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UNITED NATIONS GLOBAL COM PACT COMMUNICATION ON PROGRESS REPORT 2018

Statement of continued support
Communication on progress
Human Rights
Labor
Environment
Anti-Corruption
To be implemented 2019
Pictorial
Conclusion

CEO STATEMENT OF CONTINUED SUPPORT



To all our stakeholders,

It is my pleasure to reaffirm our continued support and commitment to the United Nations Global compact and it's guiding principles.

As we submit this year's report, we describe our progress and action in integrating the United Nations Global Compact principles into our business strategy, culture and daily operations.

As we continue to grow, we commit to continually share this information to our stakeholders using our primary channels of communication and also through the United Nations Global Compact website.

This report covers the period between October 2017 and October 2018.

Sincerely,
Mary W. Thuo



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ABOUT US

Cityscape Trends Services LTD

We are a housekeeping company that designs creative, customized sustainable premium facility management solutions, so that we can help our customers regain a sense of control and concentrate on what matters most.

Vision & Mission

- ▶ We exist to champion a wholesome transformation of sustainable Environment communities through influencing change.
- ▶ To innovatively design creative, customized, flexible, Eco friendly facility management solutions, at a competitive cost, so that we can help our customers & team members regain a sense of control and concentrate on what matters most.



OUR CORE VALUES

- ▶ Creativity and Innovation.
- ▶ Honesty.
- ▶ Respect and dignity for customers.
- ▶ Team work.
- ▶ Responsiveness while maintaining a smile.
- ▶ Order/ Cleanliness.

OUR SERVICES

CITY CLEAN

- CONTRACT CLEANING
- ONE- OFF SPRING CLEANING
- CUSTOMER PREFERRED CLEANING

CITY MOVE

- POST- CONSTRUCTION CLEANING
- MOVE-IN AND MOVE- OUT CLEANING

CITY HYGIENE

- TOILETRIES CONSUMABLE SUPPLIES
- PROVIDE SANITARY BINS
- Fumigation & pest control

CITY GREEN

- GARDENING AND MAINTENANCE
- SUPPLY AND MAINTENANCE OF INDOOR AND OUTDOOR POTTED PLANTS
- GARBAGE COLLECTION AND DISPOSAL

CITY SPECIAL OPS.

- CLEANER OUTSOURCING
- RECEPTIONS OUTSOURCING
- DRIVER OUTSOURCING
- PORTER OUTSOURCING
- MESSENGER OUTSOURCING
- TEA SERVICE OUTSOURCING
- PARTIES OR SPECIAL OCCASION
- RESTROOM CLEANING AND MAINTENANCE FOR EVENTS



OUR CLIENTS



NOKIA
Connecting People



CAPITAL
MARKETS AUTHORITY



Kenya
AIRPORTS
AUTHORITY



maisha!
National AIDS Control Council



ChildFund
International



BANK
OF
AFRICA
GROUPE BANK OF AFRICA



CO-OPERATIVE BANK
We are you



Credit Bank
My Friend, My Bank



THE COMMISSION ON ADMINISTRATIVE JUSTICE
"Office of The Ombudsman"
Hata Mnyoroge ana Hata



Kenya Power



Standard
Chartered



icj International
Commission
of Jurists



SANOFI



Sasini



Gulf African Bank
Excellence. Trust. Together.



