

# Kentours

## Our Family



"We Empower You"

- Abercrombie & Kent - Nairobi
- Southern Sun Mayfair - Nairobi
- &Beyond Head Office
- Kobo Safaris
- Mara Simba Lodge
- Kentours Staff
- Wildtrek Safaris
- Naromoru River Lodge
- Kiwayu Safari Village
- Muthaiga Travels
- Union Express
- Mara Conservancy
- Oryx Ltd
- Naivasha Simba Lodge
- Private Safaris
- Game Watchers- Safaris
- African Horizons
- Safarilink Aviation
- KEPSA
- Somak Travel Ltd
- East African Eagle
- Chicken Exotica
- Seiya Ltd
- Crowne Plaza Hotel UpperHill
- Mara Leisure Camp
- Rusinga Island Lodge
- Boma Hotel
- Soaring Eagle Spur,
- Olarro Lodge
- Olive Gardens
- IBIS Tours and Travel
- Ol tome Safaris
- Radisson Blu Hotel, Nairobi
- Mahali Mzuri
- Crowne Plaza Hotel JKIA
- Mara Elephant Project
- Eagle PEAK Ltd
- Movenpick Hotel & Residences
- Natural World Safaris
- Greater Mara Management Ltd
- Apasio Safaris Ltd
- Sagala Lodge Ltd
- Abercrombie & Kent - Coast
- Kichwa Tembo Camp
- Lets Go Travel
- Golden Spur Restaurant
- Olonana Sanctuary Retreats
- Maniago Travel
- Individual Members
- Selective - Safaris,
- Kenya Postel Directories
- Elewana Collections
- PEAK East Africa Ltd
- Wilderness Lodges
- Kenya Ass. of Hotel Keepers
- Sense of Africa
- Base Camp Travels
- Incentive Travels
- Tribe Hotel
- Sun Africa - Hotels
- Me to We
- Sankara Hotel
- Karen Blixen Camp
- The Safari Collection
- Flamingo Hill Camp,
- Atua Enkop Africa
- Eka Hotel
- Micato Safaris Ltd
- Sunworld Safaris Ltd
- Rhino River Camp
- Asilia Africa Ltd
- Angama Lodge
- Four Points by Sheraton Hurlingham
- Double Tree by Hilton Nairobi
- DusitD2 Nairobi
- Panari Resort Nyahururu
- Four Points by Sheraton JKIA
- Hilton Garden Inn
- Governors Camps
- Kitich Camp Ltd
- Bonfire Adventures & Events
- Maasai Mara Emayian Luxury Camp
- Sekenani Camp
- Creative Kitchen Co. Ltd



**COMMODORE  
OFFICE SUITES**

# Chairman's Message

It is another great year and I am pleased to welcome you to the 18<sup>th</sup> edition of Kentours' Sacco annual magazine. For the last 18 years, the Board has continued to improve on the contents of this print and it is very informative.

During the year, we had a remarkable growth within the hospitality industry with earnings from the tourism sector having increased by 4 percent in 2019 to stand at Kshs 163 billion compared to the Kshs 157.4 billion recorded in 2018. Tourist arrivals recorded above the two-million mark.

Despite this growth, three of our supporting units namely; Southern Sun Mayfair, Golden Spur Restaurant and Abercrombie & Kent Coast will be ceasing their operations this year, while Boma Hotel has been placed under administration. This would be a great loss to the Sacco in terms of membership, reduced borrowings and earnings, refunds and other consequent ripple effects. My request to the members from those units is to retain their Sacco membership as they pursue other options. The Board has agreed with them on modalities of retaining their membership.

**Management Information System:** The Integrated Financial and Enterprise Resource Planning Software system is now over 80% customized and live since January 2019. We have seen the benefits associated with the system among them the SMS alerts upon receipt of loan application, guarantor verification and loan disbursements. Members are now in a position to access their Sacco account on their mobile phones or internet.

During the year 2019 at Ushirika day celebrations, Kentours Sacco was recognized by Cooperative Alliance of Kenya (CAK) in the category of best Sacco in technology optimization, under employer-based Sacco tier three (3) where the Sacco was placed in position number three (3) nationally.

**Mobile Loan:** Two years ago, we launched a mobile money platform, M-Jisort, which was a milestone to the Sacco in mobile money lending. However, this was suspended in November 2019 due to hitches that were being experienced in accessing the mobile loans services. The service provider, Inuka Pap Limited, explained that they were upgrading their systems but this unfortunately stalled. With the new software in place, we are working on another mobile money platform, Cloudpesa, which will be up and running after the AGM.

**Strategic Plan:** Our strategic plan for the year 2016 – 2020 is coming to an end this year. The Board will be engaging consultants to assist in developing another plan that will guide the Sacco



in the next 5 years (2021 – 2025). As we do this, the consultants may require certain information from members and we appeal to you that when this is done, please provide the information as requested. We shall also factor the cost for this in the revised budget for the year 2020. A lot has been achieved under the current plan, however the elements not accomplished will be reviewed and incorporated in the next plan.

**Interest rate cap:** Through the finance Act 2019, the law on interest rate caps was repealed. The effect of this is that most of the financial institutions will increase their lending rates. We at Kentours, shall maintain our current lending rates and therefore are appealing to the members to patronize the Sacco products which are more attractive as compared with other financial institutions.

**Security on Loans:** Over the years, the Board has introduced others forms of security on loans apart from guarantors, among them Kentours Housing title deeds, Automobile log books and life assurance policies. The Board is working on a policy to open up use of other title deeds as security to loans. Once all this is put in place, a circular on this new product will be released to the members.

**Insurance Claim:** We have noted that when death occurs to a Sacco member, despite the fact that we have insurance on loans and deposits, many a times it takes too long for the information to be communicated to the Sacco office. It is important for the

employer, Unit Representatives, family and indeed all members to ensure that death cases are reported immediately to the Sacco for the same to be reported to the insurance. For the claim to be processed, the original death certificate must be presented to the Sacco office. Once the claim has been processed, payment will be made as per the details in the latest next of kin nominee card. It is therefore very important that members update their nominee cards regularly.

