



# RENEWS

THE OFFICIAL MAGAZINE OF KENYA REINSURANCE CORPORATION LIMITED

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## WE'RE LISTENING, WE'RE HERE AND WE CARE.

Kenya RE is committed to delivering the highest levels of service quality to its customers. We intend to provide services through best practice and in line with our customers' needs, as we continually seek improvements.

### WHAT IS A COMPLAINT?

- A complaint is defined as "any expression of dissatisfaction by a customer or potential customer about service delivery by the company or its agents, and/or about company or industry policy."
- At Kenya RE, we see complaints as a valuable way of meeting and responding to your expectations. We realize that in breaking down the barriers to meet your needs we value listening to feedback and complaints from you.

### HOW WILL WE HANDLE YOUR COMPLAINT?

We will:

- Acknowledge your complaint, in writing or via email, within 24 hours of us receiving it.
- Enquire into your complaint and consult any relevant persons who should help resolve it fairly and within a reasonable time frame.
- Treat you and your information with confidence and respect, in line with our guidelines.
- Keep you and any other persons involved informed about the progress of the complaint, how we will try to resolve it and, as is appropriate, what we will do to prevent it from happening again.
- Take action to resolve the complaint as best as possible to your satisfaction and, where possible, recommend any changes needed to ensure the cause is fixed.
- Let you know in writing the outcome of your complaint and, as is relevant, the reasons behind this outcome.

### WHAT SHOULD YOU TELL US?

- Your name, address and the best way to contact you.
- The details that will help us understand the reason/s for your complaint.
- Copies of any documents relevant to your complaint.
- If you have already discussed your complaint with us, the details of those persons in Kenya RE.
- What you feel would constitute a satisfactory resolution of your complaint. For example, are you seeking information which you feel is being withheld, are you seeking an apology etc.

### YOU NEED TO KNOW THAT

- You may make a complaint verbally and/or in writing e.g email, and/or calling.
- We may ask for your help in the course of handling your complaint.

**You can make a complaint to Kenya Reinsurance Corporation by contacting or writing to:**

**Assistant Communications Officer | Kenya Reinsurance Corporation**

**P.O Box 30271-00100 | Nairobi, Kenya**

**Call: (+254) 0703 083 212**

**Email: [ComplaintsCommittee@kenyare.co.ke](mailto:ComplaintsCommittee@kenyare.co.ke) | [ongicha@kenyare.co.ke](mailto:ongicha@kenyare.co.ke)**



### Word from the Managing Director

**Mr. Jadhiah Mwarania, OGW**  
Managing Director

Karibu to the third edition, of the Re news Magazine. It is our hope that we are all keeping safe and exercising caution in the wake of the COVID-19 Pandemic. It has been a couple of months now and the pandemic still continues to spread. This has hindered certain operations across board but we shall keep working remotely hike exercising caution, to ensure that our operations, the local and the global economies do not grind to a halt.

In the wake of the pandemic, Kenya Reinsurance Corporation donated Ksh.40 Million, which was channeled towards the purchase of Personal Protective Equipment (PPEs). The donation was presented by, Kenya Reinsurance Corporation Limited's Chairman Mr. Chiboli Shakaba and the Managing Director, Mr. Jadhiah Mwarania, at The Kenyatta International Convention Centre (KICC), on 13th June 2020.

On to some even more positive news, it gives me great pleasure to announce that Kenya Reinsurance Corporation posted a 52% rise in profit before taxation. The profit before taxation for the period ended 30th June 2020 stood at Ksh 2.09 billion compared to Ksh 1.37 billion for the period ended 30th June 2019. Gross written premium increased by 2% from Ksh 8.86 billion to Ksh 9.07 billion, compared to the same period in FY2019.

The high performance is attributed to the following factors: Fire recorded the highest gross premium of Ksh 2.59 billion in 2020, an increase from Ksh 1.51 million in 2019, a 71% growth. Gross premium from Bond grew by 58% from Ksh 91 million in 2019 to Ksh 144 million in 2020. Life business grew by 17% from Ksh 776 million in 2019 to reach Ksh 909 million in 2020. Non-Life business grew by 2% from Ksh 8.03 billion in 2019 to Ksh 8.16 billion in 2020. Most business lines' growth was positive compared to the same period in 2019,

the overall growth stood at 2% attributed to aggressive fair sourcing of business.

The positive results come a month after the Corporation's national scale financial strength rating was affirmed by the Global Credit Ratings agency (GCR). The AA+(KE) rating was attributed based on the strong risk capitalization and similar strength in liquidity and business profile. The shareholders' funds increased from Ksh 31.9 billion as at 31st December 2019 to Ksh 33.1 billion as at 30th June 2020 which is an increase of 3%.

Cedant acquisition costs increased by 6% from Ksh 2.02 billion to Ksh 2.14 billion, giving a Commission's ratio of 25% during the period. Investment income for the period under review stood at Ksh 1.905 billion which is 2% lower than the prior year (Ksh 1.945 billion), this is attributed to the effect of the COVID-19 pandemic which has significantly affected the investment environment.

We are indeed pleased about our half-year results thus far, the growth in profit is largely attributed to strong risk adjusted capitalization, markets diversification, low risk investment portfolio, a diversified business portfolio, prudent underwriting and effective expenses management among other factors. The COVID-19 pandemic has slightly affected our investments income but we remain optimistic that we shall report positive results in the next half of the year. The Corporation continues to consistently anchor its business on five strategic pillars that have helped the Corporation make major strides in reinsurance business. These pillars are financial performance, business development, business process improvement, enhanced risk management as well as people and culture.

In the midst of the pandemic, businesses should work on solutions in order to survive during this period and that is why for us to maintain the industry we operate in, it is very important for both insurers and reinsurers to be in synchrony, to upscale and grow the overall industry.

This is an ideal time for reinsurers and insurers to intensify their research efforts in order to better profile and understand their various target audiences. The moment is great for the industry to utilize data analytics to measure targeted audience's delight that will help when it comes to cross-selling and general sales. This is an opportune time to engage with customers and leverage on technology through social media, mobile apps, SMS and other channels to better connect and reward the valued customers. It is also an ideal time for the insurance industry players to come together to craft educative campaigns that target various publics in order to showcase how insurance and reinsurance solutions could benefit them.

The Corporation continues to put its best foot forward to ensure that even as we go the second half of the year, we can continue to produce good results and ensuring growth in overall business across board. To our dear readers: keep safe and remember to adhere to all measures set forth by the Government through the Ministry of Health.

## “It gives me great pleasure to announce that Kenya Reinsurance Corporation posted a 52% rise in profit before taxation”

**Mr. Jadhiah Mwarania, OGW**  
Managing Director



Word from  
**The Editor**

**Sylvia Karimi**  
Ag. Manager, Corporate Affairs

Hello. I would like to welcome you the third edition of the Re News magazine. We have exciting and fresh content that will give a roundup of the Corporations activities, as well as informative articles on matters reinsurance, to help you get a better understanding of reinsurance and other topical matters.

The Corporation recently posted a 52% rise in profit before taxation for the period ended 30th June 2020. We are all very delighted by these pleasant results especially because the past couple of months have been hard on businesses, as a direct result of the global pandemic. As a Corporation, we donated a total of Ksh. 40 Million to the COVID 19 Emergency fund, which was channeled to the procurement of Personal Protective Equipment (PPEs). The donation took place on the 13th of June 2020.

Due to the pandemic, we have been limited in undertaking various activities, including those that touch on our CSR initiative: The Niko Fiti Na Kenya Re campaign. We have however managed to amplify some efforts to ensure our CSR initiative does not take a back seat. That said, preparations are also underway, ensuring the Corporation remains committed to its resolve on environmental conservation efforts.

