Supply Chain Management System

February 2025

solarpanda

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Introduction

Supply Chain Management refers to the coordination of activities and processes needed to provide a final product or service. These activities start with sourcing of raw materials and end with delivery of the final product or service to the end customer. The purpose of this document is to give Solar Panda personnel a practical understanding of its Supply Chain Management System (SCMS). This document shall also act as a guide for employees when dealing with suppliers to ensure operational excellence, enhance efficiency and foster resilience in Solar Panda's supply chain operations.

The document is segmented into six parts as shown below:

1. **Demand Planning Process**: Before a supplier is engaged, demand for a product or service comes first. This segment highlights the demand planning process. Forecasting customer demand is important to ensure optimal inventory levels. With good demand planning, production and distribution activities are aligned efficiently.
2. **Supplier Selection Process:** This segment highlights the guidelines to be followed when selecting a new supplier and the ethical practices to be followed by employees in this process.
3. **Supplier Contract Management:** Once a supplier has been selected, a contractual agreement is made between Solar Panda and the supplier. This segment provides the essential items to be included in a contract and the process to be followed when entering into a contract with a new supplier.
4. **Supplier Performance Management:** Continual measurement of a supplier's performance will enable the Company to make sure that it has engaged the right supplier. Setting key performance indicators for suppliers will ensure that the Company receives the best possible services from its suppliers.
5. **Supplier Relationship Management**: To achieve great value through its sourcing process, Solar Panda needs to ensure that the relationship with its strategic partners does not cease once a contract has been signed but evolves throughout the contract lifecycle. This segment describes the tools Solar Panda uses to develop a true strategic partnership with key vendors which is key to business success.
6. **End of Life Product Management:** Solar Panda strives to address e-waste throughout its supply chain, in particular, waste from its products. This segment describes Solar Panda's initiative to manage e-waste generated during manufacturing and e-waste returned by customers.

Demand Planning Process

Product Demand Planning

To ensure a constant supply of goods in the field, demand forecasting is integral to the SCMS process.

The following data is collected from Bamboo and fed into an Excel sheet to determine the amount of goods to be ordered:

- Sales data for each product type from the last 6 months
- Live inventory levels of Nairobi warehouse
- Live inventory levels of the retail locations
- Live inventory levels of Field Agents

Additional data that is considered in this calculation is:

- Manufacturing lead time
- Transportation time from manufacturer to Nairobi, including time spent on forwarding and clearing.
- Special promotions, if any, are being planned in the upcoming months that might significantly increase sales activities. For example, sales rates in December are much higher than in August or September.

A demand planner Excel sheet was created by the Company's logistic team for ease of planning.

All the above-mentioned data are fed into an Excel sheet managed by the Company's Chief Operating Officer. The Excel file, which has pre-populated formulas, will calculate how long the current levels of stock will run for before being depleted and how much is needed to meet demand levels.

The buffer is set for 3 months to avoid stock outs while orders are placed with our manufacturing partner.

Please refer to the following processes in Appendix A for guided step by step process.

1. Kits / TVs Demand Planning
2. Swap Stock Demand Planning
3. Refurbishment Stock Demand Planning

Demand Planning for non-product items (others)

Other items that the company purchases on a regular basis include marketing materials, office stationery and equipment.

The employee responsible for demand management should consider the following:

1. Analyze the historical spend patterns of the items (how much of the items have been used)
2. Establish the lead and delivery time of the items
3. Budget assigned for the purchase of these items
4. Frequency of the needs of the item (how often will it be needed?)
5. Determine critical delivery dates of the items (when is it needed?)
6. Inventory levels on hand

With all this put into consideration, a demand forecast can be made, and orders placed when needed.

Supplier Selection Process

Selecting the right supplier is critical to the success of the business. The selection process is crucial for business continuity and customer satisfaction.

Guidelines when selecting suppliers

The following guide can be followed when identifying suitable suppliers.

