



*clean space, better world*



# UNITED NATIONS GLOBAL COM PACT COMMUNICATION ON PROGRESS REPORT 2021

Statement of continued support  
Communication on progress  
Human Rights  
Labor  
Environment  
Anti-Corruption  
To be implemented 2022  
Pictorial  
Conclusion

## Our Commitment Statement



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 and the United Nations Declaration on Business and Human Rights.

As we submit our annual reports, 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.

Sincerely,  
Mary W. Thuo

# WHO WE ARE

## Mission:

To innovatively deliver outstanding Eco- Friendly solutions with a smile

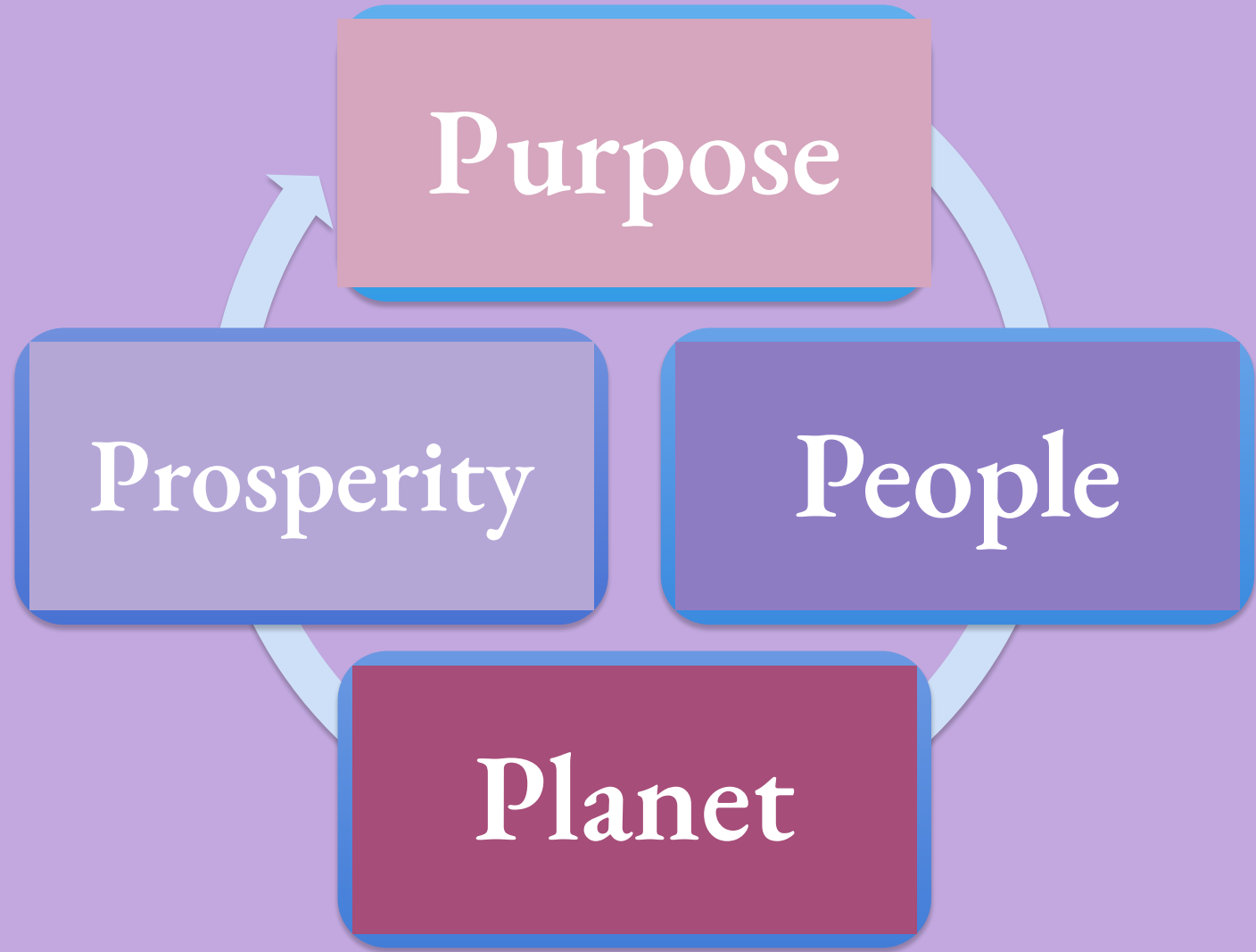
## Vision:

We exist to make the environment sparkle and transform the community while embracing respect, justice and dignity

We lobby, we champion and advocate for decent pay and work for those dwelling at the bottom of the pyramid living in urban and peri urban through leveraging our core business (Cleaning and maintenance) to address social and environmental impact for sustainable growth and development.

# OUR CULTURE

Our foundation is laid upon four Ps that is Purpose ,People, Planet and finally prosperity. From this foundation we get the three main pillars that are the backbone of Cityscape Trends Services





# OUR SERVICES

## City Clean

Contract cleaning, one- off spring cleaning and customer preferred cleaning.

We are the invisible partner responsible for a clean and habitable space that is much essential for your peace of mind.

Our team arrives before your working hours and work in the shadows through the day to create an enabling environment for your organization.

Our services include general cleaning and maintenance of floors, furniture, carpets, upholstery, ceramics and windows.



## City Hygiene

- Toiletries Consumables Supplies
- Sanitary Supplies and Disposal
- Pest Control and Fumigation
- Hand Sanitizers and dispensers



## City Green

- Gardening and Landscaping Services and Maintenance
- Supply and Maintenance of indoor and outdoor potted plants
- Supply and Maintenance of fresh-cut flowers
- Garbage Collection and Disposal





# OUR CLIENTS

**NOKIA**  
Connecting People



**ChildFund**  
International



**CO-OPERATIVE BANK**  
We are you

**Credit Bank**  
My Friend, My Bank

**THE COMMISSION ON ADMINISTRATIVE JUSTICE**  
"Office of The Ombudsman"  
*Hata Mnyoroge ana Hata*



**Standard Chartered**

**icj** International  
Commission  
of Jurists

**SANOFI**

**GulfAfricanBank**  
Excellence. Trust. Together.

**broll**

**VISA**



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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.

# HUMAN RIGHTS

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.

## Objectives

1. Introduce sexual and reproductive health training 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.

## Outcomes

- In the reporting period, CST conducted one sexual and reproductive health training facilitated by DKT international; a non profit organization that promotes family planning and HIV prevention through social marketing. Out of the 9 present, 6 sought out further information and requested services from family planning partner clinics in nairobi and its environs
- CST acknowledges the importance of proper health care for its employees as part of decent working conditions. In the past year, the existing employee health cover (NHIF government cover) was reviewed. More than 80% of the employees have used this basic cover for their medical needs but are unable to cover bicycle related accidents. In this case, CST has been re- evaluating the need to bring in new insurance service providers that cover cyclists, other employees and their immediate families.
- Since the Covid- 19 pandemic, we have not had to lay off any employees and they have all maintained their wages from the past year. There has not been a decline or improvement in the number of employees above a minimum wage.



# LABOUR

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

## Objectives

1. To find out the number of employees in Trade unions
2. To assess how CST protects workers from and prevent workplace harassment including physical, verbal, sexual or psychological harassment abuse or threats



## Outcomes

- CST acknowledges workers' rights to freely join unions and any type of employee group, advocacy entity or other affiliation related to employee rights of their choosing.
- Through the human resource department, trade union representatives are able to bring forward employee grievances. In the period 2020/ 2021, the CST team was encouraged to join employee trade unions however there aren't any recorded employees who joined any form of union or advocacy groups.
- CST further acknowledges collective bargaining representation and negotiation on labor conditions at enterprise sector or higher level. However, in this reporting period CST employees have not required negotiation or bargaining representation .
- Through The existing Stand-alone human rights policy, Human resource policy, Sexual harassment policy and Open door policy , CST protects workers from and prevent workplace harassment including physical, verbal, sexual or psychological harassment abuse or threats. In the period 2020- 2021, we further improved our policies to include the non-discrimination policy from: gender, sex, religion, tribe, race,color, disability, political opinion, age and HIV status.



