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NAIROBI REGION
- CHAND ARIA BROTHERS
- CECYPO INTERNATIONAL
- NAIVASHA GENERAL MASTERS
- PENTA FARM TRADING
- SAYONA HARDWARE
- SHREE HARI KENYA LTD
- GLORY HARDWARE
- TEJ STEEL
- HARMONY HARDWARE

WESTERN AND NYANZA REGION
- CECYPO LTD
- JAY MAHARAJ ENTERPRISES
- OURU SUPERSTORES

EASTERN KENYA REGION
- AKABA TIMBER
- MAKUTANO STORES
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- PAINTS AND HARDWARE
- MIANGENI HARDWARE
- ESHAN ENTERPRISES

CENTRAL KENYA REGION
- SOYAMA LTD
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- HARUN AYUB AND SONS
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- NYAHURURU HARDWARE
- NYONJORO HARDWARE
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- NDIRANGU HARDWARE
- ROSE HARDWARE
- PALEAH STORES
- KRISHNA HARDWARE
- MURUTI GENERAL MERCHANTS
- READY HARDWARE STORES

NAKURU REGION
- HARDWARE WORLD
- MJENGO GENERAL TRADERS
- ABERCARE HARDWARE
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COAST REGION
- ANISAACK HARDWARE LTD
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- ALPHA METALS
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- AQIQ TRADING
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- MTWAPA ELECTRICALS
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MTTI Old Student Group consists of past students of Mabati Technical Training Institute.

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**Editor:** David G. Kimathi  
**Sub Editor:** Angela Masha
For MRM, 2018 is the year of our CUSTOMER! We have embarked on a range of internal initiatives this year which will place our CUSTOMERS and PARTNERS at the centre of everything we do. We call this Customer Centricity and as the year progresses, I am 100% sure our Customers will see some changes taking effect as we strive to maintain our Leadership position in the Kenyan and Regional markets in which we operate.

On this basis, I am extremely pleased in this Edition that we focus our attention on some of our most loyal and supportive business partners. We are featuring our ‘BIG 5’ most loyal Distributors who in many cases have been working and growing with us over decades to ensure our products are always available and delivered across the Country. They have remained true ambassadors of MRM through a spirit of friendship, partnership and dedication to which we say a big ASANTE SANA. Through the good times and the challenging times, success comes from working together, resolving issues together and never giving up.

Whilst the Rains have been coming down, we have remained hard at work to further enhance our Value Propositions and improve our Customer experience. Since the start of 2018, we have ramped up our Nyeri Service Centre, relocated our Mombasa Service Centre to a bigger, brighter and more customer friendly location, progressed our Nakuru Service Centre, launched a range of fantastic new Colours across the market, created a broader range of products and accessories being stocked Regionally and in our spare time, commissioned Kenya’s (and the Region’s) fastest high speed Roll Former at our Mariakani plant which can convert product at a super fast 70 Metres/minute. We have also introduced and successfully installed our newest mobile standing seam profile NEWLOK at various project sites and its already proving to be a favourite.

Pulling all of this together is our new Customer Relationship Management (CRM) system which went live recently and is designed to improve how we service our Customers better each and every day.

We don’t forget our heritage and inside we highlight the continued Philanthropic achievements of Dr Manu Chandaria who recently won the coveted Africa Leadership Magazine Person of the Year 2017 for Philanthropy & Charitable Contributions to Society. He was inducted into the African CEO’s Hall of Fame on the 24 February 2018 in Johannesburg. At the same time Mr Dhiru Shah is celebrating an incredible Fifty Five years of Philanthropy with the Lions Club of Mombasa, Pwani. We salute them both.

As always I thank the MRM Family who pull together to make all of this possible. I am sure the balance of 2018 is going to be exciting for Kenya and certainly MRM as we have many more initiatives rolling out for our Customers, so stay tuned, stay safe and enjoy the read.
Dr. Manu Chandaria Wins a Prestigious African Leadership Magazine Award

50 years ago, Dr. Manu Chandaria founded the Chandaria Foundation with his family. Its main mission is to help citizens of African countries to improve their lives through various initiatives. The Foundation runs projects in 11 countries with focus on education, environment, ecology, youth, healthcare, children with disabilities and youth sport.

Some of the projects here in Kenya include: Chandaria Cancer and Chronic Disease Centre in Eldoret, Chandaria Medical Centre at Gertrude’s Children’s Hospital Nairobi, Chandaria School of Business at USIU Africa, Chandaria Business Innovation and Incubation Centre at Kenyatta University, Chandaria Accident and Emergency Centre at Pandya Memorial Hospital – Mombasa, KPO Chandaria Spinal Injury Rehabilitation at Olooloitikoshi in Kajiado County amongst many others.

It is because of this, that his works have recently been recognized and he was awarded the African Leadership Magazine Persons of the Year 2017 – Philanthropy & Charitable Contributions to Society and inducted into the African CEOs Hall of Fame on the 24th of February 2018 in Johannesburg, South Africa.

The African Leadership Magazine Persons of the Year, which is in its 6th run, is an annual award reserved for distinguished Africans, who are considered to have blazed the trail in the year under review. The African Leadership CEO’s Hall of Fame is an exclusive club of top Chief Executives from across the continent who have continuously exhibited a passion and commitment to diligence, success and transformational leadership in their bid to make Africa prosperous.

“Personally, I believe that there’s more to life than just chasing the next success. We should all take a little time out of our busy lives and strive to make a difference in the communities we live in.”

We should strive to follow in the footsteps of Dr. Chandaria and change the world one step at a time.

“I have found that among its other benefits, giving liberates the soul of the giver.” Maya Angelou

We should all take a little time out of our busy lives and strive to make a difference in the communities we live in.
Celebrating 55 Years of Philanthropy to the Community

O
n 9th March 1963, Mr D P Shah became a member of the Lions Club of Mombasa, the precursor of the current Lions Club of Mombasa, Pwani. This year, he is celebrating an incredible 55 years of exemplary and dedicated service to the Club and the wider coastal community. FANAKA spoke to him on his journey as a philanthropist.

“Philanthropy is about providing service to the people. Giving to the community has always been part of our family. My father instilled in us that we should always offer a helping hand and we should give back to the community,” says Mr. D.P. Shah.

It’s because of this that he is celebrating this long journey in philanthropy as a Lion in the Lions Club of Mombasa, Pwani. The Lions Club of Mombasa Pwani is a branch of the Lions Club International. The Lions Club is the largest Service Organisation in the world with 1.5 million members in 40,000 clubs. It has headquarters in Chicago and their motto is “We Serve”.

“When I came back to Kenya in 1954, the thought of being a philanthropist was the farthest thing from my mind. I was mostly focused on settling in and running the family business. I was approached to join the Rotary Club in 1959 but I declined. However 3 years after the Lions Club of Mombasa Pwani was formed in 1960, I decided to join as I believed in the motto of serving the community.”

“Our main focus here at the Club is offering medical services. In a year, we can hold 50 medical camps with the biggest being the Mabati Medical Mega Camp. We’ve also built 18 water pans in Kilifi with the largest being in Madzimbani Village with a capacity to hold 15 million litres of water. In partnership with MRM, we annually host the Lions-MRM Intersecondary Schools Debate here in Mombasa,” he mentions about the Club’s projects in the Coastal region.

In addition to the Lions Club of Mombasa, Pwani, he’s also part of the Premchandbhai Foundation which was started by his family in 1959.

Some of their projects include building of a sanitation block at Joy Town Special School in Thika, extension of the Lions Sight First Eye Hospital in Loresho, construction of a high dependency unit at Beth any Kids Children’s Centre in Kijabe amongst others.

His parting words are: “Family always comes first, followed by the people around you and finally the people in the community. If you are successful in life, you have to give; share expertise, your skills and finances. Whatever work you do, do it right! Have dignity of labour and treat everyone as an equal. Work together, do it well and when you succeed, it’s your duty to hold someone’s hand.”
Just past Kericho as you travel towards Kisumu, one is immediately struck by the multiplicity of new and imposing housing projects dotting this landscape. The region is redefining Devolution and this is most evident in the booming Construction and Housing sector, a boom that can be attributed in no short measure to Cecypo Limited, MRM long time business partner in the region.

Cecypo is a distributor of building materials across the Western Region and has been an MRM exclusive distributor for over 30 years. The business was established in 1975 in Kisumu and since then, it has grown from strength to strength through expansion of its regional reach and recently by incorporating a sister company, Cecypo International Ltd, to serve the Nairobi market. “Having joined hands with MRM many years back, we’ve been a witness to the many innovations that the company has introduced over the years and it’s been our delight to offer this to our customers,” says Mr. Ravindra Patel, the Managing Director. Other Directors are Mittun Patel and Kushal Patel. Vinesh Rajgor is the company General Manager.

“For us, it’s simple: we ensure to stock the full range of roofing products from MRM and work with our downstream partners to offer them a top notch product at a competitive price to enable them serve their markets. The fact that MRM is very quick to respond to the few customer complaints that arise now and then, our customers know they can trust us when they purchase from us. As we stock a full range of other building materials, we have become a one stop shop for all building requirements and this has helped the business grow,” continues Ravi.

Cecypo places a high premium on its partnership with MRM which has grown and strengthened over time. "With time, we have learned from MRM and grown with the company and its products," points out Mittun. "We often share ideas on products improvements with each other. We have taken a decision to stock only MRM roofing products as they have never given us any reason to do otherwise. We are happy, our customers are happy and business is growing. It’s working just fine between MRM, Cecypo and our customers”, concludes Mittun.
Chandaria Brothers Ltd

The business, located on Changamwe Road and Kirinyaga Road was started way back in 1969 with an aim to supply iron sheets, nails, barbed wires and other household items to the country that had just gotten independence. The business moved to its current location on Changamwe road in 2010. The other Directors are Ashit Chandaria and Ashok Shah and both are intimately involved in the daily operations of the business. According to Nimesh, the business has witnessed phenomenal growth over the years, thanks to a royal customer base who include direct customers and smaller dealers.

They became MRM distributors in 1972 and since then, they credit their business success to the great partnership they have had with MRM. “Our customers have confidence in MRM products and they know they will always get genuine MRM products from Chandaria. The fact that MRM is always willing to stand by their products with an offer of Warranties, Technical Support and Product Training to customers has helped to keep customers coming back.”