**Bylaws:** Our new By-Law booklets were done and distributed to the members last year at a minimal fee of two hundred Shillings (Kshs. 200/=). Please ensure that you have your copy, read and understand the contents for you to know what governs your Sacco.

A thank you note goes to the sponsors of the magazine, those who sent their articles and testimonials and the editorial team for ensuring that the edition is out in good time.

Lastly, I wish to thank all stakeholders of Kentours Sacco and wish them a blessed year 2020.

May God bless you all.

*Joseph M. Kagema.*

“

Don't tell people how to do things, tell them what to do and let them surprise you with their results.

**George Patton**

”



# Current Board Members



*Standing (L-R) Zedekiah Ongoma, Joan Ngugi, John Ng'ang'a, Juliana Wambua-Kalu, Philip Muchiri, Edwin Omondi and Fredrick Odipo.  
Seated (L-R) Susan Chege (CEO), Joseph Kagema (Chairman) and Lilian Weru.*

## The Future of Cooperatives In Kenya

May I start by acknowledging that the movement has come from far? For us to realistically talk about the future, we cannot lose sight of the past and the present of the cooperative movement.

After independence, the Kenyan government identified cooperatives as the catalysts for accelerating socio-economic development in the Country. For this reason, the first Cooperative Societies Act, Cap 490, enacted in 1966 did deliberately bring cooperatives under strict government control. In regard to this government position, the then Minister of Cooperatives and Social Services in the Kenyatta government Mr. Ronald Gideon Ngala in his inaugural speech said; "Since the present government wants to use the cooperative movement more effectively to effect the efficiency and effectiveness and use it as an instrument which will give us prosperity and economic pattern in the country; the government has this policy of increasing their guidance and supervision in the cooperative movement. It is a change of outlook"

True to the government's intention, in deed cooperatives have prospered individuals, communities and nations the world over. For instance, employment in or within the scope of cooperatives is estimated at a minimum of 279 million people across the globe (source: 'socioeco.org; Resource website of social and solidarity economy').

But really what is a cooperative? A cooperative is an autonomous association of persons united voluntarily to meet their common economic, social and cultural needs and aspirations through a jointly owned and democratically controlled enterprise.



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## The Future of Cooperatives In Kenya

Continued from page 3

While cooperatives are businesses, they advance both economic and social benefits for their members, and are driven by internationally agreed cooperative principles and values. Cooperatives are acknowledged in the 2030 Agenda for Sustainable Development as a means of implementation along with other private sector businesses.

The cooperative movement has grown from strength to strength over the years to position itself as having no equal in terms of its power to penetrate to the very core of our society. The model has the ability to make us equal through the power of team spirit, evidenced in the pooling of meagre financial resources together to make a pool from which affordable credit can be advanced for socio-economic and cultural needs, hence alleviating poverty among millions of people around the world who benefit from the model either directly or indirectly. But what prevents this dream from being achieved fully? No doubt, the cooperative model in Kenya is billed as the most successful in Africa, but not without its share of challenges.

In Kenya particularly, most cooperative societies face a myriad of challenges, varying in degree and magnitude from one cooperative to the other, key among them being :- restrictive (less enabling) legislation, poor governance & management, lack of or inadequate or misguided democratic control by the members, Disloyal members, Leaders with a traditional mindset (resistance to change ), unattractive products for the youth and other disadvantaged groups in the community, inflexible loaning model, unstable economy, hence less disposable incomes and increasing loan delinquencies and defaults, Liquidity challenges (either over or insufficient liquidity ), smarter Partners turned competitors, Information Management

systems and the most dangerous challenge of all - cyber-crime.

So how do SACCOs face the future amidst these challenges? Change is a must though One Gary Hamel said that, 'you can't build an adaptable organization without adaptable people--and individuals change only when they have to, or when they want to. --".

Could it be time to change and face the future differently? We have the power to decide our future, design it and execute it and if we don't change, then we shall only deal with the consequences.

At this point, I wish to tell a little of the story of the Rise and Fall of BlackBerry titled; 'Losing the Signal: The Untold Story Behind the Extraordinary Rise and Spectacular Fall of BlackBerry '. It is said that in 2009, BlackBerry controlled half of the smartphone market BUT today that number is either one percent or less. What went so wrong? The rise and fall of BlackBerry reveal the dangerous speed at which sometimes innovators race before meeting their dead end. The opposite of this is also possible, that is, lack of innovation. Simply put, in this era of stiff competition 'the business ocean is too red' and the only way to survive is to outsmart the other players by 'thinking blue', so long as decisions are guided by market trends and internal dynamics.

Here is the way I see the future of SACCOs, that is, some key success factors;

· Strategic Clarity: Successful Cooperatives know why they exist? (Purpose), who the strategic focus of their business is (membership), are alert to their value proposition, focus on how to create and sustain a Competitive Advantage.

· Revolutionizing lending practices to incentivize members of all cadres to save.

· Invest in HR talent: You must hire strategic thinkers. It's envisioned that the future of SACCOs is one with on-executive directors. Capacity building has to be continuous.

· Be a one stop shop / mass customization: Although said that "You can't be all things to all people' but I say that, you can be all things to your members.

· Make it easy but cautiously: people want it to be easy and simpler to do business with the SACCO, mostly by use of technology.

· Form collaborative networks /strategic partnerships to assist in offering what you cannot on your own or that which would be too expensive for the SACCO to offer alone.

· Address Governance and succession planning related challenges.

· Empower members to be more open minded in decision making, both individually and at the SACCO levels.

· Allocate higher budgets to cyber security and put in place robust systems that can cope with the growing and changing needs for members and also as dictated by market scenarios.

