

2019

ANNUAL REPORT



Telling young degree holders that people with soft skills are more likely to turn their knowledge, hard skills, talents and experiences into effective employment, career progress, lucrative businesses and fulfilling lives looks like belittling their degree or diploma.



TABLE OF CONTENTS

1. 2019: A GREAT START	3
2. THE COMPANY STORY	5
3. ABOUT OUR COMPANY	7
OUR VISION	7
OUR MISSION	7
OUR CORE BELIEFS	7
OUR CORE VALUES	7
4. OUR PRODUCTS AND SERVICES	8
5. THE STRUCTURE OF THE COMPANY	10
6. TEAMING UP FOR THE CAUSE	10
7. OUR EARLY ACHIEVEMENTS	12
8. OUR STAKEHOLDERS AND PARTNERS	17
9. TESTIMONIALS ABOUT US	18
10. FINANCIAL HIGHLIGHTS FOR 2019	19
11. FUTURE OUTLOOK FOR 2020	20
12. ACKNOWLEDGEMENT	21

2019: A GREAT START

Message from the Founder and CEO

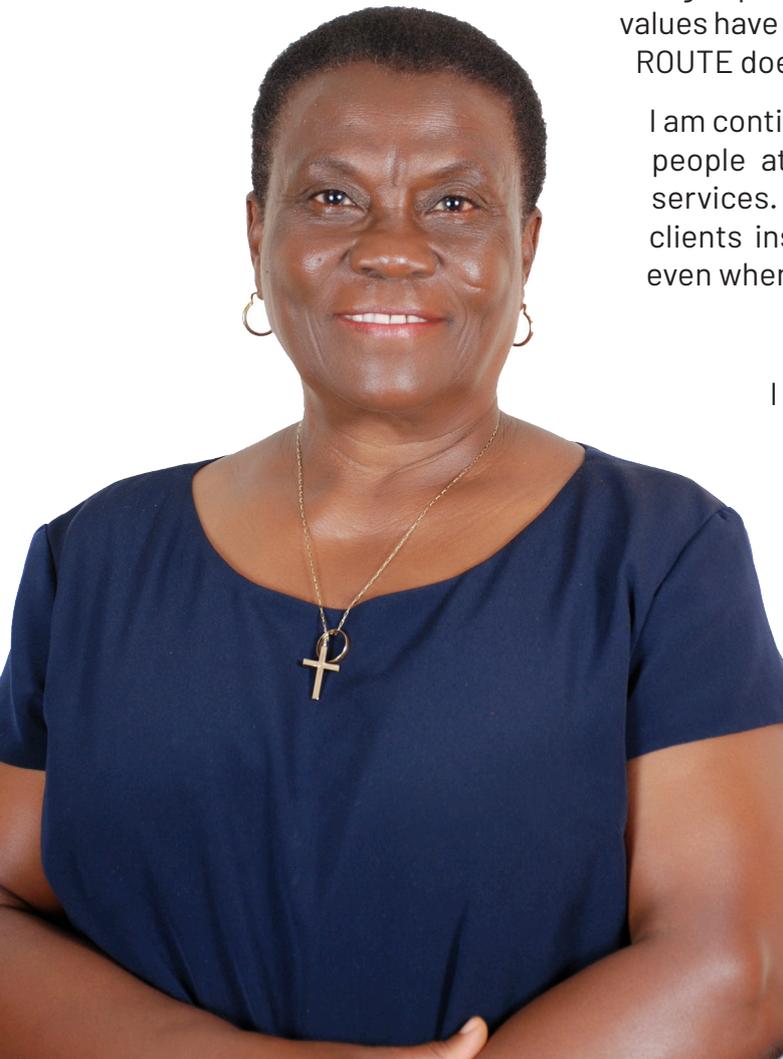
This is our maiden annual report. After spending years conceptualizing Rounding Up the Edges (ROUTE) International Ltd, it is gratifying that my vision has been actualized. Although I registered the not-for-profit company in 2013, its active journey effectively started in January 2019 after I retired. Already in its first year, ROUTE has become a well-established, one-stop provider of soft skills for Employability, Business and Life to young adults in Africa. While the education system and the many youth skilling initiatives strive to give young adults knowledge and technical skills, our vision is to ensure that young adults get the soft skills, the interpersonal skills, the self-management skills, the Business skills, the attitude and mindset change skills and the professionalism skills they need to become more well-rounded young adults who can find, retain and succeed at jobs, create their own sources of income and handle the challenges of life.

"This has been a pleasing year for the company in which we achieved a great set of results".

I founded the company based on core values I hold dear: quality, service, innovation, excellence, equity, justice, professionalism, strategic partnerships, value addition, and honesty. These values have and will continue to be the guiding light for all that ROUTE does.

I am continually impressed and excited by the keen interest people at all levels shown in ROUTE, its products, and services. This and the numerous testimonials from our clients inspired me and the ROUTE team to struggle on, even when the going is tough.

I am proud of the remarkable accomplishments we have made during the first year which has served as a "proof of concept". We have established the ROUTE brand, defined, and started implementing a client-centered unique program for training, supporting, and mentoring young adults in soft skills for Employability, Business and Life, we have set up our first modern, fully equipped training center, won a five-year contract with a large university in Uganda (Kyambogo University), trained over 800 young adults, and established an impressive online presence through our dynamic website and social media platforms. We have made a "A Great Start".