We have so far learnt how to cope with the pandemic and move on in all aspects of our lives. In some of the articles penned by our contributors, we shall see the kind of strategic investments to consider in a bid to drive customer excellence during this pandemic. We shall also see how the global economy has been affected, touch on online meeting etiquette, in relation to the changed work-place interaction. Are we as parents doing enough to be in the lives of our children? Are we aware of their needs in the new world? One author explores the topic and puts in perspective, the critical issues that need to be addressed.

The industry and the world may all be facing tough times but through unity and innovation we will not only be able to beat this pandemic but we shall also be able to rebuild the global economy and get it back to a fruitful place.

Remember to keep safe and to protect your loved ones at all times.

God bless you all. Enjoy the read!

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# NAIROBI SECURITIES EXCHANGE BOARD APPOINTS NEW CHAIRMAN

Source: NSE press release

The Board of Directors of the Nairobi Securities Exchange (NSE) Plc. appointed Mr. Kiprono Kittony, EBS as the new Chair of the NSE Board, effective from July 13, 2020. Mr. Kittony holds both a Bachelor of Commerce (B.Com) and a Bachelor of Laws (LL.B) degree from the University of Nairobi and a Global Executive MBA from the United States International University (USIU). Mr. Kittony was appointed as a Board Director of the NSE on May 30, 2018. He is the immediate former National Chairman of the Kenya National Chamber of Commerce & Industry (KNCCI), the premier business membership organization in Kenya. He is an established entrepreneur and business leader having served in several capacities including being the immediate past Chairman of the Media Owners Association, an influential lobby group of Kenyan media. During his seven-year tenure at the KNCCI, he was widely credited with revitalizing the organization through a series of transformative initiatives, which placed the Chamber at the forefront, in terms of shaping national trade and general economic policy. He serves as the chair of the Credit Reference Bureau Kenya Limited, AAR Insurance Limited, Mtech Limited and Radio

Africa Group (which he co-founded in 2000). He also serves on the Business Advocacy Fund, and sits on the advisory council of the International Fund for Health in Africa (IFHA) - an Amsterdam based private equity fund - and is one of two representatives in the Global Council of the World Chambers Federation.

Mr. Kittony takes over from Mr. Samuel Kimani, who stepped down as Chair of the Board on July 13, 2020 after holding the position for four years. He remains on the Board as an Independent Non-Executive Director for one more year. During his tenure, Mr. Kimani successfully steered the Company as it achieved various milestones under the 2015-2019 Strategic Plan. These achievements included the upgrade of the Equities Trading System, launching of new market segments, as well as the Derivatives Market, the Green Bond Market, Ibuka and the launch of the world's first mobile traded Government Infrastructure Bond; M-Akiba. He also steered the process of the Company's formulation of the 2020-2024 Strategic Plan.

Speaking on behalf of the Board, Mr. Kimani noted, "After a thorough process, the Board of Directors has today appointed Mr. Kittony as the next Chairman of the NSE. His leadership skills, experience and wealth of knowledge will be instrumental in driving NSE's 2020-2024 Strategic Plan, aimed at deepening the Kenyan Capital Markets and growing the NSE to be the investment partner of choice in Africa. Speaking on his appointment, Mr. Kittony noted, "I am very honored and privileged to be appointed as the next Chairman of the leading Securities Exchange in East and Central Africa. I salute the outgoing Chairman and will build on his excellent stewardship."



The Cabinet Secretary National Treasury and Planning, Hon. Amb. Ukur Yatani, presiding over the bell ringing ceremony to commemorate the change of Chairmanship, at the Nairobi Securities Exchange. On the left is the new Chairman, Mr. Kiprono Kittony and to the right is the former Chairman, Mr. Samuel Kimani.

# COVID-19 & THE GLOBAL ECONOMY: A CHANGED WORLD



By Edwin Muthabuku

The COVID-19 pandemic has spread with alarming speed, infecting millions and bringing economic activity to a near-standstill; as countries imposed tight restrictions on movement to halt the spread of the virus. As the health and human toll grows, the economic damage is already evident and represents the largest economic shock the world has experienced in decades.

The June 2020 Global Economic Prospects describes both the immediate and near-term outlook for the impact of the pandemic and the long-term damage it has dealt to prospects for growth.

The baseline forecast, envisions a 5.2% contraction in global GDP in 2020 using market exchange rate, weights the deepest global recession in decades, despite the extraordinary efforts of governments to counter the downturn with fiscal and monetary policy support.

Over the longer horizon, the deep recessions triggered by the pandemic are expected to leave lasting scars through lower investment, an erosion of human capital through lost work and schooling, as well as fragmentation of global trade and supply linkages.

The economic fallout from the pandemic raises the risks of a global economic recession with levels of unemployment not experienced since the Great Depression of the 1930s. The human costs in terms of lives lost will permanently affect global economic growth in addition to the cost of rising levels of poverty, lives upended, careers derailed and increased social unrest. Global trade could also fall by 13% to 32%, depending on the depth and extent of the global economic downturn, exacting an especially heavy economic toll on trade-dependent developing and emerging economies. The full impact will not be known until the effects of the pandemic peak.

In developed economies, however, as governments are adopting fiscal packages to assist households, consumers have sharply increased their savings as they face limited spending opportunities, or a form of involuntary saving, and concerns over lost jobs, incomes, and the course of their economies, or precautionary saving. International organizations also took steps to provide loans and other financial assistance to countries in need. These and other actions have been labeled "unprecedented", a term that has frequently been used to describe the pandemic and the

policy responses

As one measure of the global fiscal and monetary responses, the International Monetary Fund (IMF) estimated that government spending and revenue measures to sustain economic activity, adopted through mid-June 2020 amounted to \$5.4 trillion and that loans, equity injections and guarantees totaled an additional \$5.4 trillion or a total of \$11 trillion. The IMF also updated its estimate of the increase in borrowing by governments globally, to rise from 3.9% of global gross domestic product (GDP) in 2019 to 13.9% in 2020. Other estimates indicate that central banks have committed \$17 trillion to support their economies to counter pandemic-related economic effects.

The quickly evolving nature of the COVID-19 crisis creates several issues that make it difficult to estimate the full cost to global economic activity. These issues include, but are not limited to the following factors:

- How long will this crisis last?
- How many workers will be affected both temporarily and permanently?
- How many countries will be infected and how much economic activity will be reduced?
- When will the economic effects peak?

Even as global industries slowly get back into operations, uncertainty based on the above factors looms heavy over the global economy. Governments should work on effective sustainability plans and have superb crisis prevention strategies in order to protect the residents of their countries and collectively protect the global economy.

## SCALING SERVICE EXCELLENCE – THE KENYA RE WAY!



By Edwin Muthabuku

A remarkable customer experience is critical to the sustained growth of any business. A positive customer experience promotes loyalty, helps you retain customers, and encourages brand advocacy. Today, customers have the power, not the sellers. The best marketing money can buy is a customer who will promote your business for you — one who is loyal to your company, promotes your business through word-of-mouth marketing, and advocates for your brand and product or service.

Kenya Re, being a company with a multi-faceted stakeholder grouping, is cognizant that Customer Experience is key. It is for this reason that the Corporation holds great importance in the value of the service charter as a blueprint that reminds all employees of customer expectations in the course of service delivery. True to this, the Corporation planned and held exciting two-hour organizational-wide staff Service Charter & Customer Experience sensitizations on 19th and 20th August 2020.

