

CORPORATE PROFILE



WHAT WE DO!

PowerPlay is a capability development company, specializing in:

Training, Development and Facilitation

- Change Management, Culture Change, Mind Shift Development
- Skills Development and Performance Enhancement Training including:
Customer Service Excellence, Client Relationship Management, Selling & Negotiation Skills
- Leadership and People Management Skills
- Team Development and Team Integration
- Alignment on Culture, Purpose and Strategy

Consulting

- Strategy - Formulation and Planning

2. CORPORATE PHILOSOPHY

Our Vision:

To be a leading capability and strategy development company in Africa.

Our Purpose:

To empower our clients to develop and grow their people to achieve maximum performance.

We believe passionately in **excellence!** This means that we:

- ⇒ Are professional in everything we do!
- ⇒ Understand our clients' needs deeply and accurately
- ⇒ Respond with relevant expertise & solutions that work and make a positive impact
- ⇒ Partner our clients to ensure sustainability
- ⇒ Grow with our clients as we grow ourselves
- ⇒ Innovate and are open to exploring new ideas, ways and solutions

Our main purpose is to deliver services to our clients, which add value and simultaneously enhance the lives of their employees, team members and participants in our solutions and programs. Our two most important assets are our people and our clients. Our relationships with both are paramount. The value that accrues to our client relationships over time is reflected in the results we deliver and the growth we achieve for both our clients and ourselves.

3. OUR PEOPLE¹



Ian Hotz

Ian has led the PowerPlay team for the past thirteen years and has spearheaded major consulting and training initiatives with a range of organizations throughout Africa.

Ken Makau

Ken manages financial and commercial operations at PowerPlay.

Senior Consultants & Trainers Africa:

Pauline Nguyai, Mary-Ann Dutlow, Linus Wahome, Katherine Silva

Experiential Training Team:

Moses Odhiambo, Patrick Wahome, Josiah Njoroge

Associates

Ciaran Beary (UK), Charles Kiarie (Kenya), Ursula Levitt (SA), Rowanne Morris (SA)

Associate Consultants & Trainers Francophone Africa :

Renaud Gautier, Marwan Najm

¹ Bios and CV's for all the above are available on request

4. RESULTS

We deliver results. We make a tangible difference to performance and delivery levels on a sustainable basis. Monitoring of post program sustainability by independent third parties in our change management projects supports this fundamental element of our approach. Feedback from clients and program participants endorses this. We invite you to contact our clients referred to below to ascertain how we have delivered real results for them.

5. CLIENT REFERENCES

| Company | Reference Details |
|---|---|
| Safaricom Limited Tel: +254 20 427 3272 | Joseph Ogutu - Head of Resource & Strategy Peter Njioka - Head Talent & Capability |
| GE - General Electric Tel: +254 20 421 5000 | Alan Kilavuka - Leader Global Ops, Finance SSA Andrew Waititu - GM, HealthCare East Africa |
| GIZ East Africa Tel: +254 20 422 8000 | Hendrik Linneweber - Country Director, Kenya Uwe Kievelitz - Country Director, GIZ AU |
| Stanbic Bank Tel: +254 20 288 4000 | Esther Waititu - CIB Strategy, East Africa Andre du Plessis - Head, CIB, East Africa |
| Standard Chartered Bank EA Tel: +254 20 329 3900 | Lamin Manjang - Group CEO East Africa Florence Nyokabi - Group Head of HR |
| MPESA Foundation Tel: +274 703 200 000 | Les Baillie - CEO Denis Ogada - HR Manager |
| Kenya Commercial Bank KCB Tel: +254 20 327 0000 | Fred Kioko - Senior HR Manager Sam Ayiro - Head of Learning & Development |
| The Safaricom Foundation Tel: +254 20 427 3272 | Sanda Ojiambo - Head, Corp Responsibility Steve Chege - Director, Corporate Affairs |
| Plan International Tel: +254 276 1000 | Kate Vorley - Chief of Party, Nilinde Project Felicity Kinoti - HR Manager |
| EU Delegation to Somalia Tel: +254 20 280 2000 | Amb. Veronique Lorenzo - Head of Delegation Maria Pilar - Head of Cooperation |
| Commercial Bank of Africa Tel: +254 20 288 4000 | Jeremy Ngunze - CEO Irene Kamau - Head of Human Resources |

