



## Human Resources Department Service Charter

### OUR VISION

Our Vision is to be globally competitive in production and marketing of sugar and other products.

### OUR MISSION

Our Mission is to efficiently, innovatively and sustainably produce and market sugar and other products in a clean and safe environment to the satisfaction of all stakeholders.

### MANDATE

Our mandate is:

- \* To manufacture sugar and co-products from sugarcane.
- \* To establish and manage sugarcane plantations and assist others to do so.

### CORE VALUES

- \*Customer focus
- \*Integrity
- \*Professionalism
- \*Innovation and creativity
- \*Teamwork and mutual respect
- \*Commitment and hard work

### THE CUSTOMERS/STAKEHOLDERS

Farmers, Shareholders, Cane transporters, Buyers of company products, Suppliers, Local community, Government, Investors, Research Organisations, Research Institutions, Outgrowers institutions, Trade Unions, Federation of Kenya Employers, Statutory bodies, Financial Institutions, Kenya Sugar Board, Media, Employees.

### CUSTOMERS' RIGHTS

- \* Right to quality products.
- \* Right to be treated with respect and courtesy.
- \* Right to demand and confirm the identification of NSC staff serving them.
- \* Right to record any complaints against the company or its agents/ employees

### OUR OBLIGATIONS

#### To customers

- \* Professionalism in service delivery.
- \* Provision of timely services.

- \* Observance of quality standards in service delivery.
  - \* Prompt response to inquiries and requests.
  - \* Fair treatment.
  - \* Transparency in interaction with customers/ clients.
- in connection with the services offered by NSC.

#### To company employees

- \* Mutual respect and team spirit
- \* Courtesy and understanding
- \* Honesty and commitment
- \* Providing work related information promptly

#### HUMAN RESOURCES DEPARTMENT RANGE OF SERVICES

	SERVICE	CLIENT OBLIGATION	COST	TIME
1.	Recruitment and selection	Compliance to documented process.	Free	90 days
2.	Response to inquiries	Avail facts and documentation	Free	3 days
3.	Industrial attachment	Applicants submits requests to the Training Officer/Human Resource Manager or Managing Director	Free	2 months before attachment dates.
4.	Educational tours	Submit requests to the Managing Director/Human Resource Manager or Training Officer	Free	30 days before the proposed date.
5.	Provision of catering services at the Company Guest House	Timely submission of booking forms	Stipulated Fee	1 day
6.	Emergency Services at company clinic A) Examination B) First Aid C) Referral and or letter of undertaking.	Brought to Clinic	Free	5-10Mins 10-15Mins 10 Mins

#### REVIEW OF THE CHARTER

The Company will initiate the review of this service charter when need arises.

All issues concerning the service charter should be addressed to;

The Managing Director  
Nzoia Sugar Company Limited  
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