The sensitizations, which were held in two groups, were facilitated by the Corporate Affairs department. The Ag. Manager – Corporate Affairs, Mrs. Sylvia Karimi, took staff through the Service Charter to refresh them on a myriad of customer service delivery promises, pegged on various services rendered to customers. The sensitizations also provided an ideal and opportune moment for all staff to reflect on the successes and areas of improvement, in view of the promises made to customers in meeting service delivery expectations.

The Managing Director, Mr. Jadhiah Mwarania – OGW, attended both sensitizations and made his remarks noting the huge significance of the sensitizations in accelerating exceptional service delivery to all Kenya Re stakeholders beyond ordinarily meeting Performance Contracting deliverables. He emphasized on the need for staff to heed to the insights from the sensitizations as they are pre-requisites to making Kenya Re a front-runner ahead of its competitors.

The second phase of the sensitizations was facilitated by Dr. Lucy Kiruthu who is a lead trainer at the Institute of Customer Experience, Kenya (ICX). ICX is the professional body for Customer Service in Kenya comprising both corporate and individual members with an interest in their professional development, delivering customer service best practice and helping to engender a culture of service

excellence in both their professional and personal lives. The Corporation is also a corporate member and has Corporate Affairs staff as members.

Dr. Kiruthu took all staff through an eye-opening and impactful presentation themed - the Future of Customer Experience is NOW! The sensitizations deciphered several topical issues in Customer Experience such as customer needs, advancing service excellence, corporate and personal responsibilities in Customer Experience and the ultimate goal in Customer Experience among many others. All these vital lessons trickled down to one main question, "Do I give those I serve a WOW or an OUCH Experience?" The sensitizations also worked out to be very interactive in view of commentaries, questions and clarifications which expounded knowledge sharing on Customer Experience. The sessions were quite insightful and left a mark in all staff through reflection and an ultimate resolve to go the extra mile in delivering impactful Customer Experience across all business touch points. That, even as service charters are physically displayed in the Corporation, it was agreed in unison that the same should be embedded in the hearts of every staff.

To our customers, we commit to always delivering the best Customer Experience to you; only WOW experiences from us, you bet!



## STRATEGIC INVESTMENTS DURING COVID-19



By Andrew Ongicha

Covid-19 is a classic black swan event. It was unpredictable and completely underestimated at the start. And it will be easier to analyse in hindsight. But when we reach the point of hindsight, it is extremely difficult to predict.

We have witnessed significant trauma in financial markets as they struggle to compute the impact of Covid-19 on the global economy. While the scale and speed of market slumps have been severe, there are parallels in history. The most important thing to remember is that the global markets recovered.

While the coronavirus outbreak is concerning, we have lived through some very tumultuous times over the past four decades, including:

- Multiple disease outbreaks (SARS in 2002-2003, avian flu in 2006, Swine flu in 2009, Ebola in 2014, Zika in 2016, among several others)
- Black Monday stock market crash in 1987
- The bursting of the tech-stock bubble in 2000
- September 11, 2001 terrorist attacks
- The 2008-2009 global financial crisis and Great Recession
- The 2016 Brexit vote
- U.S. – China trade war

Each of these events triggered severe market shocks that lasted for months or years. Investing isn't always comfortable. But it's important to remember that, without risk, there are no returns. In this environment, if you move your money into cash, you are likely to miss out on the best gains in the market, making it much more difficult to recover your losses. Now more than ever, it is essential to follow the basic tenets of investing.

**Stay Diversified** - Proper diversification is the most effective way to reduce volatility. The key to proper diversification is understanding that different assets and their subsets have varying ranges and patterns of volatility. Because it is impossible to know which assets will outperform or underperform during any period, diversification enables your portfolio to capture returns wherever and whenever they occur.

**Stay Focused** - Whether the market is going up or down, your long-term objectives don't change, and neither should your investment strategy. In addition to being properly diversified, there are steps you can take to minimize portfolio volatility, such as rebalancing your portfolio to maintain your target asset allocation and keep aligned with your time horizon and risk tolerance. It is also an opportune time to harvest your taxable portfolio for tax losses that can be used to offset any gains you might realize this year or next.

When you stay focused on your investment strategy, you are less likely to follow the panicky herd over a cliff.

**Stay Calm** - The media noise can be deafening. If you're investing for the long term, these short-term events will have little if any impact on your long-term investment performance.

As an investor it is also important that you ask yourself the following questions before making various decisions:

**Can I take on more risk?** The answer to this depends primarily on your time horizon, as well as your income and liquidity requirements. If you were already beyond your risk budget before the Covid-19 crisis, you cannot afford to take on more risk.

Should I sell across the board and re-enter the market later? This is tempting, but how are you going to time the market better than everyone else in the market? We all know this one is one of the riskiest moves in investing. The best advice is that unless you really need the cash, now is the time to sit tight.

**Should I sell assets that haven't fallen yet as much as the broader market?** If those assets have held up, they have probably done so for good reasons, and they are likely to continue holding up.

**Should I maintain my overall risk exposure, but modify the mix?** You could consider rotating equities from best to worst, switching from growth to value shares, and moving from developed to emerging markets. But for most investors, the best approach is to let this happen at the fund level, with the fund manager guiding the movements, rather than at a portfolio level.

# COVID-19: AN EYE OPENER SHOULD WE WORK FROM HOME POST COVID-19?



By Omuroka Amani Hassan

For the last six or so months, since the terrible pandemic hit the great people of planet earth from its mysterious hideout, we have seen systems of many companies rolling undisrupted or bettered from an IT point of view. Kudos to our Fathers and Mothers, Brothers and Sisters, Sons and Daughters, Uncles and Aunts, Husbands and Wives to mention just but a few pairs of people, in this field of technology. You might not be aware of the great work you have done and continue to do; you might take it as your normal job, but you saved many businesses from the word go, considering the sudden appearance of the current menace. If you are reading this article just know that as far as I'm concerned, you are part and parcel of the great intellects in your sector of professionalism that saved many businesses and continue to do so during the current trying times.

The existing COVID-19 epidemic hit; in fact hit extremely hard, global markets, weakening international trade and businesses within virtually all countries in the third planet from the sun. In the wake of all this, a good number of businesses have been able to continue operations due to the various advances in technology.

Digital technologies reinforced by strong and reliable ICT infrastructure are helping social activities continue during the prevailing contagion. One of the main characteristics of this worldwide public health crisis is that it mostly affects offline life. Offline businesses continue to suffer the most from measures taken by various governments to contain the spread of the virus; measures such as staying at home, "social distancing", quarantine and isolation.

Nonetheless Impressive amounts of social and economic activities have gone online. Businesses were forced to close their doors and students have had to stay home from school; however, efficient networking systems brought people back to work and school, leading to a surge in demand for online office and learning applications. The pandemic has suspended many offline activities, but people are living it up online, and this has become the order of the day.

The work from home initiative has been embraced by many organisations. If this trend becomes a norm in our business lives, where people will work from home and the office, then I can say without any predisposition that the following, among others, will particularly be the in the East African powerhouse's economic matters.

- 1.Solve housing problem in Major cities.
- 2.Reduced costs of acquiring land and houses in towns
- 3.Lessen jam in Major towns
- 4.Aid in development of rural homes.
- 5.Weaken health problems associated with city life.

## 1.Solve housing problem in Major cities.

The huge demand for housing in Nairobi and other major cities in Kenya for instance has resulted in the housing sector becoming one of the most lucrative ventures in Kenya.

Greed, unfortunately having replaced reason, has led to the construction of buildings that are extremely unfit for human occupation.

Furthermore, tenants, already low-income earners, continue being exploited by their landlords amidst the prevalent hardships.