For the future, expansion plans include the opening of branches in new locations, expanding facilities and widening the product range at the current site to improve customer experience. “Our Founder made the right decision to join up with MRM and to this day, we could never be happier” concludes Nimesh.

“The housing market will remain vibrant in the medium term and Chandaria Brothers will always be here and ready to provide solutions”
Standing on the edge of Mau Forest and nestled in the highlands west of the Kenyan Rift Valley is Kericho town. It is the biggest town in Kericho County and hosts Africa’s largest Sikh Gurdwara and the second largest Catholic cathedral in Kenya.

It is in this town that Mr. Sam Mutai opened Mutai Hardware in 1967. Mutai Hardware was a wholesale store that focused mainly on selling foodstuff. In 1994, after they finished school, his two sons offered to help run his shop and later in 1997 they eventually took over. Mr. Beigon who is one of the brothers, started a hardware shop whereas his brother continued with the family business.

Mutai Hardware has steadily grown over the years and now has two branches, one in Kericho and another one in Sotik. In the next couple of years, he plans to expand to Bomet.

The first supplier they worked with was Kenya General Industries who were selling iron sheets.

12 years ago, Mabati Rolling Mills approached Mutai Hardware and a partnership was born. At the time, their best seller was Simba Mabati and then came the difficult transition to DUMUZAS. However, due to the quality of the product and MRM’s brand, it became easier to sell the product and other hardware stores followed suit.

“Dumu is doing very well here and the market has readily accepted the product,” he says. The quality of MRM products, keeping up with technology and the support offered to him by MRM are some of the many reasons why he’s decided to stick with MRM products despite advent of other cheaper products in the market.

One of the main reasons why customers keep on going back to his hardware is because of the services offered i.e. delivery and availability of material. “No matter what your budget is, or what type of Mabati you are looking for, rest assured you will find it here,” he says.

“When buying roofing sheets, always use materials from MRM. You will never go wrong with the quality and warranty from MRM. They really know how to take care of their customers,” he advises potential customers.

“Keep up the fire; keep up with technology and don’t compromise on quality and customer service,” are his words to MRM.
Driving through the South-western parts of Kenya, not only is mother nature’s work mesmerizing, most notably the Crying Stone of Ilesi, but also the different designs and colours of the roofs will captivate you. One might wonder where they bought their roofs and the answer is quite simple: Ouru Superstores Ltd.

Ouru Superstores Ltd is an offshoot of its parent company Ouru Discount Center Ltd. In 1991, Mr. Ken Mogaka founded Ouru Discount Center and its core business was wholesale and retail in downtown Kisii. In 2004, he and his wife, incorporated Ouru Superstores Ltd and its core business, wholesale and distribution of consumer goods and general hardware materials from leading manufacturers in Kenya.

“We are the leading distributor in the region. Our reach is not only in Kisii but expands to Nyamira, Western parts of Kenya, Bomet, Homabay, Migori and parts of Narok County. We mostly focus on wholesale and retail of hardware products and foodstuffs,” mentions Mr. Ken Nyakundi, the General Manager.

MRM’s partnership with Ouru started in 2004 and has steadily grown over the years. Despite advent of much cheaper roofing solutions, Ouru Superstores has decided to stick with MRM. “With MRM, we have a good working relationship, a robust sales support, availability of stocks when required and strong marketing in reference to terms of operational activities.”

The key reason why Ouru is the most preferred hardware store in Kisii and surrounding areas is because they deliver superior quality products and outstanding value at the lowest cost.

They represent carefully selected manufacturers whose goods and services meet or surpass international consumer goods standards both in health and safety, design, environmental considerations and due care for consumer wellbeing.

Ouru Superstores Ltd is keen on remaining the lead distributor in the region and future plans include listing the company publicly and floating their shares. They are also keen on continuing the partnership with MRM and plan on drawing advice from MRM’s long history.

“One thing I can advise MRM is to continue supporting us as we move forward and to focus on developing the distributors channel. This will prove beneficial to us all in the long run. If you wish to buy a roof and are in the region, I would suggest you come and stop by Ouru, and we will be happy to serve you.”
Mombasa is known for its white sandy beaches and tourist attractions such as Fort Jesus, Haller Park, Mamba Village and Wasini Island. However, located in Shimanzi on Dar-es-Salaam Road is one of the best kept secrets - Megha Marketing.

With 100,000 sq. ft. of space and stocking close to 1000 items, it can be considered as one of Mombasa’s biggest building materials hardware. Founded in 2011 by Mr. Jeegar Shah and Mr. Harshkumar Shah, Megha Marketing has steadily grown over the years to be one of Coast Region’s largest distributor of building materials.

“We are a fully-fledged hardware shop and believe in buying local quality products. We supply the larger Coast Region i.e. Garsen, Taveta, Lunga Lunga, Lamu and the bulk of our business comes from referrals. This is mostly so because we provide value for money, quality and service,” mentions Mr. Shah.

About 5 years ago, Megha’s first supplier was the Chandaria Brothers from Nairobi. They had a good niche and supplied quality products. Upon seeing the potential that Megha Marketing had, MRM approached them and offered them a distributorship. Since then, the business has grown in leaps and bounds.

“When asked as to why they chose to stock MRM products, he said “I’ve always believed that cheap is expensive. Why would you skimp now yet 5 years down the line, you’ll end up replacing your roof? Isn’t it better you top up now and end up saving in the long run? MRM manufactures good quality and innovative products and we strive to always have the best.”

The main reason why Megha is the preferred choice is because they provide quality service and products at the best prices. His advice to first time roofing buyers is to buy products that offer longevity, value for money while at the same time being aesthetically beautiful.

“We plan on being a one stop shop. When a customer walks in to our store, we want them to be able to complete their projects with us. We want to be able to provide both exterior and interior finishes. Examples include cement, paint, water harvesting, tiles and wardrobes,” he says when asked about future plans.

“With the ban on timber in effect, more effort should be put to market Light Gauge Steel Trusses. It is currently being undersold and it can do much better. MRM should also offer technical support on it,” is his advice to MRM.
IT’S NOT JUST A ROOF
IT’S A LIFESTILE
Premium stone coated roofing tiles

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MRM Coils Rolls Out New Colours

The Roofing market has undergone major transformation in the last few years. From the late 90s to date, the housing segment has continued to enjoy double digit growth every year corresponding with a rising middle class that is more discerning and that demands a wider choice.

The liberalization of the Kenyan Economy in the late 1990s also opened up borders to imported products from other countries. Demand for higher operational efficiency and customer service has also required MRM to continually re-evaluate its business proposition to ensure all its offerings are relevant to the different markets it operates in and customers are able to access the products made out of the most modern technologies. Colors offered need to be fresh & modern and must be able to respond well to the current demands and patterns of consumption. It’s with this in mind that MRM commenced a Color Review Project in 2017 with an aim to review the current color palette in order to respond to the color patterns in the different market segments that we serve. New colours have now been introduced as below:

<table>
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<tr>
<th>Coil Brand</th>
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<tr>
<td><strong>DUMURANGI</strong></td>
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<td><strong>Optima</strong></td>
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<tr>
<td><strong>COLORPLUS</strong></td>
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<td><strong>COLORPLUS</strong></td>
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So customer is King? Sadly and all too often in many business relationships, the comeback often is served cold. Tales of customer’s unmet expectations on enquiries, order servicing, account positions, complaint resolution, installation-support… even unacknowledged milestones are legion in our market place. The winning organization must be that whose heartbeat is customer centricity; irrespective of whether it’s a Business to Business (B2B – indirect business) or a Business to Customer (B2C – direct business) relationship.

It is in this context that MRM, and indeed the Safal Group recognized the need to tap into the benefits of investing in a class-leading Customer Relationship Management (CRM) software. The realization being that central to a customer’s delight are three key functions that must be aligned, that must pursue the same overall goals and that must be tapped into the same actionable information – one single source of truth! These are the Sales, Marketing and Customer Service functions. For MRM/ Safal, the single source of truth is Microsoft Dynamics 365 CRM; a complete sales, marketing and customer service (& more) ecosystem trusted by global brands across diverse fields, from Toyota to Legrand, ABB to Manchester City FC and all in between. Altogether, over 40,000 organizations have faith in Dynamics 365 CRM to deliver owing to its wide usage - over 80 countries, support for over 40 languages, 5 million users, choice of cloud or onsite hosting, seamless integration with other Microsoft products and most social networking platforms. In short, anyone with world-class ambitions.

CRM systems (in MRM’s context) are a great tool to to assist Sales, Marketing & Customer Service to coordinate the tracking & management of all prospect interactions, business leads sourcing and nurturing, qualification and opportunity tracking, sale closure and order processing all the way to after sales servicing including site activity and complaint resolution. When well integrated with the companies ERP system (SAP in MRM’s case), they form a great symbiosis, pairing the ERP’s internal process efficiencies with the CRM’s customer focus to deliver an agile, responsive, efficient business organization. A customer’s nirvana!

After considerable effort by the implementation team, great buy-in by Management and animated training by various users, Dynamics 365 CRM went live at MRM on 9th March 2018 with aplomb and a cake-cutting ceremony graced by the company CEO, Andrew Heycott. In his remarks, he highlighted that CRM was a significant investment by the company and the onus was on all users, with drive from the leaders, to maximize usage for results and to keep MRM ahead of the pack in embedding a customer-focussed culture.

Post go-live, the teams at Sales, Marketing and Customer Service have taken to CRM with relish, learning through its possibilities and helping to identify a variety of customization
Relocation of Mombasa Service Center

As you drive by Mombasa-Malindi Road, past City Mall, a white building with outdoor branding showcasing MRM adverts, a signage announces MRM MOMBASA SERVICE CENTRE. Previously, Mombasa Service Centre was located at Dar es Salaam Road in Shimanzi, Mombasa and for seven years it served the Coastal Region. Earlier this year, a decision was made to relocate the Service Centre. This was so as to improve location and offer easy accessibility to our clients.

On 1st March 2018, the Service Centre relocated to Mombasa-Malindi Road, near City Mall. Relocating the Service Centre has been an exciting and progressive journey. It has provided us with an opportunity for a makeover and not just aesthetically.

Our main goal as we settle into our new location is to improve customer experience, service and satisfaction. We pride ourselves on offering professionalism, honesty and fairness with all our customers whilst providing the highest level of quality building solutions.

We are just a hop, skip and a jump away and we look forward to serving you.

