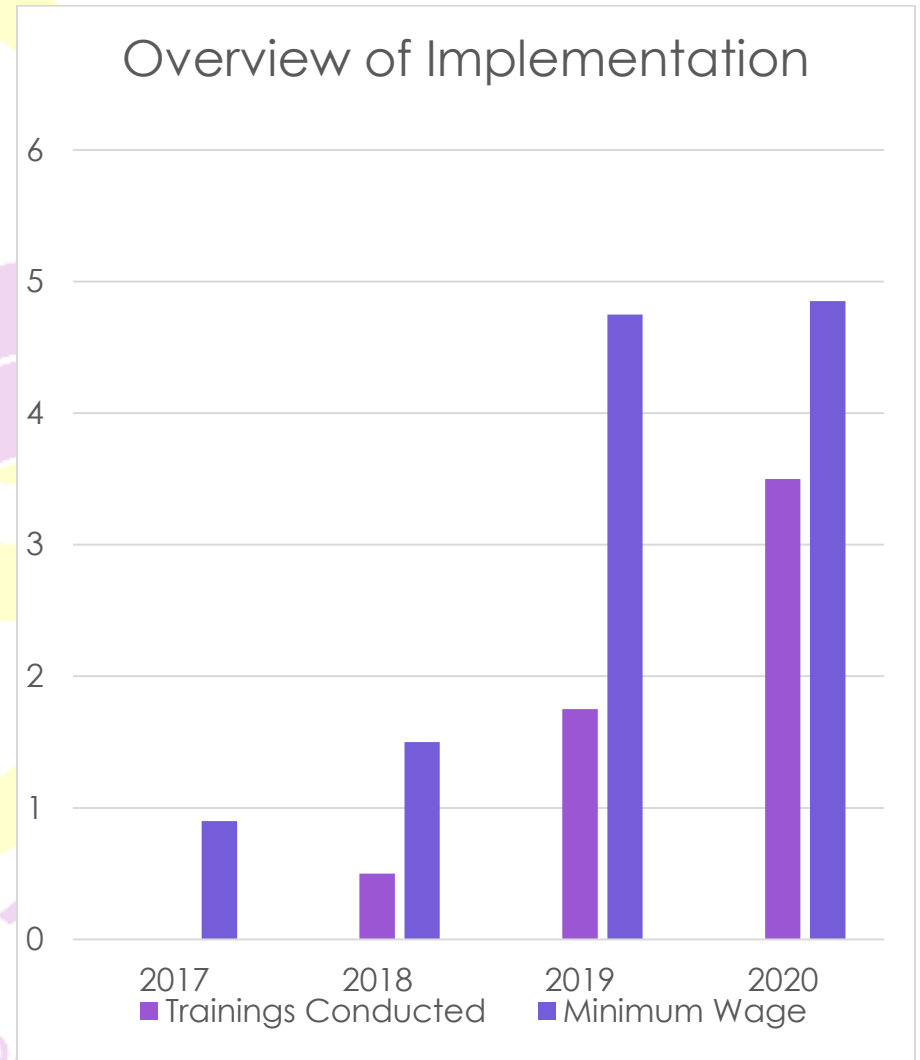


Figure 1 Overview of Implementation

LABOR

In commitment to and support of the ILO Declaration on Fundamental Principles and Rights at Work,

OBJECTIVES

1. Complete the OSHA Compliance Process
2. Assess the freedom of association and to join unions for CST employees

OUTCOMES

OSHA Compliance

The ILO Constitution sets forth the principle that workers must be protected from sickness, disease and injury arising from their employment. As of August 2020, Cityscape Trends was officially OSHA compliant and another assessment due in August 2021.

Trade Unions and Freedom of Association

Kenya Union of Domestic Hotels, Educational Institutions, Hospitals and Allied Workers KUDHEIHA started as domestic workers organization representing the interest of domestic workers working for Europeans during the colonial government. The domestic workers comprise of All persons employed or engaged as subordinate and professionals in Private Homes, Houses, Flats, Apartments, Clubs, Guest Houses, Bakeries, Sweets and Biscuit making factories, Children Homes, Rehabilitation Centers, Homes for the Aged,

Villas, Hospices, and all Non-Governmental Organizations, projects associated with providing cleaning, Security and Social Services to the Community.

KUDHEIHA is one of the oldest trade unions however, not many know about it. Membership fee that is paid annually is a maximum of three hundred Kenya shillings and registration fee is a hundred Kenya shillings. Our employees have expressed the need for a union and they suggested the above-mentioned union.

We are committed to respecting freedom of association, in line with the ILO Declaration

ENVIRONMENT

Reaffirming our commitment to support the Rio Declaration on Environment and Development,

OBJECTIVES

1. Assess the progress of the sustainability projects
2. Conduct an environmental impact assessment.

OUTCOMES

Sustainability Projects

In the period 2019/2020 Cityscape Trends has been able to implement two sustainability projects by the sustainability team. The first project was Introducing Green Cleaning.