If staff can continue to work from home, it will for sure be a move to help solve this problem. This will also offer a chance for convenient working conditions, even if an urban-rural migration is in the picture. Consequently, this will result in reduction of town house rent costs.

Many companies will also save on rent, as less space will be required to house their working staff.

## 2. Reduced costs of acquiring land and houses in towns.

Acquiring a property in major towns in Kenya is a nightmare. There are parts in Nairobi like Upper Hill, where you will need more than half a billion to acquire an acre of land. In some parts of our rural home the same amount will enable you acquire 1000 acres of fertile land.

Nairobi has acquired the dubious status of the Second Most Expensive city in Africa, after South Africa's Johannesburg. An Arcadis report titled 2019 International Construction Costs – Smart Decisions Crating Long Term Value – also ranked Nairobi 86th most expensive town, globally.

A screen shot shared on social media platforms in Nairobi a few months ago indicated the asking price for Lihnari Island in Greece as \$3.3 million (Sh344 million). The 95-acre resort has water, access road, 650 Olive trees and good sea views. The neighbourhood is full of luxury homes.

In comparison, the value of an acre in Lavington's Mzima Springs, Nairobi, was quoted at Sh390 million, according to Business Insider, a US-based financial and business news website. The striking difference lays bare the high cost of land in Nairobi. Look at the two comparisons again; you might be forced to believe Nairobi is a unique place; a very lucrative place to live in, where manna from heaven drops after every 5 seconds.

Allow me, if I may, to shock you with findings, if you had not read this article from 2018. Our mother-land, Kenya, was ranked eighth globally and sixth in Africa, among countries with the largest number of people living in abject poverty, according to the World Poverty Clock report of Jun 28, 2018.

High costs of land, dependent on the performance of the economic markets, might result in the slump of our property market.

In another report in the same year, 2018, a half an acre in Stekene city, Belgium —a property surrounded by public amenities — cost about Sh5 million. "Yet a property in the hinterland of Kiserian, Kajiado County, away from tarmac, without water, electricity or security, can cost Sh10 million or even more.

Land grabbing, speculative buying of land by the rich and fraudulent transactions in the Ministry of Lands— including trade in fake title deeds and double allocations— also make the city expensive. This will be a thing of the past once people start shifting to their rural homes, while they can still work comfortably, say from a shamakhokho residence - in Kakamega County, as they would from the 88th floor of a huge tower in upper hill and be able to do the same job contentedly.

## 3. Lessen Jams in Major towns

Nairobi, Kenya's capital is best known for traffic and congestion, mainly in the morning and at peak hours in the evenings. This issue of traffic jams and congestion in Kenya is what led to Nairobi being classified as the second worst city to live and drive in all over the world. This is according to a report in Kenya that was released earlier this year. Apparently, the issue of traffic jams seems not to be getting a proper solution any time soon from the government of Kenya. The city of Nairobi is already congested with residential premises, businesses and commercial centers. Most roads in Nairobi have also been encroached.

Nairobians are forced to wake up as early as 4am so as to start their journey to town. It was confirmed sometime back how a person living in Buru Buru can take the same time to reach in Nairobi CBD as another person travelling to Naivasha town from Westlands.

Jogoo Road in Nairobi for instance, experiences one of the worst traffic congestion cases ever witnessed in the East African Region. Perhaps the main reason why this is the case is because of the high population density in Nairobi's Eastland's area where Jogoo Road serves. There is really no doubt that most of Nairobi population hail from Eastlands in places such as Umoja, Inner core, Buruburu, Embakasi, Jericho, Makadara and Donholm estates in Nairobi.

This congestion can be mitigated with well-purposed migrations to their rural residence, where their lives can seamlessly continue.

## 4. Aid in development of rural homes.

Urbanization in Kenya and perhaps in sub-Saharan Africa can be described as prescriptive rather than organic. I posit that this prescriptive urbanization can be checked and balanced by employing the governance model of devolution and rural capacity.

If you examine devolution in Kenya through the lens of Lefebvre's theory of production of space and the right to the city, it will enable you to contextualize and redefine 'the right to the city'. Most politicians and government leaders are not willing to encourage urban policies that promote justice, sustainability, and inclusion in cities, since they own them. Unless we can achieve the right to the city concept, the idea of working from rural homes would be the best.

By some of us moving to work from our rural home it will be a de-urbanization strategy that will aid development in the rural homes. For instance, in towns we buy water, most foodstuffs, we spend a lot of money on already congested parking spaces; we spend a lot of money on petrol, diesel for our cars, etc. At our rural homes, obtaining these items is much more economically effective and friendly. Water is in plenty. You can even take a birth at the riverside. Foodstuffs are in plenty in the farms. Your compound will provide free parking for your car. Money saved here will aid in construction of many boreholes that will serve even your neighbours, you will use the savings to improve food production in farms, by working from home you will use electricity or harvest solar energy for domestic use. All this will help in improving the lives of many in the rural homes. The government can step in and improve road networks, electricity connections and more, in support of this idea.

#### 5. Weaken health problems associated with city life.

The rising morbidity and mortality due to non-communicable diseases can be partly attributed to the urbanized lifestyle leading to unhealthy dietary practices and increasing physical levels of inactivity.

Unhealthy dietary practices, sedentary lifestyle and obesity have emerged as major risk factors of NCDs. All these risk factors are lifestyle related and are influenced by change from rural to urban lifestyle. Although even in rural areas with modernization and advent of mass media, there is gradual shift to urbanized lifestyle.

Nonetheless, our lives are more in danger in town compared to rural settings. Look at the kind of foodstuffs supplied to our tables at homes and in hotels.

Many people in the city feed on food grown on sewage and experts have been warning that such produce could have adverse effects on health. Nairobi Dam, for instance which used to be a clean water reservoir for the city in the 1970s, has now become a reservoir for raw sewage. Slum residents are now illegally using the silted expansive section of the dam to plant crops, mostly vegetables. These crops eventually find themselves on our plates.

Experts say the soil around the dam could contain heavy toxic metals such as lead, zinc, iron, copper, cadmium, chromium and aluminium coming from household and industrial wastes.

Though some of these metals are essential to human life, their high intake is harmful. For example, the high intake of copper causes anemia, liver and kidney damage.

High intake of mercury causes damage to the brain and the central nervous system while chromium can cause kidney, liver and nerve-tissue damage. Despite health concerns, farming continues in the dam unabated.

Scientists have always warned that a lot of milk and chicken on sale is carcinogenic and highly contaminated with disease-causing germs. Half of all types of milk, from informal traders to kiosks to high-end supermarkets in Nairobi, were found contaminated with unsafe levels of cancer-causing aflatoxins.

A Dennis Okari of NTV investigation revealed that Kenyans are eating meat laced with dangerous chemicals to make it look fresh for longer, raising questions regarding quality and safety control within the country's food chain mainly in towns.

The chicken served at some popular fast food cafes in Nairobi could be laced with a toxic cocktail of bacteria and in some cases, chemicals that could cause cancer.

Our brothers and sisters from the western side of the Nation have been really affected by the 'kuku porno' rotating on the screens of many hotels in town. Once the "Ingokho" generation step in these towns serving these foods, the delicacy associated with "ingokho" becomes a thing of the past. The real obunukunuku (sweetness) associated with chicken reared from rural homes becomes the most rare substance on earth to get, unless, well you guessed it; they travel back there.

So, should we shift our work to the rural or should we continue with our lifestyles in the city? I know these changes have their own repercussions, but I am sure the advantages overshadow the demerits. Food for thought, maybe?

