

HOW FAR HAVE WE
GONE?
RECOUNTING THE STEPS TOWARDS
SUSTAINABILITY
A Communication on Progress Report
of CITYSCAPE TRENDS SERVICES.

ANNUAL REPORT

Communication of
Company Progress



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FOREWARD

A promise of commitment to the values and guiding principles of the United Nations and the Global Compact Network, Kenya.

C.E. O's STATEMENT OF COMMITMENT



To all our stakeholders,

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

As we continue to grow, we side to share our reports on the acts and actions undertaken in maintaining the allied principles of the United Nations as used to influence our business strategy, culture and operations in upholding, without biasness, dignity, morals and character of the people and the business, all destined towards sustainability as outlined by the Sustainable Development Goals.

We promise to deliver by honoring the values of the goals and lens ourselves, in all our spheres of influence, towards good and balance in the pursuit and realization of sustainability.

Sincerely yours,

Mary W. Thuo,

CEO, Cityscape Trends Services.

INTRODUCTION STATEMENT

Since inception of the company CITYSCAPE TRENDS SERVICES to the Global Compact Network, Kenya, to date, it has been a journey of learning one full of doing, undoing and redoing, thinking, unthinking and rethinking as well as acting, un-acting and reacting, to building new, updating existing and doing away with systems all focused to promoting sustainable change, resilience and pliability of society.

It has been a calling that we, CITYSCAPE TRENDS have headed to and it is journey that we would never turn back and change course against.

Knowing of the huge role that we, businesses within the private sector have to play, it has been a huge undertaking within and beyond us to be champions of sustainability. In this decade of action, we plan to act swiftly but steadily, promptly and organized as well as duly coordinated for not only our sake, but for prosperity of planet and people to develop, integrate and cultivate peace for the peak fulfilment and achievement of humankind's potential.

Through the guiding principles of the United Nations, we shall follow and devote ourselves to be changemakers within our niche, internally acting to be champions of the right that we stand for and to be a helping hand unto those who are willing to change to become sustainable and to be mirrors that reflect the light of sustainability to the world.

We thus promise and vow to maintain integrity, human rights to be agents of peace, transformative action for the maintenance of just, resilient and sustainable societies.

OBJECTIVES REVIEW-2021

As of end of year 2021, much was done and come the year 2022, much was to be done.

In alignment of the company, CITYSCAPE TRENDS SERVICES with the United Nation's Guiding Principles on:

- Human Rights
- Labor
- Anti-Corruption and
- Environment

The company acted to internally establish and maintain standards that uphold these as well as externally, to be a changemaker and pacemaker in matters sustainability.

As per the 2021 submitted Communication on Progress Report, ([C:\Users\User\Downloads\CST COP Report 2021 \(1\).pdf](C:\Users\User\Downloads\CST COP Report 2021 (1).pdf)), based on each of the four guiding principles, the company was to undertake:

- **ON HUMAN RIGHTS:**

1. Introduce sexual and reproductive health training within the company's employed staff and stakeholders.
2. Review employee health cover benefits and improve on the existing medical cover.
3. Ensure that 100% of the company's workers are on minimum wage.

- **ON LABOR**

1. Find the number of employees in trade unions.
2. Assess how CITYSCAPE TRENDS protects workers from and prevents workplace related harassment and abuses.

- **ON ENVIRONMENT**

1. Execution of an environmental impact assessment.
2. Drafting of a green cleaning standard operating procedure and the maintenance of it.
3. Increment of cycling employees to a ratio of 80%

- **ON ANTI-CORRUPTION**

1. Engage stakeholders to educate on the risk of corruption when conducting business.
2. Review the supplier code of conduct and see to it that all suppliers are on terms by signing.

OBJECTIVES CHECK-2021

Checking on goals of the last year, efforts of accomplishment were invested to meet and ascertain that all were to be checked. Given the four pillars of base, the following is listed as actions towards achievement.

- **ON HUMAN RIGHTS:**

1. **Introduce sexual and reproductive health training within the company's employed staff and stakeholders.**

Based on the gender empowerment principle of **EDUCATION AND TRAINING**, (U.N. W.E.Ps-2011) the key focus of the goal was to create awareness amongst the sexes of workers.