broll



VISA



CITYSCAPE
TRENDS

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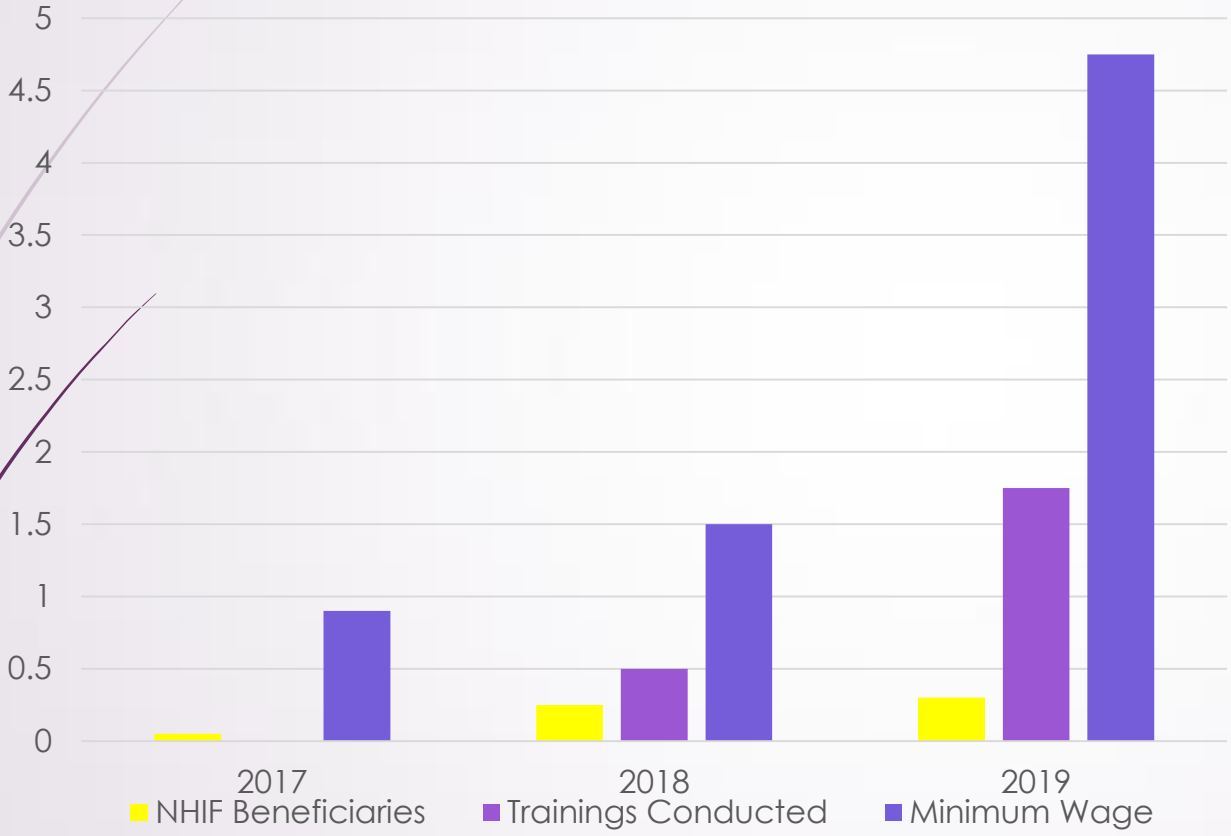
COMMUNICATION ON PROGRESS

This Communication on Progress report covers our operational internal processes in relation to our staff, customers, suppliers and the community we operate in in adherence to the four main areas of the United Nations Global Compact, that are our key material issues i.e;


- ▶ Human Rights.
- ▶ Labour.
- ▶ Environment.
- ▶ Anti-Corruption.

HUMAN RIGHTS

Overview of Implementation



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- 
- Cityscape Trends reaffirms its commitment to and support of the UN Declaration of Human rights,
 - Affirming that out of 83 staff a total of 4 have benefited from full NHIF cover this makes 4.8% of the total,

Following the beneficiaries' testimony, We hope that in the next period a percentage increase of 1.2% will benefit from the cover .

- In the period the number of training conducted on Human Rights have increased by 10%