April and May 2018, Gammification would track each user’s activities and awards points against the set criteria, culminating in a token award for the highest scoring users each month. The rewards affects are evident. Hardly a couple months since go-live, over 600 leads have been logged; over 15% of these getting qualified into sales opportunities; almost 250 CRM quotations have been generated with 15% of these, and counting, proceeding to servicing as SAP orders. MRM hopes to migrate all creation of customer orders for material processing to CRM and not directly into the ERP in the near future.

It is no doubt early days in MRM’s voyage to perfecting and maximizing on CRM. Additional external and internal trainings are planned to help fully unlock added benefit-portions of the universe that is Dynamics CRM. It is time to rediscover the finer art of service to the King. The ship has set sail, the train departed the station and the aircraft lifted off the runway. Fasten your CRM-belts, friends, this will be a ride like no other.

Relocation of Mombasa Service Center and integration glitches which have promptly been addressed remotely in liaison with the Strategix team in South Africa. A small CRM-support army has been deployed and tasked with coordination of these matters, internal user-training and the development of user reports for enhanced communication that informs speedy decision-making.

To assist drive up its adoption at MRM, a fun analytics and scoring system – known as Gammification – was loaded onto the CRM. Set to run for the two months of April and May 2018, Gammification would track each user’s activities and awards points against the set criteria, culminating in a token award for the highest scoring users each month. The rewards affect is evident. Hardly a couple months since go-live, over 600 leads have been logged; over 15% of these getting qualified into sales opportunities; almost 250 CRM quotations have been generated with 15% of these, and counting, proceeding to servicing as SAP orders. MRM hopes to migrate all creation of customer orders for material processing to CRM and not directly into the ERP in the near future.

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On an evening filled with pomp and glamour, Mabati Rolling Mills Ltd won 2 awards at the inaugural East Africa Business Council – Business Excellence Awards on the 23rd of March 2018. The EABC BEAs, which will be biennial, seeks to celebrate businesses from Burundi, Kenya, Rwanda, South Sudan, Tanzania and Uganda that demonstrate exceptional business performance in accelerating regional growth, creating wealth and employment and reducing poverty across the region.

The two awards that MRM won were 2nd Runners Up, Best East African Company – Manufacturing and 1st Runner Up, EABC Chairman’s Award – Overall Best Regional Company. These awards put emphasis on the impact MRM is making not only in Kenya but across the East African Community.

During the event, it was noted that EABC was celebrating 20 years since its inception. It is in lieu of this that Dr. Manu Chandaria was awarded a recognition award as the Founding Chairman of EABC.

Pongezi to Dr. Manu!

As we continue to strive to be the best in the region, one quote resonates well;

"True leaders always practice the three R’s: Respect for Self, Respect for others, and Responsibility for all their Actions."
Recalling an Old Aesthetic:
The profiled steel tank is coming back!

History repeats itself. The old cliché conjures up as many images as there are people. One sultry afternoon in mid-2017, George Mukirae was at work at his Linerfix Ltd workshop in the neighbourhood of Uthiru, North West of the capital. Occasional caravans along Naivasha highway next door routinely interrupted his thoughts with their 10,000 watts of amplified electioneering jingles and 10,000 promises of ‘manna’ by the campaigning politicians. Watching numerous water-vendors lugging their carts around to supply his neighbourhood, the significance on one particular politician’s promise; the universal provision of water; switched on a light-bulb in his mind. A chance meeting & discussion with an MRM staffer shortly after reinforced his conviction of a steel-based rain-water storage system. Maybe this was the time to re-invent the long-discarded ‘mabati’ tank, infuse it with waterproofing technology from Linerfix’s dam liner expertise and craft a new-age water storage system for the 21st century. Or was it?

There were question marks galore. Would the product be simple enough, strong enough, practical enough? How would the connections be done? Would it be cost effective? Would the market accept the twin of a product abandoned in preference of plastics, years on? The jury is still out with the full answers. But Linerfix needed a proven partner who would not balk at a challenge. One who could make the tough calls and provide the technical backing in this experiment-into-the-unknown. His choice of MRM therefore was anything but coincidence. It was one born of cold, hard calculation informed by a history of innovation and trendsetting that is now MRM’s culture.

Numerous draft drawings and discussions later with MRM’s development and technical teams, Linerfix was ready to prototype the tank. As with all great and winning ideas, this one was birthed in simplicity and a drive to be different...Continued to the next page
from the forlorn, carbon-black that is the hallmark of the market’s plastic tanks. It was the conviction that rain-water storage systems can be finally bespoke, uplifting monuments in every backyard. Able to fit into the nooks and crannies that are left over when the building has ‘eaten’ to its fill of our ever dwindling plot sizes. And that, for the discerning customer, the tank could as well be adorned in beautifully coloured steel vestment; the ultimate being MRM’s own Colorplus©. There were repeated trials to ensure the cranks that lend crimped sheets their curvilinear lined up perfectly vertically one sheet to the next, like unflinching, attentive soldiers outside Westminster.

Fastening and connection ideas were tried and discarded, attachment methods for the Israeli-made HDPE (high density polyethylene) lining material to the tank toyed with. This film was particularly important as it would address a key failure point of the galvanized corrugated steel tank of yore, the debilitating corrosion especially at the soldered or welded joints where the tank’s protective zinc coating would repeatedly be breached. The new tank would ensure water was sealed off in a giant HDPE ‘water-bottle’ and never have direct interaction with the coated steel enclosure. This, in turn would potentially yield a life-time of performance. The liner itself comes with a 10 year manufacturer’s warranty in exposed dam conditions, meaning that in the safety of a coated steel cocoon, away from the damaging UV rays from the sun, a life many times over could be expected. It also meant the sheet jointing details could be engineered for strength without a worry over coating compromise.

Some exploratory order using 0.7mm unpainted ZINCAL material have been tried off with impeccable results. With the possibility to deploy tanks with a capacity of 1,000 litres up to a mind-boggling 50,000 litres (double the plastics) and delivered at a fraction of what it would costs to deploy a similar-sized plastic tank, the potential does seem bright. A crew of 2 – 3 is able to assemble the system at the client’s site within 3 days of the crimped sheets getting delivered on a pre-made concrete base not unlike that made for other tanks. Much effort remains to transform this into an enduring, thriving brand. Several matters, technical & commercial still await conclusion. The champagne cork remains tight on the bottle. But one thing is certain, the coated steel and lined tank comes from the same reservoir of determination that is MRM (& esteemed partners); the same place that gave Africa ZINCAL and changed the narrative of how to protect steel in the land.

Further, the new solution perfectly meshes into MRM’s current efforts to re-establish itself at the head of rain-water harvesting and storage systems. Add in the rain-water harvesting systems (gutters and downpipes) and within days, any household’s thirst would be fully quenched. MRM always advises filtration and treatment of all harvested rain-water to eliminate contaminants that abound in nature to make it portable. But if every household invested in some form of rain-water harvesting and storage even in a water-stressed nation such as Kenya, the positive impact to the wellbeing of communities would be immediate and longstanding.

Throw in some modifications to a product that features superb adaptability and there is no telling the allied solutions that could be spawned off this; increasing exponentially steel’s foot-print in our everyday lives and creating diversification for a maturing business. Iron, from whose ore Steel is made, is after all the most abundant element on earth. A material that is 100% recyclable at the end of its service life. While the world dithers on an important subject, MRM is engaging partners to herald a new dawn in rain-water harvesting. Let’s all stay at the ready to toast, water-glass in hand!!
Fixtite na MRM Promotion

MRM Roofing has embarked on a Fasteners promotion that seeks to enhance the use of MRM Fixtite fasteners among installers and contractors. A free gift of an INGCO portable drill is offered to clients buying MRM roofing materials worth Ksh 500,000 and above that must include Fixtite fasteners commensurate with the roofing.

Alternatively, contractors buying Fixtite fasteners alone worth Ksh 150,000 also stand to get a free drill from MRM. Additional purchases up to Ksh 500,000 and up to Ksh 1,000,000 ensure that client gets a second and third free drill respectfully.

The INGCO portable power drill is a durable tool useful to installers for their roofing applications. It comes with two rechargeable batteries, a number of drill bits and a user manual. The drill can be used in remote areas without power connectivity since the two batteries can last up to six hours when fully charged and on continuous use.

The use of fasteners has many benefits on roofing as compared to nails commonly used by installers. MRM wishes to shift consumer behavior to use of Fixtite fasteners whose advantages over nails include durability of the roofing, better aesthetics, less leakage risks and conform to warranty promises from MRM.

The ‘Fixtite NA MRM’ drill promotion offers installers more reasons now to visit MRM Service Centres for their favorite roofing products including taking on projects in areas without power connectivity and assure clients of better roofing workmanship than before.

The scheme was launched to installers at a colorful ceremony at MRM Athi River during the presentation of gifts for winners in the JENGA NA MRM promotion. A number of clients and installers have already won the portable drills after purchases done from various MRM service Centres. The promotion runs until 31st July 2018.
Customers are for Life – There’s <6 degrees of Separation from MRM to KCB

As a Soul, you are a member of a Soul group in Spirit. Different Souls take different roles in different life spaces. For instance, in different walks of life, a son can be a mother, a neighbor an employer, a servant a master, etc. And as the world opens up into a global village, we are all connected – Have you heard of the 6 degrees of separation?

Simply put, it’s the idea that everyone in the universe is six or fewer steps from each other. So there’s a chain of ‘someone who knows someone who knows someone …who needs a roof from MRM’. This forms the core of relationships. You should know people!

Business is based on relationships, specifically B2B relationships. Not sales; Relationships. Don’t believe me? Recent studies found that 71% of B2B customers are indifferent or actively disengaged. In short, 71% of your customers simply don’t care about you, your business or your product.

That poses a problem for potential sales, right? Sure. So how would a business build a bridge to all 100 clients? As I thought of this, few aspects to relationship building came to mind – we all have relationships; with family, friends, colleagues, neighbors – you name it and thoughts become things just as relationships evolve.

The stone that the builders rejected, has now become the corner stone. It was time to pull back the hanged boots, to fit different feet this time, complete with a different walk. A few steps to the past, gave birth to a new relationship; younger, energetic and aspirational. MRM joined hands with KCB, like any relationship; these two had chemistry, shared a heritage and have grown across the African content, with roots heavily entrenched in Kenya. And like all relationships, there is a little give and take. Thus, the two corporates in the quest of making a difference (KCB making a difference & MRM, leading by its holder- Safal Group; Making a world of difference).