1. Create a list of potential suppliers: depending on the product or service needed, identify potential suppliers either through research, professional or trade associations / networks.
2. Create a shortlist of suppliers: depending on what is needed, a shortlist can be created by taking the following factors into consideration.
    a. Cost / Pricing structure and payment terms. Minimum order quantities should be considered here as well.
    b. Quality standards of the items / service received from supplier. Ensure that Solar Panda receives value for money.
    c. Financial health and stability of the supplier. Ensure that the supplier has sufficiently good cashflow to deliver on orders. A credit check can be made for reassurance.
    d. Supplier's capacity to handle volume and scalability according to demand.
    e. Suppliers need to have good communication and actively respond to enquiries. This will ensure a good working relationship with the supplier.
    f. Location of the supplier. For example, supplier A may be cheaper than supplier B, but much further away from the main warehouse. The cost and time used in transportation of goods coming from supplier A may not be cost-effective in the long run.
    g. Supplier ethical practices (see Solar Panda Supplier Code of Conduct).
3. Scorecard Ranking: Please refer to the Solar Panda Supplier Scorecard in this step. Organizations that meet the minimum requirements according to the scorecard can be further engaged in negotiations.
4. The supplier should fill in the corporate Supplier Questionnaire to increase transparency within our supply chain.
5. Conduct a site visit: conduct a physical site visit of the shortlisted institutions to verify and assess their facilities, production processes and quality control measures. This will also be a good opportunity to verify whether the supplier was honest in some of the information they submitted.

Employee ethical practices when selecting suppliers.

1. Equal Opportunity: Employees ought to understand that any form of discrimination is against the Company's code of conduct and undermines efforts to achieve value for money while selecting suppliers. Suppliers and potential suppliers should not be discriminated against based on gender, ethnicity, religious affiliation, physical disability, or political party affiliation.
2. Avoidance of Collusion: Employees, vendors or middlemen should not collude or attempt to collude to make any proposed / quoted price higher than would otherwise been the case. In case of such offenses, then the employee shall undergo disciplinary action and the vendor's contracts cancelled.

3. Avoidance of Conflict of Interest: Employees involved in the supplier selection process should not have any personal or financial relationships with potential suppliers that could affect their ability to make impartial decisions.
   Employees should disclose to the Chief Financial Officer of Solar Panda of any potential conflicts of interest that may arise during the supplier selection process. Failure to which may result in disciplinary action.
4. Avoidance of all Corrupt Practices in supplier selection and procurement processes: Employees should not accept any money or gifts from an individual or an organization to sway their judgement in favor of or against a particular supplier.
5. Exerting Inappropriate Influence on any Procurement Procedure: No employee, especially those in management, may unduly influence or exert pressure on another employee to act in favor of a particular supplier during the selection process.
6. Confidentiality and Limited Disclosure: Employees should not disclose any information relating to a procurement evaluation or proposal that would not be in the Company's interest.

Selecting the right supplier is critical to the success of the business. The selection process is crucial for business continuity and customer satisfaction.

Supplier Contract Management

Supplier contract management involves the systematic handling of agreements and contracts established between the organization and external vendors, contractors, or suppliers. This process ensures that both the suppliers and the organization adhere to the contract terms and conditions. It also ensures that the organization gets the best possible value from its supplier relationships.

A contractual agreement is not compulsory for all suppliers; however, a contract should be established with any supplier that provides a product or service exclusively on a regular basis. Under some circumstances, Service Level Agreements (SLAs) may be more appropriate instead of business contracts.

Steps to be followed when entering into a contractual agreement with a supplier

#	Action	Task Description	Responsible
1	Identification of supplier	This process is described in the Supplier Selection process and should be followed to determine suitable suppliers	Line Manager
2	Contract Drafting	The line manager can use sample contract templates as a draft. The template should be reviewed by the Managing Director (MD) before submitting it to the supplier/ vendor. The supplier / vendor may provide a contract instead if they have a template as well.	Line Manager MD Supplier
3	Negotiation	Once a potential supplier has been identified, then the contract terms and conditions should be negotiated. This will involve back and forth discussions on key aspects of the contract such as price, delivery schedules, quality control measures and payment terms. Negotiations should continue until both parties are satisfied.	Line Manager Supplier
4	Signing of contracts	Once both parties have agreed and contract terms are finalized, obtain the necessary signatures from both parties' executive management such as the Company's CEO or MD. Solar Panda's Authorization Matrix provides guidance for approval levels granted by its Board of Directors. Note that all contracts should be signed and stamped/ sealed by both parties.	MD Line Manager Supplier (MD/CEO)
5	Filing and Centralization	All supplier contracts and agreements should be submitted to the Accounting and Compliance Manager. The Accounting and Compliance Manager is responsible for filing and uploading all supplier contracts on an online database. This will ensure that all these contracts are centralized.	Line Manager Accounting and Compliance Manager
6	Contract Execution	The supplier can now begin to provide the product / service when required to do so. Please follow the demand planning and the supplier purchasing process for this. Any documents used in the procurement process should be scrutinized to make sure that they are accurate. These documents include Goods Received Notes, Delivery notes, Quotes, Invoices and Credit notes.	Line Manager Accounting Department Supplier
7	Continued Monitoring and Review of supplier	Assess the suppliers' and Solar Panda's performance once a year. Please use the Solar Panda's Supplier Scorecard to evaluate the supplier.	Line manager

