

## From the Chairman

September is the beginning of our Company year which commences with the recently held **Annual Conference** where we review the concluding year and establish priorities for the forthcoming one, the theme for the year ahead being **'Finding New Ways'**. We live in turbulent times with both international and national events causing considerable concern and, like many companies some of last year's targets will be missed, though there has also been progress in many areas, particularly developments in the International Business Division, the Distribution Centre in Zambia and some growth has been achieved. The conference was again a most successful event which included various reviews and several external speakers, notably **Nick Hughes**, a pioneer of m-pesa, who spoke about the opportunities in virtual credit platforms. We all appreciated his contribution.

A long tradition of the Conference is the presentation of various **Annual Manager Awards**, this year **Support Manager of The Year** being Supply Director **Henry Davis** for his great efforts in establishing and operationalizing the Tatu Distribution Centre which has transformed our logistics efficiency and Front Line Manager of the Year being MD D&S Uganda **Patrick Mufwoya** whose efforts have turned the company from being one of the Group laggards to a star



Award winners (R-L clockwise) Henry Davis, David Ngari, Nancy Macharia, Patrick Mufwoya, Lillian Maigo and Louis Nyamwaya are pictured with Group Chairman Alec Davis.

achieving record growth. Well done to them both as well as all other award winners that are given on P3 of this Newsletter.

Two other events occurred recently that deserve comment. Firstly D&S was awarded **Integrated Management System** certification, a status that consolidates three Standards for

**Quality Management, Health and Safety** and **Environment** which recognises D&S's commitment in these important areas. Certified by **Kenya Bureau Standards**, the process was quite rigorous and attaining this milestone is a real achievement. The exercise was led by the **Internal Audit** team headed by **Benard Karimi** and executed by departmental champions and I'm grateful for their great efforts.

Finally, I mention the release of the **2024 D&S Product Manual**, the 15<sup>th</sup> Edition, which details specifications of the D&S product range and is the industry reference in our various product segments. As usual it has been updated to include many new products, some of which are detailed elsewhere. Several thousand are being printed for distribution in our various markets and it is also available in soft copy on the D&S website. The preparation is a major exercise and I am grateful to Product Manager **Lillian Maigo** and Marketing Manager **Jos Musima** for the great efforts they put into this task.

## 2024 Product Manual

Long accepted as the region's central reference for water and energy products and solutions, the latest version of the **Product Manual** was unveiled in September at the annual Management Conference. Now in its **15<sup>th</sup> edition** and expanded to 400 pages, approximately 100,000 copies have been issued since its inception, the 2024 Manual is the



The 2024 Product Manual also available on D&S Apps & online platforms.

most comprehensive yet and includes over 70 new and updated Datasheets.

Published in-house, hard copies are available now in **English** and **French** from D&S branches across the region with electronic **flipbook** versions on **davisandshirtliff.com** and via the **D&S FLO app** issued in both Android and iOS formats.

## 2024 Management Conference



Executives and managers from across the group are pictured during the just concluded Management Conference held at Head Office.

Themed '**Finding New Ways**', this year's management conference was, as has become the tradition, a hybrid physical/virtual event staged over four days in September. The well-established format offers participants the opportunity to meet, mingle and share experiences with colleagues from across the Group. This year's event featured fascinating contributions from guest speakers **Dr Nick Hughes** CEO of D&S's UK digital partner 4RD, who lent his perspectives on digital opportunities, **Seema de Souza** from Equity Group who discussed Customer Experience and **Du Peng Olivier** from Huawei who gave a presentation on his company's view on future product trends. The program also included contributions from D&S advisors and board members Professor **Bitange Ndemo**, Kenya's Ambassador to the EU, **Mike Eldon**, **Deepak Shah** and former Group CEO **David Gatende**. Group Chairman **Alec Davis** and CEO **George Mbugua** also made presentations at the well-attended event.

## D&S IMS Certification



Group CEO Alec Davis, CEO George Mbugua receiving certificates from KEBS Standards Development & Trading acting director Zacharia Lukorito.

Spearheaded by Audit Executive **Benard Karimi** and his team, the Davis & Shirliff Group has achieved a major milestone by receiving **Integrated Management System (IMS)** certification from the Kenya Bureau of Standards (KEBS). The certification is a testament to the company's commitment to uphold robust systems for quality, environment, and health and safety for all stakeholders.