## WHY HOME INSURANCE IS IMPORTANT



By Andrew Ongicha

The cost of living in Kenya has significantly gone up in the past few years. It has become very costly to sustain a family, thus many Kenyans have to dig deeper into their pockets. Most Kenyans do not have adequate income to feed themselves let alone afford insurance. With the recent global pandemic, things have been made even harder for the average Kenyan. This has led to many Kenyans having to ignore any kind of insurance for their homes.

Insurance penetration rate in Kenya is low. The general public has not been educated on the benefits of home insurance and how it really works. We Kenyans have a strong community culture of being there for our neighbors and in case of any disasters that we face, we opt to call upon our neighbors to offer help instead of insurance. This is the nyumba kumi initiative kind of insurance Kenyans use. You have a problem you call upon your neighbor to mitigate the risk.

Picture having worked hard and sacrificed a lot for years to build or buy your family a home in a nice estate; consequently using a lot of money to furnish the house and buy electronics. Few weeks after moving in, robbers break into your home and make away with your expensive jewelry, furniture and electronics as well as physically harming your family.

This can be very shattering and traumatic. It only took a few minutes for them to steal what you took years and worked

hard for. Probably, you might not have the financial fall back to pull through this situation and replace the stolen and damaged items, owing to the high costs. This encounter could happen to anyone. However, insurance can save you the misery of losing what you have sweated over for many years. Your insurance company can compensate you for the loss or damage caused.

Home insurance offers protection of your property from theft; damage, fire and natural disasters, accidental death or injuries of domestic employees, vandalism and malicious damage just to name a few. Most Kenyans have a negative opinion towards insurance and do not want to discuss or even envision eventualities in case of death or disaster in case they come true.

As the Kenyan economy grows, so does the number of middle-income earners and with proper educational campaigns and initiatives, the uptake of insurance in general will be set to increase. Before taking a home insurance cover, you should shop around for the best deal, wisely think through and consider the best terms and conditions for reimbursement. Insurance companies should educate the masses on the importance of home insurance and how it works, eventually coming up with more affordable home insurance packages for the common mwananchi.



# PREDICTIONS POST COVID-19



By Davis Onsakia

The following, are my personal predictions post COVID-19 (which I hope will be soon):

## 1. The norm of meetings is online

Teams, Zoom, Google Meet, Duo etc. will be the norm. You might be forced to be extremely ingenious or dictatorial to have people to meet physically. Might we miss the brainstorming option which is common with face-to-face meetings? And body language signals? This notwithstanding, the norm will be to meet online.

I've noted that people join muted (both on voice and video) - because probably people are not very keen on personal hygiene in 'these troubling times'. Since anyway you are working from home, who needs to see you (smart). Men have grown a beard and moustache and whiskers, almost competing with cats and rabbits (and hares) while ladies cannot remember the last time they went to a salon. Remember the social distancing advisory, immensely contributes to this. Hence, we join meetings incognito. In youth-speak, you slide in and lean against a wall and keep quiet till 'disturbed' from your slumber - by a question. Which you request to be rephrased because you were not listening!

## 2. Idle rental space

Who needs all that space when you can do 99% of tasks from your home? Probably we might have more 'briefcase' companies - but really all people care about is service delivery - not where you deliver the services from. This definitely means that idle rental space can only increase, more so for commercial buildings. Landlords take note.

This might mean revision of some procurement laws - for you to deliver to a government or government affiliated entities they insist on a physical presence. Although the corruption scandals which have been revealed in recent times points that this is not wholly being obeyed or implemented.

## 3. No handshakes

Handshakes will die. They had already died. This will greatly improve our hygiene. This is one of the new normal habits. 'Gotta' habits might survive the shaking though.

## 4. Environmental conservation and improvement

Due to the fact that most people have been forced to work from home or from remote locations, this means that driving has been reduced to the bare minimum. This means that carbon monoxide in the air will, in the long term, considerably be lowered. Leading to cleaner air and by extension, the environment and our health.

Here's to a longer and healthier life!

## 5. Less stressed workforce

The fact that people are not spending 2 to 4 hours in traffic jams to work and back, means that they are spending those productive hours in the wee hours of the morning, cracking hard nuts in their assignments. Without thinking of some crazy matatu driver cutting in front of you, and that chap jumping into your parking space, more so if you don't have a designated parking slot.

Also, the fact that you are eating some healthy meals from your kitchen means, healthwise, you might improve, probably by becoming more 'rotund' and 'round', by adding some layers of fat! Since anyway, you are not really moving more than 100 metres a day. You need to be conscious of this and do something consciously about this. Otherwise, the next couple of years will be a disaster to many, from a healthy perspective.

I have seen people being conscious of the probability of adding some kilos and hence started some exercises - for some it is their first time jogging.

## 6. Better kids?

The fact that you have been with these youngsters for a prolonged period of time, might assist you and them to learn each other. Probably, enabling you to tolerate each other till you agree to co-exist as God intended. I know there are cases where kids have never seen their dads (especially) at daytime: he would leave before the crack of dawn and resurface under the cover of darkness. "From making money man. You understand, son?" Now, there are curfews and the kids are around, for the next couple of months. You cannot visit or be visited, remember social and physical distancing is all you need to be safe. Protect your own and the other buddy's family protects theirs.

Such kids, psychologists will tell you, will turn out better tomorrow. At least they will know what their parents believe in, stand for. You want to understand this better, check some research about crime among Black families in the USA. No offence meant.

## 7. Dependency on Kenya Power and your ISP (Internet Service Provider)

This is the most sickening bit. You will realize that Kenya Power means business when they cut off power to your residence for 24 hours. Sometimes, they don't give a damn to even explain how long it will take to be reconnected. You might need a generator at this rate.

Internet dependency will increase considerably and this is the other reason why telecommunication infrastructure should be classified as Critical Infrastructure. You destroy or disconnect or cut off any and you will need to be hanged. Because you are 'hanging to dry' other people's careers and livelihoods.

This is the simple reason why companies in this area should be flourishing going forward. Kenya Power keeps moaning and yet by all intents and purposes is a monopoly (they don't like hearing this) and Safaricom will keep making more money. Safaricom had FTH (Fibre to the Home) infrastructure in most estates even before Covid-19 landed on the shores of Africa and they are making a killing on this area. They might lose on the free Mpesa transfer charges for sending money below KES 1,000 but they will recoup on the FTH front, massively.

## 8. Changed face of learning

Learning will no-longer be old-school face to face. Learning has shifted online and will remain so for a considerable period of time.

Surprise: teachers are most affected by this shift than learners. Learners have learned fast on how to adapt as teachers squirm on how to access Google Classroom and other learning platforms. They wonder if this thing even existed before COVID-19. They were not taught these things in teachers' colleges and you know they are used to teach, not being taught. Combine that with CBC (Competency Based Curriculum) and you've a conundrum of confusion,

raging through their minds. Unfortunately, this is the new normal!

## 9. Wearing masks

This will not stop. More so in places like planes, dusty locations, congested areas, foreign lands, wearing a mask will become the norm. I believe if research is done, wearing a mask is quite beneficial to us all. It helps to prevent such contagious ailments like flu.

## 10. General change of view about life and career

It is said that if COVID-19 leaves you seeing life and your job as the same, you might never be helped. This pandemic has clearly demonstrated that 'permanent and pensionable' is no longer that 'permanent'. 'Permanent' employees have been laid off, declared redundant, companies have literally folded up. Leaving many high and dry.

This therefore means that that job might not be that 'permanent' after all. With this realization, you need to plan and strategize what to do post that job. Forget about talking about post-retirement. It has been demonstrated that you can be 'retired' at 30 years, not 30 years of service but of age! Think buddy. Think and plan well.