The company's staff was to be collectively and principally educated on matters:

- Family planning and maintenance.
- Sexual medical care.
- Sexual harassment and its forms.

In the year 2021-2022, there unfortunately have been no actions towards this and sadly, our compliance to meet this goal is nil.

2. **Review employee health cover benefits and improve on the existing medical cover.**

With our core act, mantra and principle being on **S.D.G. 8: DECENT WORK, DECENT PAY**, the company set out to achieve this by:

- Rolling out N.H.I.F. covers for the company's employees.

The bid was to make employees covered for health benefits. Of which, 100% of the company's employees are covered.

In going the extra-mile to review on this, the company, is opting for a plan change, from ensuring in-patient only cover on the staff's existing N.H.I.F package plan to a mix of both in-and out-patient service option package.

As current, 100% of employees are covered by the initial plan and as introduction to the new service plan, a democratic support of 65% of employees supported the initiative. However, it is yet to be fully implemented.

3. Ensure that 100% of the company's workers are on minimum wage.

A litigative procedure to have all companies adhere to statute, has not bypassed the company, CITYSCAPE TRENDS.

For this, the company set out to achieve this by:

- Updating of contract rates between clients and the company CITYSCAPE TRENDS for the economic sustainability of the move.
- Re-termining employees' contracts to be in full effect to meet internal guidelines of the company, CITYSCAPE TRENDS while checking on external influences of laws, policies and labor acts.

Out of the company's existing 14 staff, 40%, have been insured on minimum wage.

From this, we are set to achieve this goal by OCTOBER 2022, following the economic support by CITYSCAPE TRENDS' clientele through the amendment of the Labor Act, 2022, which is a call to action for businesses to comply with international and national labor standards of decent work, decent pay.

- **ON LABOR**

1. **Find the number of employees in trade unions.**

Through interactions, internal surveys of the company, it was realized that almost none of the company's staff have been enrolled in labor/ trade unions.

For this, the company has initiated a program, **JIWEZE**, primarily focused to address this issue.



The program, is meant to:

- Link the company's staff to favorable trade and labor unions.
- Empower the company's staff into digital market and economic trends
- Vest the company's employees into productive schemes for their economic benefit
- Create income generating activities for the company's workers.

The focus of **Jiweze** is to promote economic impact to the company's workers for the promotion of not only their social but also, economic status through linking them to labor/trade unions in the form of:

- SACCOS
- SOCIETIES
- ROTARY GROUPS and
- BANK PLATFORMS

2. Assess how CITYSCAPE TRENDS protects workers from and prevents workplace related harassment and abuses.

Employee safety is a strive for CITYSCAPE TRENDS SERVICES. It has been our primary objective that comes first besides business. From realizing that capitalized employee risks definitely mean risks to the business, the company set out to promote and protect the safety, well-being and human dignity of its employees through:

- Policies and
- Programs

Based on the Guiding Principles of the United Nations as well as the Sustainable Development Goal 8: Decent Work, Decent Pay.

In assessing the impact of the company's actions of employee well-being, the following was done:

- Routine direct check-up with employees to check on issues that may have arisen within their stations. This meant a representative of the company, reaching out, visiting to analyze and assess their working conditions as policies and programs need the physical act of work for them to be successful.
- If an issue was pointed out, a drafting of review to solve on infringed rights, was done, which meant working with findings realized to ensure credibility, and a supervisor within the employee's stations to ensure solutions are created and that our, CITYSCAPE's workers are given dignified working conditions.

As no issues have been found/highlighted to be objectified to the workers, the company is now working on proper tabulation procedures for effective checking, maintenance and security of its company's rights.

From the assessment of the means of:

- Policy creation and
- Implementation

The two have been certified as suitable, workable and deem able for human rights checking.

- **ON ENVIRONMENT**

- 1. Execution of an environmental impact assessment.**

Straight from the mantra, CITYSCAPE TRENDS is meant to provide cleaning solutions for working and living spaces. It is an alignment to the core works of the business to provide pro-environmental standards of cleaning and sanitation.

From this, an impact assessment was done. It was based on areas of:

- Consumption and
- Production.