The IMS certification integrates three vital management systems: **Quality Management** (ISO 9001:2015), **Environmental Management** (ISO 14001:2015), and **Occupational Health and Safety Management** (ISO 45001:2018) and further, an alignment with global concerns regarding climate change and sustainability. The certification is valid across the D&S Group's current 96 sites in 10 countries and will remain in place for three years. Integration of the management systems is particularly beneficial for organizations seeking to streamline their management processes, reduce costs, improve overall performance, and demonstrate commitment to quality and environmental responsibility. The certification was officially received by Group Chairman **Alec Davis** at D&S Head Office from KEBS executive **Zacharia Lukorito** and received substantial media attention.

## New Products



Chlorfloat DSmart DBE DDC158 Econo HT DSX Trimmer Pressure Washer DLIP DUV SUN2000 HPW

As is the tradition at Davis & Shirliff, great efforts are made to supply partners with the latest, most advanced and most efficient products and solutions available. In this year's **2024 Product Manual**, significant product initiatives from **Dayliff** include the **DSmart** and **DBE** ranges of intelligent pumping solutions, the **Sunverter 4** smart pumping inverter, the **Econo** range of quality value items and the revolutionary **DSX** permanent magnet high frequency borehole pumping range.

Also, from Dayliff comes the **HPW** range of ultra efficient Heat Pump Hot Water systems along with an enhanced ranges of **garden tools**, **pressure washers** and the Dayliff **DUV** range of

multifunction inverters which are designed to couple with **DLIP** Lithium-Ion power storage solutions.

From key partners **Huawei** and **Pedrollo** several new ranges have been introduced. From Huawei, the world leading **SUN2000**, **LUNA** and **POWER-M** on grid digital power generation and storage solutions are featured. From Pedrollo, **HT** vertical multistage pumps and the high specification **SR-S** range of premium quality borehole pumps are offered, exclusively from D&S.

In the pools segment, the groundbreaking Dayliff **Chlorfloat** chemical doser and revamped **lighting ranges** are featured with all new products in stock now and available for delivery.

## Staff News

### Appointments



**Brian Kimathi**



**Timothy Macharia**



**Brian Mwadena**

D&S is pleased to welcome **Brian Kimathi** (D&S Hola), **Timothy Macharia** (D&S Mlolongo) and **Brian Mwadena** (D&S Kilifi), They are wished long and successful careers in the company.

### Commendations

Commendations were recently awarded to **Martin Gwada** (HO General Machinery), **Mercy Wanyoike** and **Samson Makori** (HO Supply), **Joel Ndungu** (HO IT), **Gideon Mwangi** and **Amos Wambura** (HO Service) and **Nicholas Owade** (HO Irrigation). Their special efforts are greatly appreciated.

### Annual Performance 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**

**Small subsidiary of the Year**

**D&S Industrial Area**

**D&S Nairobi Cluster**

**D&S Eastern Cluster**

**D&S Western Cluster**

**D&S Coast Cluster**

**D&S Rwanda Branch of the Year**

**D&S Tanzania Branch of the Year**

**D&S Uganda Branch of the Year**

**D&S Zambia Branch of the Year**

Patrick Mufwoya

Henry Davis

David Ngari

Partson Mwangolime

Louis Nyamwaya

Lilian Maigo

D&S Zanzibar

Retail Sales

D&S Westlands

D&S Nanyuki

D&S Naivasha

D&S Diani

D&S Gakikiro

D&S Arusha

D&S Kampala Sales Retail

D&S Solwezi

### Deaths



With great sadness the passing of **Bernard Njoroge Munji**, formerly of Transport at D&S Head Office is announced. Deepest sympathies are passed to his family and friends. May God rest his soul in peace.

### Marriages



D&S Kisii Branch Manager Denis Miranyi is pictured together with his wife Devinah as they celebrate together on the occasion of their joyful wedding.

## Staff Profile-Brenda Muhati



Warehouse Manager **Brenda Muhati** is a key member of the award-winning Supply division operating out of Kenya's central Distribution Centre at Tatu City, Kiambu County. Herself hailing from Nairobi, Brenda schooled locally in Kiambu at Fairlawns Primary and St Anne's Lioki before graduating from JKUAT with an MSc in Procurement and

Logistics.

