

From the Chairman

September is the beginning of the Group year which traditionally starts with the recently held **Annual Conference**, an event that has morphed, especially through Covid, to take advantage of virtual communication so all senior staff throughout the Group can participate. The event also starts the annual Planning Process, a key discipline that has driven growth over many years. The Conference objective is to formulate strategy, this year the theme being **'the Future is Digital'** as the Group looks to develop the many digital opportunities that are changing the world. An important feature of the Conference are external guest speakers and this year I would particularly mention two - **Peter Njonjo**, CEO of Twiga Foods and **Julius Kipngetich**, CEO of Jubilee Insurance, both of whom were inspirational in their perspectives.

Another Conference tradition is the **Annual Management Awards** and I must congratulate **Wilfred Karisa**, the D&S Diani manager for being selected as the Branch Manager of the Year. Commended managers were **James Ngugi** (D&S Rwanda), **Patrick Mufwoya** (D&S Uganda), **Desmond Rao** (Group IT Manager) and **Linda Tata** (D&S Tz), this year two overall winners being selected **Ben Munyao**, MD D&S TZ for the excellent performance of the subsidiary and **Philip Holi**, Group Technical Director for his leadership of this creative



Award winners from the 2022 Management Conference are pictured with Chairman Alec Davis, CEO George Mbugua and executives in the conference center at Head Office, Nairobi.

division. I'm very grateful to them all.

A major initiative this year has been expansion of the **Kenya Branch network** with 10 new locations developed bringing the total to 54, large by any standards. This month I was pleased to visit new branches in **Lavington, Ngong and Ruaka**, all of which are now doing good business and I commend Branch Executive **Margaret Kuchio** and

Premises Manager **Timothy Kemboi** for their excellent work in establishing these locations. Expansion of the network continues and the objective is to have at least one branch in every county. We are nearly there and are proud to take our essential products and services throughout the country as certainly their availability and support fulfils our **'Improving Lives'** purpose.

I conclude by mentioning our great concerns about the **ongoing drought**, especially in the arid northern areas. Climate change has contributed though of course droughts are not a new phenomenon and the region has periodically suffered. Development of good water resources is essential, especially in the support for human life and we at D&S are heavily involved in developing solar pumping technology that is a cheap and sustainable solution to alleviating the effects. We are presently working on several specific projects and are committed to making our contribution to assist in this terrible situation.

2023 Product Manual

The latest volume of the D&S **Product Manual** has recently been launched at the company's Management Conference, and marks the **13th edition** since the current format was introduced in 2010. This year's edition, at over 400 pages, includes a record 73 new and updated data sheets for products and solutions offered directly from the D&S Supply Chain and made available via the Groups' regional network of over 80 branches spread across 11 countries.



The 2023 D&S Product Manual- available in English and French.

Now accepted as the regional industry reference, the Product Manual is most widely accessed via the various D&S digital platforms including its

Websites, Apps and Flipbooks

although a number of soft and hard back copies are offered to partners and made available on request. This year all data sheets have been enhanced with unique **QR codes** which allow access to a full suite of product support material including **instruction manuals, spare parts, diagrams and how to videos** that are hosted on the Group's **digital platforms**. The central reference of D&S products and solutions, the 2023 edition is also offered for the first time in **French** for francophone markets.

2022 Management Conference



Executives and Managers from across the Group are pictured in front of the fountain at D&S Head Office.

The D&S **Annual Management Conference** was held in September and was a hybrid virtual and physical event appropriately themed **'The Future is Digital'**. With sessions staged over several days, the conference as usual provided a forum for managers from across the Group to share experiences and learn from each other as well as hearing from company executives and the various keynote speakers over the course of the event. Fascinating contributions were made by Twiga Foods CEO **Peter Njonjo**, Jubilee CEO **Julius Kip'ngetich** and leading Economist **Sarah Glen**, all of whom offered expert insight on current global and digital trends relevant to D&S. **Chairman Alec Davis** and CEO **George Mbugua**, along with non-exec director **David Gatende** and advisors **Deepak Shah** and Professor Amb. **Bitange Ndemo** also lent their perspective on key topics in a wide ranging series of discussions that culminated in a dinner held at the Radisson Blu in Nairobi.

D&S Uganda 25th Anniversary



Group Chairman Alec Davis, Group CEO George Mbugua and D&S Uganda Managing Director Patrick Mufwoya with his team are pictured cutting the cake at the recent 25th Anniversary celebrations.