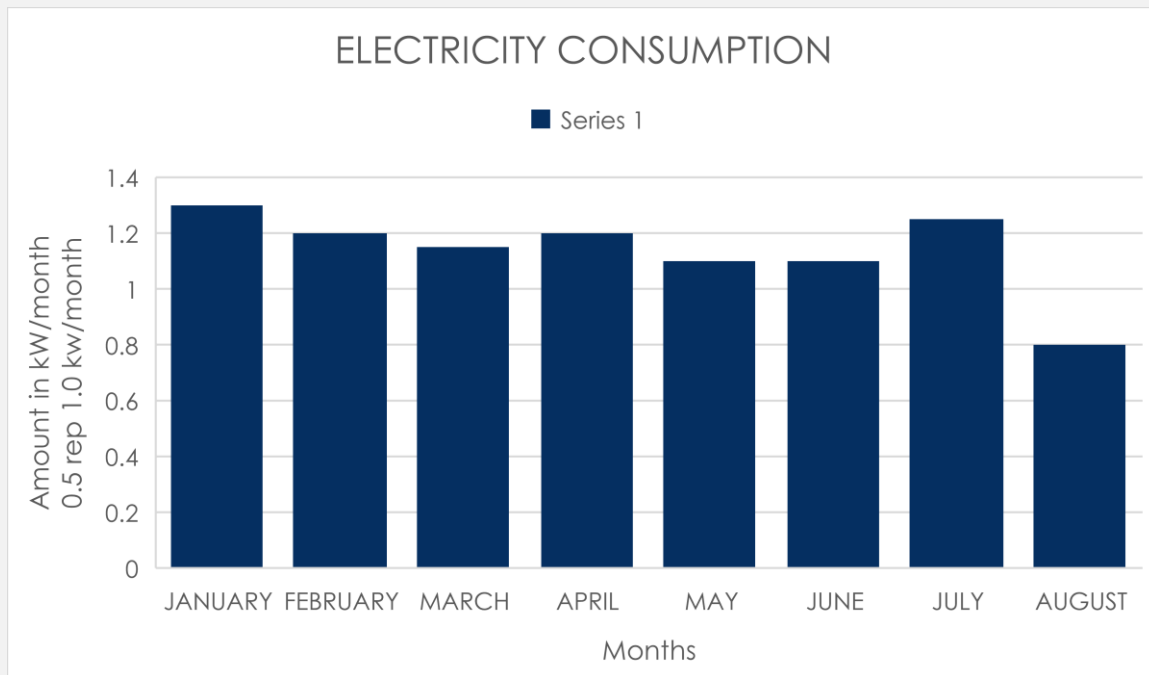
Consumption.

Like every other business, the company, CITYSCAPE TRENDS is a consumer of products and raw materials that push and power activities of the company.

The business, is then a massive consumer of:

- Electricity
- Water
- Human Labor

The three have been the major consumables of the company. As for the year 2022, attached below is a graph of data, of **Electric Consumption** of the company, CITYSCAPE TRENDS from the stations that workers are stationed in.



Based on the works of the company, we are a small-scale consumer of electricity.

From the graph above, our trend in wired electric consumption seems to be sustainable as not much electricity is consumed for the processes of cleaning and sanitation.

Water Consumption

Cleaning in itself, is a system, a process purely based on water. Needless to say.

To acutely save on water consumption, the company has reduced and completely moved away from inorganic cleaning detergents to the use of organic cleaning materials.

This in turn has saved the company, its clients, a considerable amount of water, with an estimation of 8.2 liters daily, 172.2 liters of water per month, and as from January this year, a total of 1,377.6 liters.

Basically, water consumption has reduced and the costs of administration have followed suit as well.

Human Labor

With the specialization in cleaning, the company, CITYSCAPE TRENDS SERVICES, is heavily built and dependent on labor.

The company, currently with a scale of thirteen field employees and three administrative employees, is primarily a hands-on company, but utilizes a mix of the skilled and non-skilled labor force.

Of this, there has been successful efforts of balancing the ratio of the two and further, gender equality.

Of the company's work force, from official administration to grounds-work level, the team is summed up by an almost balanced ratio of 50% women and 50%men.