Brenda's initial career was in banking where she worked in mortgages for tier one lender Kenya Commercial Bank (KCB Group) before pivoting to D&S having come across its distinctive products during site visits. Once a vacancy came up in the Supply division, she jumped at the chance. Drawn to D&S due to its diverse and professional workforce, she celebrated 13 successful years with the company this September.

A lady of strong faith and a foodie, Brenda is an accomplished chef and specializes in cooking meat, known in Kenya as 'nyama choma'. She also loves travelling and indoor games. Blessed with a husband and four children, known as the A team as all their names begin with A - Ashley, Adrian, Amanda and Alvin, Brenda is a family lady and is also blessed with 2 living parents. She is focused on professional growth and is keen to further her expertise in the Warehousing and Distribution field, where she sees future potential in the region. She is justifiably proud of the career advancement she has achieved to date and is also privileged to be a member of the Women in Leadership committee (WIL), a mentorship program that has supported her throughout her journey.

Of D&S, she appreciates the atmosphere of collaboration with her most memorable moments coming when she was part of the team getting the Tatu DC up and running despite many challenges. This reflects her philosophy as a person which is that resilience, positivity, integrity and sticking to your principles will see you through and increase the chance of good things happening. Sound advice indeed from the resident master chef of Tatu!

## #ImprovingLives



Davis & Shirliff #ImprovingLives has donated an outboard boat engine to Kokwa Primary School situated in the middle of Lake Baringo. The engine will ensure the safety of students and teachers as they cross the crocodile-infested lake. Pictured during the handover ceremony is D&S Nakuru Manager Joseph Ng'ang'a and school representatives led by head teacher Wesley Tulia.

# D&S Pictorial

## D&S HO Water Treatment Seminar



D&S HO Water Treatment Sales Manager Benard Rono has hosted a training seminar for trade partners focusing on the advanced range of Hach equipment, testing and lab solutions. Pictured is the team led by International Business Development Director Anthony Wangundu and Commercial Sales Manager Moses Kitheka at the successful event.

## D&S Participates in Powerelec Expo



D&S Division has participated in the Powerelec Expo at Sarit Centre hosted by Key Partner Huawei focusing on premium digital power, renewable energy, solar and electrical equipment and solutions. D&S showcased its range of innovative solar solutions and related products. Pictured during the opening ceremony is Group Solar Manager Norman Chege with dignitaries.

## Customer Service Week



D&S celebrated this year's Customer Service Week, an internationally observed celebration of the importance of customers, customer service and of the people who serve and support customers with this year's theme being teamwork. Pictured is D&S Ngong Branch Manager Jonah Sum and his staff members welcoming and celebrating customer (and famous author) Wallah bin Wallah to their branch.

## Action against Hunger Training



D&S Wajir Branch under Manager Patrick Ogesi has held a borehole operator training session for Action against Hunger at remote El Wak in Mandera county. The team was trained on new products, solutions and technologies offered by D&S that enhance sustainability in borehole operation. Pictured is the team during the session.

## D&S Nyali Grid Tie Solar Installation



D&S Nyali under Branch Manager Adam Abdallah have supplied and installed a 55kW grid tie system at Plaza Beach Hotel. Featuring an inverter, Dayliff PV modules and accessories, the installation is projected to reduce the resort's power bills by over 50%. Pictured at the site after a successful installation is D&S Engineer Misky Mohamed and technician Raymond Kuttoh with staff from the hotel.

## D&S Zambia World Vision Awards



Davis & Shirliff Zambia was recently recognized by partner World Vision Zambia for its longstanding commitment to supporting communities through the company's #ImprovingLives initiative. Pictured are D&S staffers Patrick Daka and Bart Jacobs during the award ceremony held at Lusaka's Intercontinental hotel.

## D&S Tanzania Customer Training



D&S Tanzania under MD Benjamin Munyao has staged a successful training for Contractors, Consultants and Property Developers in Dar es Salaam. The interactive training session was well received by participants who gained an understanding of the D&S range of products and solutions. Pictured is the group led by Group CEO George Mbugua after the event.

## Mobile Water Treatment Plant



D&S South Sudan under Manager Lodu Gabriel have supplied a containerised water treatment system with Dayliff Ultrafiltration (DUF) and Reverse Osmosis (DRO) technology to a large oil and gas client. The mobile system will produce totally pure and safe water wherever it is deployed. Pictured are D&S technicians Sylvester Omondi and William Osala during the commissioning.