

## From the Chairman

August is the holiday month with activities being muted at D&S accordingly, though it is encouraging to see the increased tourist arrivals to Kenya that will benefit the hospitality industry to which D&S is an important supplier. However, the D&S Group remains busy as ever with important projects in all markets, though particularly I mention a large project



GM Service David Bolo is pictured with happy students of Kawangware Primary School in Nairobi after commissioning the new borehole at the school that was provided under the D&S CSR programme.

with **Rift Valley Water Works Development Authority** for four counties, Turkana, Baringo, Nakuru and Nyandarua solar pump installations similar to the project we completed in Meru County. The community benefits these bring are enormous and we are proud to be making our contribution. We are also supplying a large consignments of the new Dayliff Solar kits to an e-commerce distributor in Ghana and Côte d'Ivoire, new markets for us in West Africa. There is much potential beyond our local region and developing it as well as solar pumping generally are now Group priorities.

The other key priority I would like to highlight is the enhanced focus being given to **CSR activities**. Managed by General Manager, Service **David Bolo**, CSR has always been an important activity

with many projects undertaken over the years, though resources are now being increased with the appointment of a full time coordinator and greater levels of funding. The focus is to provide water, which being our business we can do very effectively, to institutions for under privileged children and given the number of children in the region there is a huge

amount to be done, particularly in the rural areas where there are some desperate situations of water scarcity. Our CSR objective is to bring water to as many institutions as possible both through direct donations and also by coordinating activities from other charitable sources where we can make budgets reach further. Over the years many hundreds of thousands of people have benefited, so far this year 48 institutions having been assisted that have impacted over 30,000 people, many of whose lives have been transformed. Institutions' requirements have been varied, though particularly solar pumps have made an enormous impact reliably supplying free daily water! We are openly soliciting for donor recipients, who should apply through our website page, and also partners to widen the benefits we provide. There is much to do and we are determined to make a difference!

## Supplier Focus - Kurita Water Industries

D&S has recently been pleased to agree a new partnership with Kurita, one of the largest water and effluent treatment chemical suppliers in the world. Based in Tokyo, Japan, Kurita is a \$2.3Bn company employing over 6,000 people and operating from 26 subsidiary companies in 18 countries. Kurita is now focusing on developing its Africa business and plans to become a significant regional player through the D&S partnership.



Kurita manager Paul Reulen and D&S Engineers Wanjala Namukana and Haji Harunani are pictured during a recent visit.

Kurita offers a wide range of treatment solutions for basic water supply, reverse osmosis, boilers, cooling water, waste water and specialised processes and has earned a reputation for value and quality. D&S will be introducing a wide range of their products and, supported by both the Kurita technical expertise and locally trained chemical specialists, is looking forward to becoming a significant participant in this specialised but important business.

## Products & Applications at HO



A training session in progress at the recently concluded **Products & Applications Course** held for the first time in the new Conference facility at D&S HO.

The **PAC (Products & Applications Course)** is one of D&S' original trainings and has been offered in ever evolving form for more than 30 years. Serving as an introduction to the D&S range of products and solutions and available to both staff and partners, the course has been a central part of training activities at D&S which are now coordinated from the Training Centre at HO, engaging with over 5,000 people every year. Under Knowledge Manager **Zippy Midikira** and her staff, the D&S Training Centre is located in the Dayliff building and has several venues from small seminar rooms to the conference room with a capacity of 200. The latest edition of the PAC has recently been attended by **50 participants** who underwent the 3-day programme with both practical and theoretical sessions hosted by 10 trainers and experts. With the advent of online training and webinars, the Training Centre has become busier than ever and is targeting to train over 8,000 by the end of this year.

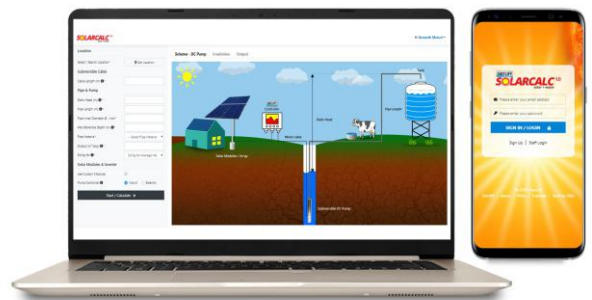
## Tanzania Water Aid Projects



A view of a Dayliff solar array in Arusha, Tanzania.