Essential items in a supplier contract

- Name of the supplier
- Company Registration number
- Company Tax PIN number
- Company Physical Address
- Key contact persons
- Type of product / service to be provided.
- Key technical specifications of the product where applicable
- Product quality assurance terms
- Warranty terms
- Return process in case goods are rejected
- Ordering process
- Manufacturing lead time / Order fulfillment lead time
- Delivery schedule and terms
- Price of the product
- Payment terms and payment methods
- Documents required for each step for order fulfillment
- Conditions for price change and notice period thereof
- Procedure when changing the terms of the contract
- Contract Duration
- Conditions and procedure for contract termination
- Consequences for breach of contract / non-compliance

Supplier Performance Management

Supplier Performance Management (SPM) is the process of tracking and analyzing the performance of suppliers that the Company is working with. SPM ensures that suppliers meet or exceed the expectations and requirements of Solar Panda, which can contribute to the overall effectiveness and efficiency of the supply chain.

With a SPM, Solar Panda will be able to:

- Manage supplier risks.
- Monitor and lower procurement costs.
- Encourage positive supplier relationships.
- Efficiently resolve supply chain issues as they arise and prevent future issues.
- Seek areas of improvement in the supply chain system

The supplier's performance metrics are agreed upon when a supplier is onboarded. The Key Performance Indicators of the supplier are based on the Supplier Contract Agreements and Service Level agreements.

Supplier Scorecard

Solar Panda evaluates their supplier's performance using a supplier scorecard. Please refer to the Supplier Scorecard in the Appendix.

Each supplier should be scored once a year. The evaluation should be made by the appropriate line manager who deals with the supplier often. Please note that there are parts of the scoring that needs to be done by the Finance Team as well.

The main metrics in the scorecard are:

- Quality of the product / service delivered.
- Timely delivery
- Price efficiency
- Responsiveness in communication
- Financial stability of the supplier
- Compliance
- Environmental Responsibility

Once the supplier is scored, the line manager should share the scorecard with the company executives, namely, the Managing Director, Chief Financial Officer, and Chief Operating Officer.

In cases where the supplier's score is lower than 70% or has failed to fulfill essential human rights or environmental requirements (e.g., if the supplier uses child labor), then the Company may decide to discontinue its partnership with the supplier.

The line manager who acts as the relationship manager between the Company and the supplier should also share the scorecard with the supplier in a feedback session. The line manager will then work with the supplier to address areas for improvement.

Solar Panda's Role in Supplier Performance Success

Solar Panda acknowledges that the success of the Supply Chain Management System goes both ways, and that it also has its own end to hold up to ensure that suppliers can deliver successfully and have a chance to perform well.

Considering this, Solar Panda and its employees shall strive to do the following:

- Place orders early enough so that orders are fulfilled on time. Vendors need time to deliver, and giving orders in short notice may compromise the quality of the product / service delivered.
- Not changing purchase quantities too often once made. This can be achieved by good demand planning (see demand planning process).
- Keep track of payment terms and follow them accordingly.
- Ensure contract compliance on Solar Panda's end.
- Share the supplier scorecard results with the supplier.
- Be transparent with the supplier by engaging in feedback sessions with them to address areas of improvement.

Supplier Relationship Management (SRM)

Supplier Relationship Management is a strategic approach to managing interactions with suppliers. It involves developing long-term partnerships with key suppliers to create value for both the Company and the supplier. SRM is crucial for ensuring a smooth and efficient flow of goods and services.