I am very grateful to the ROUTE team who worked tirelessly to deliver on our mission. Our clients too did not disappoint. They accessed our products and services, slowly but surely. I thank our stakeholders and partners with whom we have journeyed throughout this exceptionally gratifying first year. I am indebted to the Board of Directors for their various contributions to the company, materially, financially, and intellectually.

Advocating for soft skills to leaders, potential learners, educators, and the public has proved to be an uphill task, and I believe will continue to be so. Convincing someone that 75% of their long-term job success depends on soft skills is tough. Telling young degree holders that people with soft skills are more likely to turn their knowledge, hard skills, talents and experiences into effective employment, career progress, lucrative businesses and fulfilling lives looks like belittling their degree or diploma. Most people are unaware that individuals with higher levels of soft skills get jobs easier, learn better on the job, earn more and are in better health. Few educators realize that an education system or a skilling program that almost exclusively focuses on providing hard skills and pays very little, or haphazard, inconsistent, and unstructured attention to soft skills puts out half-baked graduates.

Convincing learners to pay even a small fee to learn soft skills which they falsely regard as unimportant has been tough. Penetrating the skilling industry that is fixated on hard skills and attracting and securing external financial support have also been big challenges. Looking to the future, it is important to remember what first inspired me to start this company; passion for service to young adults, excellence in service and superior quality products. That passion remains the lifeblood of this company and continues to translate into tremendous success. This is evidenced by several testimonies we have received from clients about the transformation our products and services have had on them in different aspects of their lives. These and the other achievements we registered during the year have been our pride and will inspire us to improve our performance and propel the company to new heights.

Our prospects as a company are bright. In the coming year, we shall focus on diversifying and strengthening our funding base, exploring new partnerships, and accelerating our growth while continuing to build on the strength of our brand – by helping our clients acquire soft skills and bringing positive change to them. I am incredibly excited about this journey and truly believe that the best is yet to come.

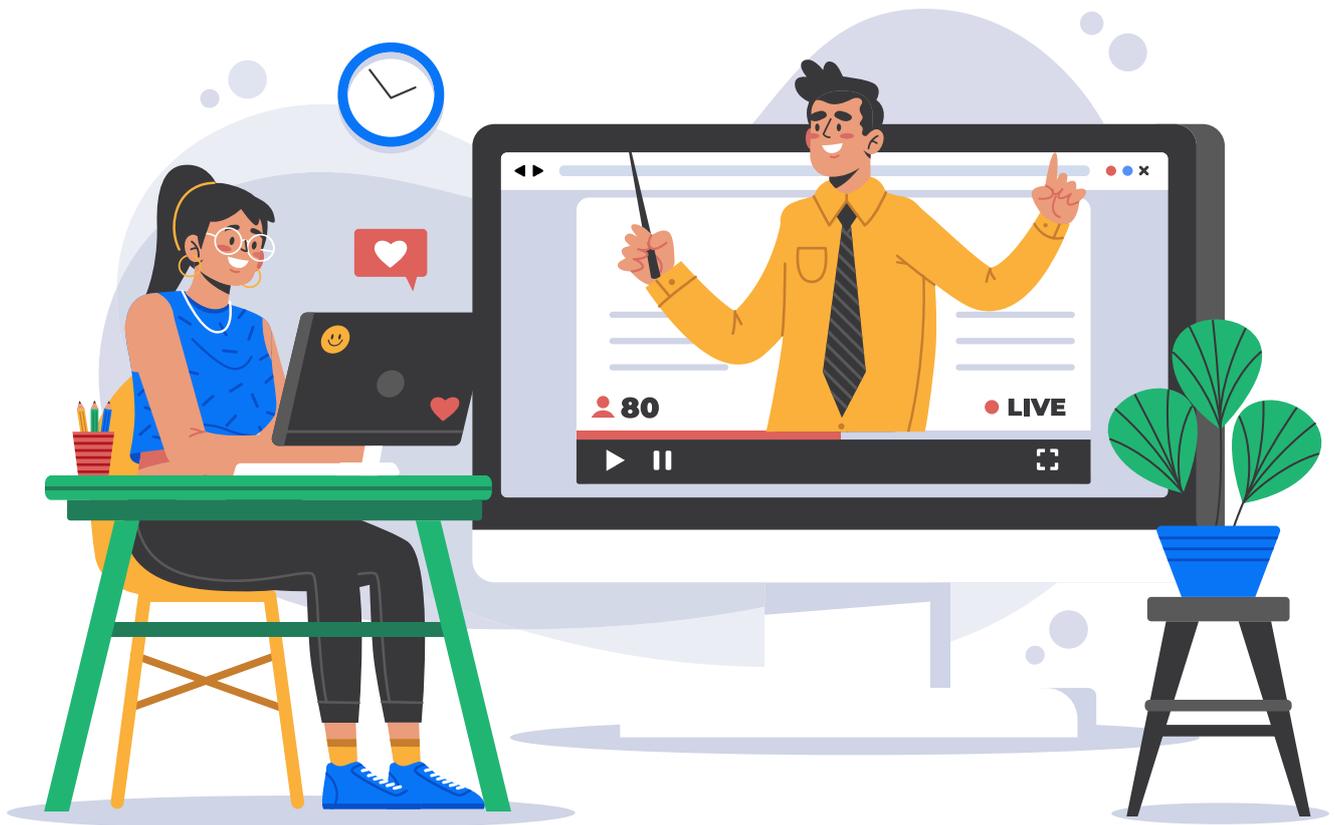
On behalf of ROUTE, I have the pleasure of inviting you to read this report, explore our website and social media platforms, and learn more about our skillingyoungadults program, visit <https://skillingyoungadults.com/skillingprograms/>

Many people limit themselves to what they think they can do. At ROUTE, we believe we can go as far as our minds let us. We have achieved what we believed, despite all odds.