· Re-engineer SACCO business processes for increased efficiency

I conclude with the words of Bill Clinton that, 'the price of doing the same old thing is far higher than the price of change. --"

**BY PAULINE KAMBA**

**(MBA, BCOM, DHRM, TOT- MANAGEMENT CONSULTANT)**

**E: [info@topedgeconsultants.co.ke](mailto:info@topedgeconsultants.co.ke) or [topedgeconsultants@gmail.com](mailto:topedgeconsultants@gmail.com)**



Board, Supervisory and Staff at Team Building Activity

# CEO'S Message

Greetings Members,

I am delighted to join Kentours Board, Management and Staff to share the Sacco's year 2019 highlights.

As at close of the year, the Sacco's total assets increased to Kshs 1.39 billion from previous year's Kshs 1.27 billion while deposits increased to Kshs 1.12 billion from Kshs 1.03 billion. We disbursed Kshs 588 Million in loans, 18% higher than previous year. While this translates to improved revenues for the Sacco, a number of Employer Units closed by end of the year thereby increasing the risk of bad debts and the need to make financial provisions to cushion the Sacco. This has negatively impacted on the rate of members' interest on deposit and dividends on share capital as shown in the financial section of this magazine.

Even though loans uptake was impressive compared to previous year, members have been slow to take advantage of borrowing against other collaterals that are acceptable to the Sacco other than members' deposits. These include Kentours Housing Cooperative Society land title deeds, life assurance policies and automobile log books. We encourage members to use these alternative collaterals to ease on loan security issues.

We have continued to assist loan guarantors who have suffered deductions for defaulted loans by facilitating them to pursue the defaulters through the Co-operative Tribunal and a number have had some reprieve. We urge

guarantors not to let up on this avenue.

To improve on communication to members, we were able to rollout some services which include system generated SMSes and emails. This has allowed members to verify any loan guarantees they have given at the point of loan application processing and therefore a guarantor has an opportunity to stop the process if they suspect forgery.

We also activated the web portal and members are now able to check among other things their savings and loan balances. It is this continued effort to improve on technology that earned us recognition in the Sacco movement nationally as we were awarded position three (3) "Best Sacco in Technology Optimization in the category of employer-based tier 3" during the Ushirika day celebrations held in July 2019.

One of the elements that enables us to achieve our objectives and success for the Society is education to Board, Supervisory, Staff and the general membership. The Board, Supervisory and Staff have continued to receive requisite training to enhance their knowledge. On the other hand, the Sacco undertook regional education to members and this will be simulated in the remaining regions this year. We have also continued to train the Unit Representatives so as to build capacity and to ensure they execute their duties efficiently. Overall, knowledge



improves team's efficiency, it is no wonder the Sacco won a second award, position three (3) under the category of "Most Efficient Employer Based Sacco Tier 3".

In the spirit of Corporate Social Responsibility (CSR), the Sacco was able to visit and assist disadvantaged children at Good Shepherd Home - Missionaries of the Poor where besides making material donation, the Board and staff spent a day with the children and gave them a memorable time.

As I conclude, I wish to thank members and Employer companies for their continued support as well as the Ministry of Industrialization and Enterprise Development for guidance and support whenever we have called upon them.

God bless you.

*Susan Chege*



(L-R) Isaac Rintaugu, Brian Kiplagat, Elizabeth Talu, John Kariuki, Susan Chege (CEO), Maurice Kiruja, Moses Ndegwa, Doreen A. Wanyama, Wilson Ong'ele, George Waweru and Geoffrey Moenga.



SANCTUARY  
RETREATS

# SANCTUARY TAMBARARE

*Authentic Luxury in the Heart of Laikipia*



Nestled amongst fever trees in the shadow of Mount Kenya, the brand new Sanctuary Tambarare, opening July 2020, in Laikipia delivers the perfect balance of adventure and serenity. Sanctuary Tambarare looks out across the grassy plateau of the award-winning Ol Pejeta Conservancy, 90,000 acres of unspoilt African landscape, where the Big Five roam, including the last two northern white rhinos on earth. With just 10 luxurious guest tents, Sanctuary Tambarare is a peaceful haven.

[reservations.kenya@sanctuaryretreats.com](mailto:reservations.kenya@sanctuaryretreats.com)

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[sanctuaryretreats.com](http://sanctuaryretreats.com)

# The Supervisory Committee Message

The year 2020 marks 36th birthday of the Sacco. The role of the supervisory committees in the Sacco movement is evolving each day and this can only mean extra efforts by the members of the committee. We thank the Board and the Staff for according the committee necessary support to help us achieve the desired results. The committee remains committed to performing its internal audit function which is key to the running of the Sacco.

## Implementation of New System

Digital Economy has gained substantial importance within the global economy as a driver of innovation and competitiveness. As part of the global village, this new ecosystem presents a unique opportunity for our economic growth. (Kenyan Digital Economy Blueprint) In the last one year, the Sacco has been implementing a new software aiming to modernize and automate its processes, services and products. The Sacco has been able to successfully implement most of the applications of the new system. The remaining areas are a work in progress.

## Ethics and Governance:

Ethics of governance is about the incorporation of moral conditions and requirements in the management, governance, and control structures of a firm. This is the contextual precondition for the long-lasting and beneficial effects of the virtues of individuals within the organizations. Because of the massive growth recorded in the Sacco sector, various players have been discussing need for ethics and governance in the Sacco sector.

The Sacco regulator (SASRA) and the state of department of cooperatives have now made it a mandatory requirement for those in Sacco leadership to sign wealth declaration forms. The supervisory committee is happy with this move since it is aimed at ensuring proper structures in protecting the Sacco assets and members' deposits.

## Personal Finance

### What is personal Finance?

This is the process of planning and managing personal financial activities such as income generation, spending, saving, investing and protection. Personal finance is very important for the Sacco members even as they save and borrow from one time to the other. It is important to have a financial plan and budget.