Here is Solar Panda's SRM strategy:

Supplier Segmentation

All suppliers are important, but not all suppliers are crucial for business continuity, therefore, not all suppliers require the same level of focus. Solar Panda has segmented its suppliers so that it can focus and spend more effort on the suppliers who offer goods and services that keep the business running.

Therefore, Solar Panda strives to maintain good relationships with its product suppliers in China and Mauritius, its product courier services providers, its telecommunication service provider and financial providers. The relationships with these mentioned suppliers are prioritized by Solar Panda.

Relationship Governance

Each supplier has an internal manager at Solar Panda who governs their activities. Starting from when a supplier is onboarded, a manager is identified and assigned to administrate the relationship between the supplier and the Company. During supplier onboarding, the Solar Panda manager who interacts most with the supplier and who oversees the service/product being supplied to the Company is identified the "Relationship Manager" between the company and the supplier. The supplier should also provide a Relationship Manager from their end who will work closely with Solar Panda.

All communication, contracts, invoices and other documentation between the company and the supplier are confirmed by the Relationship Manager before execution. However, this does not mean that the Relationship Manager is exclusively the only person who communicates with the supplier.

Other roles of the Relationship Manager are:

- Develop a strong collaborative relationship with the supplier based on trust, transparency and open communication.
- Conduct regular meetings and engagements with suppliers to understand their capabilities, challenges and opportunities for improvement.
- Onboard a new supplier to the Company smoothly.
- Oversee contract development and negotiations.
- Ensure that both the Company and the supplier are compliant with the contract.
- Define and monitor key performance indicators that measure supplier performance in areas such as quality, delivery, cost, innovation, and compliance.
- Conduct supplier evaluation and performance reviews to discuss achievements, challenges, and opportunities for improvement.
- Risk assessment and collaborate with suppliers to assess and address potential risks in the supply chain.

- Contingency planning to address potential disruptions to ensure continuity of supply, including develop a list of alternative suppliers that can be called upon.
- Establish and maintain effective communication with suppliers to ensure timely and accurate information exchange.
- Gather feedback from both the Company and the supplier and communicate this to the relevant parties. This will drive continuous improvement within the supply chain.
- Facilitate discussions and negotiations and resolve conflicts arising between the Company and the supplier in a mutually beneficial manner.
- Ensure that the supplier relationship adheres to ethical standards and complies with relevant regulations.

Performance Reporting

Solar Panda recognizes that transparency through open and honest communication is a key attribute for the successful management of supplier relationships. Once a supplier's performance has been assessed, then the Relationship Manager needs to give the supplier their performance score. During the feedback session, the supplier should receive feedback on both their strengths and weaknesses. Giving clear examples of situations where the supplier demonstrated their strengths and weaknesses will aid the process to be objective.

Solar Panda also takes feedback from its key stakeholders into account when assessing supplier performance to gain a comprehensive understanding of the situation before taking any corrective action if required.

Annual Reviews

Every year, Solar Panda conducts a review with its key strategic partners. The purpose of the review is to ensure that the current contract and relationship still fits into its business objectives. This annual contract review is spearheaded by the relationship manager of the supplier in conjunction with other managers in Solar Panda who closely communicated and collaborated with the supplier throughout the year.

The annual contract review covers:

- Pricing schedule
- Payment terms
- Legislation updates
- Review and revision of Service Level Agreements (SLAs)
- Other commercial issues

Any changes to the contract are made in collaboration with the supplier in question.

End of Life Product Management

Waste can be generated within multiple stages of the supply chain starting from product manufacturing to the end of life when the product is disposed of or returned by the consumer. Solar Panda has an end-to-end (waste generation to waste disposal) framework to address the electronic waste in its supply chain system and reduce the environmental impact of its supply chain.

Manufacturer's E-waste management

Solar Panda requires that its product manufacturers reduce their environmental footprint by doing the following.