Sincerely,



Dr. Kayondo Jane Frances KENGEYA
Founder and CEO



THE COMPANY STORY

How it all started

The idea of starting a company to skill young adults in soft skills for Employability, Business and Life was conceived in 2012 by the founder and CEO, Dr. Kayondo Jane Frances Kengeya, a medical doctor by profession and a career health researcher. She worked in several national and international organizations, including Uganda Virus Research Institute (UVRI) in Entebbe, Medical Research Council (MRC/UK) program on HIV/AIDS at UVRI, World Health Organization (WHO) in Geneva and the Wellcome Trust in UK.

This journey of doing, leading, coordination, advocating and advising in health research took her to almost all countries in Africa, Europe and North America. Over the years, “Dr. Jane”, as she’s popularly (and fondly) known, observed that many young adults, notably in Africa, found it very hard to find employment, even after graduating. Most were unable to communicate effectively, write convincing Curriculum Vitae (CVs) and hence, never got invited for job interviews. Some of those who were fortunate enough to find jobs, misconducted themselves at work, often mishandled collegial relationships and eventually lost their jobs, often within the first two years of being employed . There were several young adults who were unsuccessful in handling the challenges of life such as failed relationships, mismanagement of personal money, peer pressure and influence and lack of self-discipline . For many , these resulted in depression , frustration , suicidal tendencies , and dissatisfaction with life. Sadly, most of these young adults were not adequately equipped to handle work and non-work-related challenges.

During her career that spanned over 40 years, she worked with, supervised and mentored hundreds of young adults in a professional capacity and within her social networks.

Dr. Jane also worked very closely with several Institutions of Higher Education including Universities, in several countries. She identified blatant gaps in the education system of these countries. The Institutions of Higher Education focused on the technical skills. Students were hardly taught soft skills like, how to communicate effectively, think creatively, prepare for employment and for life. Yet, these skills are essential in complementing and enhancing the technical skills to produce well-rounded graduates.

Dr. Kengeya-Kayondo, a firm believer in taking necessary action to solve problems, conceived the idea of bridging the apparent deficiencies in most young adults and the gaps in Institutions of Higher Education. To address the needs of these young adults, she started a company called Rounding Up the Edges (ROUTE) International. As the name implies its objective is to fill the gaps and smoothen the “edges” resulting from deficiencies young adults have, by equipping them with essential soft skills for effective employment, lucrative business and fulfilling lives. It is envisaged that a combination of soft skills and technical skills will produce holistic graduates and young adults in general. In 2013, the company was registered, legalized and came into existence.



ABOUT OUR COMPANY

Rounding up the Edges (ROUTE) International is a non-profit company registered in Uganda in 2013. Since 2019, ROUTE has implemented a Skilling Young Adults program for training, supporting, and mentoring young adults in Africa, who make up the majority of the continent's population, in soft skills for Employability, Business, and Life. The goal is to enable young adults find job openings easily, become more competitive in the job market, more productive at work, better positioned to start and succeed at micro, small and medium-size businesses and more able to become well-functioning adults who contribute meaningfully to their communities. The company mainly targets young adults between the ages of 18-35 years and embraces young adults of all educational, religious, political, ethnic, and socio-economic backgrounds. The ROUTE Equity Fund guarantees the participation of the financially disadvantaged with a special focus on the unemployed, women and those living with disabilities.



OUR VISION

To be the leading one-stop not-for-profit company empowering Young Adults in Africa with Soft Skills for Employability, Business, and Life.



OUR MISSION

To provide high quality, innovative and transformational training, guidance, support and mentoring in soft skills for Employability, Business, and Life in order to enable young adults in Africa make optimal contribution to the social and economic development of the continent by turning their acquired knowledge, hard skills, talents and life experiences into effective employment, career progress, lucrative business, and fulfilling lives based on proven principles.



OUR CORE BELIEFS

We are guided by three major beliefs:

- Soft skills are vital for long-term success in work, business, and life, are hard to master but are what make humans indispensable

- Individuals with higher levels of soft skills get jobs easier, learn better on the job, are more productive, earn more and are in better health
- Soft skills are not hereditary. They can be learnt, must be taught, and it makes good business sense to teach and propagate them

OUR CORE VALUES



- Committed to experiential and learner-centered methods of soft skills building
- We are action-focused and need-responsive in solving problems to guarantee success
- We put service before self and work until the job is done
- We encourage early acquisition of soft skills to yield the greatest impact
- We are committed to respectful and non-discriminatory practices
- We prioritize the underprivileged
- We maintain confidentiality, professionalism, excellence, and integrity
- We learn from our shortcomings and apologize when expectations are not met

OUR PRODUCTS AND SERVICES

OUR SKILLING MODULES

We possess a solid, diverse, high-quality, unique, and stand-alone set of training modules in soft skills for Employability, Business and Life.