# ENVIRONMENT

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

## Objectives

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%

13 CLIMATE ACTION

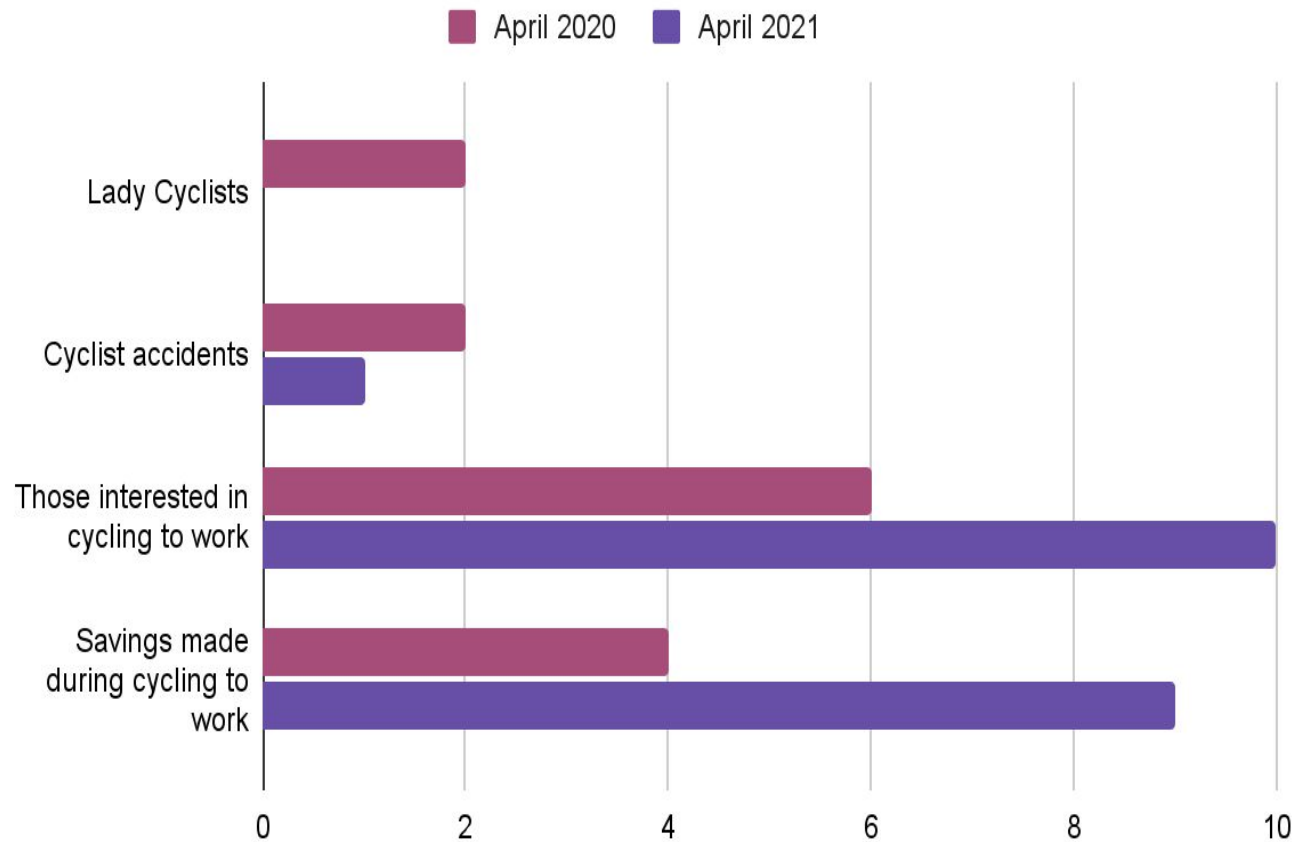


3 GOOD HEALTH AND WELL-BEING



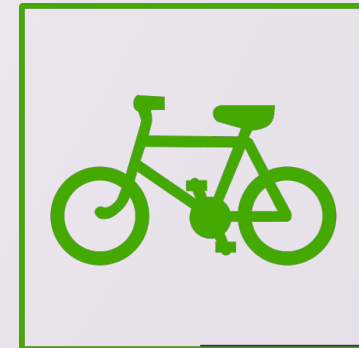
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## Outcome of cycling pilot program



## Outcomes

- 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.
- Through the CST operations department and led by the Head housekeeper, a green cleaning Standard operating procedure manual was drafted at the beginning of the year and a station by station training was 100% conducted
- The cycling to work pilot program was completed in April 2021 with positive results from the pilot team.





