

From the Chairman

September is always a busy time as life returns to normal after the holidays, particularly so at D&S when we start our planning exercise for the next year. A key event in this process is the Annual Conference which is now a twenty five year fixture! This year the theme was **'Putting Customers First'** in recognition of the importance customers are to our business in the increasingly competitive environment in which we operate. A tradition of the conference is input by external speakers, one concept that stuck with me being introduced by **George Njuguna**, IT Director of **Safaricom**, who explained their philosophy of 'Purpose before Profit!' Profit is of course essential for a sustainable future, though given the nature of our industry and the contribution we make, we can be proud of D&S's 'Purpose'!

Another tradition of the conference is the **Manager of the Year Awards** and this year deserved Commended winners were **Samuel Mitiku**, Technical Manager of D&S Ethiopia, who has excelled in this challenging market, and **Desmond Rao** the IT Project Manager who has driven a number of very creative initiatives. Manager of the Year was **Ben Munyao**, MD of D&S Tanzania, for both the excellent results achieved this year, as well as in recognition of the exceptional market challenges he has successfully navigated in the past five years. All awards were thoroughly deserved and I am very grateful to the winners for their particular contributions.



Manager of the Year award winners **Samuel Mitiku**, **Desmond Rao** and **Ben Munyao** are pictured together with outgoing D&S Uganda MD **Ephraim Wainaina**, D&S Ethiopia **Dejene Woldemarian**, Group Chairman **Alec Davis** and Group CEO **David Gatende** at the 2019 Management Conference.

An important element of the success that D&S has achieved has been establishment of the branch network which totals 68 sites throughout the region, 41 being in Kenya. Latest openings have been in **Kitale**, **Githurai** and **Marsabit** and this exercise will continue. A recent change has been centralisation of management of all up-country Kenya branches under one executive, **Margaret Kuchio**, who with her

team is harmonising operations and systems. An excellent job is being done and everyone is encouraged to visit their nearest branches to see the changes that are happening!

An inevitable aspect of the passage of time is succession as staff reach the end of their D&S careers and a notable departure in December will be the retirement of **Ephraim Wainaina**, MD D&S Uganda and currently D&S's longest serving employee having just completed an exemplary 40 years, 23 of them in Uganda! He will be honoured with an appropriate send-off before he leaves, but meanwhile I am very pleased to announce that his long-serving deputy **Simon Batte** will be appointed to replace him and Nakasero Branch Manager **Joseph Luyima** will be promoted to the role of Commercial Manager to support Simon. This evolutionary change will ensure continuity and I have every confidence that the new team will continue in the path of success that Ephraim has so effectively established.

Product Manual 2020



The 2020 D&S Product Manual is available in hard copy as well as online at www.davisandshirliff.com and on the D&S Flo application.

The **D&S Product Manual** has become the industry standard reference since its first introduction in 2011 and every year it has been updated in September to include recent product introductions. The new 2020 version is the **Tenth Edition** and over the period has grown from 240 pages to the latest version's 424 pages which demonstrates the extraordinary growth in D&S product offerings that has also seen revenues grow nearly fourfold! Also in the period other reference sources have been developed including product segment catalogues, the D&S website, www.davisandshirliff.com, the Dayliff **FLO App** and the new **Solarcalc sizing software** and all these sources giving unrivalled product information. This

year the new edition features 40 new products and 50 product updates, of particular note being various new pump models from Dayliff, Grundfos and Pedrollo, a number of solar pumping options including kits and inverters, new water treatment products for turbid water and RO applications and various pump controllers. New Manuals are available from all D&S Group offices.

These Manuals are produced entirely in house and appreciation should be made to the production team of Chairman **Alec Davis** the editor, Marketing Manager and designer **Jos Musima** and Product Manager and coordinator **Lillian Maigo** for their hard work.

Ol Kuruto Borehole Project



D&S GM Service David Bolo is pictured being awarded a certificate by First Lady of Kenya Her Excellency Margaret Kenyatta during the project commissioning.

Located in the heart of the Maasai Mara Game Reserve in Narok County, **Olkuroto Primary School** was established by the local community in 2009 with the assistance of a number of donors, key among them The Society of Jesus. The donors built two classrooms and two toilet blocks to cater for the 300 students but availability of water remained a key problem with students required to fetch water from Talek River about 2 kilometres from the school. The school approached D&S who then supplied and installed solar powered borehole equipment with an output of over 3,000 litres per hour to benefit both the school and over 200 households in the neighbouring community. In a handover ceremony graced by Kenya's First Lady, Her Excellency **Margaret Kenyatta** and Narok County Governor honorable **Samuel Ole Tunai**, D&S was acknowledged and thanked for making the donation with the emphasis being how this project would significantly improve the lives of the students and surrounding community.