For each of these modules we have:

1. A summary of the module for our website
2. A text that can be adapted (flyer or noticeboard advert) to advertise and invite learners to register for the training
3. A module outline
4. High quality multi-purpose PowerPoint slides that can be used for physical and virtual training as well as on our online eLearning platform.
5. Comprehensive notes/factsheet for learners

1. Soft Skills for Employability

These are skills that prepare young adults for the job market, facilitate them in finding jobs, increase their productivity at work, enhance their career progression, and make them an invaluable resource at their places of work. Among the soft skills for employability, ROUTE focuses on:

- Skills for finding and making sense of job adverts
- Writing a compelling Curriculum Vitae (CV)/resume and Cover Letter
- Tactics for succeeding at a job interview
- Rules and etiquette of work
- How to practice professionalism at work
- Problem-solving skills
- Communication skills
- Leadership skills

- Improving personal engagement at work through mindset change
- Critical thinking
- Emotional intelligence
- Time management
- Customer care.

2. Soft Skills for Business

These are skills that prepare young adults in starting, managing, and successfully sustaining micro, small, and medium-size businesses including those in the hospitality sector. Among Soft Skills for business ROUTE focuses on:

- Skills for developing high impact business ideas
- Meeting the requirements for starting a business
- Carrying out a simple business market survey
- Preparing a basic business plan
- Success factors for business including marketing and sales
- Customer care
- Skills for the hospitality sector such as food safety and hygiene

3. Soft Skills for Life

These are those skills that position young adults to take advantages of life's opportunities, that help them address and overcome the challenges and dilemmas of life, enable them to have more meaningful relationships and enhance their abilities to better manage their lives and experience personal growth. The soft skills for life that ROUTE focuses on include:

- Skills for managing personal money
- Skills for resilience
- Skills for healthy living

- Finding your purpose
- Self-knowledge
- Skills for behavior change
- Courtship and marriage
- Navigating power and gender relationships
- Discipline
- Good habits
- Skills for planning retirement

TRAINING APPROACHES

We use six approaches to deliver training to our clients/target groups:

- One-on-one training – in-person or virtually. Virtually has no geographical restriction
- Covid 19 SOPs` compliant group physical training at our center or elsewhere
- Virtual training via zoom – any number depending on registration. No geographical restriction. Our current zoom package can host up to 100 learners at once.
- Self-led online E-learning – any number depending on registration. No geographical restriction.
- On air – via radio and TV – We established collaborations with Sanyu FM and Fresh TV
- On social media via YouTube, Facebook, and Webinars

TARGET GROUPS

Our target groups for the training program include:

- Students in **universities** and other **Institutions of Higher Learning (IHL)**.
- Early-age, low & mid-level **workers in the corporate and business world**
- Members of **common interest youth clubs** e.g., Rotaractors, sports clubs
- Members of **Religious youth** organizations – of all denominations
- **High school** finalists and long vacationists
- Clients of Non-Governmental Organizations (**NGOs**) working with youth
- Members of **Special needs groups** (refugees, people with disabilities and single mothers/widows).
- Young adults in the general population

We deliver a different set of modules to each of our target group and use target-specific promotion flyers including:

- Pre-uni package for A-level students
- Package for universities and other institutions of higher learning
- Package for partnering with Religious Institutions
- Corporate package
- Package for Rotaract clubs

CERTIFICATION

A certificate is given to learners upon completion of a particular module. It is a certificate of completion based on contact hours, not grades or marks, since the emphasis of the training is on skilling and practice, not on tests and marks.

OTHER SERVICES

- Career counselling
- Occupational profiling
- Provision of consultancy services in skills for employability, business, and life
- Provision of corporate training facilities (training center hire)
- Updating and posting information about national, regional, and international labor employment opportunities on the Job bank
- Link young adults with reputable employers for internship and work placement opportunities
- Link young adults with local and international higher education institutions for further training and up-skilling

THE STRUCTURE OF THE COMPANY

BOARD OF DIRECTORS

Dr. Jane Kengeya-Kayondo—Uganda

Mr. Moses Kayondo—Uganda

Mr. David Martin Luswata—Canada

Dr. Joanita Noelina Nattu—Norway

Ms. Stacia Nkizi Andrea—Switzerland

Mr. Michael Amany-Ebye—Syria

Mr. David Katungye—Uganda

TEAMING UP FOR THE CAUSE

MEET THE MAIDEN TEAM OF VOLUNTEERS

This was our first year in operation. We were not able to pay competitive salaries. We offered negligible stipends. Even then, we were extremely successful in attracting, and to a reasonable extent, retaining high caliber volunteers who generously offered their time for different durations of time.



Dr. Kayondo Jane Frances Kengeya
Founder and CEO
(MBChB, MSc.)