D&S Tanzania under MD **Benjamin Munyao** has recently successfully completed a large and complex water supply project for international NGO **Water Aid** in Arusha, Northern Tanzania. The system, which pumps and purifies ground water using **solar-hybrid power**, was designed in-house by the D&S HO Projects department and consists of several large **Dayliff DS submersible** pumps that supply water to two **Dayliff Reverse Osmosis** water treatment plants producing 60m<sup>3</sup>/hr of pure water. The installation is powered by **hybridized diesel** and **solar** sources from Dayliff solar modules and gensets that are blended and conditioned by an SMA inverter and power control system. The equipment, which is now fully operational, is supplying clean water to the local water authority for distribution to the municipality and local communities.

## Solarcalc v1.0



A screen shot of the new Solarcalc software for configuration of Dayliff Solar pumping solutions.

The HO Digital Business team under Commercial Director **Edward Davis** has recently unveiled a new proprietary software, **Solarcalc v1.0**, to the wider D&S group. The new digital innovation is a sizing and support tool for the **Dayliff Sunverter** and **Sunflo** ranges of solar pumping solutions and was created entirely in-house by Digital Business Manager **Ken Muturi** with contributions from Dayliff Product Specialist **Timothy Kemboi** and Solar Division Manager **Norman Chege**. The easy to use and intuitive interface selects and configures Dayliff solar pumping solutions based on the input of a few key parameters and presents the designs in a comprehensive report form. The platform can design AC pumping systems that require an inverter as well as DC system and is expected to add value to D&S' wide range of solar pumping products and solutions, the segment having been identified as a key product area for the future.

## Branch Administrators' conference



Over 60 administrators from across the Group who attended the recent Administrators' Conference are pictured with CEO David Gatende.

The annual **Branch Administrators' Conference** was recently held at the D&S HO Training Centre. Organized by Supply Director **Anthony Wangonde**, the event gathered together over 60 participants from across the Group for a tightly packed 2-day schedule which commenced with an introduction from the Group Chairman **Alec Davis** and CEO **David Gatende** and included contributions from 20 other speakers who lent their perspectives on the various topics relevant to the vital branch administration function. As the D&S Group now includes over 70 branches, this area of competence has become a key priority in the management of the ever expanding portfolio of D&S outlets in order to maintain the highest levels of compliance and customer service. Key guests speaker included **Simon Fisher** who gave a talk to accountants on the subject of IFRS for SMEs and, in line with this year's theme of **'Putting the Customer First'**, Dr Lucy Kirithu, gave her insights on the customer experience and how companies like D&S need to focus on winning in this area in order to succeed.

## Staff News

### Appointments



**Gilbert Mesa**



**Rachael Kimani**



**Benedict Ndulu**



**Maxwell Lweya**



**Patrick Ogesi**



**Ken Kangogo**

D&S is pleased to welcome **Gilbert Mesa** (HO IT), **Rachael Kimani** (HO WT), **Benedict Ndulu** (HO Engineering), **Maxwell Lweya** (D&S Nakuru), **Patrick Ogesi** (D&S Lodwar) and **Ken Kangogo** (D&S Karen). They are wished long and successful careers in the company.

### Commendations

Commendations were recently awarded to **Joseph Okal** (Distribution), **Michael Tharamba**, **Alex Githinji** and **Moses Okwaro** (HO Supply), **Matthew Ndongu** and **Alvin Aywa** (HO Finance), **Rebecca Mwende** (HO Field Service), **Peter Gitundu** (HO Pools) and **Timothy Mwangili** (D&S Mtwapa). Their special efforts are greatly appreciated.

### Births

Congratulations to **Brenda Muhati** (HO Supply) and her husband Joshua on the arrival of their son Alvin.

### Marriages



**Hellen Akoth** of D&S Kisumu and her husband former staffer **Kennedy Odhiambo** are pictured at the joyous occasion of their wedding in Kisumu.

## Staff Profile - Sarah Namugambe



**Sarah Namugambe** is the well-known Sales Manager of **D&S Kampala** having previously worked as the Pools division manager in Kitgum House before moving to the new Head Office at the JR Complex. A native Kampalan, Sarah hails from Najjanankumbi in the capital city and schooled at

Buganda Road Primary School before attending Mt. St Mary's Namagunga Secondary and finally achieving her BSc in Electrical Engineering at the august institution of learning that is Makerere University.