D&S Uganda recently celebrated a major milestone, its **25th Anniversary**. Started from small beginnings in 1997 by founding MD **Ephraim Wainaina**, the company has grown considerably over the years and is now a major force in Uganda's water and energy sectors employing over 50 people and operating from seven branches. Celebrations were held in the newly upgraded and much improved Head Office in the **JR Complex** on Jinja road and over 100 customers, suppliers and staff enjoyed the event. Guest of Honour was **D&S Group Chairman Alec Davis** who established the business and reminisced about the long journey travelled from its original Kitgum House premises. Many projects have been carried out, of particular note being a number of large solar powered water installations completed for the Ministry of Water in the rural areas and certainly the company has made a major contribution during its long history. Under recently appointed MD **Patrick Mufwoya** D&S Uganda looks forward to enhancing its **'Improving Lives'** purpose as it continues to contribute to Uganda's ongoing development.

New D&S Branches at Ngong & Ruaka Open



Branch Managers Carlos Makau and Sharon Nyangau are pictured with their respective teams in front the newly opened D&S branches in Ngong and



Significant progress has been made in the year in the area of bringing the D&S range of products and solutions closer to customers through the opening of local branches, particularly in Nairobi and its environs, where several new outlets have come online in the last few months. Most recently, smart new premises have opened their doors in **Ngong** town and **Ruaka**.

Situated in the center of town near the T junction on Kahara Road, **D&S Ngong** sits in the hub of the thriving satellite town at the foot of the famous Ngong Hills. Implementation of the branch was overseen by newly appointed Manager **Carlos Makau** who, together with his

young team, is already making a positive impact to the local community who have reported severe challenges in the provision of clean and safe drinking water.

D&S Ruaka, to the North of Nairobi, is a former coffee estate that is now a busy commercial center boasting several world class shopping malls as well as high end residential neighbourhoods. Well situated on the junction of the Limuru/Banana Hill roads, the branch renovation exercise was overseen by Manager **Sharon Nyangau** who is already making a contribution to the local area by making D&S expertise and service provision more available to those who need it.

Staff News

Appointments



Derrick Mukula



Ivy Ayieko



Jane Macharia



Enoz Nzivo



Zipporah Gacheru



Benjamin Kooro

D&S is pleased to welcome **Derrick Mukula** (D&S Naivasha), **Ivy Ayieko** (D&S Kisii), **Jane Macharia** (HO Sales), **Enoz Nzivo** (D&S Malindi), **Zipporah Gacheru** (D&S Eastleigh), **Benjamin Kooro** (D&S Githurai). They are wished long and successful careers in the company.

Commendations

Commendations were recently awarded to **Abdereham Mohamed** (D&S Mtwapa), **Daisy Eve Nganga** (D&S Tatu), **Maggie Kamotho** (HO Distribution), **Nancy Maranga** (HO Sales Borehole), **Merceline Olala** (HO Sales Retails) and **Kinoti Kirera** (HO Legal). Their special efforts are greatly appreciated.

Manager of the Year Awards

- Manager of the Year Front Line**
- Manager of the Year Support**
- Commended Manager Front Line**
- Commended Manager Front Line**
- Commended Manager Support**
- Commended Manager Support**
- Branch of the Year**
- Commended Business Unit**
- D&S Industrial Area**
- D&S Nairobi Cluster**
- D&S Eastern Cluster**
- D&S Western Cluster**
- D&S Coast Cluster**
- D&S Tanzania Business Unit**
- D&S Uganda Business Unit**
- D&S Zambia Business Unit**

- Benjamin Munyao
- Eng. Philip Holi
- Patrick Mufwoya
- James Ngugi
- Desmond Rao
- Linda Tata
- D&S Diani
- D&S Zanzibar
- Pools Sales
- D&S Westlands
- D&S Marsabit
- D&S Kericho
- D&S Diani
- D&S Dar es Salaam
- D&S Kampala
- D&S Chachacha

Marriages



D&S HO Supply Rebecca Musyoka is pictured with her husband Moses Musyoki as they celebrate their joyous wedding with colleagues.