Mrs. Flavia Katungye
Administrative Officer
(BBA Finance)



Ms. Stella Sibbo
ICT Officer
(MSCE - Microsoft Certified Systems Engineer)



Dennis Edward Bitature
Trainer
(Behavioral & Clinical Psychologist)



Mrs. Regina Musaaazi Kayanja
Trainer
(Msc. Agric. Econs)

- **Mr. Joseph Kahuma**
Operations Officer and Trainer
(B.A)

- **Mr. Abdala Bogere**
Finance Officer
(BBA Accounting)

- **Mr. Brian Serugo**
Website and Social Media Officer
(Dip. Industrial Design)

- **Ms. Betty Akite**
Accounts Assistant
(BBA Accounting)

- **Dr. Joseph Walusimbi**
Trainer
(PhD....., MSc.....)

OUR EARLY ACHIEVEMENTS

The company started off on an excellent footing by putting the fundamentals in place as well as other achievements. Below we share with you some of our outstanding results during the first year of our existence.

STAMPING OUR IDENTITY

Debuting our corporate brands

The company launched two unique logos as an essential part of its brand; one represented the Skilling Young Adults Program, and the other linked to the company name. The suffix "International Ltd" legalized the company's ability to provide services beyond the borders of Uganda.

These corporate brands have become synonymous to the company.

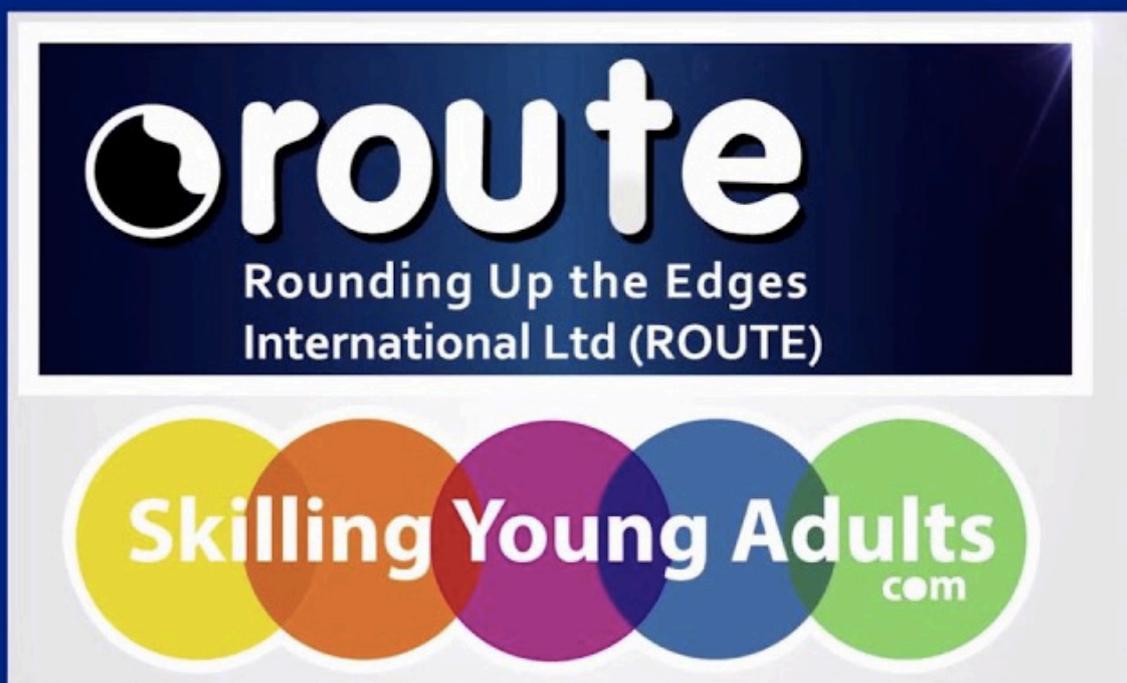
The other brand products that were developed include: general fliers, T-shirts, branded pens, signage, pullup banners etc.

Over 100 fliers were disseminated to different stakeholders and partners.

The company profile is launched

To effectively market the company, its products and services, a company profile was produced.

It is abridged, easy to read and interesting. Upwards of 100 hard copies and several hundreds of soft copies were disseminated to stakeholders.