“People struggle with money because they think you need to have a lot of money to budget” – Waceke Nduati (Centonomy).

Lesson: always have a budget and financial plan however small your resources are.

## The Co-operative Tribunal

The Co-operative Tribunal is a quasi-judicial body established under the Co-operative Societies Act, No.12 of 1997 as amended by the Co-operative Societies (Amendment) Act, 2004. Its vision is to ensure fair and just settlement of co-operative disputes.

### Parties to a co-operative tribunal dispute

In order to qualify a dispute for purposes of the Tribunal, the matter must concern the business of the Co-operative society;

i. Among members, past members and persons claiming through members, past members and deceased members; or



Joseph Karu, Constance Mwangeli & Felix Tanga

- ii. Between members, past members or deceased members; and the society, its committee or any officer of the society; or
- iii. Between the society and any other co-operative society.

In conclusion, despite the many challenges that the hospitality industry has been facing God has been faithful to Kentours Sacco.

**By Supervisory Committee**

## By – Law Pullouts

- 13.3 A member desirous of changing his nominee (s) may do so at any time provided that such a change or alteration is in writing and signed by the member in the presence of two attesting witnesses who are members of the Sacco.
- 15.1 Membership in the Society shall cease with effect from the date of a member: - (f) Failure to remit regular savings and loan repayments for a continuous period of three (3) months without valid reason.
- 16.1 A member with no liability or outstanding obligation in respect of other members' loans may withdraw from membership at any time provided that where a member has an outstanding obligation in respect of guarantee, shall continue to be responsible unless alternative arrangements acceptable to the Society are made.
- 34.4 Where the membership of the Board falls below nine, the Board shall co-opt qualified member (s) into the Board until the next General Meeting.
- 56 b) The Board shall determine the rate of interest to be charged on loans from time to time.
- 58 c) Any loan more than three (3) months overdue may be referred to the guarantors with a demand notice for them to clear all outstanding loan guaranteed by them provided that the Society shall first give a written notice of this intention to the borrower before so acting.





*Buy land, they're not making it anymore -Mark Twain*

Buy our eighth of an acre (50\*100) plots in instalments as below.

	MAANZONI	NAROK
SHARE HOLDERS	2,065,000/=	424,800/=
23 MONTHLY INSTALMENTS	44,892/=	9,235/=
PLOTS REMAINING	3	7

- Pay 50% of the selling price
- Balance payable by 31 December 2021

Cash price for an eighth of an acre (50\*100) is as below;

	MAANZONI	NAROK	KANTAFU
SHARE HOLDERS	1,750,000/=	360,000/=	560,000/=
NON SHAREHOLDER	2,350,000/=	380,000/=	610,000/=

*NOTE Instalment payment up to 12 months price remains the same as cash price*

#### Key Highlights

##### MAANZONI PLOTS

*Land located only 600m from Mombasa highway and 1 km before Machakos junction.*

##### NAROK PLOTS

*Land located 700m from tarmac, 1.5km to Ole Tipis Girls' Secondary School and Seasons Hotel.*

*"Real estate investing, even on a very small scale, remains a tried and true means of building an individual's cash flow and wealth." – Robert Kiyosaki, an American author*

# Entrance Requirements:

Kentours SACCO has minimum requirements tailored to suit all employees in an organization at any level. Thus: -

- Kshs. 1,000/- being Entrance Fee.
- Kshs 5,000/- being minimum Share Capital contribution payable on twenty-five-monthly installments of Kshs 200/-. The maximum a member can hold is not more than 20% of the Sacco total paid up Share Capital.
- Kshs. 200/- for Kentours Sacco By-law Booklet.
- Kshs 1000/- the minimum amount a member can contribute towards his/her monthly savings (deposits).
- Insurance paid on yearly basis as determined by the market rate.

## KENTOURS SACCO BANK DETAILS

Account Name: Kentours Sacco Society Ltd  
 Account Number: 01120000563700  
 Bank: Co-operative Bank  
 Branch: Green House  
 Bank Code: 11153  
 Swift Code: KCOOKENA

## Kentours Loan Products and Services

Loan Type	Maximum Amount in Kshs.	Maximum Repayment Period in Months	Interest Rate Per Month	Loans to Deposits Factor
Normal Loan	12,000,000	48	1%	3
Normal Loan	12,000,000	72	1.1%	3
Super School Fees Loan	750,000	24	1%	3.5
Home Appliance Loan	1,000,000	36	1%	3
Emergency Loan	1,000,000	24	1%	3.5
School Fees Loan	350,000	24	1%	3.5
Housing Loan	1,000,000	48	1%	3
Premium Loan	12,000,000	60	1.165%	4
Instant Loan	500,000	24	1.125%	3.5
Bank Loan Bailout	12,000,000	48	1%	3
Bank Loan Bailout	12,000,000	72	1.1%	3
Salary Advance	50,000	1	3%	N/A

*Note: For more details about the products kindly, refer to the Sacco profile*

## Other Services

### Demand Savings:

This is a savings product which allows members to save towards specific projects such as festivities, anniversaries, wedding celebrations, holidays, birthdays etc. The account attracts an interest of 6% p.a. after actively running for at least six consecutive months. Interest would be paid on a minimum balance of Kshs. 10, 000/-. A transaction fee of Kshs 100.00 will be charged for every withdrawal and Kshs 100.00 for any additional cheque paid on the same request.

### Share Capital:

These are unwithdrawable savings whereby every member ought to purchase a minimum of 250 society shares at the value of Kshs 20/- each but not more than 20% of total paid up share capital of the Sacco (subject to review by management). Upon cessation of membership, a member may willingly transfer their shares to another member of the Society through a written notice to the office.

### Benefits:

Share capital provides a strong capital base for the society and attracts an interest which is 2%

over and above the declared annual dividend rate on member deposits.

