



# kenpipe

news



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## KPC MARKS THIS YEAR'S CUSTOMER SERVICE WEEK IN STYLE

### *KPC Marketing Team*

Customer Service Week (CSW) is a platform to champion the value of Customer Experience (CX) in sustaining businesses in Kenya, and it is likewise celebrated globally every first week of October. This year's Customer Service Week was observed globally from 4th to 8th October 2021, themed "Driving Customer Inclusion" which resonates well with the challenge from our Leadership to build customer-centricity into our activities.

The Institute of Customer Experience (ICX) Kenya has been championing these celebrations in Kenya since 2011. KPC has been a corporate member of ICX since September 2018.

This year, it's more important than ever to celebrate Customer Service Week as a team; as we enter the second year of the Covid pandemic during which the world business markets have been rife with apprehension.

During Customer Service Week, we celebrated the team's extraordinary efforts during the pandemic and built strong and lasting bonds between ourselves and our customers. This year, in the spirit of inclusion, cross-departmental teams actively participated in appreciating our customers.

Oil Marketing Companies, Fiber Optic Cable (FOC) customers and Industry stakeholders

were celebrated. In addition, diverse departments celebrated Customer Service Week in their unique way. For example, the legal department offered staff free legal services, Corporate Communications offered a professional photoshoot to staff and Procurement Department celebrated by inviting a hearing-impaired supplier to join in the CSW activities. This was a fun activity from the group and the key agenda was to demonstrate how services at KPC are inclusive and accessible to all members of the society.

One of the key activities of the week was partnering with the Ministry of Health to conduct a Covid-19 vaccination drive in Mombasa, Nairobi, Nakuru, Kisumu, and Eldoret. A total of 620 persons were inoculated on the designated days.

The week was a true success, with the input and energy felt from across the KPC fraternity, with genuine displays of dedication and determination that drove the Customer Experience to another level.

A massive thank you to all who participated and contributed to the positive experience!

Asante team KPC!

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## Did You Know?

**KPC allocates 1% of its Profit After Tax (PAT) to its Corporate Social Investment (CSI) activities every Financial Year. The Foundation Department is charged with the responsibility of actualizing these philanthropic activities. Since its inception, the KPC Foundation has invested over Kshs. 600 million (approximately US\$ 6 million) in Empowerment of Youth, Women, and persons with disabilities, Education, Health & Sanitation, Clean Water, Sports, Energy Conservation and Environment restoration. In addition, it has also responded to disasters and humanitarian emergencies.**

# KPC LEGAL DEPARTMENT MOVES TO SENSITIZE STAFF ON LEGAL MATTERS DURING THIS YEAR'S CUSTOMER SERVICE WEEK

## KPC Legal Team

In celebrating this year's Customer Service Week and in recognition of the importance of customer service, the Legal Department, for the very first time took part in this year's celebrations. The Department set aside three days 4th – 6th October 2021 where staff based in Nairobi were given the opportunity to interact with lawyers, ask any legal related questions and share the legal challenges that they could be facing. The sessions were done on a one on one with the staff, as well as in open forums, where staff shared experiences on various challenges they had faced at some point. Available solutions were shared based on the prevailing Laws. The sessions were very interesting.

This was indeed a rare but great opportunity to applaud the people who serve and support the larger KPC fraternity as customers in discharging the Company's mandate.

The Department prepared various topics, which included but not limited to;

1. Property (Acquisition and disposal)
  2. Succession (Importance of making a will, disposal of marital property)
  3. Road Traffic Accidents
  4. Insurance
  5. Importance of Documentation.
- These and many other topics were covered during the three-day session held with staff.

We look forward to participating in a future Customer Service Week!



Procurement Department demonstrated how they can serve all members of the society. The team is trained in sign language and celebrated CSW2021 by displaying their skills.



## KPC 2020/21 FY PERFORMANCE EVALUATED

On 21st October 2021, KPC's FY 2020/21 performance was evaluated and moderated by an external independent team drawn from the Public Service Performance Management and Monitoring Unit (PSPM&MU) and Kenya Vision 2030 Delivery Secretariat. The evaluation process went well and KPC was commended for the efforts it has put towards achieving its set targets and for its contribution to local and regional economies.



**Signing of Evaluation report by Mr. Peter Kamau (L), lead evaluator from Public Service Performance Management and Monitoring Unit and KPC MD Dr Macharia Irungu (R). The signing was over seen by GM HR & A Ms. Nyambura Kimani.**



**KPC MD, GMs, PC Secretariat together with the evaluation team pose for a photo after the successful evaluation.**



**KPC MD Dr Macharia Irungu (2nd L) making a point during the evaluation. Looking on is Head Of Talent Management Mr. Henry Lenairoshi.**



**HR Business Partner Esther Enane and SHRO Sera Kang'ari tracking the evaluations progress.**

Salaries and Remuneration Commission (SRC) team during a courtesy visit to KPC.