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. Review the supplier code of conduct and ensure all our suppliers sign it.

# **ANTI- CORRUPTION**

## **Outcomes**

- Stakeholder engagement to educate on the risk of corruption was conducted for our employees and suppliers to sensitize on the need to avoid corruption and conduct ethical business. This was a virtual meeting conducted in line with the Ministry of Health guidelines.
- The supplier code of conduct was adopted in line with our code of ethics and has been listed as a requirement that all our suppliers comply with it before agreeing to conduct business with CST. 90% of our suppliers have agreed to the new terms and have signed the new supplier code of conduct.



# ACTIONS TO BE IMPLEMENTED 2021 - 2022

## Human rights

- ☐ Assess the impact of introducing sexual and reproductive health training and awareness within the organization
- ☐ Ensure all the employees are fully covered by an all inclusive ne insurance company
- ☐ Ensure 100% of all employees are above a minimum wage.

## Labor

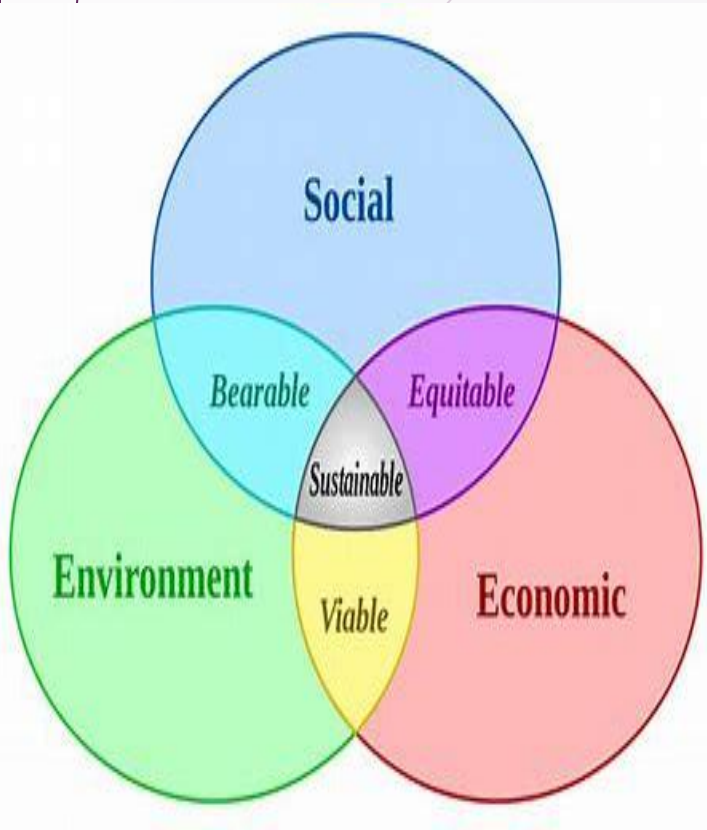
- ☐ Assess the impact of Trade unions for employees and the number of CST employees in Trade unions
- ☐ Assess the impact of the existing policies, their effectiveness and outcome since being implemented on the employees.



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# Environment

- Conduct and environmental impact assessment to find out the impact of our business to the environment
- Assess the impact of the green cleaning standard operating procedure on our goal towards conducting green business.



## Anti- corruption

- Engage stakeholders including customers and partners to educate on the risk of corruption when conducting business, challenges experienced when doing ethical business and their feedback.
- Assess how CST instructs employees regarding the code of ethics on behavioral expectations, bribery and corruption.