| Company | Reference Details |
|---|---|
| World Food Program Tel: +254 585 886 | Farirai Chataurwa/Camilla du Pont HR Managers, East & Central Africa |
| Google East Africa Tel: +254 360 1000 | Farzana Kubchandani – Marketing Manager |
| Britam Asset Managers +254 20 283 3000 | Ken Kaniu - Managing Director Eva Mborora - Head of HR |
| CIC Insurance +254 20 282 3000 | Damaris Maina - Strategy + Innovation Ezekiel Owuor - MD, Group Life |
| I&M Bank Tel: +254 20 322 1200 | Sarit Shah - Executive Director Maina Kihara- CEO |
| KFW - German Development Bank Tel: +254 20 422 8200 | Klaus Liebig – Country Director, Kenya |
| Standard Chartered Bank Tanzania Tel: +255 22 2164915 | Sanjay Rughani - CEO East Africa |
| DFCU Bank Uganda Tel: +256 312 300 200 | William Sekabembe - Executive Director, Business Harriet Musoke - HR Manager |
| Magana Holdings Tel: +254 20 201 7655 | Soila Mungai - CEO |
| Britam Group Tel: +254 703 094 000 | Benson Wairegi - Group CEO Paul Gacheru - Group Head Finance & Admin |
| United Nations – UNSOA Tel: +254 20 762 6140 | Amadu Kamara - Director |
| Coca-Cola Central-East-West Africa Tel: +254 20 325 3458 | Ben Johnston - HR Director |
| GIZ - African Union Mission +251 11 470 335 | Dr Uwe Kievelitz - Country Director Veni Gancheva - Strategy Coordinator |
| Davis & Shirtliff Tel: +254 696 8000 | David Gatende - Managing Director Dr MAS Waweru - Commercial Director |
| Ericsson Africa Limited Tel: +27 11 844 2000 | Nadia Cooper HR Business Partner, Africa |
| Co-operative Bank of Kenya Tel: +254 20 327 6892 | Gideon Muriuki - Managing Director Maurice Matumo – Director, Retail Banking |

| Company | Reference Details |
|--|---|
| UN OCHA Somalia Tel: +252 698 960054 (Somalia) | Justin Brady - Head of Office Tel: +254 792 478508 |
| Chandarana Group Tel: +254 20 2712712 | Anil Thakkar - Chief Executive Officer Dipan Thakkar - Chief Finance Officer |
| Ecobank Group Africa Tel: +233 27 393 6132 | Eddy Ogbogu Group Director, Operations & Technology |
| UAP Insurance Tel: +254 20 2850000 | Benjamin Muthenya - Customer Service Mgr |
| Total Kenya Limited Tel: +254 20 289 7000 | Adele Tura - Human Resources Director (2008- 2015) |
| Virtual City Group Tel. +254 20 387 2191 | John Waibochi - Managing Director |
| Population Services International Tel: +254 20 271 4354 | Allan Ngunze Human Resources Director |
| GIZ EAC Tel: +255 27 20 50 288 | Bernd Multhaup - Program Director Kirsten Focken - Program Manager |
| Healthy U Tel: +254 20 2431533 | Avni Rach - CEO |
| Proctor & Gamble Tel: +254 20 360 1300 | Evanson Mwaniki - Head, Commercial Ops |
| GIZ Tanzania Tel: +255 22 211 5901 | Dr Regine Qualmann - Country Director Dr Dorothe Nett - Head of Programs |
| UNDP Kenya Tel: +254 20 762 4469 | Ambassador Aneas Chuma Resident Co-ordinator, Humanitarian Affairs |
| Rosewood Office Furniture Tel: +254 20 239 5555 | Kavan Shah - Managing Director |
| East Africa Breweries Tel: +254 20 864 – 4000 | Francis Theuri - Manager ACCLAIM Team Angeline Gacheru - HR Manager |



6. CLIENT TESTIMONIALS*

“PowerPlay’s consultative approach is outstanding to the extent that each program was extremely well customized to suit our requirements and has had a direct impact on our numbers within a short time.”

