

From the Chairman

We reach the end of another year, one that has not been without its challenges, especially externally due to the Ukraine war and the subsequent negative economic consequences that have affected everyone, especially our markets. However, positively Covid has been contained with life returning to normal and in Kenya we held a peaceful election that has resulted in an energetic new President. D&S has had another successful year with a **satisfactory financial**

performance and many important initiatives taken including **completion of a new warehouse** in Lusaka, the opening of **10 new branches** and ongoing **redevelopment of the Dundori Rd Head Office premises**. A major milestone was retirement of long serving CEO **David Gatende** and succession by former CFO **George Mbugua** as well as strengthening the executive team with the appointment of **Michael Kanyugi** as the new CFO, **Desmond Rao** as the Chief Information Officer and **Benard Karimi** as the Group Internal Audit Manager. The evolutionary change has been most successful and we are well placed for the new year.

With the lifting of the Covid constraints this year's Christmas celebrations have returned to normal with parties being held throughout the Group. A tradition for the Christmas celebration is awards for **Divisions of the Year** and though there were many excellent contributions, Commended Divisions are **Supply** under **Henry Davis** for the way they have greatly improved stock management



Group Chairman Alec Davis and CEO George Mbugua pictured with December babies during the Christmas celebrations.

efficiency and **Group Shared Services**, formerly the Finance Division now headed by **Michael Kanyugi**, for their excellent work in centralization of group systems and improving management controls. Division of the Year is **D&S Tanzania** who have had an excellent year closing above budget and establishing **D&S Zanzibar** as a separate and most successful entity. Well done MD **Ben Munyao** and his team.

Another success has been the

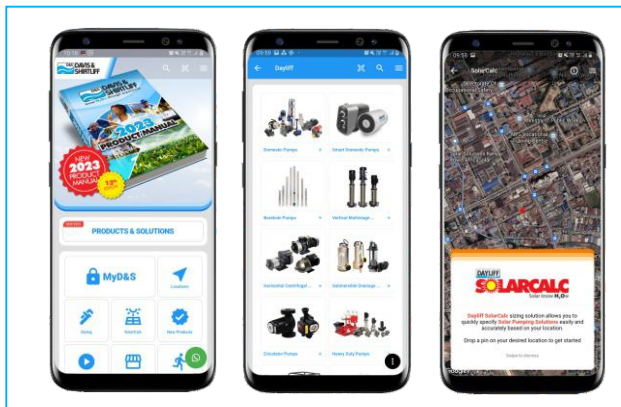
Improving Lives initiative where **107 projects** have been initiated that have impacted over **200,000 people**. This demonstrates our purpose of contributing to the wider society where our products really do improve people's lives

Looking ahead 2023 will be another busy year with many initiatives planned including the construction of a dedicated **Engineering Centre** in Tatu, several new branch openings, establishment of a new **Service Centre**, introduction of the **Paygo credit scheme** and continued digitalization as we pursue the year's focus of '**the Future is Digital**'.

To conclude I send everyone my **warmest Season's Greetings** and my deepest appreciation to all D&S stakeholders including customers, suppliers and most importantly staff for your great support over the past year as without you we would be unable to achieve what we have. I also pass everyone my best wishes for a healthy, successful 2023.

D&S FLO v.3

Digital innovation has been a key priority for the D&S Group with several platforms coming online in the last few years including apps **D&S FLO**, the **Dayliff App** and the **Pool Tool** as well as proprietary software programs **iDayliff**, **Solarcalc** and **Pumpcalc**. **D&S FLO** has been the Group's foremost universally accessible digital interface featuring a wide range of general information as well as hosting the D&S Product Manual. First launched in 2018, D&S FLO is now celebrating its third major upgrade, the



A view of newly upgraded D&S FLO v.3 App.

recently launched latest edition offering an enhanced user experience with a sleeker and more intuitive interface as well as improved product

areas with full access to support information including 'How to' videos, e-spares and documentation. Also new is the **My D&S** feature which offers for the first time extranet-enabled access to supply chain data including pricing and availability for selected partners. **QR scanning module** for **Dayliff products** as well as direct integration with other D&S digital platforms are provided along with many other innovative new capabilities. Designed in house by Digital Business Manager **Ken**

Muturi and his team, D&S FLO v.3 is now available for immediate download via Google Play and the App Store.