The soul- remember? The sole reason sheltering Kenyans, MRM the roof & building solution provider and KCB, the financier. 12% discount on all colored steel roof brands when payment is made via KCB card. (Terms & conditions apply) – A little give and take, remember?

To think that we could get to a level of success where the laws of the universe don’t apply, is still a dream, as relationships are eternal and will always need nurturing. Thus courtship, and which better way than luring our partner back to their nest. An exhibition at the heart of Nairobi. Mezzanine floor – Kencom house formed our first date to cajole the KCB staff to take up the offer and finally “Kamilisha that mjengo” and make a difference!

“Time will tell.”

That cliché phrase holds a lot of truth in it. For now, we nurture, build and cajole this relationship, just like you would a new lover!
Inaugural ‘Jenga na MRM’ Promotion ends

The inaugural Jenga Na MRM Installer Promotion came to an end on May 19th with installers who had won various prizes getting their rewards from MRM management at a colorful event at the MRM Athi River Service Centre.

Dubbed ‘Jenga Na MRM’, the promotion was created to reward loyal installers buying coloured roofing sheets from MRM Service Centres across Kenya. The promotion mechanics were simple; with a purchase of 150MT worth of coloured sheets, an installer earned 5 Points. To get the top prize of the Yamaha Cruze Motorbike, one had to accumulate 300 points in the promotion. It was conceived with the input of installers who proposed the various prizes that would make a difference in their lives and work. Among the items on offer were dustcoats, mobile phones, tablets, portable drills, bicycles, generators, television sets and the top prize of a Yamaha Cruze motorbike. Installers expressed their gratitude to MRM for coming up with a scheme that rewards them with tools and equipment that enhances their livelihoods as well as appreciating them for their loyalty.

During the reward ceremony, Mr. Paul Odhiambo of Eldoret emerged the top winner and received 3 Yamaha motorbikes for his effort. This was made possible by purchases he made at Eldoret Service Centre for a construction in Kisumu by the National Industrial Training Authority (NITA).

A total of 550 installers from all MRM service Centres were recruited for this inaugural loyalty scheme with 122 winning various prizes. 11 top of the range Yamaha Cruze motorbikes were won.

The JENGA NA MRM promotion ran from October to January 2018.
MRM Sponsorship of Employees’ Children Through High School

One of the goals of most parents is to see their children through school. Recognizing this reality and the challenges that some parents face to meet this need, MRM runs a support initiative of paying schools fees for its employees’ children who achieve excellent scores to join National secondary schools. It is one of the initiatives anchored on education, which is one of the company’s Corporate Social Investment pillars, and aims to contribute to the creation of future talent who’d be better prepared for higher education and subsequent meaningful involvement in nation-building.

Indeed, the belief at MRM is that by investing in the future of our children, the hope to better the society and develop future leaders becomes a reality. Thus, the goal placed at the centre of this sponsorship is to meet the unique needs of employees whose children excel in their primary education, and to assure them that the company is keen to support the children pursue higher education as there may be cases of possible school fee constraints.

In this regard, the Company has laid a framework to guide the sponsorship in the Employees Children School Fee Policy. This policy sets out eligibility criteria to qualify for the sponsorship, with target beneficiaries being junior and middle-level management staff who may have a challenge in paying schools fees at National schools.

Such employees must be permanent and have served the Company for at least 5 years. The target children must have also scored 400-and-above marks out of possible 500 in Kenya Certificate of Primary Education (KCPE), a requirement partly aimed at encouraging hard work.

Going forward, we encourage employees eligible to benefit from this provision to support their children study harder to qualify for the next round of sponsorship. Parents being key drivers in the success of their children’s education should provide a conducive home atmosphere and a culture that encourages learning.

Education is the passport to the future, for tomorrow belongs to those who prepares for it today......Malcolm X
Five Techniques For Better Negotiations
Negotiations Come In All Shapes, Sizes and Styles.

Not all dealmakers are smooth-talking persuaders, and negotiations are not always resolved by the boldest or most charismatic person in the room. As Steve Gates, author of The Negotiation Book, puts it, the idea of the charismatic dealmaker is something of a myth, along with the idea that a great outcome will be obvious to all at the time an agreement is reached. “Great negotiators tend to be unsung heroes. Great deals become so over time as the contract delivers the value it was intended to offer, rather than necessarily at the time when the deal was completed,” he says.

Like many things in life, negotiation is a skill and, like all skills, it can be learned and practiced.

The first point to bear in mind is that there can be no doubt of the importance of negotiating skills. A positive negotiated outcome can mean favorable terms in a contract on which the performance of a department hinges. A happy result in a salary negotiation or promotion interview, meanwhile, can advance us individually, so negotiating skills have the potential to be of huge significance both personally and professionally.

The second key point around negotiations is that they don’t have to be aggressive affairs. Solid groundwork ahead of time and the ability to keep to parameters that work for you or your organization are more important than flair or verbal jousting. Do your homework

All practiced negotiators start with and recognize the value of preparation. Apart from the sense of assurance it provides at the negotiating table when you can confidently call up facts and figures or swiftly map out desired outcomes, detailed preparation will help you recognize whether the discussions, once they get under way, are taking you in the right direction or heading you well and truly off the rails.

Model outcomes

A concrete way to establish those limits is through scenario planning. Before you go anywhere near the negotiating table, you should work out the BATNA – or Best Alternative to a Negotiated Agreement, or what you would do if the deal falls through. It is helpful to list all your variables. These are the aspects of a deal that you can do without or trade mid-discussion without doing too much damage to the outcome. Negotiations, after all, involve making concessions. Modelling different scenarios in advance will give you a sense of where your minimum lies and what elements of a deal you can live without.

Ask for what you want

As part of your preparation, you should have identified your ideal outcome. The negotiating table is the place to set that out clearly and ask for it just as clearly. Be prepared to steer the conversation towards your desired outcomes as much as possible.

Depersonalize discussions

The best negotiators leave their egos to one side and base discussions on a principle known as being soft on people, but hard on the issue. An example might be stating: “We understand the market value of these services to be x. Do you think you might be able to better that?” Be prepared to ignore any table thumping or other bad behavior, and don’t indulge in any of your own. The virtue of this approach is that it avoids a combative, confrontational tone and encourages the other side to open up about what they can realistically achieve or offer.

Listen to the other side

There is a lot to be said for letting others have the floor and keeping quiet while they make their case. Author and speaker Mike Clayton advocates cultivating the skill of ‘ferocious listening’, waiting before you speak and keeping quiet once you have spoken. “The last most of all,” he says.
MRM Launches a Rain Water Harvesting

Mabati Rolling Mills is now in a major innovation phase, with the launch of new product solutions, together with new and simpler ways for our customers to make their purchases. All efforts that increase our ability to enable customer success are based on a genuine and sound knowledge of the actual customer needs.

True to its reputation, the Industry leading Steel Roofing solutions provider, Mabati Rolling Mills is launching a new solution based product into the Kenyan market. RAIN GAIN is a guttering system made from factory pre-painted Aluminium-Zinc coated substrate with a highly developed colour coating that stands to endure not only the harsh African climate, but also exhibit high levels of aesthetic appeal.

MRM utilises the same trusted product designs as the established roofing range, but with an equally extended life expectancy than the standard market options available, and with many other benefits. Steel is the most environmentally friendly material used for rainwater systems throughout the world today.

Why do we need Gutters? Most water damage caused by rain will start around the roof structure, fascia, and foundation. An ideal rain gutter system is designed to move rain water away from these areas to protect your home. If your gutters are not functioning for any reason, including the need to be cleaned, not only are they not protecting your home from water, but they may actually make the problem worse, by overflowing in the exact areas, roof, fascia, and foundation where most water damage problems begin.

Rainwater Management is something that is often overlooked when designing the exterior of your house. Rainwater Management Solution is a common sense, cost effective approach to the escalating issue of water conservation and management through an innovative rainwater harvesting approach. Rain Water can be collected in various types of reservoirs.

DID YOU KNOW?

- According to the 2009 Kenya Population Census, only 0.8 per cent of the urban population uses rain water (harvesting).

- However, with proper planning, harvesting and storage, rain water can greatly supplement the water demand. Unfortunately, rain is treated as a common passer-by. Residents let the blessing go to waste then later complain of water shortage.

- One-inch (25mm) rain downpour will collect 600 gallons (2,280 litres) from a 1,000 square foot roof (92m2), while a 4,500 square foot (418m2) lot will receive 2,800 gallons (10,500 litres)! Thus: For every 1” rain fall, if harvested, can result in collection of approximately 25 litres of water from every 1m² of roof area.
Nairobi racks up an average of 925mm of rainfall per year, or 77mm (3in) per month. This rainfall, if harvested as water, will yield 75 litres of water per m² of roof area, per month.

Why RAIN GAIN metal gutters from MRM?

1. Gutter: Available in up to 3m lengths, the guttering must slope gently downwards, at least 12mm in every 3m towards the RUNNING OUTLET in order to provide effective drainage. It should be fixed at 1m intervals with a GUTTER SUPPORT BRACKET.

2. Gutter Union Bracket: Connects two GUTTER pieces.

3. Corner Mitres: Allows a run of guttering to continue around a corner. A GUTTER SUPPORT BRACKET must be fixed within 150mm on both sides of the angle.

4. Stop End Caps: Sits at the end of a run of guttering to close the pipeline, and let’s water out by connecting to the DOWNPIPE. Usually supplied as a ‘right’ or ‘left end’, depending on the layout.

5. Leader Head: Funnel-shaped rainwater collector that diverts to a DOWNPIPE.

6. Downpipe: Available in standard length of 2.0m, it lets water run down to the SHOE. Fixed to the wall with a DOWNPIPE BRACKET.

7. Downpipe Bracket: Secures a DOWNPIPE to the wall — there should be one positioned near the top of the first pipe and then around every metre after that. The bracket holds the pipe away from the wall while giving a firmer grip to the pipe and prevents it moving up and down.

For all roofing’s that require a solution for water to be funnelled away (& harvested) from your surrounding dwelling, MRM is the leading roofing solution provider. Unlike the poor longevity of plastic gutters retailing in the market today, MRM provides a combination of extraordinary long lasting, pre-painted Aluminium – Zinc Coated steel gutter solutions, at low prices, plus a comprehensive selection of colours to match your roof.