From analysis, it is given that there is much needed room and space for environmental development. Much has been done to save the resources utilized by the company but there is much given room for progress and making-up.

2. Drafting of a green cleaning standard operating procedure and the maintenance of it.

Green is a term used and associated with life. It is the color of plants from which we obtain resources of food, air cleansing and many much more.

So, us from CITYSCAPE TRENDS SERVICES, the creation of a green operating procedure is simply the referral to a sustainable and resilient means of works operation, business transactions and duties execution.

Being done at the moment, is a restructuring of procedures, revamping of internal systems to make and create sustainable operations.

However, until full implementation, the company's green standard operating procedure will be a tool built and joint by rivets of a U.P.E system.

Understanding.

This is the internal, external and a thorough guided system of analysis of issues before acting to address.

Planning.

From the understanding of a problem, next is the arising of laying out of tackling systems to rationally solve and address raised issues. This is done by shared and engaged stakeholder sit-downs to discuss and lay out vivid schedules.

Executing.

From the first two steps, latter come the turns of acting. Execution is a last step guided by insights achieved by the previous former steps and is an act of balance, maintenance and oversight to see that needs are solved and addressed.

3. Increment of cycling employees to a ratio of 80%

As pushed by the agenda of the company's #CYCLING2WORK Program, cycling is in itself a much sustainable means of transport and livelihood.

To view the company's full story about cycling, find a link to its concept note attached below.

[OFFICIAL #C2WK CONCEPT NOTE1.1](#)

As per the successes of the company's first pilot-test, there was set to be another line up of voluntary employees to take-up bikes and the art of cycling to work every day.

However, from financial constraints, this was sadly not achieved. As per the first pilot-test, a whole and whopping almost 50% of the company's staff were in bicycles and were riding their bicycles on their ways true and from back to work.

With much and most focus of businesses in restructuring their policies, procedures and executions, much focus of the company in litigative, legislative and occupational compliance was given priority.

At the moment, the increment of workers to cycle was not fully budgeted and is a project pushed until the earlies of the coming year, 2023.

- **ON ANTI-CORRUPTION**

The following was shortlisted to be done:

1. **Engage stakeholders to educate on the risk of corruption when conducting business.**

With consultations, agreement and approval from the company's C.E.O and founder, there was a conclusion arrived at, to revamping the Anti-Corruption code of the company.

For this, there was a successful engagement and expression of the company, CITYSCAPE TRENDS to THE BLUE COMPANY PROJECT, an anti-corruption body, that seeks to bring in, educate and empower businesses on the rights, benefits and rewards of anti-graft measures as well as risks associated with the practice of corruption.

Furthermore, it is within reach of CITYSCAPE TRENDS of joining The Blue Company Project before end of year 2022, for the full compliance to the code that the company has, of which it is even a principle, a moral, a norm and a policy of the company: **THE ANTI-CORRUPTION POLICY.**

2. **Review the supplier code of conduct and see to it that all suppliers are on terms by signing.**

Working hard against anti-corruption, it has been a journey to engage, develop and maintain this standard. It is one, easy but tough due to the criticism and stigmatization that is brought about by abstinence from corruption and all its forms.

However, in being true to the calling of moral good, proper business practice and authenticity, it is journey that the company, CITYSCAPE TRENDS is called upon to tread.

In making sure to adhere to this duty, the company, in its business executions with relevant stakeholders, puts clear it zero-tolerance towards the vice. This has been done by updating of client-contractor contracts of work, which are then approved by known representatives of both businesses. It is through this ascent that accountability is maintained and transparency of business executions are held.

Currently done, is an approval by current stakeholders of the company, its clients, to maintain levels of clarity and vividness between each when handling business transactions.

CURRENT AFFAIRS

Within the scope of the year, much has been done, much was failed to be achieved and still much is to be done.

As from wise words from cultures, customs and norms, much emphasis should be given on the now.

Thus, the company's now, is the year 2022.

It has been a year of learning, progress and development. Within the company, much focus was put to restructuring of systems for improved functionality, for better performance and for economic sense.

Internally, un-sound operational choices were halted, costly procedures were curbed and valuable assets, actions and measures were brought closer, nearer and were capitalized.