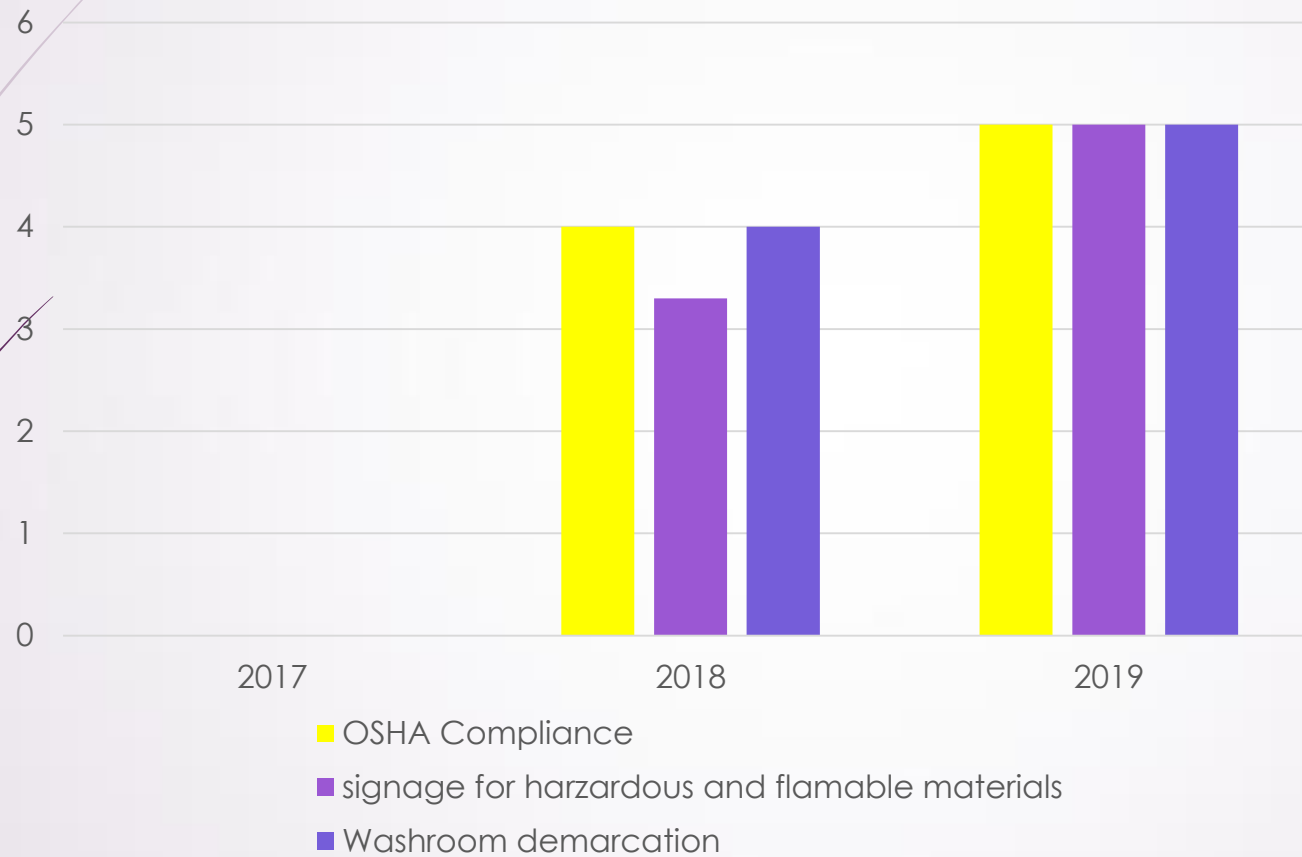
As a result more staff are aware of their rights and the number of trainings is expected to rise at a rate of 25% by end 2019


- *Noting further out of 83 employees, only 25 are receiving minimum wage. This is equivalent to 30.1% of the total,*

Confirms that by October 2019 at least 95% of our staff will be receiving a minimum wage.

LABOUR

Overview of Implementation





- In commitment to and support of the ILO Declaration on Fundamental Principles and Rights at Work,

- Cityscape Trends has in the period 2017/2018 achieved 80% completion on ensuring total compliance as per the OSHA regulations and the expected date for total completion is February 2019.

In the same period, the company has not fully accomplished equipping the office for emergency response. So far it is 70% complete and the expected completion date is by the end of the year 2018

The signage for switches, washrooms and flammable material has achieved a 66% completion. The expected completion date is by September 2019

In that event, our staff are well aware of the necessary health and safety regulations as per the Occupational Health and Safety Act

- Realizing our staff has a total of 21 paid leave days in a year and maternity/paternity; 83 staff 57 have gone on paid leave days, equivalent to 68.7% of the total. The remaining are expected to complete their leave days by the end of the year.

