

CORPORATE PROFILE



WHAT WE DO!

PowerPlay began operating in 2006 as a training and team building company where we emp**owered** people whilst they **played**-learned and had fun.

Today, we are a **culture and capability development company**, specializing in:

Facilitation

Designing, moderating and facilitating workshops and events including:

- Integrating Values into Culture/Behaviors
- Strategy Planning and Alignment Workshops
- Change Management Journeys and Initiatives
- EXCO and Senior Management Retreats
- Country Leadership Team Retreats
- Organization Wide Culture and Values Workshops
- Team Building, Development and Team Integration

Consulting

- Developing and Aligning on Culture, Purpose and Strategy
- Change Management Journeys and Initiatives
- Competency Frame working
- Strategy - Formulation and Planning

Coaching

- Executive Coaching
- Team Coaching

Training and Development

- Skills Development and Performance Enhancement Training including:
 - Leadership
 - Management and Supervisory
 - Customer Experience
 - Strategic Client Relationship Management,
 - Selling & Negotiation Skills, Business Communication Skills
- Change Management, Culture Change, Mind Shift Development

2. PHILOSOPHY

Our Vision:

To be a leading culture 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 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

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. He delivers a range of solutions in Kenya, Uganda, Tanzania, Rwanda and Nigeria

Ken Makau: Ken manages financial and commercial operations at PowerPlay.

Senior Consultants & Trainers Africa:

Linus Wahome (Kenya, Nigeria) Mary-Ann Dutlow (Kenya, Rwanda, Uganda), Anthony Gitonga (Kenya, Ethiopia, Rwanda)

Experiential Team: Moses Odhiambo, Patrick Wahome, Josiah Njoroge

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

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. Post intervention sustainability is a fundamental element of our approach. Feedback from clients – organization wide, reflects this. Connect with our clients listed below to learn more about us.

5. CLIENTS (2015 – 2019)

Company	Reference Details
GE - General Electric +27 11 237 0000/+254 20 421 5000	Roti Balogun – Head of Talent, Sub-Sah Africa Andrew Waititu - GM, HealthCare East Africa
Standard Chartered Bank EA +254 20 329 3900	Kariuki Ngari – CEO Kenya/EA Chemutai Murgor – CFO Kenya/EA
Stanbic Bank Uganda +256 31 222 4400	Patrick Mweheire – CEO Rachael Bayliss – Executive, Human Capital EA
Commercial Bank of Africa +254 20 288 4000	Grace Obuya - Group Head of Strategy Irene Kamau – Group Head of HR
European Union Delegation to AU +251 11 416 3700	Ranieri Sabatini – Ambassador Anna Nackmeyer – Head of Delegation
Kenya Commercial Bank KCB +254 20 327 0000	Paul Russo – HR Director Fred Kioko - Senior HR Manager
Safaricom Foundation +254 20 427 3273	Joseph Ogutu - Chairman Sanda Ojiambo – Head Corporate Responsibility
Stanbic Bank CIB East Africa +254 20 288 4000	Esther Waititu – Head of Strategy, CIB East Africa Andre du Plessis - Head, CIB, East Africa
UNHCR Somalia +254 20 423 2000	Solomon Teka - Head of HR Patience Ndyabangi – Chief Finance Officer
Stanbic Bank Zambia +260 211 370023	Leina Gabaraane - CEO
Co-operative Bank of Kenya +254 20 327 6892	Gideon Muriuki - CEO Hellen Ngure – Manager, L&D

Company	Reference Details
European Union Delegations EA +254 20 280 2000	Maria Pilar - Head of Cooperation, Somalia Bruno Pozzi – Head of Delegation, Kenya
GIZ +254 20 422 8000 Employment for Sustainable Dev	Aregash Asfaw – Head of Program Rebecca Muthoki – Finance Manager
UN OCHA Somalia +252 698 960054 (Somalia)	Justin Brady – Head of Office Tel: +254 792 478508
World Food Program Somalia +254 20 585 8086	Camilla du Pont HR Manager, East & Central Africa
Safaricom Limited +254 20 427 3272	Peter Njioka – Manager, Talent & Capability
I&M Bank +254 20 322 1200	Sarit Shah - Executive Director Maina Kihara- CEO
KFW - German Development Bank +254 20 422 8200	Klaus Liebig – Country Director, Kenya
Mobile Decisioning Africa (MO-DE) +254 767 000 444	Shatse Kaghwah - CEO Michael Mwachinga - CFO
Plan International +254 276 1000	Kate Vorley – Country Director
WIOCC East Africa +254 20 253 5432	Catherine Wamwangi Head of Human Resources
DFCU Bank Uganda +256 312 300 200	William Sekabembe - Executive Director, Business
Britam Group +254 703 094 000	Benson Wairegi - Group CEO Paul Gacheru - Group Head Finance & Admin
Coca-Cola Central-East-West Africa +254 20 325 3458	Ben Johnston - HR Director
GIZ - African Union Mission +251 11 470 3355	Dr Inge Baumgauten - Country Director Veni Gancheva - Strategy Coordinator
Davis & Shirtliff +254 696 8000	David Gatende - Managing Director Dr Mas Waweru - Commercial Director