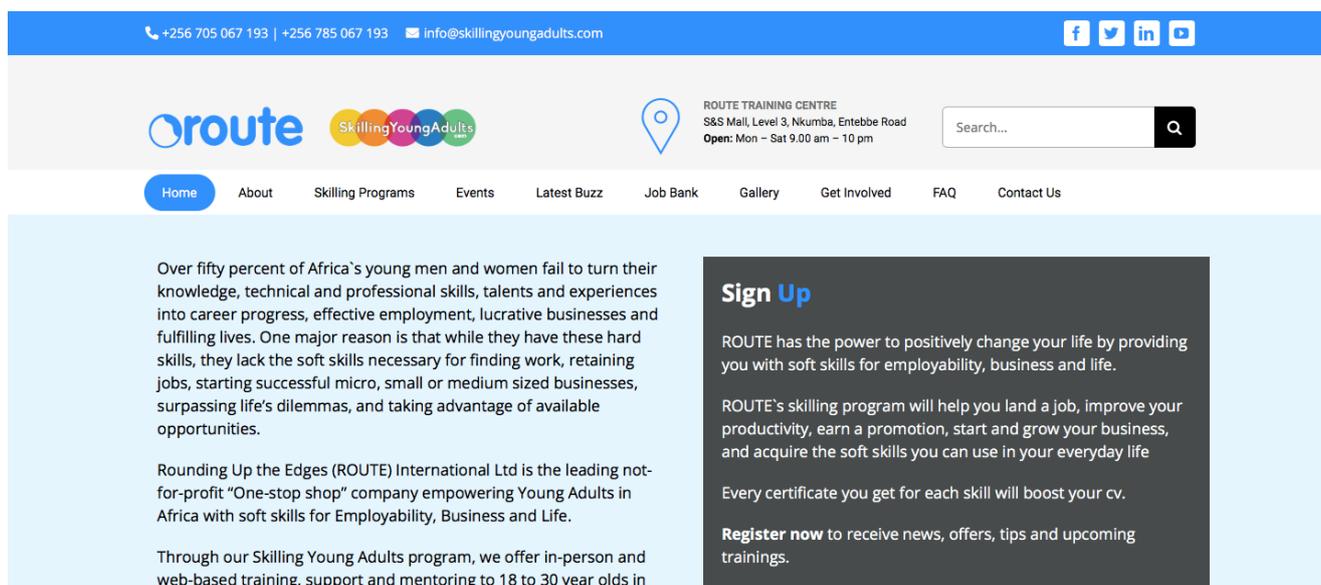


WE ARE VIRTUALLY PRESENT

Creation of the website and social media platforms

To establish our virtual presence on the global space, increase the reach of our products and services to clients, retain existing clients and

secure new clients, disseminate promotional materials and facilitate enquires from potential clients, and build up a community of clientele, ROUTE created its website and social media platforms (Facebook, Instagram, Twitter, LinkedIn and WhatsApp). The website and platforms were impressively developed. They are attractive, interactive, informative, and entertaining. To enhance its functionality, usability and capacity, the website will be configured regularly based on feedback from clients and users.



The reactions and interactions on the website and social media platforms were quite remarkable. At its peak, the website registered 7,000 followers with 5,968 likes. Over 10,000 people visited the site in 2019 and the number keeps growing. Some of these viewers translated into learners as they registered for and attended some of ROUTE's trainings.

HOME SWEET HOME

Establishment of the training center

We successfully set up a world-class training/conference center of international standards. It is fully furnished with modern equipment, internet connectivity and a sitting capacity of 100 participants. It is located in a serene environment in the S&S Mall in Nkumba and is easily accessible.

The training center was officially opened for use on 27th January 2019. A training was

conducted on "Writing a Compelling Curriculum Vitae" for 26 learners. Their keen interest and enthusiasm were huge motivators to the team.

During the year, many trainings were conducted at the center. A total of 289 young adults were trained in different modules and issued certificates of completion. The feedback from the learners about the training sessions was phenomenal. We share the personal testimonies of some learners in the section ahead.



Following the signing of a five-year MOU with Kyambogo university (A major achievement in itself), the university allowed ROUTE to use one of its common rooms in a hall of residence for training.

ROUTE furnished this common room and started using it for training, attracting large numbers of students since the training was being delivered on site.

Over 800 students were trained in Kyambogo University.



PREPARING YOUTH FOR THE UNIVERSITY OR OTHERWISE

The pre-uni program is introduced

As youth move from secondary school, “A-Level” to Institutions of Higher Learning, with the attendant transition from dependence to independent life and adulthood, they need specific skills to prepare them for this important phase of their lives. ROUTE introduced the Pre-University Program or “Pre-Uni Program” as it is referred to, to address this niche need. The program offers a comprehensive package of modules particularly for youth who are preparing for further education. However, it also caters for youth who are not proceeding for further studies, for whatever reason, and need skills to live independently. A total of 175 students from different secondary schools including international schools were trained in 2019. The company has made in-roads in other secondary schools and training sessions are planned for 2020.

JOURNEYING TOGETHER

Establishing strategic partnerships

The company signed a 5-year Memorandum of Understanding (MoU) with Kyambogo University (KYU), Kampala. The University has over 30,000 students and 200 staff. With MoU, ROUTE formalized its training, of both students and staff, at the University. The first training on the campus was attended by over 100 students. During the year, about 25 training sessions were conducted in different modules, training a total of 383 students.

Significant engagements were made with Wagagi Ltd., Windle International - Uganda, Solidard, Uganda Red Cross, Kisubi University, Nkumba University and some Local Government Authorities and some (International) Secondary Schools. Outcomes of these interactions included development of proposals, training sessions and plans formalize future engagements (in some cases).



BANK ON US TO FIND THE RIGHT JOB ADVERTISEMENT

The creation of a job bank

To link young adults to potential employment opportunities or openings ROUTE created an online job bank. It is a one-stop shop for young adults looking for employment in different fields and professions either in the early stages of their career or middle management level. They can access current job openings, new positions or vacancies advertised by employers within Uganda.

Our job bank reaches more than 5,000 young adults nation-wide. It is a fast, effective and efficient way of finding a job advertisement that suites your needs. The number of young adults who secured jobs from our job bank is still modest. This is because the facility is yet to be known. Moving forward, marketing of the job bank will be intensified and its functions will be expanded.

