



PORTLAND NEWS DESK



Official Newsletter of the East African Portland Cement PLC

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FROM THE EDITOR

The Managing Director Eng. Oliver Kirubai has retaliated that the Company is firmly back to full operations and is able to meet Cement demand from its customers. Speaking During an Interview in KTN News hosted by Mr. Aby Agina, Eng. Kirubai added that with the rolling out of the Affordable housing program by the Government that is expected to construct more than 200,000 units in the next five years, the company is already geared to be part of this project and to have 'a share of this cake'.

He added that it's a new dawn for EAPC-PLC as the company has embarked on a Solid Turn Around process having rolled out an ambitious 5 Year Strategic Plan that will see the company focusing on five key pillars namely Operational Excellence, Market Regeneration and Customer Centricism, Financial Sustainability, Productive, Competent and Engaged Staff and A Better Planet.

CUSTOMER SERVICE WEEK 2022

CUTTING OF NOT ONLY A BEAUTIFUL BUT ALSO delicious cake marked the climax of this year's Customer Service Week on Friday 10th October 2022 during an event marked by jubilations and lots of interaction between our Customer Service Team and Internal & External Customers. The Customer Service Week is usually celebrated globally on the first week of October every year. This year, the Commercial Team was focused on ensuring Customer Delight, especially with the Customer Service Week coming just a few weeks after the company re-commissioned its Kiln after a Maintenance Shutdown.

To kick off the week, the Customer Service team ensured that they served breakfast to all the drivers at the Lorry Park every day. This was done as the drivers waited for their Pick Slips from the Distribution Office. The team would later on have an Interactive Session with the Drivers where Area Sales Representatives were invited as well. To appreciate our Key Distributors, the team Packaged Gift Hampers and delivered them to each Distributor at their Premise.

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Ensuring Customer Delight During The Customer Service Week

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Hampers for Distributors in areas far away were sent to the Area Sales Managers who also delivered them to the Distributors' Premises. 8 other hampers were also gifted to members of staff that have shown continuous support to the Customer Service Team. During the week, a reward programme for drivers was launched to encourage them to continue buying Blue Triangle Cement. In the reward scheme, drivers got some points for every truck of cement loaded and the ones with the highest points got Gift Vouchers at the end of the week. This was meant to motivate the drivers to keep

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- Ms. Sabina Kunga, Customer Service Manager

coming back to by Blue Triangle Cement in order to accumulate points. According to the Customer Service Manager Ms. Sabina Kunga, drivers are key influencers in the Cement Brand that business owners will buy by advising on issues like availability and Turnaround time. “A Driver can easily mislead a business person that Blue Triangle Cement is not available or that we have delays in order to get a valid reason to go to another company, that’s why we thought of this reward scheme to motivate them to keep coming back here”, Said Ms. Kunga.

- By Kelvin Gitonga, Corporate Communications Officer

Portland Participates in Nairobi International Trade Fair

EAST AFRICAN PORTLAND CEMENT

Plc was among the many organizations that participated and displayed its products at the Nairobi International Trade Fair after a two year break of the famous Trade Fair caused by the disruptions of the outbreak of Covid-19 in the country. The one week event took place at the Jamhuri Showground from 26th September to 1st October 2022.

Under the theme ‘Promoting Innovation and Technology in Agriculture and Trade’ the event was a good opportunity for the company to showcase its products in cement manufacturing. During the week,

Blue Triangle Cement PPC and OPC as well as our new product Green Triangle Cement that is soon to be released in the market were well showcased. “I must say, it was timely since it coincided with our kiln launching week. We maximized the opportunity we had at the event to directly interact with our customers countrywide and informed them that Blue Triangle Cement is back Bigger and better”, said Ms. Hilda Simaloi, one of our Customer Care Assistants who was among the Exhibitors in our Booth. The team on ground managed to get leads to new clientele which were added into the Company’s Database.

As part of marketing our brand, we also took our visitors through the cement making process to reaffirm them that we manufacture our cement from scratch. It was encouraging to get very positive feedback from our visitors who have been our loyal customer for decades.

Customers were assured of consistent production which would result to availability of the Blue Triangle Cement in all regions through our various channels of distribution. The customers were generally very excited to know the product they love most will now be readily available and consistent in the market.

“We are very excited with the introduction of Green Triangle Cement as it assures us that we can now use all of your cement products which are of high quality throughout our construction projects”, Said Mr. Justus Ondari from The Kenya Industrial Properties Institute who was among one of the visitors to our Booth.

-By Joy Mwirigi, Customer Care Assistant



Mr. Isaack Juma (Right) from East African Portland Cement Plc explains the Cement Making Process to visitors who visited the Firm’s stand at the Nairobi International Trade Fair on 29th September 2022.