If you want a job that will last through all the bad weather Mother Nature has to throw at us and still be left with a stylish looking drainage system that works, there is no competition. RAIN GAIN, The Rain Water management solution from MRM is the one for you.
Data Privacy
Best Practices for Employees

As individuals, we are vigilant about protecting our data daily. However, when you are dealing with a new employer that caution often times goes out the window. Employees need to be vigilant with the data they are sharing. Despite the complexity of the situation, there are steps that, if taken, will contribute greatly to the protection of this invaluable data.

As an employee coming into a new organization, you share many pieces of personal information with your employer if you want to get hired and receive a pay cheque. Then what? Do any of us ever ask what our employers are doing with this wealth of valuable data? What steps are they taking to ensure all this data is secure? Or when they contract an outside company – for example for learning and development – what measures are taken to safeguard sensitive employee data? Here are best practices you should follow when sharing confidential information with an employer.

• **Email Protected Files:**
  Don’t put confidential information in an email or as an attachment. If you can’t deliver the information to the employer in person or they don’t provide a secure site for submitting your confidential information then your only option is to password protect the file then contact the employer separately with the password.

• **Use Confidential Networks:**
  If you have to share any confidential information electronically, either do it via a VPN (Virtual Private Network) or from a private secure network. Never share confidential information on an unsecured public network like your local coffee shop. Public locations are where data thieves hunt.

• **Secure Sites:**
  Make sure if you are connecting to a site to upload or input confidential information that the site is secure. Look for the “s” in https:// to ensure its safe.

Data privacy, like so many of our relationships is complicated and not always in our control. As an employee, the important factor to consider is what and how you share your confidential information. You must be as vigilant with your employer as you are when providing any confidential information online.
Customer satisfaction is a growing concern to many leading companies throughout the world. But here is the question, ‘How do we move from start-up to growth in a timely manner so as to minimize risk and achieve a high level of customer satisfaction and loyalty?’ Customer satisfaction is the best indicator of the company’s future as a high level of customer satisfaction leads to a high level of customer loyalty.

The environment at MRM is enabling to grow business and value whilst keeping costs low and taking a long term view. The steel business is fundamental in shaping the entire roofing market in the world. The world is fast changing with technology and clearly there is a complete paradigm shift in the roofing market across the world.

By bringing on board a Customer Relationship Management (CRM) platform, it brings in a game changer in the entire Customer Service Strategy which is an integral part of our job and should not be seen as an extension of it. We are creating a digitally connected economy for our company’s portfolio and completely changing the conversation. The conversation is now about changing our way.

Our next frontier is, ‘We need to go digital.’ Imagine a situation where the customer takes their phone and they want to place an order for their project and pulls up the application on the screen which would show them the nearest outlet, distributors, service centers, all the available brands and products at hand and their prices. They would then buy from the virtual local center. The sales team then receives the order and delivers the products. WHY? Because technology has brought the customer closer to the player. And this is what the customer wants.

The roofing business wants access to the market and products and services needs to get to the customer and here is where businesses are reshaping. This will give the roofing market a huge opportunity to sell not just locally but also globally hence capturing market share through the attraction of new customers through building confidence and trust from reliable deliveries.

With increasing competition, customer retention or customer satisfaction strategies are becoming more important. For MRM, the strategic intent is not to capture higher market shares than competitors but to gain sustainable competitive advantages within certain market segments where the core competences of the company can be exploited, and to create a high level of customer satisfaction and loyalty.

In MRM we don’t want to simply satisfy our customers by meeting expectations, we want to delight them by exceeding their expectations and becoming "THE BEST IN CLASS."
UBL Marketing Team on a factory visit to MRM Mariakani.

Harry Njagi, Regional Marketing Head Eastern Africa, gives a sponsorship cheque to the Kenyan Riders.

Liz Mbithi, Dennis Mararo and Catherine Njuguna enjoying refreshments at the CRM launch at MRM Athi River on 09/03/2018.

Dr. Manu Chandaria and staff of MRM pose with students from the Columbia Business School after a factory visit at MRM Athi River.

Dr. Manu Chandaria and the RT Hon. Patricia Scotland QC Secretary General Commonwealth posing for a photo after a panel discussion at the EABC High Level Conference.

Andrew Heycott, CEO Mabati Rolling Mills receives a recognition award from EABC.

Executives from Nippon Steel & Sumitomo Metal Corporation and Marubeni Itochu Steel Inc. on a visit to the Mabati Medical Centre.

Mr. Raja Ranjan receiving a long service award at MRM Mariakani.

UBL Marketing Team on a factory visit to MRM Mariakani.
Mr. Ashish Mistry with the ladies of MRM Mariakani at the cake cutting during International Women’s Day.

MRM ladies Athi River celebrate during Fridah Mutwiri’s baby shower.

Robert Chege, Abhijeet Gupta, and Jared Maneno with the Chandaria Brothers at the MRM Koroga event.

Dennis Mararo, celebrates after reaching the peak of Mount Meru, the 5th highest mountain in Africa.

A donor receives a token of appreciation from the Safal MRM Foundation.

MRM makes a food donation to the residents of Kilifi County

National Construction Authority contractors pose for a group photo after a factory tour and training at MRM Mariakani.

Technical University of Mombasa lectures on a visit to MRM Mariakani.
The current generational changes at the workplace has made management and retention of employees to be liquid. This implies that organizations should realign themselves with the changes in the environment to be able to attract and retain the best talent in the market. For us to remain competitive, we have to put more focus on our employees who are our core resource.

The question that comes into mind therefore is how can MRM make employees engaged and feel valued so that they can be able to give maximum contribution towards achievement of company objectives? On the other hand, do employees have a role to play in the bid to ensure employee engagement and creation of a conducive environment for work? As we ponder on this and figure out what contribution all of us can make towards creation of a good working environment that makes all of us enjoy working, have fun but still achieve company objectives and targets, we have rolled out various initiatives that are geared towards promotion of employee engagement and creation of a fun working environment.

In January, we had the “spring cleaning” activity where we embarked on removing clutter from our work station with the winning team having cake to celebrate their achievement. Valentine day brought more surprise with employees participating in an activity where they had to randomly select a valentine and then deliver a Rose and a Candie Box with a special message from MRM. 8th March, 2018 was International Women’s Day. A day meant to recognize the achievement of women globally and to promote women’s rights. The theme for 2018 was #PressforProgress with a call for action to press forward and progress gender parity. The Men in MRM took the center stage to appreciate the achievement brought by women in MRM in achievement of company objectives and the fun and joy created by their presence. They also appreciated how women complement them and asked for an increase in the number of women in MRM. They crowned the day by giving chocolates to all the women as a sign of appreciation.

Easter being a thanks giving season, MRM took advantage of Easter to acknowledge the contribution that employees have made and will continue making in steering the business to success as well as reaffirming the confidence the company has on the capability of its workforce. A branded tin of Ice Cream and Chocolate with Easter greetings did the magic and made a difference.

Which activity is coming up next? MRM has started the journey for change, are you aboard? what are you doing to bring change, fun and transform the workplace?, change is knocking on your door.
The Lions Club of Mombasa, Pwani for the last 32 years has been organizing an Inter Secondary Schools Debates SPONSORED BY MABATI ROLLING MILLS to promote educational activities at the Coast. This year a total of 8 schools were invited to participate in a fiercely contested competition which reached its climax in the Finals. The debating competition ran for 3 weeks.

The Lions Club of Mombasa, Pwani recognize that not all the students are professional speakers, who know presentation techniques and therefore our intention in this competition is to teach the students and introduce to them the art of public speaking and to learn how to bring forth arguments to defend differing opinions in an atmosphere of mutual respect.

You will appreciate in today’s world that such methods of resolving conflicts are solely lacking and any efforts at encouraging debates is indeed noble. The debating competition takes a lot of time, effort and money to be organized. Lion’s members, our sponsors, judges and time keepers spare their valuable time for this commendable educational activity.

And we are happy to note that the students/speakers have proved that their excellent oratory skills will go a long way in preparing them as leaders of tomorrow.

This year’s debates were once again sponsored by Mabati Rolling Mills through the good offices of PDG Dhirubhai Shah. PDG Lion Dhirubhai a senior member of the Club and has now completed 55 years in Lionism.

He graced the occasion with his wife Lady Damuben. Also in attendance was the Region Chairperson Lion Dr. Lata Magon, membership of the Club, students, teachers, MRM staff & other invited guests. PDG Lion Dhiru Shah spoke very highly of the final debates and the high oratory displayed by both teams.

All the Judges, Teachers and Schools were given presents, Certificate of Appreciation and all the 8 debaters were given Gift Vouchers and Certificate of Appreciation.

Congratulations to all the Schools and the Winners – Oshwal Academy
On 14th April, 2018 the World Steel Safety Day was marked across the global to promote the prevention of occupational accidents and diseases that occur in the course of work in steel industries. MRM being one of those companies was not left behind as everytime visitors come to MRM - MARIAKANI and MRM - ATHIRIVER, a safety induction is conducted by the Environmental, Health and Safety Department (EHS) to promote awareness on the most common causes of safety hazards and encourage the creation of a safe working environment for the employees, contractors and to our environment. This helps us in achieving minimum Lost Time Injury in our workplace and hence increase productivity. The five main causes of safety incidents in steel industries are as stated below with the main area of focus this year being On Site Traffic;

1. WORKING AT HEIGHTS
2. MOVING MACHINERY
3. ON - SITE TRAFFIC (Focus 2018)
4. PROCESS SAFETY INCIDENTS
5. FALLING OBJECTS.

The company values the efforts by the workers themselves who identified all these hazards and reported near miss incidences concerning the safety of their work operations. The individuals with the best near miss reports where rewarded on the World Steel Safety Day for their efforts by the Management.
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Mariakani Mabati Sacco Society Ltd

Mariakani Mabati Sacco was established on 5th July 1988 and registered under the Co-operative Societies Acts Cap 490 of 1966. It had 14 members on board with the idea of self-help. Over the years membership has grown to 1018 members. The society is located in Mariakani Town Kaloleni Sub-county - Kilifi County.


Mariakani Mabati Sacco’s vision is ‘To be a model Sacco in financial service delivery to members’ with objectives to encourage the members and giving them an opportunity for accumulating their savings, to provide a source of funds through which loan can be granted at reasonable interest rate and to provide an opportunity for its members to improve their economic and social conditions.

Performance
The society has continued to grow its membership, members deposit and the loans debited to its members. The future projection of the society is to become a Front Office Service Activity (FOSA) to provide further opportunities to the society.