Of which, the company invested resources in the line of sustainability. Products that proved to be unsustainable by a gross of a shilling, an ounce, a pound and even those that came close to give unquantifiable worth were subdued. In example, are cleaning materials.

Inorganics were swept away with and so are remnants that prove to be de-valuable in this year, in this millennia, in this decade of action.

Within the year, the company is looking forward to investing in organic containers, aligned with the company's **PACKAGING POLICY**, as a measure of not only environmental promotion but also economic sustenance.

Also, through the company's C.E.O., much work was vested on building collaborations for the company's programs:

- **CYCLING2WORK**



The program, roots for the adaptation of cycling as a sustainable means of transport for those within industries.

**Industries here refer to all those activities of economic generation. Work.*

The team behind #CYCLING2WORK took in works from lead by Ms. Mary W. Thuo, C.E.O. Cityscape Trends Services supported closely by individuals, associates from:

- Cycling Organizations
- Law Firms and
- Private Business entities

In bidding to make cycling a norm.

The collaborations proved to be successful as the following are shortlisted partners that have been attracted to the cause.

1. NJOGU ADVOCATES



2. CENTER FOR TRANSFORMING MISSIONS, KENYA



3. CRITICAL MASS AFRICA-KENYA



4. THE EXTRA-MILERS

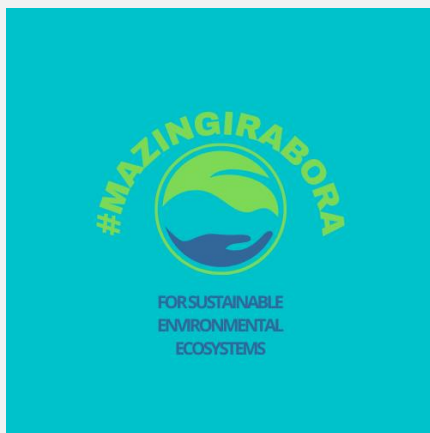


Through these collaborations there has been birthed:

- Creation a sustainable bike-park plan.
- Review of cycling hotspots of the Nairobi City Map.
- Creation of a proposal of the existing Traffic Act.

Furthermore, there is the creation of a multi-stake holder engagement summit to happen, focused on creating a unified, resilient bike and cycling unit of the country.

- **MAZINGIRA BORA**



The terms **Mazingira** and **Bora** are Swahili derivatives that translate to **environment** and **better**, respectively.

The program is focused on delivering better environmental and niche systems, that advocate and exhibit sustainability.

Through this program, the company further integrated the **Packaging Policy**, focused on delivering organic, recyclable wrapping systems of the company's detergents, goods and other materials.

It is through the light of this, that the company is looking forward to doing away with inorganic packages, opting for organic, bio-degradable cans that are fit for the environment and prove to be pocket-friendly.

- **The JIWEZE PROGRAM**



The JIWEZE Program, is an outline focused to promoting socio-economic uplifting, sustainability and resilience of the company's staff.

It is through the guidance of this program that we, CITYSCAPE TRENDS are vouching and reaching out to kitties, sacco and societies that are favorable to low-income earners, giving them extra economic securities and bonds through assets to boost their financial and largely, social status.

It is through JIWEZE that we seek to outline and promote the economic well-being of our workers, raising their standards of living as well as earning.

- **The Salama Salamin Program**



A program also derived from the Swahili terms **Salama** and **Salamin**, meaning **safe** and **sound**, Salama-Salamin is a project focused on ensuring socio-economic standards of the workers of the company.

Through Salama-Salamin have been the actions of workplace harassment reviews gotten done, as it is through this that can the company provide suitable, humane and right working conditions for its workers. A further to link with the Sustainable Development Goal 8: Decent Work, Decent Pay.

- **ANGAZA PAMOJA- A MENTORSHIP SPACE**



Angaza Pamoja are Swahili derivatives too. They translate to mean **Highlight Together**. Patriotically, the program is vested on the spirit of Harambee of the Kenyan Nation, pulling together resources for the greater good.