As a result, the company has more efficient and motivated staff

ENVIRONMENT

Reaffirming our commitment to support the Rio Declaration on Environment and Development,

Noting with concern that the detergents used for cleaning may in the long run harm the environment, we singled out the materials that could harm the soils, pollute water or air, lead to noise pollution or harm the ozone layer.

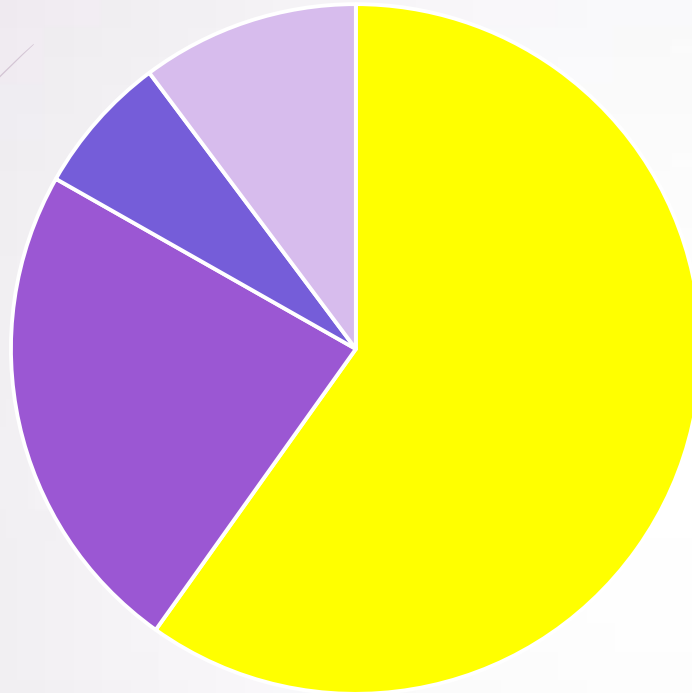
From here on a team of tree staff was created to handle the research and production of these environmentally friendly detergents.

Some of these detergents included Multi-wash, disinfectant, window cleaner, leather polish, wood polish and air freshener. To curb noise pollution, we looked into getting green machinery.

While conducting the research we categorized these products that we would produce or purchase as either biodegradable, organic or environmentally safe detergents since some products could not be entirely biodegradable.

Below is a representation of detergents readily available in the market based on price and availability on a large scale;

Types of Detergents and their availability



■ Ordinary Detergent ■ Environmental safe
■ Bio degradable ■ Organic

- We realize that the largest proportion is made out for the ordinary detergents which are readily available and quite cheap.
- Biodegradable detergents have the smallest proportions because as good as they are to the environment, they are the most expensive and not readily available in a large scale for the cleaning industry.
- As a result of the research done thus far, the project is 10% complete and if all goes according to plan by end 2019 the project will have hit the 75% mark of completion.

Apart from starting the sustainability project we have had smaller ways of reducing negative impact on the environment.

- We have trained our staff at the stations on efficient use and re-use of water. For example, using buckets to pour water when scrubbing car parks rather than using hose pipes. This reduces water wastage.

In order to ensure responsible waste management, we do segregate well all garbage and make sure that our garbage collectors are NEMA compliant.

- Subsequently, Following the awareness training it is noted that the good practices continue to improve and will produce a positive outcome when an environmental impact assessment will be conducted in the next period.



ANTI- CORRUPTION



We reaffirm our commitment to and support of the UN Convention Against Corruption,

- Confirming that in the period 2107/2018, sensitization meetings and trainings on fighting corruption have been conducted especially during weekly staff meetings.

This represents a training rate of 90% done since meetings take place every week with the exception of public holidays. As a result no corruption cases have been reported in this period

- Further noting that in the period 2017/2018 the anti-corruption policies have been reviewed-85% expected completion by December 2018; this further emphasizes our position on commitment and support of Anticorruption.
- Standard Operating Procedures have been reviewed-90% and expected completion is by end October 2018. This is done to ensure streamlined operations within the company.