1. Disclose waste generated in the manufacturing process of Solar Panda products
2. Disclose how waste generated when manufacturing Solar Panda products is managed and disposed
3. Produce reports and certification to prove that generated waste is handled responsibly in an environmentally friendly manner
4. Share ways Solar Panda product design can be improved to reduce waste generation while still maintaining product integrity
5. Comply with environmental safety standards in all manufacturing processes, those involving Solar Panda products as well as manufacturing of other products

Solar Panda's E-waste management

Solar Panda collects products at their end of life that are deposited by its customers at various retail locations in Kenya. These products are then returned to the main warehouse at Nairobi, where they are received, sorted, and diagnosed.

Solar Panda has set up a refurbishment center where defective products from customers are repaired and refurbished. Refurbished products are sent back into the market for use. Products that cannot be repaired are sent to a local e-waste vendor known as Enviroserve.

Enviroserve segregates the e-waste into various fragments and recycles them. Parts that cannot be recycled locally are shipped to Dubai where an e-waste processing firm further segregates fragments from circuit boards and harvests fractions to be used for manufacturing again. Waste that cannot be recycled ends up in licensed landfills.

Enviroserve provides proof to Solar Panda that all its e-waste has been handled responsibly by issuing Solar Panda a disposal certificate.

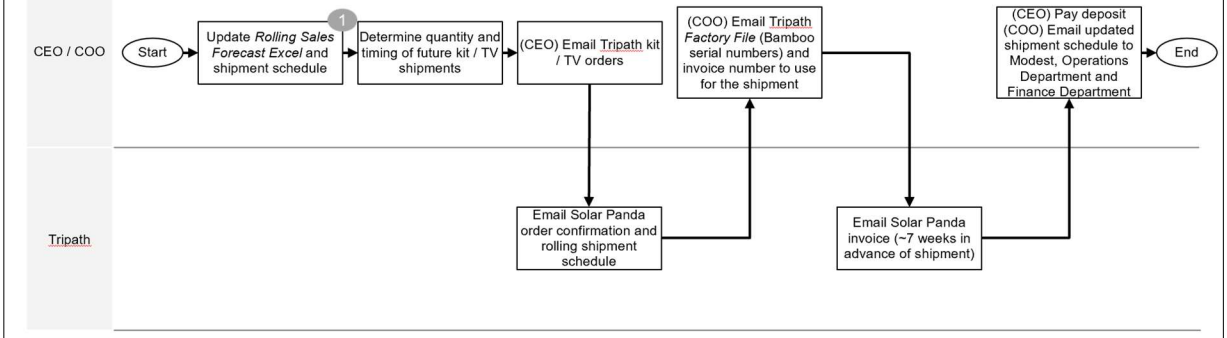
APPENDIX

A. Demand Planning Process

Warehousing and Logistics:

Kits / TVs Demand Planning

Date Created	January – March 2023
Approved By	Andy Keith, CEO
Date Approved	April 7, 2023
Last Updated By	
Date Updated	



	Process Description or Requirements
1	· *Rolling Sales Forecast Excel* incorporates historical sales, 3 – 6 month demand forecast, scheduled and planned shipments.

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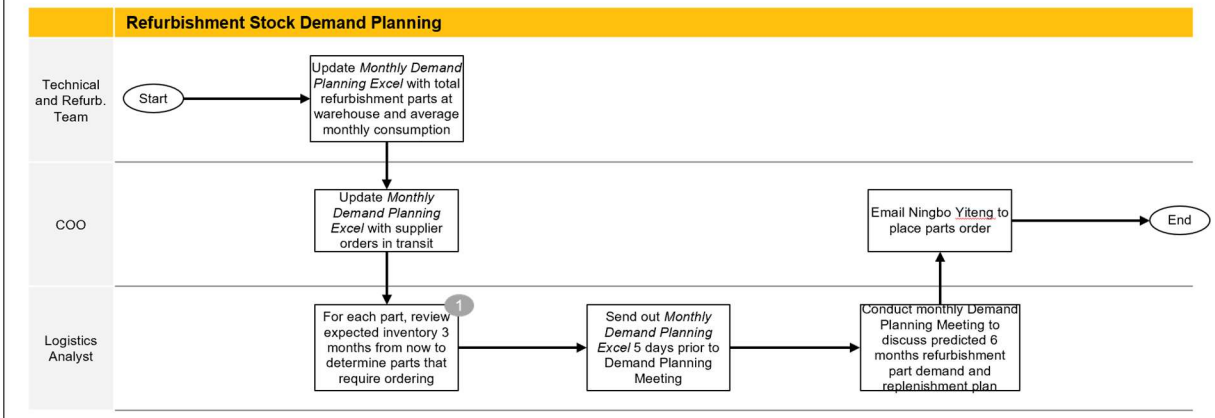
Warehousing and Logistics:

Refurbishment Stock Demand Planning

Date Created	January – March 2023
Approved By	Brett Bergamann, COO
Date Approved	Feb 16, 2023
Last Updated By	
Date Updated	



	Process Description or Requirements
1	· Refurbishment part inventory 3 months from now incorporates part demand and parts to be delivered within the next 3 months. Target is to have 6 months of inventory for each item.

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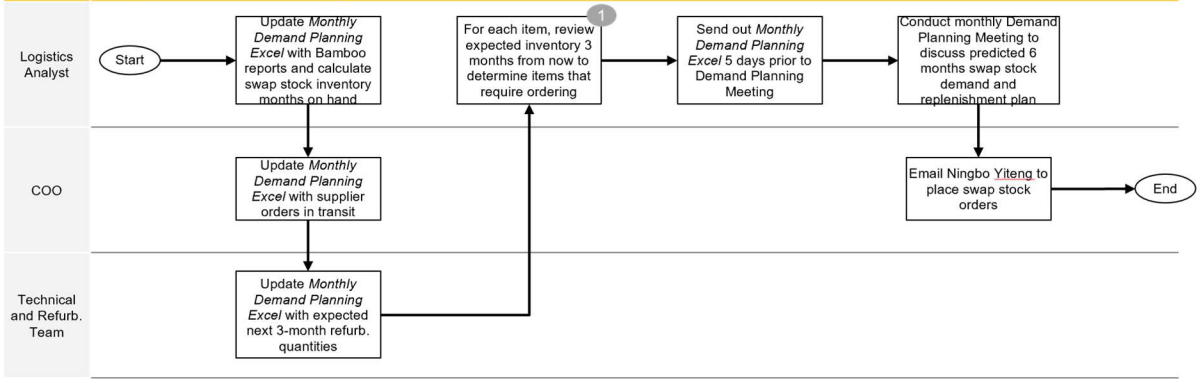
Warehousing and Logistics:

Swap Stock Demand Planning

Date Created	January – March 2023
Approved By	Brett Bergamann, COO
Date Approved	Feb 16, 2023
Last Updated By	
Date Updated	



	Process Description or Requirements
1	• Swap stock inventory 3 months from now incorporates item demand, items to be delivered within the next 3 months and expected refurbishment quantities to be received within the next 3 months. Target is to have 6 months of inventory for each item.

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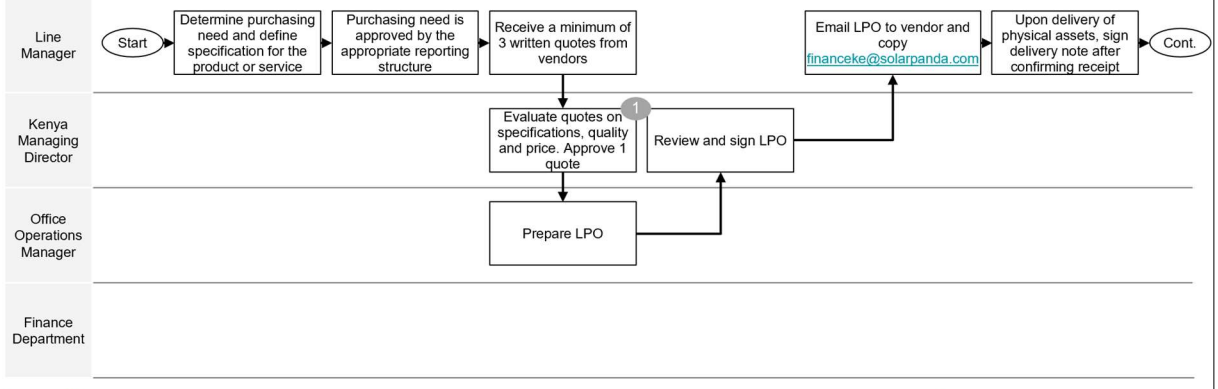
B. Supplier Purchasing Process

Finance and Accounting:

Supplier Purchasing (1/2)

Date Created	January – March 2023
Approved By	Duke Kihara, Accounting Manager
Date Approved	April 27, 2023
Last Updated By	
Date Updated	



	Process Description or Requirements
1	• Depending on the cost of the non-COGS expense, additional approval may be required as defined in the *Solar Panda F23 Authorization Matrix Excel*.