## Conclusion

The above clearly indicates that the companies that will survive this pandemic are the ones that look and plan ahead. Safaricom had FTH infrastructure in place before COVID-19. Google had Google Classroom way before this pandemic.

## You need to plan ahead to survive.

Building a war chest might not be good enough, but you need to be agile like a chameleon, changing even your colour if necessary, to survive in challenging times which not even scientists can predict or model. And when they attempt that, they always put a disclaimer that it is purely a model and hypothetical scenario which they cannot be held liable in case it backfires.

However, do note that the 'changing' mentioned above is that of being adaptable to change not being malleable to your values or ethics or beliefs.

# KENYA RE IN THE NEWS



## Agency accords Kenyan insurer positive rating

By Lewis Njoku  
@LewisNjoku

Global Credit Ratings (GCR), a Johannesburg-based agency, has affirmed Kenya Re's financial stability and strong outlook with the outlooks accorded as stable.

In a report, Kenya Re's financial stability is attributed to its strong risk management and financial strength in liquidity and business profile. The report also noted that the company's financial ratios are sound.

"Specialisation was observed within the very strong range, predominantly reflecting Kenya Re's ability to liquidity as a representation of credit strength, reinforced by receivable collections following implementation of cash and carry regulations in the market," it said. As such, the agency added, GCR's rating was maintained reflecting a stable capital base relative to the growing volume of insurance, market and credit risks.

### Investment portfolio

Cash and equities, which grew by 20 per cent to stand at Sh1.4 billion in financial year 2019 up from Sh1.1 billion financial year 2018, while majority of investments portfolio was placed in low risk liquidity instruments at 70 per cent financial year 2019 up from 50 per cent of portfolio financial year 2018.

Kenya Re Managing Director, Jadhiah Mwarania, however, attributed the affirmed national re-insurer's rating to strong risk-adjusted capitalisation, market driven solutions, low risk investment portfolio, a diversified business portfolio, prudent underwriting and efficient expenses management among other factors.

According to GCR, Kenya Re has a strong business profile that has helped it achieve a sizeable domestic market share representing 17 per cent of a well-diversified portfolio.

The reinsurer with subsidiaries in strategic locations plans to expand into the Western and Southern African regions, as well as strong management commitment to expansion endeavours has remained the operational focus point in the reinsurance markets.

## SA company affirms Kenya Re's stable outlook on strong capital, liquidity

**3.9 BN**  
SHILLINGS  
net profit for the year

Global Credit Ratings (GCR), a Johannesburg-based agency, has affirmed Kenya Re's financial stability and strong outlook with the outlooks accorded as stable.

The South African rating agency affirmed Kenya Re's financial stability and strong outlook with the outlooks accorded as stable.

Kenya Re's net profit for the year 2019 was Sh3.9 billion, up from Sh2.5 billion in 2018, a growth of 52 per cent on the back of improved results.

The agency said the reinsurer's financial strength is reflected in its strong risk management and financial strength in liquidity and business profile. The report also noted that the company's financial ratios are sound.

GCR, however, downgraded Kenya Re's operational risk rating from 2019 to 2020, reflecting to a growth of 73 per cent on the back of improved results.

"The entity demonstrated a strong financial profile, while business profile remained at intermediate levels, with small and risky reserves in large amounts during contracted strong economic market process," said GCR.

Kenya Re's operational risk rating was downgraded from 2019 to 2020, reflecting to a growth of 73 per cent on the back of improved results.

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## Kenya Re Half-Year Net Profit Rises to KSh 1.6 Billion



## Financials. Kenya Re profit up 52 per cent



Kenya Reinsurance Corporation has posted a 52 per cent rise in profit before tax for the period ending June 30, 2020. The profit rose to Sh2.09 billion compared to Sh1.37 billion in 2019. Gross written premium increased by two per cent from Sh8.86 billion to Sh9.07 billion compared to the same period in the financial year 2019. Managing Director Jadhiah Mwarania attributed the performance to growth in various business lines including fire which recorded the highest gross premium of Sh2.59 billion compared to Sh1.51 billion in 2019. [Correspondent]

## Kenya Re half-year profit up on higher premiums

Key Figures	2020 (H1)	2019 (H1)
Net Profit	45.9	30.2
Gross Written Premium	3.97	3.86
Operating Expenses	9.07	8.86

## Customer service is at the heart of insurance operations

Jadhiah Mwarania  
Insurance

## Be in synchrony to rise in post-coronavirus era

The insurance and reinsurance industry has not been greatly affected by Covid-19. Just like other businesses, reduction in sales and revenue has been felt across the board. But this should not destabilise the industry at all.

As a matter of fact, this is the time for insurers and reinsurers to improve the state of the industry through innovation enhanced by the lessons and opportunities as well as lessons posed by the global pandemic.

Customer service is at the heart of insurance operations and this would be a fantastic time to revamp and improve online claims processing portals and payment methods.

This is an ideal time for them to re-evaluate their target clients, use data analytics to measure targeted audience's desire, which will help with cross-selling and general sales and engage with customers, and leverage on technology to better connect and reward the valued customers.

Kenya Re's insurance strategy report notes that macro-environment factors will largely affect general insurance commercial insurance, individual, annuities and retirement, personal life. The report predicts greater consolidation, decreasing profitability, automated underwriting, and greater loss control. There will be more transparency in pricing and direct purchases by paying intermediaries.

Emerging markets will also adopt automation for real time underwriting. The virtual business affinity groups will emerge using availability of information to network and post sales. Use of block chain technology and cloud computing will be scaled up. There is a need to upgrade technology to effect the new insurance contracts accounting for on January 1, 2021.

To address some of the biggest barriers to insurance penetration, the industry should craft educative campaigns that target various public.

Mr Mwarania, managing director, Kenya Reinsurance Corporation Ltd.

## Kenya Re's net profit hits Sh1.6 billion impressive business growth

Kenya Re's net profit for the year 2019 was Sh1.6 billion, up from Sh1.1 billion in 2018, a growth of 52 per cent on the back of improved results.

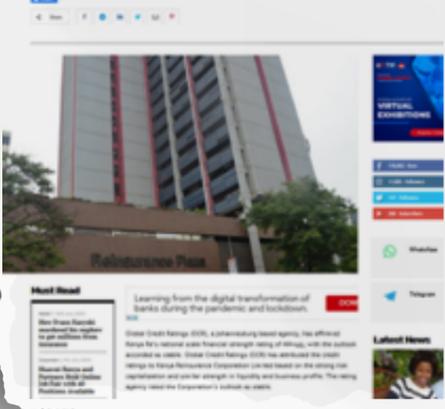
The reinsurer's financial strength is reflected in its strong risk management and financial strength in liquidity and business profile. The report also noted that the company's financial ratios are sound.

GCR, however, downgraded Kenya Re's operational risk rating from 2019 to 2020, reflecting to a growth of 73 per cent on the back of improved results.

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## GCR Affirms Kenya Re Rating Of AA+ With Stable Outlook



## GCR stamps Kenya Re with stable credit rating outlook

GCR has affirmed the credit ratings to Kenya Re's strengthening of asset liability management approaches in recent years.

## Kenya Re given positive rating

South African rating firm Global Credit Ratings (GCR) has given favourable rating to Kenya Reinsurance's (Kenya Re) financial strength. GCR said Kenya Re reflected sound liquidity, solid business profile and risk-adjusted capitalisation. GCR rated Kenya Re AA+ with a stable outlook.

"The entity demonstrated a strongly financial profile, while business profile remained at intermediate levels, with small and risky reserves in large amounts during contracted strong economic market process," said GCR in a statement.