ACTIONS TO BE IMPLEMENTED

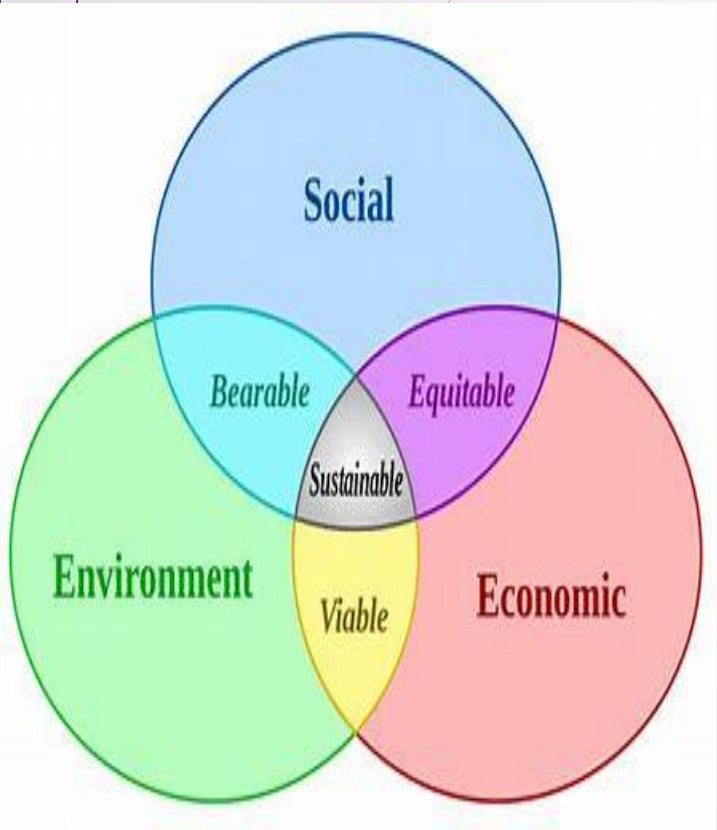
Human rights

- Increase the number of trainings conducted by 25%
- Ensure that all employees are receiving a minimum wage
- Ensure that all employee contracts are signed
- Assess the impact CST has on the community

Labor

- Ensure total compliance with OSHA regulations
- Ensure that all washrooms are properly demarcated and signage is 100% complete
- Assess if the company recognizes the rights of its workers to freedom of association
- Assess if independent trade unions are either discouraged or restricted and does the company enable workers to gather independently to discuss work related problems.

2019



Environment

- Ensure at least 70% completion on the Sustainability project
- Asses water wastage and how to address the matter
- Ensure adoption of environmentally friendly technologies by at least 30%
- Conduct an Environmental impact assessment in collaboration with our stakeholders

Anti- corruption

- Asses the risk of corruption when doing business
- Involve our stakeholders in the fight against corruption

Management

- To assess the progress made by CST in implementing issues covered by the Global Compact Principles
- To review the company's policy statement to ensure it is inline with the Global Compact Principles
- To include and involve workers when addressing issues covered by the Global Compact Principles
- To involve the suppliers and business partners in promoting the Global Compact Principles
- To conduct and document CSR activities



PICTORIAL 2017-2018

Training at CST Offices on Code of conduct which contains all the company policies.





Sustainability training conducted by MK- Africa at CST offices and attended by the management team.



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Sustainability training hosted by the Global Compact Network Kenya



Ensuring sustainability



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CONCLUSION

- ▶ Cityscape Trends continues to improve and work on the projects and initiatives it has launched and innovate new ideas in the next year that we will report annually on the progress made to incorporating the Global Compact principles in our business operations and by extension meeting the sustainable development goals set by the United Nations.
- ▶ This report shows our continued commitment to the United Nations Global Compact principles and to communicate actions undertaken to ensure a better world for future generations to come.

Thank you



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