Appendix Documents

1. Solar Panda F23 Authorization Matrix
2. SPK Master Supplier List for Purchasing and Usage

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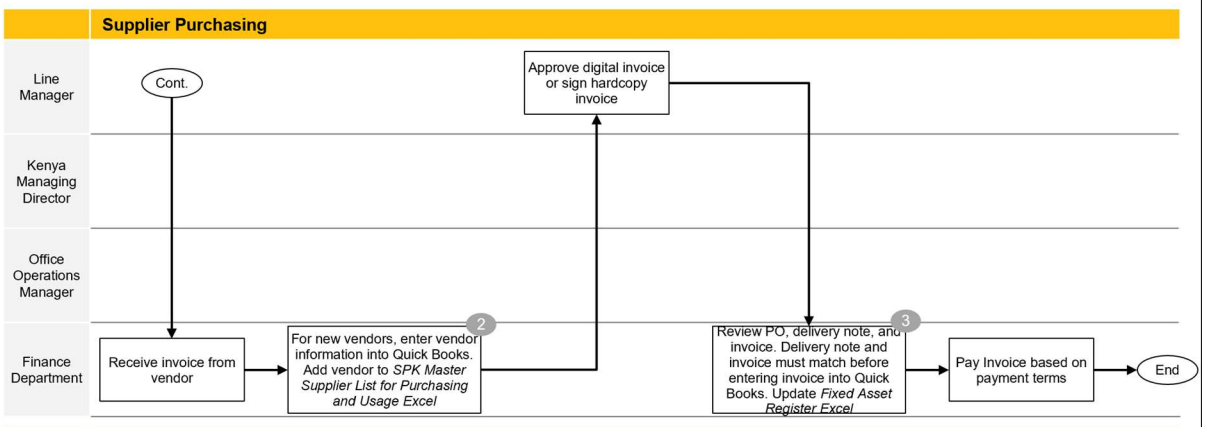
Finance and Accounting:

Supplier Purchasing (2/2)



	Process Description or Requirements
2	• Vendor bank details are validated by 2 people within the Finance Department when expected payment is significant.
3	• The Accounting Manager is responsible for maintaining a fixed asset register detailing the description of asset, date of acquisition, value of acquisition, location of asset.

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C. Supplier Scorecard

Solar Panda Supplier Scorecard

Supplier Name:		**Date of Assessment:**	
Product / Service:		**Evaluation Duration:**	
Prepared by:		**Final score:**	0