2022 Christmas Celebrations

D&S Nyeri



D&S Tanzania



D&S Head Office



D&S Uganda



D&S Zambia



Physical celebrations were held across the D&S Group for the first time since 2019. This year the **Chairman** and **CEO** messages and **award winners** were communicated via a pre-recorded Special Christmas Message which was shared digitally. The **Head Office party**, themed **"Masked Ball"** was the best supported ever with over 430 in attendance and featured a fun-packed program hosted by MCs **Desmond** and **Jane** and including carols, games, dancing and entertainment. Over 30 other celebrations occurred across the Group.

D&S Mombasa



D&S Eldoret



D&S Kakamega



New Vehicle Livery



D&S vehicles featuring the new livery design are pictured at Head Office.

D&S is known across the region for its pioneering use of smartly branded company vehicles, a tradition which dates back many years. The Group's large vehicle fleet of sales station wagons, service pickups, borehole trucks and delivery lorries has been expanded in recent years and now includes **motorcycles**, **tuk-tuks**, an **aeroplane** and, most recently, **a boat**. The standard livery for all D&S vehicles has evolved over the years with the latest iteration now ready for launch in 2023. Featuring an adaptation of the famous 'wave' motif, the new design is an attractive and modern continuation of the well-known D&S aesthetic. Designed by in-house Creative Designer **Fred Katulu**, the impressive new livery is already in evidence on newly commissioned vehicles.

D&S Remera



Branch Manager Ildephonse Bakuramutsa is pictured with staff member Alphonsine Nyiransegiyumba in front of the newly opened premises.

D&S Rwanda under GM **James Ngugi** have recently taken the initiative of expanding the country's branch network by opening a new outlet in **Remera**, the lively and upmarket district in **Kigali**, the capital city. Situated in a prime location along KG 178A Street opposite Amahoro Stadium, the new branch will bring the D&S range of products and services closer to local residents of the area which boasts a plethora of entertainment venues, hotels and restaurants. Founded in 2007, D&S Rwanda is now a well-established market leader in its field with **four branches** across the country as well as a network of established distributors.

Staff News

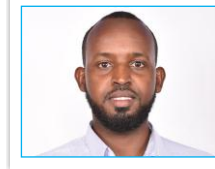
Appointments



Claire Wamai



Nancy Nyaberi



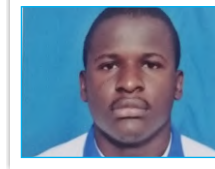
Adan Maalim



Grace Kerario



John Leperes



Teddy Ragulla

D&S is pleased to welcome **Claire Wamai** (Group Water Treatment), **Nancy Nyaberi** (HO Sales Commercial), **Adan Maalim** (D&S Machakos), **Grace Kerario** (D&S Westlands), **John Leperes** (D&S Rongai), **Teddy Ragulla** (D&S Nanyuki). They are wished long and successful careers in the company.

Commendations

Commendations were recently awarded to **Peter Ndungu**, **Isaac Chege**, **Simon Munga** and **Alfred Ochieng** (D&S Field Services), **Stanley Obaga** (HO Engineering), **Peter Muiruri** (HO Finance), **David Akello** (HO Irrigation), **Bernard Rono** and **Loise Kyalo** (HO Water Treatment) and **Lydia Onditi** (Group Projects). Their special efforts are greatly appreciated.

D&S Annual Awards

Business Award

Business Unit of the Year	D&S Tanzania
Commended Business Unit of the Year	Group Shared Service
Commended Business Unit of the Year	HO Supply

Employee Award

HO Commercial	Merceline Olala
HO Group Shared Services	Prilona Kitavi
HO Engineering	Stanley Obaga
HO Office	Benedict Ndulu
HO Supply	Alice Orina
HO Service	Francis Waweru
Nairobi Branches	Millicent Olang
Eastern Branches	Humphrey Asega
Western Branches	Gordon Oduor
Coast Branches	Henry Imende
D&S Zambia	Michael Musabula
D&S Tanzania	Anyosise Mwakaleja
D&S Uganda	Salome Mulondo
D&S Rwanda	Ikuzo Pepin

Staff Profile - Ishmael Mashonganyika



As the Country Manager of one of the D&S Group's more recently established subsidiaries in Harare, Zimbabwe, **Ishmael Mashonganyika** is well-known across the company for his resourcefulness and determination in making D&S Zimbabwe the success it is today. A Zimbabwean hailing from the capital Harare, after

primary schooling Ishmael attended Sandringham High in Norton (a Methodist church mission school famed for its singing). He then proceeded for tertiary studies at the National University of Science and Technology (NUST) in Bulawayo where he attained his BEng (Hons) in Industrial & Manufacturing Engineering. A lifelong learner, he is currently studying for his MSc in Renewable Energy Engineering at the University of Zimbabwe although he notes that he did not attend Kindergarten, instead entering Grade 1 directly where he was most upset not to have made the percussion band as a drummer!