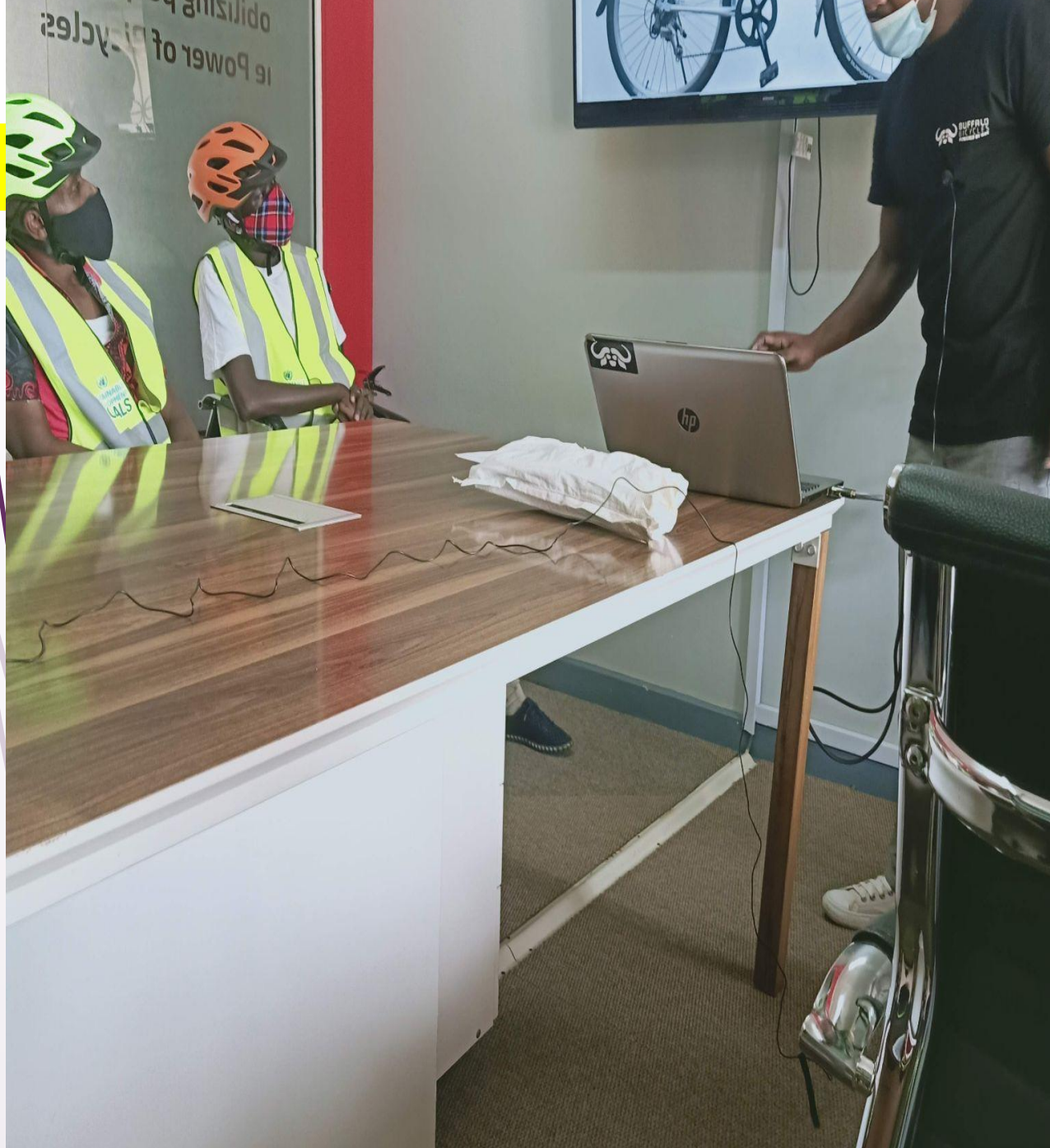
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# PICTORIAL 2020-2021

Training at CST Offices on sexual and reproductive health.







Cycling to work pilot team



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# 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 of progress as we work to incorporate 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.

# Thank you



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