### Dividend Advance:

At the end of the financial year when accounts have been reviewed, members will be allowed to take their dividends in advance. A Maximum 50% of the expected dividend at an Interest rate of 5%.

### M-Pesa Pay Bill Service:

The Sacco accepts payments by M-Pesa. M-Pesa transaction procedure is as follows: -

- Select Pay Bill service in your M-Pesa account and key in: -
  - Business No. **194740**
  - Account No. – Your Sacco Membership Number (Kindly note your Membership Number is not the same as your Employer Payroll Number).
  - In case you do not remember your Membership Number, refer to your membership card or your Member Personal Account Statement. You can also call the office for the information.

- You shall receive a confirmation reference from M-PESA showing the amount that has been sent to Kentours Sacco Ltd.

Official receipt for the payment will be picked from the office. However, you must call the office or write an email quoting M-pesa transaction reference to give instruction on how you would want the money allocated. Failure to do this, it will be upon the office's discretion to allocate the payment.

### Insurance:

This is an insurance policy scheme through which members contribute premiums that offer security to members' savings against any financial loss which may be occasioned by the unforeseen event of death or permanent disability.

### Benefits:

- The policy guarantees to pay 100% of the shares held by the member to the nominated next of kin.
- The policy further offers a funeral expense benefit of Kshs 100,000/- per member.

*Note: Kindly inform Kentours Sacco office of the demise of a member immediately.*



# Members Education Sessions



Andbeyond Head Office



Loisaba Tented Camp



Crowne Plaza JKIA



Governors Camps Head Office



Hilton Garden Inn Hotel



Kichwa Tembo Camp

# Members Education Sessions



Mara Conservancy



Mara Legends Camp



Maasai Mara Emayian Luxury Camp



Nairobi Unit Reps Training Session



Maasai Mara Managers Forum  
at Keekrok Lodge



Outside Nairobi Unit Reps  
Training Session



# Members Education Sessions



Naivasha Simba Lodges



Sekenani Camp



Mbweha Camp



Registration of Members during the 2018 AGM



Board Supervisory and Staff at Ushirika Day

# Education Committee Message

Dear Reader,

Welcome to the 18th edition of Kentours Education Magazine. The Editorial Team of the Magazine is happy to engage you once again in sharing happenings and developments that have occurred within our Sacco since the last Edition.

We have on various forums shared some of these developments through circulars, e-mails, SMSes, Unit Representatives and educations sessions, but it is always nice to remind ourselves.

Kentours is indeed a very dynamic SACCO with members drawn from all over Kenya and who also have various needs and expectations from the Sacco. We have tried to reach out to every individual need because we are well aware that satisfying these expectations and needs is what has made Kentours to grow to the current level. To this end we urge members to continue using the online feedback forum as well as engaging their Unit Representatives.

It is important to know that Unit Representatives do quarterly member reports to the Board and that Education committee goes through them very attentively. It is only through voicing your needs that the Board will get to know them and act accordingly, so we kindly request that you make full use of this avenue.

During the year 2019 and early 2020, the hospitality industry in Kenya has witnessed a relatively calm environment in terms of our image publicity and political stability. This has resulted to positive increase in terms of tourist arrivals and revenues. On the other hand, we have also witnessed a lot of competition within the industry that has negatively affected the Sacco. Some of our key Units like Southern Sun Mayfair, Abercrombie & Kent Coast and Golden Spur Restaurant have had to close operations. Boma Hotels have also been put under administration. The double wedge impact of these situations has seen new members joining and some old ones exiting the Sacco. During the year, we recruited 585 members to close at 3,625 members. We are still vigorously working out ways to minimize exit of members. We wish all those who have exited well as we look forward to welcoming them back to the Sacco when their circumstances improve.

During the year under review, we grew from 80 to 86 employer companies. Cumulatively we have witnessed growth from 4 members in 1984 to 10,093 members by 31st December 2019.

Concerning members education, we visited 13 units in Nairobi and 33 from outside Nairobi. We thank Employer companies for allowing us to conduct these sessions at their premises and allowing staff time out to attend the sessions. We are grateful to those companies who considered some concessions in terms of accommodation costs for visiting staff and Board members. We acknowledge all those who facilitated transport, especially for our Relationships Officer, Geoffrey Moenga, who sometimes made un-scheduled visits to units outside Nairobi.

We would wish to thank, our dear Unit Representatives for mobilizing members and facilitating these sessions. It would be very difficult to hold them without your support and cooperation. You are indeed good ambassadors of Kentours Sacco.

Special thanks go to organizers of Mara Managers Forum that took place at Keekorok Lodge in October 2019 for inviting us and facilitating our Relationship Officer's attendance and accommodation. We benefitted a lot from that forum and we are happy to report that four new employers' companies signed MOU with the Sacco and some of their staff have already joined us.

We would like to welcome the following Six companies that joined the Sacco family during the year: -

1. Mara Legends Safari Camp
2. Mara Big Five Camp
3. Maasai Mara Emayian Luxury Camp
4. Sagala Lodge Ltd
5. Creative Kitchen Co. Ltd
6. Glidden Kenya Ltd (Sekenani Camp)

We look forward to being a one stop shop for all your financial needs and making your dreams come true.

We would also wish to remind you members that your spouses as well as children above 18 years are eligible to join the family.

Training for Unit Representatives who come from outside Nairobi was held on 16<sup>th</sup> March 2019 at the Southern Sun Mayfair Hotel, Nairobi. The Nairobi based Unit Representatives had their training on 29<sup>th</sup> November 2019 at Double Tree by Hilton Hotel Nairobi.

In an effort to improve on service delivery to members, relevant trainings and refresher

courses for Staff members, Board and Supervisory Committee were also organized during the year under review.

As you have read in the Chairman's report, members are already enjoying the fruits of our new system. We would like to encourage all members to register to the Web portal and Cloud Pesa which will enable you to access and interact with your account whenever you want.