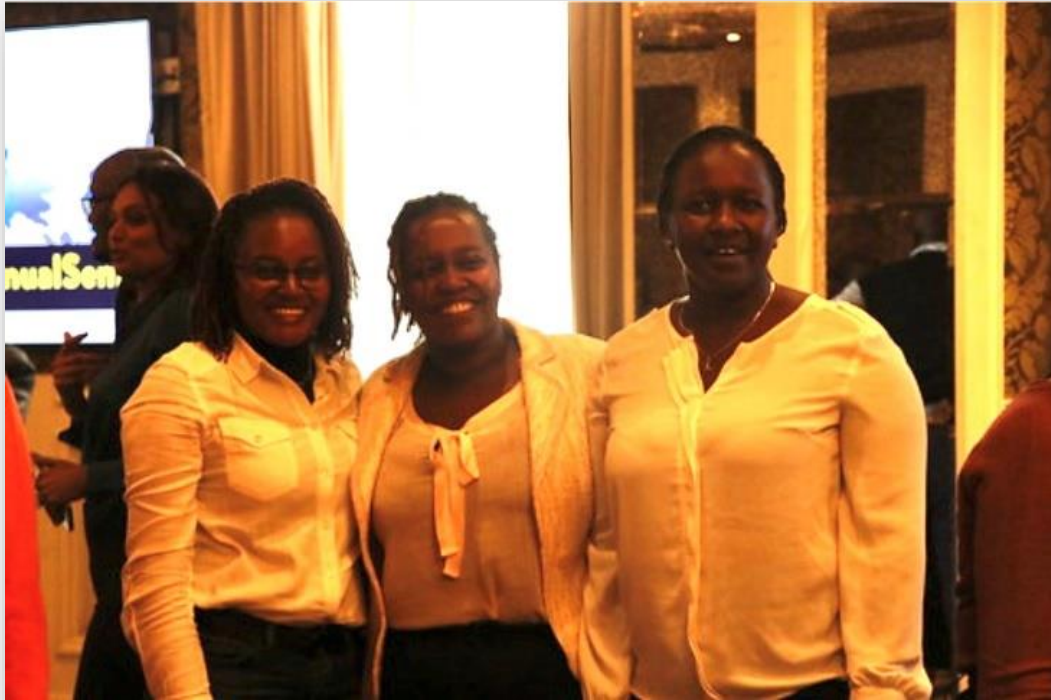
In this case, this is the pulling together of menti-facts, knowledge, to educate each other through the space, to enlighten the world as from the late but great, *education is the key to unlocking the world, Nelson Mandela*.

Angaza Pamoja is a space given to air out and discuss topics of empowerment, ranging from entrepreneurship, career and character development to mental health awareness.

It is a space for learning, chaired and run by CITYSCAPE's C.E.O., Ms. Mary W. Thuo.

PICTORIAL

A morsel into the events that CITYSCAPE TRENDS has been featured in through its representatives



FORMER ASSOCIATE OF CITYSCAPE AT A UN-GCNK-WEPS-FORUM

A



THE CITYSCAPE #CYCLING2WORK TEAM AT A COLLABORATIVE MEET UP



SETTING PLANS FOR A SUSTAINABLE BIKE PARK- A COLLABORATIVE MEET UP



2022 AWARD WINNING PRESENTATION-LOCAL PIONEER IN S.D.G.s. AWARDS



AN ANTI-CORRUPTION COMPLIANCE TRAINING



AN NL-DUTCH BUSINESS EVENT



A PITCH TO OWIT ON #CYCLING2WORK

CONCLUSION

By actions of the year, it is dawned that sustainability is not a single process. It is multi-dynamic, multi-participatory engagement journey that is not only an outcome but also a process, achieved and waded through with commitment, team work, collaboration and resilience as guides to the Israel that we want to see, a sustainable world. As U.N.E.P. puts it, AWORLD.

Within the year, much has been done, not quite but all is not dead yet. In achieving, climbing and running, some steps may skid, grips may slip but as always, momentum never ends.

With the forwarding of this report, we opt to give a simple insight, a tip of an iceberg of what we, CITYSCAPE TRENDS are able, have and will accomplish to be champions, advocates, lobbyists and voices for sustainable change. We look forward to doing again that which we have seemed unable to accomplish as well as set for higher heights, all for the cause of sustainability.

With these few many letters, we hope that this inspires you to be champions of sustainable change.