Seema de Souza, Head of Branch Banking, Commercial Bank of Africa

“Simply put, PowerPlay gets results”

Daniela Link, Head of Programmes, GIZ EA

“You had a great input to the numbers with your impactful culture change and customer service program”

Gideon Muriuki, CEO, Co-operative Bank of Kenya

“As consultants and facilitators, we value PowerPlay in assisting us in managing change and maintaining excellence at Safaricom.”

Peter Njioka, Senior Manager L&D, Safaricom

“PowerPlay started working with us in Q4 of 2015 and has played an impactful role in Standard Chartered Bank making the right changes that have influenced our performance. We continue to use their services throughout the region and recommend them to any senior leadership team looking at building cohesion and alignment to deliver results”

Lamin Manjang, CEO, Standard Chartered Bank, East Africa

“PowerPlay understands our requirements well and are very professional in their approach and their delivery”

Allan Kilavuka, Leader, Global Operations SSA, GE (General Electric)

“We recommend PowerPlay’s excellent facilitation services to management teams that are looking to create strong collaboration and alignment amongst teams to deliver desired strategic objectives.”

Esther Waititu, Executive, Corporate and Investment Banking, Stanbic East Africa

“PowerPlay is a highly effective, innovative and professional firm. They are results oriented change management and team building facilitators. Their commitment to us as a client is truly exceptional.”

Dr Uwe Kievelitz, Country Director, GIZ AU

“PowerPlay did an outstanding job.... to understand the context, dynamics and issues in play... resulted in a focused & constructive retreat where the pace & content of the program allowed for contentious issues to be addressed in a natural manner. I recommend them to others who are seeking concrete results from a senior level gathering”

Justin Brady, Head of UN OCHA Somalia

“PowerPlay has been a valuable partner to the Safaricom Foundation.”

Sanda Ojiambo, Head of Corporate Responsibility, Safaricom

“As a result of PowerPlay’s expertise and knowledge we have experienced positive impact and progress when applying their recommended solutions. Our program has continued to grow from strength to strength in scale and scope. PowerPlay have played a significant role in this.

Dr Andrea Bahm, Programme Director, FSDRP, GIZ

"I was impressed with how PowerPlay were able to immerse themselves in our business and understand the dynamics of both the insurance industry and the cooperative sector. The solutions they provided were practical and relevant. Indeed, they are making a difference"

Ezekiel Owuor, Managing Director, Group Life, CIC Insurance Group

"Our teams emerged from the program with a stronger sense of cohesion. We found the PowerPlay team to be skilled and professional and can confidently recommend them to any organization."

Allan Ngunze, Human Resources Director, PSI

"PowerPlay demonstrated a unique ability to understand and translate our requirements into well-structured solutions supported by effective programs. We value them as a partner in driving change and excellence in our organization."

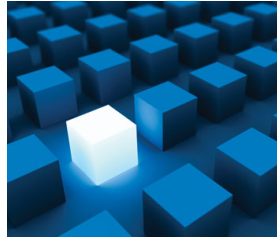
Irene Kamau, Group Head of Human Resources, Commercial Bank of Africa

"Your restructuring and skills allocation strategies are now beginning to make a difference both in terms of productivity and our bottom line."

Avni Rach, Managing Director, Healthy U

*Note: A full set of Testimonial Letters reflecting the above is available on request

7. WHY WE STAND OUT!



When it comes to consultancy, training and development, we offer unique value drivers! We deliver comprehensive solutions that deliver value, which extends way beyond your investment.