Products and Services
The society offers a number of products and loans are offered on the basis of 1st come, 1st served to all loan applicants.

- Super development loan: Repayment period 48 months with an interest of 0.95%
- Development loan: Repayment period of 36 months with interest of 1.2%
- School fees loan: Repayment period of 12 months with an interest of 1% on straight line.
- Emergency loan: Repayment period of 12 months with an interest of 1% on straight line.
- Savings Account: Allows members to save minimum of ksh 500 per month with a withdrawal fee of ksh 50 while maintaining a balance of Ksh 500.
- Fixed Deposits: A withdrawal type of saving where members save a minimum of Ksh 500 per month with a withdrawal fee of ksh 50 while maintaining a balance of Ksh 1350.

Society Leadership & Achievements
The society composes of 9 board members, 3 supervisory committee and 3 competent staff who run the day today activities of the society.

The society has won a number of trophies due to its good leadership and management.

- 2015—1st to present Audited accounts
- 2015-2016—Best Diversified products
- 2015-2016—High interest paid on members
- 2015-2016—2nd best managed Sacco

Corporate Social Responsibility
The society has embraced the spirit of giving the society
- Currently it’s sponsoring 6
needy and bright students with secondary school fees.

- In 2017 it donated Ksh100,000 to Safal MRM Foundation.
- In 2015 it donated Ksh 80,000 to Mabati Technical Training Institute.
- In 2010 it assisted in cleaning up Mariakani District hospital and visited the sick in wards.

**Annual Society Activities**
- Market day: Where distributors display their products for sales.
- Education Day: Where members are enlightened on how to manage their finances.

**Recommendations**
- All MRM employees are welcome to join & invest in the society.
- Members to borrow more from the Society due to its reasonable interest rates.
- Saving with the Society is the best option to grow financially. Interests earned on savings (Divided) cannot be compared with interest earned from other financial institutions.

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**Lifestile: Beauty that Lasts a Lifetime**

Your roof can define your home’s overall style. Choosing the right one, however, can be challenging because of the variety of materials available. However the big issue is what you should consider when selecting the perfect roofing system for your home. Mabati Rolling Mills provides the best roofing sheets (mabati) in Kenya made from a world class patented technology suitable for domestic, industrial or commercial applications.

The sheets are made from high tensile steel that has a protective coating resulting in products with extremely long life. The vast range of profiles features fade-free warranties and over 16 different colors to pick from.

To focus on Lifestile, this is a premium stone coated roofing brand that is available in shingles and waves covering your roof with timeless elegance and gives your roof a sophisticated and unique look that stamps your personality.

The tiles come with an average weight of 2.8 kg/pc and an area of 0.4m². They are lighter than any other tiles available in the market hence giving less strain to the structure and provides an easy construction process.

Despite being light weight, the tiles are designed to withstand prolonged exposure to winds hence reducing the risk of your roof being blown away by high winds. The best part of this product is the premium finish and design with the finest quality ceramic coated stone chips that resist fading and ultra-violent penetration.

In addition all the materials that go into the LifeStile roofing are noncombustible, ensuring protection from any airborne fires.

With all this we all need to ask the general question why build a roof when you can build a
Every home owner derives a pride when building family house whether it is in the rural areas, urban or peri urban. A lot of investment goes a long way to achieve this dream. Usually an architect is involved in conceptualizing the ideas, an engineer to provide structural and civil detailing, a quantity surveyor to provide estimates etc. Due to the relatively small nature of the projects the construction work is left in the hands of artisan to follow and execute the drawings.

The roof is a critical part of the house. It provides a crown which the owner would want to be associated with. MRM has always been in the fore front in improving the profiles, creating new colours with the best quality and offering building solutions to meet customer needs. However the aesthetic appeal of the roofing sheets gets spoiled when it is badly installed with poor maintenance. Thus the installer’s training was initiated to address these issues.

For more than 5 years MRM through marketing department partnered with its distributors and retailers in major counties to identify and invite roof installers for product and installation training. The trainings were normally held on Sundays due to their availability. We were able to cover the followings counties:

- Nairobi
- Mombasa
- Kericho
- Migori
- Thika
- Eldoret
- Kisii
- Nanyuki
- Kilifi
- Nyeri
- Bungoma
- Kitale
- Siaya
- Kisumu
- Nakuru
- Nyahururu

Main aim of the session was to enable the installers;
- Understand why our products are premium in the market
- Use right roofing sheets for right application
- Provide correct estimates based on cover widths
- Have variety of profiles and colour options that can be ordered through retailers and distributors
- Gain knowledge of new profiles (Maxcover, Lifestile) and improvements especially in remote markets

Out of the trainings we were able to get feedback on performance of our product which helps us improve or modify and advice our customers accordingly. We are also able to address challenges in installation.

In the following programmes we narrowed down the trainings on;
- Various Fasteners and application
- Installation of tile profile and flashings
- Installation of Lifestile
- Actual fixing of light gauge trusses
- Sensitization of new products and solutions

In May this year we have introduced fixtite promotion offering free drills to encourage customers and installers to use our fasteners to achieve efficiency, non leaking roof, secure against strong winds and neat finish.

We hope the roof installers will gain more confidence in using the drills and fasteners and divert from the traditional hammer and nails.
The Workplace Magic - Going ABCD

When I was a teenager, my late father told me this story about Mzee Hekima. Mzee Hekima had two sons and his favourite was the youngest son. He liked sending him on errands – errands those days meant a “kick back” after mission was accomplished. The eldest son didn’t take it lightly, and one day he faced his father and complained that he (father) was favouring the youngest son.

To justify his actions, Mzee Hekima called the two sons together and gave them a similar errand to run. He asked them to go to their neighbour who reared poultry and inform the man that they were expecting visitors and wanted to know the price of a chicken.

The eldest son was the first to go, and relayed the following information to the poultry man:

“We are expecting visitors tomorrow and my father wants to know the price of one chicken”

He was given the price and went back and gave the information to their father – in the presence of the youngest son.

Mzee Hekima’s youngest son went “Above and Beyond the Call of Duty” – ABCD. He did a lot more than he was required or expected to for this errand. If you break the expression down into parts, “above and beyond” means to do more. “The call of duty” means “the things that you’re asked to do for your job”. This expression came from the military, where it was used to talk about soldiers who died while fighting for their country.

In our case at MRM, we can talk of routine and stretch objectives and all the other tasks that are implied and do not require our seniors or juniors to tell us to do.

“We are expecting visitors tomorrow and my father wants to know the price of one chicken”. He went further and asked, “May I please know how many chickens you can be able to supply at the moment so that I inform my father to make booking now. May I also know if you will give us some discount on this price should we take more than one chicken?”

He was given all the information required and took it back to their father – in the presence of the older son. Upon hearing the message that his younger brother came back with, the oldest son told his father – “I now understand”
To work **ABCD**, employees must develop the following feelings:

- Sense of Belonging — be part of a team, group or organization
- Sense of Purpose — understanding why one’s work matters
- Sense of Achievement — a sense of accomplishment in the work that one does.
- Sense of Happiness — a pleasant feeling in and around work
- Sense of Vigour — energy, enthusiasm and excitement at work.

How do we create these Feelings as MRM? **Leadership, Leadership & Leadership!!!**

Leadership is the bottom line. If you want to create a positive employee experience, you’ve got to truly believe that employees matter in helping your business move forward and achieve its goals. From the employee’s point of view, this means providing clear direction about where the business is headed so that your team understands how their jobs relate to the company’s overall goals. Managers need to provide personal commitment and support for individuals and teams.

Once leadership is clear, and headed in the right direction, then the burden shifts to the employee – to do the following:

- Put feedback into action
- Anticipate needs
- Bring your ideas to the table
- Go out of your way - ABCD

The inner most satisfaction to organizations and individuals is when an employee is seen as the person who genuinely wants to see the company and team succeed. This is the employee who goes ABCD.

**MRM Nairobi Service Center** has a strong workforce of around 60 people who are fully dedicated to manufacture products of high quality to satisfy market demand. Our employees fully understand technical and quality aspects of our products and appreciate the efforts and expertise by our Marketing Team to make our products known to the market.

Production process involves people, machinery and skills combined to achieve a common goal or objective, in this case our vision, mission and values. We have found success in working as a team with proper communication among all stakeholders so that each of us is fully informed of the successes we have achieved and also the challenges facing us because as we all know, challenges or problem identification is half of the solution process.

Success has also come about because each of us is passionate about what we do and this makes it easy to plan, organize, control and coordinate the production process therefore attaining quality (superior) products under safe working conditions.

If we all continue to focus on working as a team, improved communication, observe standard operating procedures and dedication to our jobs, we at MRM shall surely continue to succeed.
Making Peace With Nature

“If you destroy nature, nature will destroy you”, said Wangari Mathai a few years back. Are we not living this statement? The floods that are sweeping away houses and the frequently occurring droughts are just some of the ways that nature is fighting back. These are the outcomes of self-created problems created by a generation that lacks regard for the generation to come. Because of focusing on the ‘now’, we have undertaken activities that have led to our current predicament and which will jeopardize survival of the future generation.

Environmental conservation and sustainability are familiar terms; terms that we have heard and used on several occasions. Sadly, we have delegated the responsibility carried by the two words to the few who seem to care. We have let them bear the burden of resolving the environmental crisis we all lent a hand in creating. We may blame it on several things, but to save time, let us blame it on the lack of knowledge, of which I will attempt to rectify.

Environmental conservation is an umbrella term that defines anything we do to protect our planet and conserve its natural resources so that every living thing can have an improved quality of life. Environment conserving activities include reduction of waste generation, recycling of resources such as water, efficient use of energy, planting of trees, use of eco-friendly raw materials, processes etc. Through conserving the environment, we automatically make strides towards sustainability (ability to meet the needs of the present generations without compromising the ability of future generations to meet their own needs).

This then begs the question; what role is MRM playing with regard to environmental conservation and sustainability? I am happy to note that we have several energy management initiatives, championed by the energy management committee with the aim of ensuring that we use energy efficiently and even tap into renewable sources of energy such as solar. Additionally, we are soon launching a waste management and reduction campaign, which will encompass recycling of some items such as plastics. We are also working towards recycling of treated wastewater through gardening and use in processes after membrane treatment. While these initiatives are geared in the right direction, the pace needs to be increased to counter the damage done so far. Perhaps in the near future we will engage in community-wide tree planting and tending. We may even have an environmental management drive to educate the community on ways to conserve the available resources while creating or seeking other alternatives resources.