Company	Reference Details
CIC Insurance +254 20 282 3000	Damaris Maina - Strategy + Innovation Ezekiel Owuor - MD, Group Life
Mobivate – East Africa Division +44 207 267 5222	Brad Gishen – Head of Strategy, SSA Region
Britam Asset Managers +254 20 283 3000	Ken Kaniu - Managing Director Eva Mbora - Head of HR
Chandarana Group +254 20 2712712	Anil Thakkar - Chief Executive Officer Dipan Thakkar - Chief Finance Officer
Ecobank Group Africa (22 countries) +233 27 393 6132	Eddy Ogbogu Group Director, Operations & Technology
Magana Holdings +254 20 201 7655	Soila Mungai - CEO
Population Services International +254 20 271 4354	Allan Ngunze Human Resources Director
GIZ East Africa Community +255 27 20 50 288	Kirsten Focken - Program Manager
Rosewood Office Furniture +254 20 239 5555	Kavan Shah - Managing Director

6. WHAT OUR CLIENTS SAY

"Simply put, PowerPlay gets results"

Daniela Link, Head of Programmes, GIZ EA

"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 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, Former CEO, Standard Chartered Bank, East Africa
Current CEO, Standard Chartered, Nigeria**

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

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

"They have been a key partner in facilitating strategic management sessions, building cohesiveness and alignment within the leadership team. This has played a significant part in us progressing toward our strategic goals and continuing to be the market leader"

Patrick Mweheire, CEO, Stanbic Bank, Uganda

"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- Customer Experience, Commercial Bank of Africa

"We recommend PowerPlay's excellent facilitation services to management teams that are looking to create strong collaboration and alignment"

Esther Waititu, Executive, Corporate and Investment Banking, Stanbic EA

"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

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

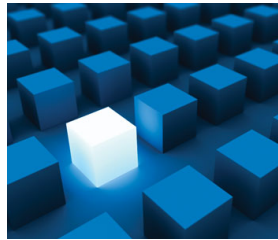
Gideon Muriuki, CEO, Co-operative Bank of Kenya

"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

*Note: A full set of Testimonial Letters reflecting the above and contact email addresses 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 are all about **buy-in** with the **head** and the **heart** translating into **doing with the hand** and **sustaining as a habit**.
- 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 our delivery 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 & PROGRESS 2014 - 2019



- ✓ At a multi-national bank in Kenya
In Q1 of 2019, we co-created a new framework for a rejuvenated culture and ways of working to drive strategic priorities and we facilitated the socialization and buy-in phase.

- ✓ In a regional bank in 6 countries in East Africa
We continued to train 50 additional branch managers in Q1 of 2019, following on from 2017, where we delivered a Branch Managers Development program to 305 branch managers across 6 countries. 68% of program participants are now scoring higher on branch performance and in appraisals on leadership and managerial capability.

- ✓ In a bank in Kenya
In Q4 of 2018, we developed a bank-wide team building solution that connected with all staff and enabled messaging and buy-in to the bank's new transformation agenda.

- ✓ In an international development organization
In Q2 of 2018, we facilitated an "internalization to actualization" journey for over 180 members of staff enabling commitment to the organization values. Staff engagement surveys and stakeholder evaluations in Q1 of 2019 indicated significantly better response and delivery levels.

- ✓ In a regional bank in Sub-Saharan Africa
In 2017/18, we built and deployed a development program for over 40 client relationship managers. Client feedback surveys conducted in Q4 of 2018 showed an average improvement of 14% in each relationship manager.

- ✓ At an international development organization
In the beginning of 2017, 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 to enable Quality Programming.

- ✓ 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 a significant improvement in operating profit in 2016 in comparison to the previous year.

- ✓ At a mobile network in East Africa
In 2015, our client engaged us in 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.

- ✓ 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.

- ✓ At a multi-national bank in East Africa
In 2014 - 2016, 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 staff continue 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 at the end of 2014, 2015, 2017 and 2017

- ✓ 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 2014 and 2015. 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

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