Staff Profile - Linda Tata



Linda Tata is well known and well liked at D&S Uganda Head Office where she fulfills the important role of Human Resource, Talent & Administration Manager under country Managing Director Patrick Mufwoya. Hailing from Entebbe, Linda attended Namate and Nkumba Primary Schools before proceeding to Gombe Secondary

and finally on to the prestigious Makerere University where she read Industrial and Organizational Psychology and qualified with a Bachelors. In addition to this she completed a postgraduate diploma in Human Resource Management (HRM) from the Uganda Management Institute. Prior to joining D&S in 2016, Linda worked at the National Water & Sewerage Corporation (NWSC), one of D&S Uganda's partners, in HR. She first learnt of the company through her father Elungat David Odeke, who used to buy pumps for his fish farming business and then saw an advert for a role in HR which was of interest to her.

Happily married to Information Systems Analyst husband Sam Kasozi, Linda is blessed with daughters Nicole, Neria and Natania and likes to spend as much time with her family as possible as well as being active in the Church. She is also a keen fitness enthusiast who specializes in dancing. A life-long learner, her future plans include studying law to aid her understanding of labour law within the context of HR. Of D&S, she cites her most memorable time as being her induction at Head Office in Nairobi where she learnt a great deal but also had fun and enjoyed the new environment. She notes of the company that it attracts some of the best staff in their fields and that it has a culture of professionalism which is reflected in her colleagues.

Linda's philosophy of life is simple but powerful and states that if you are positive, open minded and willing to learn then you will be able to adapt to and master every situation. She also urges inclusivity of people from all walks of life, noting that we are all different but should be accommodative of each other. With beliefs like these, it is easy to see why Linda has been so successful in her chosen field of HR!

Improving Lives



D&S Uganda under MD Patrick Mufwoya have supplied and installed a solar lighting system at Remnant Generation Home in Busega, Kampala. The system will significantly reduce power costs and ensure uninterrupted power supply. Pictured are D&S staff led by Group Chairman Alec Davis during the handover ceremony.

D&S Pictorial

D&S Rwanda Water Exhibition



D&S Rwanda under GM James Ngugi has participated in the Water and Construction Exhibition in Kigali Serena Hotel where the company's range of innovative solutions were showcased to the industry. Pictured are D&S Rwanda Sales Engineers George Gagihana and Christopher Iradukunda as they engage with customers on the exhibition stand.

D&S Tatu City Water Treatment Project



D&S Technical Division under Director Philip Holi have successfully completed a large-scale water treatment and supply project at Tatu City, Kiambu County. Comprising of a custom built pontoon on a dam with Dayliff flocculation and filtration equipment, the installation provides water to WHO standards for the growing light industrial, commercial and residential hub.

D&S HO Customer Service Week



D&S has participated in Customer Service Week, an international celebration of the importance of customer service and of the people who serve and support customers on a daily basis. Pictured is D&S HO Retail Manager Nancy Macharia and Philip Onyuro Manager Jonah Sum as they hand over gifts to esteemed customers.

D&S HO Nairobi ASK Show



D&S Nairobi Branches have participated in the Agricultural Society of Kenya Show at Jamhuri Park Show ground, Nairobi, after a hiatus of two years caused by the pandemic. This year's theme was 'Promoting Innovation and Technology in Agriculture & Trade' with D&S exhibiting a wide range of its solutions. Pictured is Ruth Karunguru discussing irrigation solutions with an official.

D&S HO Water Treatment Project



D&S HO Water Treatment have supplied and installed a Dayliff Reverse Osmosis plant (DRO) to the East African Branch Office Association of Jehovah's Witness, Kilimani, Nairobi. The installation processes borehole water with a high fluoride content into safe potable water. Pictured is D&S staffer Christine Mucemi with client representatives in the plant room.

D&S Eldoret Engineers Training



D&S Eldoret led by Senior Branch Manager David Ngure have recently held a training for North Rift Valley Water Works Development Agency, Uasin Gishu and Eldowas Engineers. Participants were trained on Water Treatment and Waste Water Management. Pictured are D&S Engineers David Ngure, Norman Chege and Edward Kariuki with the participants.

D&S Zambia USAID/WASHFIN Project



D&S Zambia has successfully supplied and installed a Hybrid Solar Water Pumping system for Lusaka Water and Sanitation Company and Eastern Water and Sanitation Company in Lusaka and Nyimba, Eastern Province. Pictured is D&S Service Manager Lewis Kale handing over one of the projects to Eastern Water representative Christopher Sunkutu.

D&S Mbeya Customer Training



D&S Mbeya under branch manager Abeid Lihonga held a customer training event in Eden Highlands Hotel, Mbeya where customers were trained on solar, irrigation and water treatment products and solutions. Pictured is D&S Tanzania MD Benjamin Munyao, Mbeya Manager Abeid Lihonga with customers after the successful event.