Area	Scorecard Criteria	Rating: Please rate between 1-5. 1:lowest, 5:highest	Comments (Basis for scoring should be listed with specific exampl
Quality	Conforms to product specifications	0	
	Quality of goods delivered	0	
	Committed to continous improvement of product performance	0	
	Maintains indusrty standards for testing and audits	0	
	Products undergo thorough Quality Checks before release	0	
	Accurately declares materials used for manufacturing	0	
	Discloses source of raw materials used in manufacturing	0	
	Products specifications are accurate	0	
	Supplier provides appropriate warranty terms	0	
	Product lifespan specified by manufactuer is accurate	0	
Delivery / Lead Time	Demonstrates appropriate lead times and on-time delivery	0	
	Offers a flexible delivery schedule when necessary	0	
	Provides proper and accurate delivery receipts and documentation	0	
	Products are delivered in full according to order	0	
	Products are well packaged and labeled	0	
Pricing	Provides favourable competitive pricing compared to market	0	
	Communicates price increases in advance	0	
	Pricing structure of product is broken down clearly	0	
	Suggests cost-reduction ideas	0	
Communication and Responsiveness	Responds to queries promptly	0	
	Sends alerts about issues or concerns in a timely manner	0	
	Advises about production status	0	
	Provides prompt and accurate technical assistance	0	
	Handles complaints efficiently and correctly (receives feedback positively)	0	
	Seeks solutions when complaints / challenges are raised	0	
Financial Stability & Accounting (to be completed in collaboration with the Finance Team)	Provides all required procurement documents such as quotes, delivery notes, credit notes and invoices	0	
	Provides all the procurement documents in a timely manner	0	
	Quantities and details in procureemnt documents are clear and accurate	0	
	Provides clear payment terms	0	
	Issues credit notes promptly when requested	0	
	Provides invoices with appropriate tax inclusions	0	
	Shown ability to meet demand without financial constraints	0	
	Has good credit scoring	0	
Contractual Compliance	Complies with all agreement terms	0	
	Terms and conditions of contract are favourable	0	
Compliance and Ehics	Has all required governemnet licenses	0	
	Compliant with tax regulations	0	
	Compliant with local laws and legistlation regarding employment	0	
	Supplier is not associated with any child labour and/or forced labour	0	
	Maintains fair employment practices including working hours and compensation	0	
	Provides safe and secure working conditions for employees	0	
	Abides by local laws on occupational health and safety standards	0	
	Treats employees equally and does not descriminate against gender, ethnicity, political affiliation or religion	0	
	Has placed rigorous measures to prevent corruption in their business	0	
	Uses raw materials that have been sourced ethically	0	
Environmental Responsibility	Supplier can trace origin of raw materials and components used in manufacturing	0	
	Adheres to local government regulations on enviromental conservation	0	
	Safely disposes waste materials in an environmentally friendly manner	0	
	Strives to minimize environmental footprint including waste reduction, energy efficiency and use of renewable resources	0	
	Company has relevant ISO certification (score 0 for no and 5 for yes)	0	

Area	Weight	Weighted score
Quality	20%	0
Delivery / Lead Time	15%	0
Pricing	15%	0
Communication and Responsiveness	10%	0
Financial Stability & Accounting	10%	0
Contractual Compliance	15%	0
Compliance and Ethics	10%	0
Environmental Responsibility	5%	0
Total Score	**1**	0

D. E-Waste Disposal Certificate

No. 7794

GOLD CERTIFICATE FOR RECYCLING

enviroserve
Saving the planet. Naturally.

DETAILS

Issue Date: 29 September 2023

GRN: 7794

Received From

Solar Panda
746 Muchai Drive
Nairobi, Kenya

Received On

03 August 2023

Location

Enviroserve Recycling and Services Limited
14 Chester Business Park
Nairobi, Kenya

Comments

ITEMS

ITEM	QUANTITY BOX	UNITS KG
SOLAR PANEL 40W	333	904.5
V4 BULBS	19	493.0
MIX CU	5	261.0
CU BATTERY	3	239.0
V2 V3 BULBS	6	165.5
TUBE LIGHT	7	137.0
SOLAR PANEL 25W	62	119.0
MIX BOX 1	2	91.5
V4 RADIOS	2	82.5
PP V2 CU	1	77.5
POWER CABLE	2	74.0
SOLAR PANEL 20W	45	73.5
V4 SHELL	7	71.5
TV STARTER BATTERIES	1	71.5
PK V3 CU	1	71.0
Other – See GRN	54	556.5

RESIDUAL MATERIALS

Output Material for Recycling
- Cable
- Plastic
- Metal
- Circuit Board
- Cardboard

Disposal
- LCD Screen
- Panel Glass
- Small Residual Items

Comments

Recycled		Battery	Landfill	
Kenya	Dubai	Storage	Kenya	Dubai
66%	4%	0%	1%	29%

The Gold Certification demonstrates your commitment to conserving natural resources and supporting sustainability goals

This is your Enviroserve Gold Certificate (ESG) for Recycling. This certificate hereby confirms that the listed items have been received, recycled and processed by Enviroserve. Enviroserve Chain of Custody procedures confirm the material has been segregated, as appropriate, for maximum material recovery, according to local regulations and international compliance procedures to R2v3 standards. The residual materials have been moved to a certified recycler for final processing. This ESG Certificate confirms that the processing of these materials at our facility has not endangered health or environment

Shaun Mumford
Director

Enviroserve adheres to local and international operation and environmental licences and standards

Dubai DED License #564052 Kenya NEMA License #NEMA/WM/LDS/1842