- We believe that change and growth needs to first come from within each member of the team. That is the key to real, sustainable development. Our culture change and attitude shift programs account for the reality that human beings fear complexity and change can be complex.
- We undertake extensive and deep consultation using state of the art survey and assessment tools, which enable us to design programs around YOUR NEEDS! These are then weaved into the framework so that participants emerge with real world tangible tools and solutions that address their specific issues.
- Our approach, ideas and methodology cut to the chase and enable real decisions about meaningful change and purposeful action.
- We provide back up support in the form of follow-up, monitoring tools and feedback workshops. This ensures that new thought processes, learning's and techniques are constantly revised and entrenched in the organization's culture and ways of working.
- Our projects are planned and designed by experts. Your solutions are delivered by dynamos who are in touch with the challenges and issues faced by leaders and managers within both the private and development sectors in Africa!

8. BREAKTHROUGHS ACHIEVED IN 2008 - 2017!



- ✓ In a leading multi-national bank
Our facilitation solutions around cohesion, alignment and inclusive execution with EXCO and Country Leadership Teams in East Africa in late 2015 contributed to successful implementation of certain components of a growth strategy that resulted in an improvement of over 48% in operating profit in 2016 in comparison to the previous year.

- ✓ In an international development organization
In 2016, we facilitated an “internalization to actualization” journey for over 180 members of staff enabling commitment to the organization values through adopting behaviours and implementing practical actions. Staff engagement surveys in 2017 reflected an improvement of 21% and stakeholder evaluations indicated significantly better response and delivery levels.

- ✓ In the largest regional bank in East Africa
In 2016, we built and deployed a 12-month development program for over 280 branch managers linking leadership to driving business revenue. 360-degree feedback conducted in Q3 of 2017 showed an average improvement of 12% in each branch manager.

- ✓ At an international development organization
In the beginning of 2016 we facilitated an organization restructure for the East African hub and enabled the leadership team to manage more effectively through the design and deployment of a bespoke leadership competency framework. Quality Programming scores improved by 18% in H2 of 2016 and 19% in H1 of 2017

- ✓ In one of the most admired banks in Kenya
At the beginning of 2015 we successfully supported our client as it engaged in consolidated growth in the SME – Business Banking sector and finished in the top two banks in the Nielsen ratings in that sector.

- ✓ In an international development organization
In 2016, we facilitated an “internalization to actualization” journey for over 180 members of staff enabling commitment to the organization values through adopting behaviours and implementing practical actions. Staff engagement surveys in 2017 reflected an improvement of 21% and stakeholder evaluations indicated significantly better response and delivery levels.

- ✓ At a multi-national bank in East Africa
In 2013 - 2015, our client invested in Front Line Selling Skills training for all branch staff members across the region. This resulted in product uptake amongst retail customers increasing by 84% in the space of 6 months.

- ✓ At a regional bank in Africa
Since the beginning of 2012 the entire organization continues to attend our Empowerment for Service Excellence Program in three countries. This has resulted in Customer Satisfaction Survey levels improving year on year by between 5% and 8% across all banking segments in surveys conducted in November 2012, 2013 and 2014.

- ✓ At a mobile network in East Africa
In 2013, our client engaged us to facilitate a training solution, to support organizational restructuring and empowerment in two core business units to enable an innovation. Our client has continued to grow its revenues and profitability in these units year on year for the past three years.

- ✓ At a multi-national bank in Africa

Following in depth consulting and advisory services from us, teams in twenty-four countries underwent change management training in 2012 and 2013. This enabled them to migrate to a new banking technology successfully, on time and on target in 22 out of 24 operations (countries).

- ✓ In a breakthrough with collections team at a major bank in Kenya

We trained a credit card collections team on debt collection and negotiation skills. In 2014, this team's collection performance improved by 48% whereas all other teams stayed relatively the same in terms of reducing delinquency.

For more details on the above breakthrough's and general information, please:

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VISIT us at www.powerplay.co.ke

CONNECT WITH us on +254 703 041838 or +254 730 173838