Annual Management Conference



Pictured are the team of delegates attending the annual Management Conference with Group Chairman Alec Davis and Group CEO David Gatende.

A key event in the D&S calendar is the annual **Management Conference** which has become a tradition going back over 25 years and which brings together all senior managers from across the Group for an intensive programme of interaction and idea sharing that marks the start of the D&S planning cycle. Themed **'Putting Customers First'**, this year's conference was planned and overseen by CEO **David Gatende** and the 60 participants enjoyed a varied series of sessions with key contributions on the theme being offered by premium travel operator Micato's CEO **Sean Walwyn** and dominant Kenyan multi-national Safaricom's ICT Director **George Njuguna**. The three day program was as usual held both at the D&S Conference centre and an outside venue, this year's being Tamarind Tree Hotel, where an innovative strategy exercise was hosted by management consultant **Ian Hotz**. As is the custom, the Annual Management Awards were presented by Group Chairman **Alec Davis** at the culmination of the successful event.

Kaizen Launch



D&S staff hold hands as they mark the official launch of the Kaizen initiative.

Continuous improvement philosophy **Kaizen** has long been practiced at D&S but the decision was recently taken to formalize its adoption throughout the organization with the initiative being officially launched at D&S HO by CEO **David Gatende** and new D&S Kaizen specialist **Benedict Ndulu** at the D&S HO Training Center. Under the slogan 'Pamoja Tuanagamize Muda' (Together we will Eliminate Waste), the practice seeks to use the collective experience of everyone in the organization to enhance operational efficiency and the spirit of it is certainly reflected in key D&S value **'Altiora Peto'** which in Latin translates as 'I Seek Higher Things'. Kaizen can trace its history back to Japan where it was famously adopted by manufacturing firms like Toyota, whose obsessive discipline and drive to improve processes has resulted in their achieving world leading positions in their industries.

D&S Long Serving Staff - Kimari



Pictured is Mzee Kimari flanked by Branch Executive Margaret Kuchio and Group CEO David Gatende at his rural home near Murang'a.

Kimari Gachanja is one of the legends of D&S having joined the firm just two years after its foundation in 1946 and then going on to give 50 years of exemplary and unblemished service as a master technician and installer. Group CEO **David Gatende** and Branch Executive **Margaret Kuchio** recently paid him a courtesy call as they visited his leafy rural home in Murang'a and interviewed him about his fascinating life that has borne witness to the unimaginable change that Kenya has undergone over the period. Still hale and hearty and as sharp witted as ever, Mzee Kimari took great pleasure in regaling them with stories and anecdotes about the old days and his reminiscences about the characters from the past including the founder himself, Eddie Davis, with whom Kimari had an excellent relationship and worked with for over 30 years up until his death in 1982. On the occasion of Group Chairman **Alec Davis' retirement** as CEO in 2016, he remarked of Mzee Kimari that he had probably been 'the best D&S staffer ever'.*

*The interview was filmed and is available to view at www.davisandshirliff.com/videos

Staff News

Appointments



James Karanja



Peter Gitundu



Danson Mbugua



Dorah Mwakima



Geoffery Kariuki



Ahmed Muse

D&S is pleased to welcome **James Karanja** (HO Sales) **Peter Gitundu** (HO Pools), **Danson Mbugua** (HO Mechanical Workshop) **Dorah Mwakima** (D&S Kiambu), **Geoffery Kariuki** (D&S Meru) and **Ahmed Muse** (HO Business Development) . They are wished long and successful careers in the company.

Commendations

Commendations were recently awarded to **Merceline Olala**, **Evans Ongoro** and **Muthee Maina** (HO Sales Commercial), **Michael Njeru** (HO Wholesale), **Mercy Njeri** and **Timothy Kemboi** (Business Development), **Peter Gitundu** (HO Pools) and **Timothy Mwangili** (D&S Mtwapa). Their special efforts are greatly appreciated.

Births

Congratulations to **Cheme Mukiri** (HO Finance) and her husband Kevin on the arrival of their daughter Havilah, **Peter Muiruri** (HO Finance) and his wife Naomi on the arrival of their daughter Martha, **Muthee Maina** (HO Sales) and his wife Nyce on the arrival of their daughter Anya, **Carlos Makau** (D&S Rongai) and his wife Ruth on the arrival of their daughter Carla and **Millicent Olang** (D&S Utawala) and her husband Peter on the arrival of their daughter Tanasha.