Co-op bank foundation scholarships; this year, Kentours was successful to have one of its candidates Ms. Sylvia Nairesiae Simorei get scholarship for her Secondary education at St. Joseph Girls' Secondary School Chepterit.

Through the same program, one of our candidate Ms. Joy Njeri Mbugua who was sponsored for Secondary education at Mary Hill Girls High School is now a student at Kenyatta University studying Bachelor of Science (Mathematics and Computer Science) and also being fully sponsored by the Bank for the entire undergraduate program. Through Kentours, the Foundation has benefitted many students and we urge our members not to ignore the circulars that we send out during the month of December each year.

CSR Activity: On 14<sup>th</sup> December 2019 we visited Good Shepherd Home (Missionaries of the Poor) located in Ruai – Chokaa (off Kangundo Road). We did shopping for them worth Kenya shillings Eighty Thousand (Kshs.80,000) and gave them a cheque of Kenya shillings Seventy Thousand (Kshs 70,000) to cement the ablution area.

Save for the Corona Virus threat, tourism industry has relatively picked well during the first quarter and we are optimistic that 2020 will be a better year.

Thank you, members for your continued trust in Kentours Sacco together we shall continue soaring to greater heights.

In conclusion we would like to thank the sponsors of this edition of our magazine namely Kentours Housing Cooperative Society, Kobo Safaris, CIC, Britam, Elewana Collection, Somak Safaris and Abercrombie & Kent Nairobi.

We also thank each and every person who participated in terms of providing articles and testimonials.

Last but not least, Kudos to the Editorial Team for putting everything together despite very strenuous circumstances. Long Live Kentours!

*By Education Committee*





# KOBO SAFARIS

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## Simple Quiz

- 1) What is the maximum number of nominees is a member allowed to fill in the Next of Kin nominee card?
  - a) Two
  - b) Five
  - c) Eight
  - d) As many as the member wants.
- 2) Which employer company started Kentours Sacco?
  - a) Windsor Lodges & Hotels
  - b) Lonrho Hotels
  - c) Abercrombie & Kent Nairobi
  - d) &Beyond
- 3) What happens to my membership when I leave employment from the company that has signed an MOU with the Sacco?
  - a) You automatically cease to be a member.
  - b) You lose all your deposits.
  - c) You must withdraw your share capital.
  - d) You have the option to continue with membership as an individual member.
- 4) How much is paid by the Sacco Insurance towards members' funeral expense?
  - a) Kshs 40,000
  - b) Kshs 60,000
  - c) Kshs 100,000
  - d) Kshs 200,000
- 5) Which one of these Employer Units is a Member of Kentours?
  - a) Fig Tree Camp
  - b) Pollmans
  - c) Air Kenya
  - d) Chicken Exotica
- 6) What is the interest rate on dividends advance?
  - a) 5%
  - b) 3%
  - c) 1.1%
  - d) 10%

**Answers**

1. d    2. c    3. d    4. c    5. a  
6. a

<b>Results at a Glance</b>			
<b>for the year ended 31<sup>st</sup> December 2019</b>			
	2019	2018	% Change
Membership	3,625	3,424	5.87%
Share Capital	51,461,739	48,080,938	7.03%
Members Deposits	1,120,448,601	1,023,114,802	9.51%
Statutory Reserve	41,457,155	39,150,046	5.89%
General Reserve	9,847,900	9,386,478	4.92%
Retained Earnings	23,480,114	22,864,203	2.69%
Current Liabilities	142,259,747	128,181,865	10.98%
Investments	436,613,782	336,578,311	29.72%
Other Current Assets	61,723,579	62,874,054	-1.83%
Loans and Advances to Members	841,807,723	821,988,181	2.41%
Non Current Assets	48,810,172	49,337,786	-1.07%
Net Assets	126,246,907	119,481,666	5.66%
Interest on Members' Deposits	87,394,991	82,872,299	5.46%
Dividends on Share Capital	5,043,250	4,856,175	3.85%
Net Surplus Before Tax	16,200,022	15,478,828	4.66%
Total Revenue	145,082,773	130,108,835	11.51%
Operating Efficiency Ratios			
Administration Expenses/Total Revenue	21.28%	22.20%	
Financial and Other Expenses/Total Revenue	67.55%	65.90%	
Percentage of Expenses to Revenue	88.83%	88.10%	
Yield Ratios			
Interest on Members' Deposits	7.80%	8.10%	
Dividends on Share Capital	9.80%	10.10%	

### Deposit Contribution Schedule

The table below shows the minimum deposit contributions a member is supposed to pay upon obtaining a loan.

Loan Amount (Kshs)	Deposits Contribution (Kshs)
0 - 750,000	1,000.00
Over 750,000	2,500.00

The figures shown on the table are over and above the actual loan repayment amount.

### Office Location

The Kentours Sacco offices are located at Commodore Office Suites 1<sup>st</sup> Floor, Kindaruma Road, Kilimani.

Telephone No. 0709 309 000, 0733 667 596 and 0722 968 596

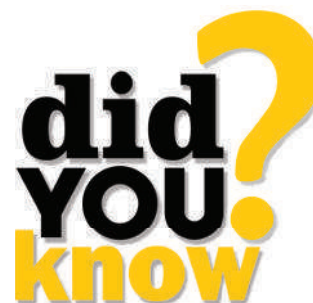
E-Mail address – info@kentours.co.ke

Kentours Sacco website – www.kentours.co.ke



## Loan Policy Extracts

- For a member to qualify for a loan, one must have completed six months continuously remitting his/her deposits, and must have a minimum of six thousand shillings as total deposits.
- Savings/deposits contribution paid in cash or cheque outside the check-off system, for purpose of securing a loan will be considered only if such money remains in the Society for at least six months.
- A member applying for a loan should undertake to pledge future earnings from the current employers and other sources of income, including terminal benefits towards the repayment before such loan is granted by the Co-operative.
- The society will only grant loans if its Books of Accounts are up-to-date in accordance with the Co-operative Societies Act and Co-operative Societies Rules.
- A member who withdrawals from the Co-operative shall be treated as a new member for loaning purposes if he re-joins the Co-operative.
- All applications for loans shall be made on the relevant forms prescribed by the society.
- The loan application form must be fully completed and supported by the most recent pay slip (or acceptable proof of the applicant's ability to repay the loan comfortably) and a copy of the applicant's National Identity Card.
- It shall be an offense for an applicant or society employee to give false information regarding deposits, loans and guarantors as provided for in the by-laws.