All the same, it is not too late to change or improve our current situation. As is often said, the journey of a thousand miles starts with a single step.
MRM’s Pre-Retirement Training Program

At MRM, pre-retirement program is an opportunity for employees who are approaching retirement to be supported to have a fulfilling post-retirement life. In this regard, our pre-retirement training program provides step-by-step insights from experts and sharing of ideas which subsequently equip employees due for retirement with skills around which to do their own retirement planning.

Offering this training stems from the recognition that retirement is a significant life change, both emotionally and monetarily. Thus, the program takes the form of three-day training sessions covering everything from retirement planning to financial counsel as well as the acknowledgement that retirees have transferrable skills.

Thus, the program takes the form of three-day training sessions covering everything from retirement planning to financial counsel as well as the acknowledgement that retirees have transferrable skills.

Just as important, too, the training we provide is beneficial in not only boosting morale among the workforce, but equally contributing to the company’s sense of valuing employees and recognizing their worth at every stage. Indeed, a majority of employees exposed to the program retire with a positive sense of MRM & potentially continue to be its brand ambassadors.

We have progressively taken feedback that training delivered in the last year to retirement offers relatively little timeline to make significant adjustments to personal finance management. While the program as presently structured covers all the key issues such as entrepreneurial options, psychosocial wellbeing, financial and the general impact of retirement on the retirees and their families, we intend to expand target group to include employees with as far as 5 years left to retirement, with a possibility of a refresher one year to retirement.
Immunization at Mabati Medical Centre (MMC)

The year 2017 was an eventful year for Mabati Medical Centre. The Clinic demonstrated its value to the Mariakani community and saw the highest number of patients in any given year since it opened. Below is a graph and table showing the numbers.

The significant spike in numbers was brought by the number of children immunized. July & August saw 820 & 924 children, respectively receive free services. This is in comparison to a total of 1199 of children vaccinated in 2016.

The impact of the Clinicians National strike on the campaign to fight preventable childhood diseases shall be evident in a few years. We are hopeful that the work carried out at Mabati Medical Centre will have helped to keep the population safe from diseases such as Polio.

The Medical Centre strives to be relevant to the local community and provision of Eye and Dental services remains a top priority. The free Mega Medical Camp held in conjunction with the Lions Club of Mombasa Pwani last September, saw 104 Dental patients and 390 Eye patients in a single day. This highlights the need for these services. In light of this, MRM has so generously donated a Van to assist in out-reach programme to shuttle individuals to the facility and improve access to Eye and Dental Health care to the community.

The greatest challenge for 2018 will be securing sufficient funds to continue offering services to the community. We are greatful to all our Patron Donors who have supported us thus far. We appeal you all to consider Mabati Medical Centre as your Charity for 2018. For details of how to donate, please contact the Administrator; Clara Shuma +254 797164001.

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TOTAL MMC PATIENTS

- 2016
- 2017
The 7C’s Culture Campaign

As part of our continuous improvement measures to achieve higher performance & productivity, MRM launched a two-month long culture enhancement drive by the CEO dubbed “The 7C’s Culture Campaign” in the month of May, 2018. This initiative primarily recognizes that while most production and work processes appear to be about equipment and procedures, they inevitably touch on long-standing issues around employee behaviour, drive and values. Thus the 7C’s culture campaign was birthed to steer a more people-centered engagement across the plant, consequently bringing heightened awareness and a sense of responsibility and drive across the company.

The 7C’s focus areas are Commitment, Customer, Complacency, Communication, Controls, Confidence & Compliance. All of these areas of emphasis recognizes that good culture invariably brings high performance and profits, and so far employee engagement around two of the 7C’s focus areas, namely Commitment and Customer, have been covered.

Given the nature of the 7C’s engagement drives mostly in the shop-floors and the involvement of Line Managers and supervisors in the processes, we expect that the drive focusing on Commitment should bring about all employees obligating themselves to openness and engagement, inviting them closest to the required actions to take both personal and collective responsibility and enabling them resolve any operating concerns in the simplest and quickest way. To be sure that these outcomes are achieved, the campaign concentrated on why and how to dedicate to company policies, values and processes, safety practices, timely communication & the need for cost-cutting initiatives as well as the role of dedication in achieving productivity targets.

On the hand, the Customer focus campaign zeroed on the most fundamental and basic recognition that the company and its employees exist because of customers. Towards this end, the Customer campaign drive was christened “Don’t find fault with customers, find remedy” with the aim that employees should keep customer satisfaction in their mind as they go about their work. More specifically, the drive delved into other aspects seen to have a bearing on customer satisfaction. These included a focus on compliance with MRM work processes while keeping customers in mind, the need and how to produce according to customer requirements, the role of effective communication in dealing with customers, the compulsion to show dedication to our systems and knowledge of our products and brands as well as the necessity for employees & various departments and sections to respectively treat themselves as customers of each other.

Ultimately, the 7C’s campaign when completed will enhance a sustainable collaborative process in MRM and further open up more opportunities for rapid and continuous improvement in work processes and engagements, while building a new level of drive in work relationships across departments, individual process owners and employees.
Celebrating International Women’s Day 2018

International Women’s Day is a global day celebrating the social, economic, cultural and political achievements of women. The day also marks a call to action for accelerating gender parity. This year it was celebrated on March 8th.

The Campaign for this year’s International Women’s Day was #PressforProgress. With local and global activism for women’s equality fuelled by movements like #MeToo, #TimesUp, #HeForShe, #InuaDada (In Kenya) and many more, a lot of progress has been achieved. Now more than ever, there’s a strong call-to-action to press forward and progress gender parity. #PressforProgress is a strong call to mobilize, motivate and unite friends, colleagues and the whole community to think, act and pull together towards gender inclusivity.

Since those early years, International Women’s Day has assumed a new global dimension for women in developed and developing countries alike. It is also a time to reflect on progress made, to call for change and to celebrate acts of courage and determination by ordinary women who have played an extraordinary role in the history of their countries and communities.

In Kenya, the untapped potential of women and girls is gaining attention. The country’s new Constitution, passed in 2010, provides a powerful framework for addressing gender equality. It marks a new beginning for women’s rights in Kenya; seeking to remedy the traditional exclusion of women and promote their full involvement in every aspect of growth and development. Through several gender oriented initiatives below, a lot of Progress has been made towards gender parity, though the progress is slow, the future looks very promising.

- **2/3 Gender Rule in the Kenya Constitution** - promotes the gender parity in the Parliament and all the government appointments.
- **Women on Boards Network** - Promotes for women’ inclusivity in the Boards of parastatals and public listed companies.
- **FIDA Kenya** – Offers pro bono legal representation to women.
- **Inua Dada** - Uplifting and promotion of the Girl child in hygiene and education.
- **He For She** - Encourages Men to promote women and progress with them through the career and social ladder.
- **Women in Parliament Caucus** - Pushing for the women’s agenda in parliament.
- **Women’s Fund** – financially promotes women for business startup. Etc.

The above and many more initiatives has reasonably elevated Kenyan women and these efforts are progressively reducing the gender parity. This has put Kenya among the
countries that are progressing well and are on the right track towards gender parity.

MRM Mariakani has been a Male dominated company over the years. In the early years after the inception of the company, no single woman was part of the work force. However, over the years we have managed to see the number of women employees grow from four (4) ladies in 1989 to the current number of twenty three (23) with a few breaking the ceiling to get to the Management Level.

The company in the past few years has also managed to send ladies to Women conferences in order to empower and enable them grow professionally.

For the 1st time MRM Mariakani women were not left behind in celebrating these achievements that have been realized over the years. They did it in style by sharing a sumptuous cake together with the Coils Business Heads Mr. Ashish, Mr. Morara, Mr. Pravin and Mr. Ongatta.

This became an eye opener for the ladies who saw their coming together as an opportunity to help mentor and support girl child especially within our community. Most of the ideas are still at the planning stages and all I can say is watch this space.
Alcohol testing has been embraced at MRM Mariakani by all and we have seen the benefits of conducting ourselves in a disciplined manner while reporting for duty. We started the testing five years ago and there was a lot of resentment and resistance from the employees with accusations of violation of their privacy and discrimination with the claim that only unionisable employees were targeted and a feeling that it was going to spread diseases among the employees.

The alcohol sensor was withdrawn temporarily to allow for employee input into the development and implementation of the initiative. The management took the lead and clarified the gains that were intended from the initiative and the focus was to ensure we don’t allow intoxicated employees in the plant who may injure themselves in line with our ZERO HARM policy.

5 years down the line, it has been accepted and endorsed by all employees and the coverage has been extended to visitors, contractors and customers, and has become a way of life in MRM.

Despite its wide acceptance that is now experienced, alcohol testing is not without controversy from time to time. It is now an accepted norm in all big organizations in Kenya on workplace safety.

When we started the testing, on average, about 3 employees were testing positive daily totaling to over 80 incidents of alcohol cases being reported every month in the first two years of introduction with some employees being picked out very frequently. However, this has changed drastically with minimal cases of "I took it at midnight/11pm". We have picked up several cases of Contractors and we have not spared any efforts to address the issue with the concerned Contractors.

To support employees who have struggled with managing alcohol challenges, the management has in the past organized for counselling as an intervention to assist both the employer and employee.

Did you know that alcohol manufacturers warn that too much alcohol is harmful to your health?
Mabati Technical Training Institute (MTTI) Old Students Self-Help Group

MTTI Old Students Group consists of past students of Mabati Technical Training Institute. The group was formed in the year 2010 and registered with the Government of Kenya under the Ministry of Gender, Children and Social Development as a self-help group. The members consist of those who have successfully completed their courses in Mechanical Engineering.

The group started by renting a small stall as a Welding and Fabrication Workshop at Mariakani Town, paying a monthly rent of Ksh.3000. Besides members’ monthly contributions, they got loans from the Youth Development Fund to start the business. Gradually the group grew due to tenders for works received from Mabati Rolling Mills Ltd (MRM) and Kaluworks Limited.

They have grown further and have now successfully purchased a plot where construction of a workshop and office is in progress. They have also graduated from being a self-help group to a Limited Company under the registrar of companies by the Name MOSG ENGINEERING LIMITED (MTTI Old Student Group).

They have done fabrication of compressor ducts, racks for big and small rollers, coater roller trolleys, handrails and furnace stands. Most recently they did the toilets for the Mariakani Police Station.