Customer Service Week in Pictures



Mr. Amos Mungai, Proprietor of Amos Stores (2nd Right) receives a hamper from Service Delivery Advisors Ms. Irene Katambo (Right) and Ms. Margaret Mathenge (2nd Left) together with our Driver Mr. Kioko Nzive.



Sales and Distribution Manager Mr. David Kilonzo presents a gift to Muthokinju's Nyaguthii and Lucy at their headquarters in Cabanas.



The Customer Service Team prepares to serve breakfast for drivers in one of the mornings during the Customer Service Week.



The Human Resources team all smiles as they wished all a Happy Customer Service Week.



From Left: Ms. Jackie Moturi, Mr. Samson Mzera, Ms. Purity Sigei and Mr. Joseph Kahindi from Supply Chain.



Ms. Pamela Muthui, Ms. Yasmin Haroub, Mr. Shelel Kisanan, Ms. Irene Sanaian and Mr. Kelvin Gitonga.

Nairobi International Trade Fair in Pictures



H.E. Rigathi Gachagua, Deputy President of The Republic of Kenya was in attendance.



Portland's Former Head of Supply Chain and Currently Ewaso Nyiro South Development Authority Managing Director Mr. Ngala Oloiptip (Right) with Ms. Hilda Kulei when he visited the Company's Booth.



Mr. Isaack Juma (Right) from EAPC-PLC explains the Cement Making Process to visitors who passed by our booth at the Nairobi International Trade Fair on 29th September 2022.



Ms. Hilda Simaloi (2nd Left) from EAPC-PLC explains the Cement Making Process to visitors who stopped by our booth at the Nairobi International Trade Fair on 29th September 2022.



From Left: East African Portland Cement Plc's Mr. Isaack Juma, Ms. Pamela Muthui, Ms. Irene Sanaiyan and Ms. Hilda Simaloi at the company's booth at the Nairobi International Trade Fair.

Production Team's Get Together

THE PRODUCTION OPERATIONS

Team held a Get Together on 7th October 2022 to mark the end of the recent upgrade of the Kiln. The meeting held at the Portland Sports Club was also attended by part of the Executive Committee Members including the Managing Director Eng. Oliver Kirubai, Head of Corporate Affairs and Strategy Mr. Gordon Mutugi, Head of Finance Mr. Mohammed Adan, Head of Supply Chain Mr. Moses Sudi and Head of Plant Operations Eng. Stanley Irungu.

Speaking after a sumptuous meal, Eng. Irungu appreciated his team for a well conducted upgrade of the Kiln that has resulted in consistency in plant availability leading to improved production and Blue Triangle Cement's availability in the Market. He added that it was only

through team effort that the company was able to complete the upgrade in good time.

Managing Director Eng. Oliver Kirubai noted that this was the first since he joined the Company that he has seen the

.....
“LET US WORK TOGETHER AS A TEAM AND WE WILL WIN.”

- Eng. Oliver Kirubai, M.D.
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Kiln run so well attributing the success to the whole Production team adding that he was happy and proud of them all. He said that his ambition for the Company was for it to be the greatest company in this country, not necessarily in volumes but margins. He further challenged them to support the sales team noting that engineers are the best Cement salespeople since they can explain the difference between our products and that of competitors.

“Recently, the company has been getting good traction and a lot of positivity. Let's all continue to defend and promote our brand and company. As your MD and Colleague, I assure you that I have your interests at heart. Let us work together as a team and we will win”, Said Eng. Kirubai.



Selfies could not be avoided as part of the celebration.



The team poses for a group photo.

M.D. Interview at Standard Group PLC



Managing Director Eng. Oliver Kirubai (3rd Left) receives a Gift Hamper from Standard Group Plc's Ms. Janet Kiptum (2nd Left) and Ms. Rose Kariuki after an interview at the broadcaster's studio along Mombasa Road last week. With them are (From Right) Corporate Communications Officer Mr. Kelvin Gitonga, Public Relations Officer Ms. Pamela Muthui and KTN News Anchor Mr. Aby Agina.

Get Together Pictorial



Managing Director Eng. Oliver Kirubai gets a taste of the Nyam Chom during the get together.



Mr. Tom Orwa and Ms. Joyce Fwamba have a chat as the meal was being prepared.



The team that was charged with meat roasting did their best.



From Left: Mr. Nathan Muterian, Mr. Petos Koyra and Mr. Josiah Kilonzo enjoy their meals.



Mr. Steve Thomas was obviously in a very good mood.



From Left: Mr. Collins Juma, Mr. Thomas Kiprono and Eng. Stanley Irungu during the Get Together.



Mr. Benjamin Saina (Left) and Mr. Ndovu Ndeti.