MINDING THE ENVIRONMENT

Launch of the Integrated Enterprise Management System (IEMS)

The company launched a multi-functional system to streamline its data and information to improve internal functions. The Integrated Enterprise Management System will also enhance services to clients and increase the company's real time response to (market) opportunities.

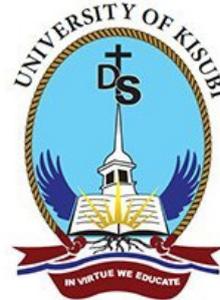
Ultimately, it will create an effective and efficient work environment that is, paper-free. This is in fulfilment of ROUTE's Corporate Social Responsibility of working in a sustainable way to contribute to environmental preservation. Being a comprehensive system, development of the IEMS will continue into 2020 and culminate with capacity building of ROUTE's team.

OUR STAKEHOLDERS AND PARTNERS

Our work is made possible through the resolute commitment of our stakeholders and partners who appreciate and understand the need to enhance and expand the efforts of ROUTE. The company also gratefully acknowledges all our stakeholders and partners including individuals that supported the company in numerous ways. Your support makes it all possible.



Uganda Local
Government Authorities



Solidaridad



TESTIMONIALS ABOUT US

See how we are helping our clients reach their full potential with our services. Register with us today and be part of this exciting journey towards success.

Meet Naasir, a second year student of Nkumba University.

A meeting between him and an employee of ROUTE completely changed his life. Through our skilling program and mentoring he was able to write an outstanding CV, excel in a job interview and secure a part-time job. In his words,



"Courtesy of the two trainings I received from ROUTE in, "How to Write a Compelling CV" and "Tactics for Succeeding at a Job Interview", I applied for a job and passed the interview. I now have a part-time job. I'm indebted to ROUTE for the skills I acquired. I will definitely come for more skills". (Follow along with Naasir's progress at ROUTE.org/naasir)

"I was extremely shy at making oral presentations in class and even talking to my lecturers. Plus, my written communication was poor. All this changed after a training in ROUTE on, "Communication Skills". The training was practical and interactive, the trainer was professional yet, sensitive to our needs. The delivery was also fun. I have learned to speak confidently and my writing skills have greatly improved."

Ruth First year student, Nkumba University, Entebbe

"The training modules ROUTE provides in Employability, Business and Life Skills are very unique. They are a wholistic package that equips students with essential soft skills required for the contemporary job market, business world and dynamic demands of life. These skills perfectly complement the technical skills offered by the University. I wish all our students could attend these trainings. I highly recommend them."

Administrator, Kyambogo University, Entebbe

"Being a medical practitioner, I thought I had all it takes to practice my profession, until I received a training on, "Professionalism". It changed the conduct of my practice. There are so many things I thought didn't matter which actually do, and a lot. I now realize that one can practice a profession without practicing professionalism. I'm now skilled for both and feel that the progression of my career is on course. Thanks to ROUTE for the training and to our Faculty for organizing it."

Dr. Caleb, Makerere School of Public Health

"The training on, "How to Write a Compelling CV" was extremely insightful. It was an eyeopener. I kept wondering why I wasn't being invited for interviews despite writing so many CVs. Now I understand why. I'm confident that the next CV I write will get me to the interview room. The timing of the training was spot-on."

Juliet, Final year student, Kyambogo University, Kampala

FINANCIAL HIGHLIGHTS FOR 2019

The financial operations of ROUTE are largely supported by the founder and other directors. The company being in its first year of operations, currently the revenues generated cannot meet its day to day operations hence this burden is fully supported by the directors. Below shows the detailed report of funds and expenses incurred during the year 2019. The organization set out a total budget of **\$24,165** (equivalent to Uganda shillings 89,410,335/=) as per the expenses below.

This year's activities were largely funded by the directors since ROUTE is a young organization.

We are happy to note that during the year some revenue was generated an amount of **3,538,000/=**. Donations received during the year was totaling to **1,488,670/=**