GCR assessed Kenya Re's capitalisation within a strong range, even though with unrealised property revaluation gains supporting a strong capital growth of 13 per cent to Sh3.1 billion (\$315 million) in the 2019 financial year up from Sh2.8 billion (\$275 million) in 2018.

The firm said the re-insurer's liquidity represented a credit strength - boosted by receivable collections following implementation of cash and carry regulations in different markets.

However, GCR warned that operating cash requirements - which rose 18 per cent due to claims pressures - could further restrain liquidity metrics and assessment over the medium term, amidst economic challenges hindering cash collection.

GCR added that given the persistence of claims pressures despite prudent underwriting policies, and likely pressure on investment income, the re-insurer's earning potential will represent a key rating consideration over the medium term. The business profile of the re-insurer was unchanged within intermediate levels, characterised by a strong presence in Kenya diluted by limited competitiveness in foreign markets, said the rating agency.

GCR noted that outside Kenya, the Kenya Re recorded limited activity in multiple markets, with higher earnings risks endorsed along business growth in select markets, factors that moderated assessment by the rating firm.

Nevertheless, GCR recognises small presences in other jurisdictions as potential sources of diversification, as well as traction gained in some markets as management endeavours to expand business in Africa," said GCR.

However, GCR said a rating upgrade was unlikely "over the medium term" but said containment of earnings risk by Kenya Re could be "viewed positively" if stability in liquidity and risk-adjusted capitalisation were maintained.

It further warned that the Covid-19 impact heightens Kenya Re's earnings pressure. [Wainaina Wambui]

# ZOOM MEETING ETIQUETTE



By Lilian Kanari



The Impact of COVID-19 on education, employment and businesses has seen the push for online learning and the introduction of Zoom meetings during this time. Zoom ensures companies achieve optimal collaboration with its customers as well as ensure employees are effective when following the best practice techniques.

So, what is Zoom? It is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online, with or without video. Zoom users can choose to record sessions, collaborate on projects, and share on one another's screens, all with one easy-to-use platform.

**It is a friendly app that has easy steps to follow. All one needs to do is:**

- Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the Google Play Store.
- Enter the meeting ID number and your display name
- Select if you would like to connect audio and/or video and tap Join Meeting.

## Meeting Etiquette

There are some general rules of courtesy for virtual (and in person) business meetings.

- Even though it's tempting, try not to multitask too much. And if you're going to, at least mute yourself.

- Log in your credentials at least 5-10 min before a meeting to ensure you are punctual, just like you would in face-to-face meetings.
- Refrain from private behavior – i.e. scratching your armpits, picking your nose. We can see you!
- If you can, hold off on eating full meals during your meeting. Imagine how unappealing it would be to watch someone up close slurping a plate of food on a big screen. If you can, eat when your meeting is over.
- Dress decently but stylishly in your Zoom meetings. Ladies should ensure not to wear low neckline tops that reveal too much of the chest. Do not wear pyjamas to a Zoom meeting, rather dress appropriately like you would in an office environment.
- When you want to step-out, do not forget to turn off your camera and mute your audio.

## Consider Your Environment

- Your surroundings say a lot about you. Make sure that they say the right things. Dirty clothes in a pile, an unmade bed, and so forth give the impression that you are not a professional to be trusted with serious work. Clean up and have a simple background (a plain wall, a potted plant, or a bookshelf works perfectly). Zoom also provides virtual backgrounds to help you disguise even the most recklessly cluttered environments.
- Position yourself so that most of the light is coming from in front of you (behind your monitor), instead of

behind you. If you have a window behind you, shut the blinds. Otherwise, you will be backlit.

- Barking dogs and slamming doors are not just annoying in person, they are also annoying via Zoom! Find a quiet space to meet, shut the door, and mute yourself as necessary.

## Hone Your Presentation Skills

- Use engagement tools! Make full use of everything Zoom has to offer. Do whatever it takes to keep your audience actively engaged.
- If possible, stand up! This keeps you dynamic and energetic.

- Don't get too close. Position yourself so the camera is seeing you from the chest or waist up, instead of just seeing your face. This is more natural for the viewer (after all, in an in-person meeting you're usually seeing more of a person than just their face). This is especially beneficial if you tend to gesture a lot.

- Your best teacher is yourself. Record yourself and watch the playback with a critical eye. Did you talk too quickly? Too many ums and ers? Even send the recording to a friend who you know will give you candid feedback.

With these best practice tips, give yourself every advantage by staying connected on Zoom, to work as efficiently as possible



## FITTING INTO THE NEW NORMAL



By Jane Nyambeki

COVID-19 and its effects for a while stopped most socio-economic and religious activities globally. Nations had to quickly adapt and do things differently - creativity and innovation came in handy. In what is now the new normal, the world has digitally inclined, with Institutions and companies like Kenya Reinsurance Corporation, making a complete shift to embracing digital innovations. Fortunately, the Corporation had already embraced the idea of virtual meetings as subsidiaries were connected often. The shift was rather smooth to some employees while others had some challenges. All in all, the pandemic has given an opportunity to everyone to be part of the teamwork, either from home or the office.

This has encouraged many of us to be motivated and continue working, even with the reality of the pandemic: we might be here for a while longer than expected. I have found virtual working to be more flexible, with the option of working remotely solely dependent on a working and reliable connection.

Fitting into the new way of doing things has given a new perspective to life - that life can change- and one needs to be flexible enough to adjust to situations and learn to cope. Who knew that we would be walking around in masks? Who knew that there would be guidelines on how we attend church or that there would be a time when we would need to stay at home for our well-being? But it is happening, and we have had to adjust accordingly. Indeed, life can take an unexpected turn and one must be adapt, for the sake of continuity in our daily lives. It has been said that when life throws stones at you, use them to build your foundation.

This is indeed how we fit into the new normal. Are you ready?

## DRIVING CUSTOMER EXPERIENCE EXCELLENCE DURING COVID-19



By Andrew Ongicha

Customers are at the core of our business as reinsurers and for the insurance industry, as a whole. We go the extra mile to create tailor-made solutions and customer centric products, which can easily fit into the lives and operations of our customers. It is with this reason that our customer experiences should be of high standards.

Due to the impact of the pandemic, a lot of physical experiences have been cut due to social distancing, as well as closure of various interaction points. Since everything now is digitally inclined, both insurers and reinsurers should ensure their digital visibility is strong, to create online/virtual interaction points with their target audiences for oriented and seamless operations.

Customer service is at the heart of the insurance industry, making this an opportune time to revamp online, claims-processing portals, to better serve customers. Not only will this enhance settlements and offer convenience to customers, but it will also help amplify digital portals to ensure their efficiency. Improvement on payment methods whether through Mpesa, EFT'S or RTGS should be improved and simplified to insure ease of transactions.

It's also an ideal time for reinsurers and insurers to intensify research efforts in order to better profile and understand their clients. The moment is great for the industry to utilize data analytics to measure targeted audience's delight, aiding in times of cross selling and general sales. This is an

opportune time to engage with customers and leverage on technology through social media, mobile apps, SMS and other channels to connect, appreciate and reward valued customers.

The time is ripe to tap into creative and out of the box solutions to reach the target audiences, providing unmatched yet effective and efficient experiences.

Educational campaigns should be revamped, converting them into unique approaches in matters information and relaying assistance to help clients in their decision-making.

Through these enhanced customer experiences, our industry will be able to raise insurance literacy levels, increasing uptake of reinsurance and insurance services. The time is now, in order to revolutionize this industry we must start by offering the best customer experiences possible.

# POETRY

By Kitty O'Meara ©

## AND THE PEOPLE STAYED HOME

In the Time of Pandemic

And the people stayed home.