She has a passion for chemistry and originally aimed to become a perfumer although having learnt of D&S from a friend, she realized that the company dealt in water treatment including various chemistry based technologies and so she applied for a position and joined the company back in 2004.

A family lady of faith, Sarah is married to Robert Musinguzi and is blessed with children Kyron and Darien as well as Elmo, her protective pet dog. She cites her hobbies as reading and cooking and is also a keen Rugby fan although she does not mention whether she plays the game herself or not.

Of D&S she remarks that she appreciates the opportunities for growth that the company offers, the clear vision, mission and values and the fact that D&S is a big caring family. Her most memorable moments include her promotion to Sales Manager and the occasion of receiving her 10-year service award from the Chairman.

Her friends describe her as generous, helpful, sincere, sympathetic, loyal and hardworking. Her personal philosophies are that 'wisdom is supreme and so should be acquired and that great things happen to those who don't stop believing in God, learning and being grateful.' She also has an interesting theory that you are average of the 5 people you spend the most time with. Wise words indeed from the sweet smelling Rugby fan of Kampala.

## Community Activities



The D&S CSR Committee under GM David Bolo has reinstated a borehole and installed Dayliff equipment at Kawangware Primary School in Nairobi, with a student population of 2,200 who will now have access to clean and safe drinking water. Pictured are the School's Principal with D&S' **Rose Ndirangu** and children as they begin accessing the much appreciated new water resource.

# D&S Pictorial

## D&S Naivasha Customer Event



D&S Naivasha Branch Manager Wanjala Namukana recently took the initiative of holding a customer outreach event at Sweet Water Resort in Naivasha town. The event was well supported by over 60 participants who enjoyed an interactive training and feedback session. Pictured are the group after the successful event.

## D&S Kitale Opening



D&S Kitale has been officially opened by Group CEO David Gatende and GM Branches Margaret Kuchio with Guest of Honour, Deputy Governor of Trans Nzoia County, Hon. Dr. Stanley Kenei Tarus being invited to cut the ribbon. The cocktail was well attended by over 80 D&S partners and stakeholders. Branch Manager Jacob Korir is pictured with the principals as the branch is declared open.

## Pedrollo Visit



Pedrollo is a key supplier to D&S and in July invited some key customers and D&S staffers to tour some historical sites and visit the impressive Pedrollo facility at San Bonifacio in Italy's Soave region. Pictured are Dr. Moustapha Tounkara of Pedrollo, John Goshu of Insta Pumps, Henry Njoroge of Harry Water, Stephen Njoroge of D&S and Sylvester Angira of D&S during the visit.

## D&S Tanzania Nane Nane Exhibition



D&S Zanzibar under Manager Partson Mwangomile has participated in the popular Nane Nane Trade Exhibition. D&S took a large stand which showcased live demos and dynamic displays of the D&S range of products and solutions. Pictured is the impressive stand with D&S Zanzibar branch manager and Zanzibar's Vice President H.E Seif Ali Iddi.

## Dupont Training



DuPont is one of the world's largest chemical companies and recently merged with another D&S supplier, Dow chemicals to form an even larger entity. In order to explain the merger and new products a training was recently held for D&S staff at the HO Training Center. Pictured is the group with the Technical Director and D&S Water Treatment staff after the event.

## D&S Zambia Booster Set Installation



D&S Zambia under MD Jonathan Mainga has supplied and installed some booster sets for water supply at Mushingashi camp situated in Kafue National Park. Pictured are D&S staffers Chrispin Noole and Pyela Banda with Mushingashi managers Jaco Cloete and Pete Cornelius on site in the pump room.

## D&S HO Pool Traders Dinner



D&S Group CEO David Gatende recently hosted a dinner for the Company's swimming pool trade partners at Eka Hotel. Organised by Pools Division Manager Stephen Muhia and supported by D&S HO Pools department, the event featured new products and technologies now available from D&S. Pictured are the group after the event.

## D&S UG Customer Experience Training



D&S UG under MD Ephraim Wainaina has taken the initiative of holding customer experience training for all D&S Uganda staff. The training was carried out by David Kabiswa, Management Consultant and Communications Trainer at the Kampala HO Training Centre with 70 members of staff attending. Pictured are the group after the event.