The total assets acquired during the year valued **16,723,870/=**

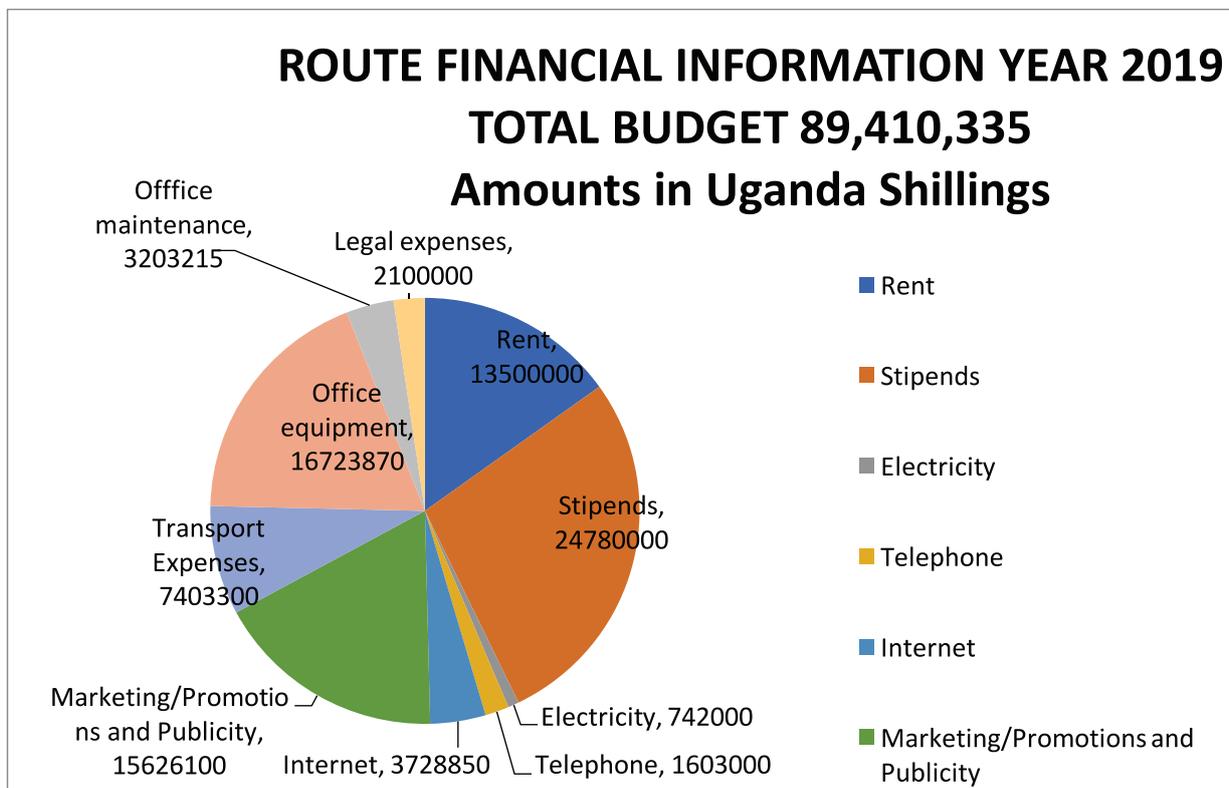
There was pending deliverables at the end of the year from the EMS Service provider; the development of the customized Enterprise Management System was still ongoing.

The organization was able to mobilize volunteers to help run the activities and total of **24,780,000** was paid as stipends.

ROUTE had not fully paid for the additional furniture acquired by end of the year amounting **4,500,000/=**.

Marketing and Publicity was a key activity during year plus website set-up, for this **15,626,100/=** was incurred.

The founder had a total of **85,873,335/** spent to cover the day to day expenses of the organization.



A figure showing **the summary of the total expenses breakdown as at 2019.**

FUTURE OUTLOOK FOR 2020

This year has been monumental for ROUTE as we registered remarkable achievements within the organization and among our clients. With ROUTE's set up and initial operations phase complete, we shall now look at the next stage in ROUTE's development in 2020. The company will continue to strengthen its internal operations in data capture, storage and utilization as well as developing a robust results-based Monitoring and Evaluation (M&E) system. We shall continue to improve our skilling program and ensure that it meets diverse needs as well as provide excellent services to maintain our existing clients while exploring a new client base.

The key challenges have been diversifying and increasing our funding base, increasing our reach to clients through identification and establishment of strategic partnerships and increasing awareness of ROUTE's skilling program and services. However, we foresee a number of opportunities in the next year, including expanding our scope of operation (beyond the national boundaries) to reach our large client base, diversifying our products and services to meet different demands, tapping into various baskets of funding nationally and internationally and penetrating the skilling industry with our niche products and services.

Over the coming year, the team will continue to improve the performance of the company. Identifying viable funding options and strategies will be critical elements in ensuring that ROUTE meets its funding needs to build on and sustain the successes achieved during the year. The company will seek to increase the visibility, accessibility and usability of its products and services through its stakeholders and partners and intensify its marketing efforts. This of course will entail keeping track of clients demands. We are also looking to strengthen our brand and popularizing it.

Stakeholders and partners are critical for the sustainable growth of our business. Therefore, we seek to maintain open and transparent dialogue with these parties. Particularly important are those with whom we have formal agreements or arrangements. This is due to the influence they have on the scope and impact of our operations. We shall keep an open eye towards establishing closer relationships with stakeholders with whom we have engaged and also promote interaction with potential stakeholders.

We are grateful to all those individuals, organizations and Institutions that journeyed with us this year and we look forward to their continued support in the coming year.

ACKNOWLEDGEMENT

First, our gratitude goes to the team that compiled and produced this report. We thank you for all the effort you put in to ensure that we got an outstanding annual report. We are also grateful to our learners, stakeholders and partners who agreed to share their experiences with us and feature in the report.

We thank the Board of Directors for their unwavering support throughout the year. Each of the members provided us with extensive personal and professional guidance, financial and non-financial assistance.

We are indebted to all the individuals who have contributed to the company in various ways. Your constructive ideas, advice, encouragement, financial and non-financial support have brought us to where we are.

Finally, to our learners, you are the reason we exist as a company. We thank you for choosing to consume our products and services. Your enthusiasm, keen interest and support for our products and services as well as your feedback have hugely motivated us.

Our heartfelt thanks to all of you. Your support during our maiden year is very much appreciated. It was great to have you stand with us and to know that you were willing to navigate through this exciting year with us. We continue to count on your support in the coming year.