- That you can now access your Sacco account details online?
- That you can contribute articles to this Magazine?
- That Kentours Housing Co-operative Society is a separate legal entity from Kentours Sacco?
- That In case of death your money shall be paid to your nominees as per your latest record in the Nominee Card?
- That incomplete loan application form will delay loan processing?

# HEALTH DIGEST - How to Live Longer and Feel Better

## 10 Tips for Healthy Living

Do you feel motivated to try to live longer and feel better overall? Join the club! We all have different reasons as to why we want to live longer and have a better quality of life. Maybe we want to watch our grandchildren grow up or be able to cross off everything on our bucket list.

However, regardless of why you want to live longer and feel better, we all have obstacles to living our best (and longest life). While no one has the guarantee of tomorrow, nowadays we all have to plan for living into our 100s. In this article, we will lay out 10 tips on how to live longer and feel better. As you will see, living better and living longer is a multifaceted approach. Also, while you may be focused on how long you can live in the future, make sure you enjoy the ride every day (including today).

### 1. Get Regular Check Ups

When was the last time you had a medical check-up? If you can't remember, then it is time to go. Regular doctor's visits can help you prevent problems or find them early on. Even if you are young or "feel fine," there are plenty of silent killer diseases out there that go unnoticed if you never go in to see your doctor. Put your best foot forward knowing you have done your annual check-up.

### 2. Know Your Risk Factors

You can't pick your family, and you can't pick what genes you are given. Some of us may have a family history of diabetes or hypertension. On the other hand, some of us may be more likely to develop mental health disorders than other people without a family history. If you grew up around smokers (and/or you smoke yourself) you may be at greater risk of disease. We all have our own unique cocktail of risk factors for physical, behavioural and mental health, so make sure you talk to your doctor about how your risk factors will affect your overall health and longevity.

### 3. Drink Enough Water

Water is essential to life and overall health. When we don't drink enough water, we put ourselves at risk of dehydration, kidney damage, headaches and altered lab values to name a few. While it is essential to hydrate before, during and after physical activity, proper hydration is important during all parts of your day.

### 4. Get Enough Exercise

Most of us know exercise is important for living healthy, but it's hard to motivate ourselves to get out of our seats at work and at home. According to the American Heart Association (AHA), adults should get at least 150 minutes of cardio exercise per week and 300 minutes per week if you want to lose weight. Also, the AHA recommends that adults get at least two strength training workouts per week. It's time to make physical activity a habit that you can't live without!

### 5. Get Enough Sleep

How much sleep are you getting? According to the CDC, adults should get 7-9 hours of good quality sleep per night (depending on your age). If you find yourself waking up several times during the night, suffer from sleep apnea or simply don't feel rested after a full night's sleep, then your sleep quality may be impacted.

### 6. Listen to Your Body

It is no surprise that our bodies change over the years. What we could physically do in our teens and 20s can seem like a distant memory when we get older. Even though physical activity is essential throughout your entire life, make sure you talk to your healthcare team and physical therapist to understand how to exercise for your age, body and health conditions. Alert: If something truly hurts, then chances are something is wrong!

### 7. Listen to Your Gut

If you are looking to live longer, then listen to your gut instincts when going into potentially dangerous situations. In your teens, you may not have thought twice about speeding down a gravel country road, but

you know better now (hopefully!). Or, remember when you and your friends used to cliff dive by the local river? Just pay attention to the pit in your stomach, it can save your life!

### 8. Listen to Your Mind

We are lucky to live in a time when mental health is getting more and more attention as being a pillar of overall health. Conditions like depression can decrease quality of life and lead to isolation, which can affect how long you live. Also, suicide is a leading cause of death in many people, so understanding your personal risk of mental health issues and/or suicide is important for living a longer and better life.

### 9. Find Things That Make You Happy

What's the point of living a long life if you just work, pay the bills and then die? Happiness is a factor to overall well-being, so make sure you do something every single day that makes you happy. You may find happiness in being with family or caring for a pet. Others may find happiness in activities like hiking, playing cards or watching movies. If you absolutely love what you do for work, then you've hit the jackpot! However, sometimes the hardest thing to do is figure out what makes you happy. You'd be surprised at how many people really don't know what specifically makes them happy. If this sounds like you, then it's time to do some soul-searching.

### 10. Avoid Isolation

Even though technology aims to help us operate remotely, it also isolates us. As we try to navigate a world with seemingly more screen time and less face-to-face time, it is important that we avoid isolation, especially later in life. At baseline, the elderly run the risk of isolation when children move away and/or there is loss of a spouse. Physical ailments, inability to leave the home and even progressing sensory loss (i.e. deafness, blindness) can lead to isolation. When we look at previous research on the effects of isolation, isolation and loneliness can increase a person's overall risk of death. As you think about how you will avoid being isolated later in life, make sure you stop to think about who might be at risk of isolation right now.