The Group sincerely thanks Mr. Andrew Heycott, CEO of MRM for his approval & valuable support, Mr. Morara Matunda HR Manager of MRM for coming with the idea of supporting the young talented graduates of MTTI & Mr. Norman D’Souza principal of MTTI who has been their patron. They appreciate him for the technical support, guidance & encouragement given since the formation of the Group to date.
Staff Profile
Joyce Odongo

Kindly tell us about yourself?
My name is Joyce Manyara-Odongo. I am the Personal Assistant to the Business Head (Coils) and the CEO. I have been in this position for the last 2.5 years. Previously I worked with Lafarge (Bamburi Cement) as a Human Resources Officer. I am also a Christian Woman, a Wife, a Mother, a Daughter, a Sister and a Friend….in that order.

When did you join the company?
I joined Mabati Rolling Mills on 3rd August 2015.

What’s your day to day role?
There is no ‘Typical Day’ per se in my role. Every day is different with new or similar activities and challenges. One day I could spend half the day managing travel itineraries and the next, spend a whole day working on a Report or drafting correspondence. In a nutshell though, my day to day activities involve working with the CEO and the Business Head in coordinating their day to day work schedules as required, scheduling meetings, managing their travel itineraries, preparing presentations, drafting correspondence and generally maintaining a ‘functional office’.

What’s most rewarding about your job?
Being able to maintain a seamless day, week, month, year; a seamless everyday really for my bosses is the most rewarding experience for me. Knowing that I have covered all possible gaps and that I am on top of every situation within my capability gives me utmost gratification. Being a step ahead whenever possible. My mantra in my career and in life in general is ‘What can I do or what could I have done to make it better’? ‘Can I / Do I add any value?’

What would you be doing had you decided earlier not to follow this career path?
I would be working with People…. Anything involving people service is extremely fulfilling for me. This involves Counselling especially for the Youth and Young adults, Event facilitation or Public Relations.

How do you relax away from work?
Spending time with family is invaluable, Reading; I read practically everything I lay my hands on. I love Music too and a good movie every so often. Everytime I get an opportunity, taking long drives to just about anywhere is extremely therapeutic for me.

Any advice especially to the young GTs joining employment at MRM?
The Learning Curve is infinite…… There is always something new to learn. There is always a new skill to acquire. Identify a Mentor for every stage of your career. The impact of a good mentor can be both life and career changing.

Last comments?
The glass is always half full. See or Identify the opportunity in every situation rather than the dilemma. You are only as good as your outlook on life and the situations around you.
**Staff Profile**

**Majani Jackson**

**Kindly tell us about yourself?**

My name is Majani Jackson, Area Sales Officer in Coast Region. I am married to one wife. I love photography, cooking, and Audio Engineering. Above all, I am a Pastor.

**When did you join the company?**

Coincidentally I joined MRM on my birthday 11th May 2015

**What’s your day to day role?**

I am the Area Sales Officer in the distribution segment for Coast region. I maintain the existing MRM distributors accounts, making sure that our products are well stocked and easily accessible by end users at these shops. I also work closely with the distributors to look for new markets and engage the retail trade to see our products reaching the market. I usually give feedback to my managers on how the market is fairing on and together we address challenges that come our way. At the end of it, I aim to drive the company agenda in all circumstances.

**What’s most rewarding about your job?**

Meeting the company objectives and also meeting customer expectations both at the same time is most rewarding.

**What are your biggest achievements to date – personal or professional?**

Being a Self-taught Photographer and Sound Systems Technician

**What have been your biggest professional challenges?**

When customers order for materials but they aren’t available and no clear indication when the materials will be ready is the ultimate challenge to face! Managing the customer on a daily basis on this same issue over and over can really test your patience!

**What would you be doing had you decided earlier not to follow this career path?**

I would be a full time sound technician, probably running a professional audio solutions enterprise

**How do you relax away from work?**

I spend more time with my family and also do three things for free:

- I preach
- I grab my camera and shoot relevant events!
- I train and mentor a group of students on sound systems

**Given a chance, who would you like to be for a day?**

I would like to be me again, over and over

**Any advice especially to the young GTs joining employment at MRM?**

Be disciplined and account for your time and money. The earlier you learn to take responsibility in all situations, the better for you because you will be creative to work out solutions to people’s problems, and that is a key ingredient in making great leaders. As you go about your daily routine, aspire to leave a positive legacy after you. Remember, a good name is always more desirable than great riches.

**Last year, you were awarded the employee of the year award, this must have been a milestone for you, kindly tell us more.**

Actually I haven’t recovered from that surprise to date because I never expected it. I remember during the event I was busy shooting photos and was waiting to take a nice shot for the Employee of the Year then I heard my name being called! But having said that, I cannot ignore facts that it has been quite a journey with many learnings. I appreciate my superiors for their support and guidance, not forgetting the support from my colleagues who have become family to me. Thank you all!

**Last comments?**

Train yourself to wake up every morning with the right attitude and energy, develop a high lagging ability in your routine and maintain a winning focus; for sure you can effectively achieve a lot in life.
Fatigue as a concept is hard to define, because people have their own idea of what being tired means. At one point, people become tired. The most common reason is, of course, lack of sleep or too much work. Fatigue can also be caused by diseases. We have always believed that a workout will leave us worn out – especially when we are already feeling fatigued, however, regular exercise boosts one's energy and reduces fatigue.

Many people are overworked and don’t get enough sleep, “Exercise is the only way for people to feel more energetic. Exercise acts directly on the central nervous system to increase energy and reduce fatigue. Traditionally, exercise has been associated with physical health, but we are quickly learning that exercise has a more holistic effect on the human body and includes effects on psychological health. Fatigue is also common when you’re feeling down.

How much sleep do you need?
The need for sleep can vary quite a lot between individuals, i.e. small children need 10 to 14 hours of sleep while grownups need eight hours of sleep. But as you grow older, sleep becomes less. A good sleep seems to help concentration and improve the immune system, minimizing the risk of illness.

What causes fatigue?
1) Anemia
2) Infections
3) Lack of sleep
4) Depression
5) Low and high metabolism
6) Diabetes.
7) Chronic fatigue syndrome

Tackling fatigue
First and foremost, you need to ensure that you lead a healthy life. This means a good diet, exercise and plenty of sleep. It may sound strange, but lack of exercise can increase feelings of fatigue. If you’re not used to doing exercise, long walks are a good way to start. Exercise that involves all the major muscle groups is recommended, e.g. swimming.

Signs of fatigue
1) Night sweats,
2) Weight change,
3) Breathlessness,
4) Pale mucous membranes in the nose and blood spots in stool or urine,
5) Swollen lymph glands
4) And thirst.

What you should do
1) Get enough rest
2) Get enough sleep
3) Exercise
4) Eat a healthy diet
5) Counseling
Meet Kelvin Mwangi - Intern at MRM
Stage Name KingKevMwangi

Kelvin is known for his charming personality which has seen him secure many acting roles throughout his childhood, at school, church and high school years. As a teenager, he’s performed at local extravaganzas with peers, so entertaining comes naturally to him. During his high school years, he started his ever-growing profound love affair for hip-hop, a culture that amplifies music fused with a fetish for fashion and a keen emphasis on self-belief and self-empowerment.

He describes this fascination with music, elegance plus love for designer brands and self-empowerment as a universal culture that many men can relate to.

Before officially stepping into the rap game, he was a music ANR (Artists & Repertoire) for his superstar cousin Lord Swing Kimani, a role he is thankful for as it has given him insights into the music industry. ANR is the division of a record label that is responsible for talent scouting and the artistic and commercial development of the recording artist and also acts as a liaison between the artist and the record label.

His breakthrough into the game comes with his monster verse on the hit song NattyMan, the official music video is now on YouTube. When asked about his ambitions, he simply states, “To bless the world with beautiful, quality and timeless music, you know.”

He has upcoming music projects in store and we can’t wait for his musical ‘blessings.’
The beginning of this journey was on 8th January 2018 and it was the life of an intern working at MRM. It has been three months since I started working here and it’s been a wonderful experience. I have been able to get a better understanding of the functions of the Human Resources Department and in addition a good understanding of some of the core functions of the Organization.

Being part of the HR team in MRM has been very helpful. I have gotten to understand the business value chain and with that understanding, I have come to appreciate the way various departments are interconnected with one another. Being a Burundian, I initially experienced language difficulties. I thought that I could communicate well in English and with my basic knowledge of Swahili, however most of the people I work with talk in Swahili. I was therefore reserved in communication at the beginning, but as the months progressed, it became better.

My stay has improved my communication skills and people here have been more than kind to help me through it and I couldn’t be more grateful.

It is difficult to identify the exact skills and knowledge gained in my study that I have put in practice during my internship but I can confidently say that my skills and knowledge base has evolved. Basically I am not the same as I was before and I am proud of that change. One of the benefits of my internship is that my network has grown and I have made some good friends. I would like to take this opportunity to appreciate MRM and the Safal Group for giving me the opportunity to be part of such a great initiative.
New Staff

Stephen Wawire
Supply Chain Manager

Karen Gikunda
Head of Marketing - MRM Roofing

Aisha Rishard
Service Center Coordinator - Mombasa

Rose Odhiambo
Manager- Direct Sales

Ezra Okibo
Sales Executive

William Karoki
Legal Officer

Nancy Mwanyawa
Customer Service Assistant

Sylvanus Osongo
Area Sales Officer

Richard Omollo
Fitter

Nebert Museme
Fitter

Christine Wafula
Administration Assistant

David Barasa
Area Sales Officer
Jokes

**CHALLENGE**

Only a Genius can say these four words, four times really Fast without getting Tongue Twisted.

Eye, Yam, Stew, Peed

Joined Gym last week. Can’t believe, just in 3 days I lost, Interest.

Instead of a sign that says: “Do not Disturb” I need one that says: “Already Disturbed Proceed with Caution”.

Kuna wale wasee husoma chats zako kwa matatu, inabidi ufungue front camera muangaliane

“Set up new email? No problem...

...First we’ll need to update the MX records in your domain’s zone file. Then we can set up new mail accounts on the server. After that, we’ll set up POP or IMAP, and SMTP, on your laptop and iPhone...

What’s he saying?

I don’t know. He lost me at ‘email’.

Ningekukula lakini I have simbathy

**MATH**

Mental Abuse To Humans.

“You should check your e-mails more often. I fired you over three weeks ago.”
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