Anthony Ndirangu of D&S Eldoret and his wife Catherine are pictured at the joyous occasion of their wedding in Eldoret.

Staff Profile - David Ngari



David Ngari is well known at D&S Kenya and across the Group as the Retail Manager at Head Office, a position he has successfully held for the last 4 years before recently being promoted to head D&S Westlands, the company's first Branch in the modern era. Hailing from Tetu in Nyeri

County, David firstly attended Miagayu-ini Primary School before schooling at Nyeri High. He completed his tertiary education at Jomo Kenyatta University where he took a undergraduate BSc. in Energy Engineering and then latterly an MSc. in Energy Management from the University of Nairobi. He enjoyed his rural upbringing and confesses that on occasion he would skip class to go hunting in the Aberdare Forest!

He joined D&S in 2012 having heard of the firm through a family member who knew a D&S engineer and who encouraged David to apply for attachment in his 4th year of study in college. Having had a positive experience on his attachment, he decided to join and his most memorable experience to date was when he went to commission a solar borehole in Turkana and saw the excitement in school children and women who previously had to travel over 10km looking for water. Of D&S in general, he particularly likes the way the company's solutions change peoples' lives for the better.

A family man married to wife Martha and blessed with two young boys, David enjoys road trips and mbuzi choma, his plans for the future being 'to take D&S Westlands to a new level and grow within the company to the executive level. In my retirement I would like to own a ranch in the slopes of Mt.Kenya'. David's philosophy of life is that it is short and so whatever needs to be done should be done now and that you should do unto others as you would want them to do unto you. Sound advice indeed from the energetic Master of Energy!

Community Activities



D&S HO supplied and installed a solarised borehole solution and food stuffs to Tania Integrated Children's home in Magadi. Pictured are D&S staff with the children during the commissioning.

D&S Pictorial

Naivasha Hortifair



D&S Naivasha under Branch Manager Wanjala Namukana has participated in the Annual Naivasha Hortifair held at the Naivasha Sports Club. The popular annual event showcases Kenya's vibrant horticulture sector and D&S displayed its range of innovative water and energy solutions including solar pumping and irrigation. Pictured is the stand during the event.

D&S Zanzibar Pools Seminar



D&S Zanzibar under Branch Manager Partson Mwangomile has organized a swimming pool care and maintenance seminar at Zanzibar Beach Resort. The successful event was attended and hosted by Davey executive Sam Caron who trained the participants, most of whom were technical staff from the hospitality industry, on the innovative range of Davey pool equipment.

D&S Muranga Opens



D&S Group CEO David Gatende with Joseph Mathai, Proprietor of Maya Gardens, Branch Manager David Maingi and D&S Branch Executive Margaret Kuchio are pictured during the official opening of the newly established D&S Branch in Muranga Town. The opening event was well supported by local partners who were pleased that D&S has extended its services to the local area.

Lamu Governor Visits D&S HO



Group CEO David Gatende and COO Dr. MAS Waweru recently had the pleasure of hosting Lamu County Deputy Governor H.E. Abdulhakim Bwana at D&S HO when he paid a visit to explore possible partnerships in the provision of clean water solutions for the residents of Lamu County. The county has in the past partnered with D&S in Solar powered water purification plants.

D&S Garissa Generator Project



D&S Garissa under newly installed Branch Manager Wilson Mbuthia has supplied a large number of Dayliff Yanan gensets to the local municipality to power boreholes in the area. Pictured are Wilson and D&S staffer Bashir Duale as they hand over the Dayliff units to Garissa County Chief Water Officer Ahmed Abdi Noor at the county offices.

D&S HO Wellness Program



D&S HO has recently introduced a wellness program as part of an initiative to encourage healthy living with weekly Zumba classes in the conference center now a firm favorite with staff. Pictured are a group of fit and vibrant Zumba participants with their trainer as they display their enthusiasm for keeping fit through regular exercise.

Standard Chartered Marathon



The annual Standard Chartered Marathon is held in support of the seeing is believing initiative has again been held in Nairobi and been supported by 53 D&S staff. The fastest staff member for the 21km race was Gabin Omanga who completed the race in a Kipchoguesque time of 1h:47min. Participants are pictured recovering after the event.

D&S UG Solar Project



D&S Uganda Commercial Director Simon Batte is one of the Group's foremost proponents of large solar pumping projects and is pictured here with the PS, Ministry of Water & Environment, Alfred Okot Okidi during the official commissioning of the Namayumba site where D&S Uganda supplied and installed a large number of solar pumping systems for the local community.