*Amanda A. Kostro Miller, RD, LDN*

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*Benjamin Franklin*

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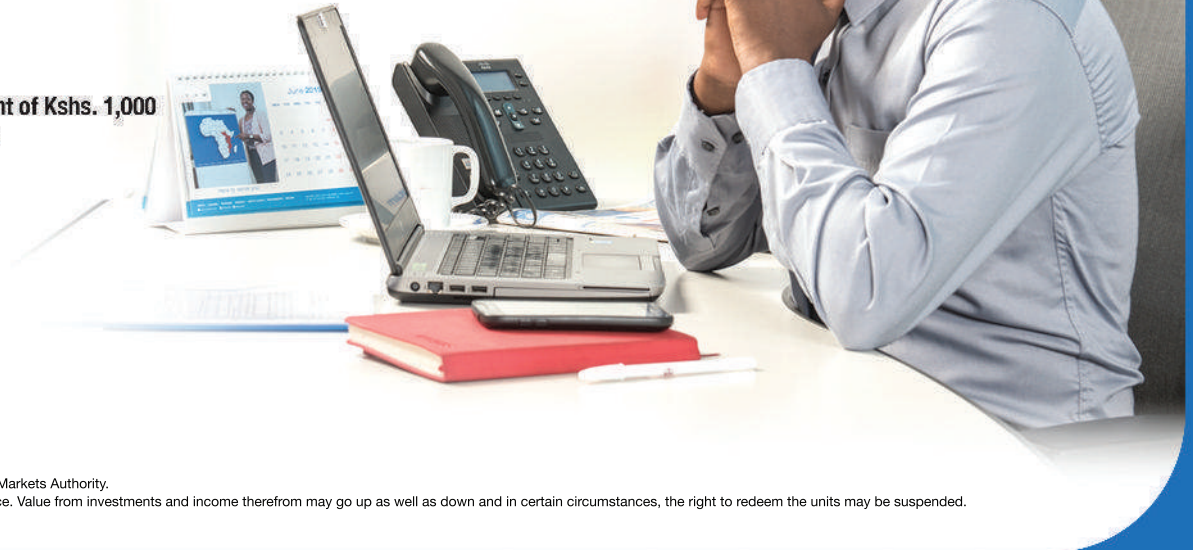
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## Let's Go Sporty Tennis Game

Tennis is a racket sport that can be played individually against a single opponent known as singles or between two teams of two players each known as doubles. Each player uses a tennis racket that is strung with cord to strike a hollow rubber ball covered with felt over or around a net and into the opponent's court. The object of the game is to maneuver the ball in such a way that the opponent is not able to play a valid return. The player who is unable to return the ball will not gain a point, while the opposite player will.



Tennis is a sport and is played at all levels of society and at all ages. The sport can be played by anyone who can hold a racket, including wheelchair users. The modern game of tennis originated in England, in the late 19th century.

Tennis is played by millions of recreational players and is also a popular worldwide spectator sport. The match consists of a sequence of sets. The outcome is determined through a best of three or five sets system.

Sportswriter John Wertheim of sports stated in an article in July 2010 that Serena Williams is the greatest female tennis player ever with the argument that "Head-to-head, on a neutral surface, everyone at their best, I can't help feeling that she crushes the other legends."

## Food for Thought

*"It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly; who errs, who comes short again and again, because there is no effort without error and shortcoming; but who does actually strive to do the deeds; who knows great enthusiasms, the great devotions; who spends himself in a worthy cause; who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails, at least fails while daring greatly, so that his place shall never be with those cold and timid souls who neither know victory nor defeat."*

By Teddy Roosevelt.

Compiled by George Waweru





*Co-op bank foundation scholarships beneficiary Ms. Sylvia Nairesiae Simorei at St. Joseph Girls' Secondary School Chepterit.*

In order to qualify for the sponsorship programme, you need to meet the following requirements

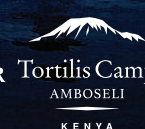
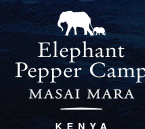
1. Scored at least 350 marks in KCPE.
2. Needy student.
3. Provide KCPE Results Slip.
4. Provide a Copy of Birth Certificate.
5. Provide Form 1 Admission Letter, including Fees Structure (can follow later if not yet received).
6. Give a brief statement indicating why the nominee/family is deemed needy.
7. The name of the Co-operative Society with which the parent(s) is /were associated.
8. Any other document (e.g. pay slip, death certificate, etc. which may aid the process.

## Quotable Quotes

1. Competition has been shown to be useful up to a certain point and no further, but cooperation, which is the thing we must strive for today, begins where competition leaves off - Franklin D. Roosevelt
2. You don't make progress by standing on the sidelines, whimpering and complaining. You make progress by implementing ideas - Shirley Chisholm
3. Before you judge a man, walk a mile in his shoes. After that who cares?... He's a mile away and you've got his shoes! — Billy Connolly
4. "Better to remain silent and be thought a fool than to speak out and remove all doubt."— Abraham Lincoln
5. "Never allow your mind to wander untamed like a wild animal that exists on the basis of survival of the fittest. Tame your mind with consistent focus on your goals and desires." — Stephen Richards
6. "Accept no one's definition of your life; define yourself". — Harvey Fierstein

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Kentours team attending a Corporate Social Responsibility (CSR) Activity on 14th December 2019 at the Good Shepherd Home (Missionaries of the poor) in Ruai

## Chefs Corner

The expectations of food consumers are so demanding. Consistency, quality and preparation techniques have to be much better executed than in the past.

Cooking alone is not enough! You need education, skills, good administration and be a good people person. Moreover, always be smart. "

**Chef Joseph Kulali**

Head Chef Mara Bush Camp and Sunworld Safaris.

## Humour Corner



4. "Biologically speaking, if something bites you it's more likely to be female."
5. "Farts are like children, I'm proud of mine and disgusted by yours."
6. "Light travels faster than sound. This is why some people appear bright until you hear them speak."— Alan Dundee
7. "Doctors are just the same as lawyers; the only difference is that lawyers merely rob you, whereas doctors rob you and kill you too."
8. You know you're getting old when you stoop to tie your shoelaces and wonder what else you could do while you're down there."— George Burns

## Editorial Team



Juliana Wambua-Kalu



Edwin Omondi



Fredrick Odipo



Geoffrey Moenga



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