Married to Felistas and blessed with young daughter Izwirashe and son Ivaiishe, Ismael's spare time is spent cricketing and practicing his design skills on CAD. Clearly a digital native, he heard of D&S through an advert on Facebook while he was on a bus to South Africa and was able to upload his CV through his smartphone using the online recruitment portal.

Of D&S he enjoys the company's professionalism as well as its core purpose of improving lives through the provision of water and energy solutions which he likens to the water energy nexus principle. His most memorable moment was when he received D&S Zimbabwe's first ever order and realized that his journey with the company had truly begun.

Of life, he notes that no problem is so complex that with the right attitude and approach it cannot be solved, and he adheres to the values of perseverance, resourcefulness and attention to detail-attributes which have certainly led him and his team to success in this challenging market.

#Improving Lives



D&S HO staff through the #ImprovingLives initiative have spread Christmas cheer to inmates at the Nairobi Remand & Allocation Maximum Security Prison by donating assorted items. Pictured is the team led by CEO George Mbugua and MD Edward Davis at the handover ceremony in front of the prison gates.

D&S Pictorial

D&S HO EA Waters Exhibition



D&S HO has participated in this year's "Sustainable Water Resource & Sanitation Development for Socio-Economic Transformation" exhibition organized by KIPYA at the Kenya Water Institute where the company's innovative range of products and solutions were showcased. Pictured is D&S Commercial Manager Moses Kithaka discussing products with CEO George Mbugua and Water Secretary Eng. Samuel Alima.

D&S Zambia SADC Awards



D&S Zambia under MD Jonathan Mainga have been recognized in the recently staged SADC awards where they were awarded first runner up in the Service of the Year Large Enterprise Category. Pictured is D&S General Manager Patrick Daka receiving the award from Vice President of the Republic of Zambia, Honourable Mutale - Nalumango and Chipoka Mulenga Minister of Commerce and Trade Industry Zambia.

D&S Marks Black Friday



D&S has participated in the global Black Friday promotion which marks the start of the Christmas shopping season. D&S branches across the region offered attractive promotions at discounted prices whilst also rewarding customers for their loyalty with select giveaways. Pictured is D&S Sales Engineer Bashir Ouma handing over a gift to a customer.

Irrigation Authority Training



D&S HO Irrigation led by Stephen Wambua has hosted a bespoke training for the National Irrigation Authority at the D&S Training Centre at Head Office where participants were introduced to and trained in a selection of relevant products and solutions. Pictured is GM Industrial Area David Bolo and Stephen Wambua with the team after a successful session.

Digital Transformation Awards



D&S EBS under Technical Director Philip Holi have entered the Digital Transformation Awards 2022 with their PAYGO Water Services (Daylipa) innovation and were awarded the accolade of runners up in the Top 100 digitally transformative organizations in Africa in the Manufacturing Sector. Pictured is Project lead Brian Nyagol receiving his award from Professor of ICT Louis Fourie from Cape Peninsula University of Technology.

WASHFIN Solar Pumping Project



D&S Isiolo have designed, supplied and successfully installed a hybrid solar pumping solution for the Isiolo Water and Sewerage Company (IWASCO) to reduce operational costs. The Dayliff system will run existing borehole pumps at 6 locations in Isiolo County to provide water to about 14,000 people within Isiolo town. Pictured is the D&S team led by Sales Engineer Lydia Onditi with WASHFIN representatives during the handover ceremony.

Standard Chartered Marathon



60 D&S staff participated in this year's Standard Chartered Marathon which is the largest single day charity sporting event in Kenya with proceeds going towards the FutureMakers Initiative. This year's selected route was along the southern bypass and attracted both elite and amateur runners with D&S staffer David Ngure recording the fastest time. Pictured is the D&S team after the event.

D&S Lamu Company Boat



Situated on the idyllic and fabled island where cars are prohibited and donkeys are the main mode of transport, D&S Lamu under Manager John Kioko has taken the initiative of investing in a motorboat to enhance customer deliveries. Operated by Captain Salim and powered by a Dayliff DWB40 outboard motor, the new vessel is pictured ferrying staff to the Lamu Cultural Festival.