This project was done to help minimize our impact on the natural environment. It entailed shifting from harmful chemical cleaning products to more organic and Ecofriendly ones. We

were able to locally manufacture some such as window cleaners, disinfectant, multipurpose soap, hand washing cream, ceramic stain remover and wood polish. For air fresheners and leather polish, we outsourced from companies that have the blue label to ascertain that the products are Ecofriendly. We faced some confusion and met little resistance when bringing the new products to our customers while a majority were excited about the new products 26% were still reluctant. We conducted trainings for our staff and also the clients to educate them on the importance of green cleaning. Not only is it safe for the environment but also good for the bottom line.

The other project was Cycling to Work: Cycling Towards a Greener Future.

The aim of this project is to create an alternate means of transport for our employees while also minimizing our carbon footprint. Like the Green Cleaning project, this also helps to minimize our impact on the environment while also minimizing the cost of transport both for the company and the employees who chose to cycle. The project was done in partnership with Buffalo Bicycles who not only sell bicycles but also plough back their profits in ensuring education for the girl child in rural Kenya. We started off with a pilot project to determine the impact on both the company and our employees' lives. We bought 10 bicycles to start with and to make it more sustainable, we allow those who take the bicycles to pay a subsidized amount over a one-year period. The bicycles come with a reflector jacket, helmet and a repair kit. In the first two months, the 10 employees were able to cut down on transport

cost by more than 80%. Where they previously used up to six thousand Kenya shillings on transport monthly, 9 out of 10 reported that they spend less than one thousand Kenya shillings monthly. The money paid back every month is then used to purchase more bicycles for more employees. By the end of 2021, we ought to have more than 90% with Bicycles.

Environmental Impact Assessment

Following our shift towards environmental impact awareness, we intended to conduct an Environmental Impact Assessment however, due to financial constraints we were unable to conduct the assessment.

ANTICORRUPTION

We reaffirm our commitment to and support of the UN Convention against Corruption,

OBJECTIVES

1. Engage the stakeholders to educate on the risk of corruption when conducting business
2. Report on the impact of corruption while conducting business

OUTCOMES

Stakeholder Engagement

In the period 2109/2020 we intended to conduct trainings with our stakeholders to educate on the risk of corruption when conducting business. However, we only managed to reach 20% of them due to planning and scheduling difficulties that have

since been addressed and schedules for training in the next year have been shared in advance. This was not the expected outcome nevertheless; in the coming year we seek to completely achieve this objective.

Impact of Corruption While Conducting Business

While CST has a strict code of ethic especially on business and corruption, we have felt the impact of corruption while conducting business. We have lost potential customers due unethical business conduct by other leaning organizations. In other scenarios, it becomes a challenge during debt collection when the customer's finance department demands a bribe to release what we are owed for services rendered. This causes a strain on the company's finances and forces us to seek loans to meet CST's financial needs including paying salaries.

We continue to uphold and support the UN Convention against corruption.

ACTIONS TO BE IMPLEMENTED IN 2020

HUMAN RIGHTS

1. Introduce sexual and reproductive health trainings within the company employees and stakeholders.
2. Review employee health cover benefits and improve on the existing medical cover.
3. Ensure 100% of our employees are above a minimum wage.

LABOR

1. Find out the number of employees that have joined trade unions and assess impact on their productivity.

2. Assess how CST protects workers from and prevent workplace harassment including physical, verbal, sexual or psychological harassment, abuse, or threats.

ENVIRONMENT

1. Environmental impact assessment to be carried out
2. Ensure a draft of green cleaning standard operating procedure is done and retraining is conducted
3. Increase the number of employees cycling by 80%

ANTICORRUPTION

1. Engage the stakeholders to educate on the risk of corruption when conducting business
2. Review the supplier code of conduct and ensure all our suppliers sign it.

COVID- 19 AND OUR RESPONSE

RESPONSE

As of March 2020, the world was hit with a pandemic that not only changed how we all look at the healthcare system but also our day to day lives and forced us to relook at the future of work.

CST as a cleaning company played a role in providing essential cleaning services and also sanitization services. To do so, we took the following measures to keep our customers and employees safe:

- Covid testing for ground staff
- Providing PPE, sanitizers and handwash to all our employees and their families

- Working in shifts for shorter hours to also minimize chances of infection
- Working from home for the management team
- Paid full salary throughout despite working from home or in shifts
- Following government regulations and regular sanitization of common areas and work stations.

CONCLUSION

Cityscape Trends seeks to continue improving our performance especially through projects and innovations that help us contribute in achieving the SDGs by 2030 while meeting our organizational goals.

We shall continue our annual reporting the progress as we work to incorporating the Global Compact principles in our business operations and by extension meeting the sustainable development goals set by the United Nations.

This report shows our continued commitment to the United Nations Global Compact principles and to communicate actions undertaken to ensure a better world for future generations to come.

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