And they read books, and listened, and rested, and exercised, and made art, and played games, and learned new ways of being, and were still.

And they listened more deeply. Some meditated, some prayed, some danced.

Some met their shadows. And the people began to think differently.

And the people healed.

And, in the absence of people living in ignorant, dangerous, mindless, and heartless ways, the earth began to heal.

And when the danger passed, and the people joined together again, they grieved their losses, and made new choices, and dreamed new images, and created new ways to live and heal the earth fully, as they had been healed.



# WISDOM THAT'S **BEYOND BORDERS**

We currently serve more than 265 companies in over 62 countries in Africa, Middle East and Asia. We also have fully-operational subsidiaries in Côte d'Ivoire, Zambia and Uganda to enhance our customer-reach for efficient service delivery.



Kenya Re is ISO 9001:2015 and ISO 27001:2013 Certified Rated B (Fair) by A M Best International Rating Agency and AA+ by Global Credit Rating (GCR).



# WORKING FROM HOME - MOTIVATION AND WELL BEING



By Joy Mwangi

Working from home has become the new normal. Many people are working from home for the first time due to COVID-19, which has greatly affected our lives.

It can be surprisingly tough. A partner on endless team calls, a child who needs guidance on their homeschooling assignments, the loss of structure and continuity they can all be disorienting and exhausting. Yet, not having to go to the office can offer surprising opportunities to develop a better work-life balance and to tailor your own working day.

Here are a few possible ways to make your time working from home more productive and enjoyable as you aim to stay motivated.

## 1. Designing Your Workspace

Creating an effective workspace is essential if you want to stay on track and get things done. Have all the equipment you need and ensure that you've got enough room to work comfortably.

Make it a place where you'll enjoy spending time. However, you also need to be clear to yourself and to your household that, at certain hours of the day, it's a place of work. A few "office" touches might encourage you to be more productive, but you can still personalize your workspace, with fun posters or family photos.

A high-quality office chair is one of the best investments you can make. But if it's not one that you have the space or funds for, be sure that you can sit comfortably. If not, you'll likely find plenty of excuses to get up and go somewhere else!

## 2. Celebrating Success

People need to know that their successes are noticed, particularly when they're physically isolated. Remember to celebrate success on a team and personal level. You can do this when you get together online for team catch-ups. And if the success is significant for the team or the Corporation, broadcast it using positive narratives.

When a co-worker helps you out, be it pointing you to the right document, for example, or helping you to master a new app acknowledge that openly. Even very small acts of thanks can help to bolster the self-esteem of others.

## 3. Keeping to Healthy Routines

Working from home can present new challenges to your physical and mental well-being. So establish good routines to ensure that you don't lapse into unhealthy behavior. Always ensure that you get enough sleep, and that you eat at regular times. Snacking can leave you feeling hungry at the wrong times, and irritable as a result. Regular short breaks can keep you energized and focused, and will also rest your eyes from continuous screen time.

## 4. Recording Achievements

Find ways to make each task more enjoyable and rewarding in itself. Realizing the intrinsic value of your work can bring its own motivation. If tasks really are routine and humdrum, give yourself "treats" when they're done. Make your To-Do List work for you by recording every completed task, too. This helps to develop a sense of satisfaction, and creates a measurable record of achievement.

## 5. Maintaining Good Relationships

In remote team working, trust and transparency are vital. Therefore, ensure that your status updates on communications platforms are accurate, so that co-workers know at a glance whether you're available, in a meeting, or at lunch.

Keep your calendar updated so as to make yourself as available as possible. The right levels of interaction build trust in your productivity, and prevent managers from feeling that they need to micromanage.

Arrange to have regular catch-ups with your co-workers and don't make them just about the work. Ask how other people are getting on, and share what you're doing outside work. A small amount of Self-Disclosure can go a long way toward building trust and a sense of belonging.

In sum, a positive workplace, be it in the office or at home is more successful over time, for it increases positive emotions and well-being. This, in turn, improves people's relationships with each other and amplifies their abilities and their creativity. It buffers against negative experiences such as stress, thus improving employees' ability to bounce back from challenges and difficulties while bolstering their health.

# COMEDY CORNER



## It had to be an actuary

Three men are sentenced to die by guillotine. The first man steps up, places his head in the hole, the executioner releases the knife, and, miraculously, the knife stops inches above the man's neck. The king says, "Under the laws of our country, if the guillotine fails to do its job, you are declared free."

So, the first man gets up, relieved, and the second man takes his place. Again, the guillotine knife stops inches away from the man's neck. The king says again, "Under the laws of our country, if the guillotine fails to do its job, you are declared free."

So, the second man gets up, free. The third man, who is an actuary, puts his head in the guillotine hole, looks up, and says, "I think I see what the problem is..."

## Three wishes

An agent, walking along the beach, found a bottle. When he rubbed it, lo and behold, a genie appeared. "I will grant you three wishes," announced the genie. "But since Satan still hates me, for every wish you make, your rival gets the wish as well — only double."

The salesman thought about this for a while. "For my first wish, I would like \$10 million," he said. Instantly, the genie gave him a Swiss bank account number and assured the man that \$10 million had been deposited in it. "But your rival has just received \$20 million" the genie said.

"I've always wanted a Ferrari," the salesman said. Instantly, a Ferrari appeared. "But your rival has just received two Ferraris," the genie said.

"And what is your last wish?" "Well," said the salesman, "I've always wanted to donate a kidney for a transplant."



## COLOUR AND EMOTIONS

By Joy Mwangi



Color has the ability to speak a dominant language to many, as silent as it may be. It singlehandedly speaks volumes once a surface is adorned with it. Whether the hue range is a subtle one or a dark one, we unconsciously attach emotion to the colors in our living and working spaces. Using blue for instance in the living space unanimously tells a story of peace, stability, wisdom, and tranquillity as well as that of intelligence.

Red, on the other hand, elicits a mixed range of positive emotions as well as negative ones. That being said, red has the ability to infuse passion, metabolism, love, while at the same time painting emotions of anger, hatred, danger and wrath. Often drawing from the color of blood, the color red has the ability to ignite a strong impulse for success.

When it comes to green, rejuvenation and nourishment of the body are what come to mind, right? In actuality, that is what green does, it gives an air of life, hope, safety, fertility, and money. However, as much as green has all these positive connotations, green is sometimes associated with greed and disgust.

Where purple is concerned, many relate it with an air of royalty, nobility, luxury, power and most importantly an untouchable depth of wisdom and independence. These are but a few feelings that can be synonymous with the color purple because after all, it is a royal colour. The royalty that so does precede the color purple is not a misconceived notion, in fact, the nobility of purple is not lessened by the hue or the tone depth in the purple chromatic scheme. For instance, lilac which tells a subtle message of dominance, may not be as loud as the mulberry purple; however, the same message of royalty is still conveyed.

The feeling of purity is one that is associated with white and thus is used in many matrimonial ceremonies as well as religious shrines. The reason being there is innocence, childlikeness, newness and perfection. Black is often related to the absence of color due to the correlation with evil, darkness, aggression and rebellion. However, as many negative opinions may surround black, it still has an air of authority and sophistication. Thus, drawing from the words of Wassily Kandinsky, 'Color is a power which directly influences the soul'.

## FASHION TIPS: WORKPLACE STYLE

By Cynthia Oyuke



### For Women:

The power suits for men and women may no longer set the style standard in today's business-casual, but how you dress for the office still matters. Here are some snip tips on what to wear and what not to wear so you can make the best impression.

Edgy looks, especially those involving the baring of cleavage, too much skin or long slits, short tight dresses, anything with ruffles at the office is not appropriate, unless you happen to work in a trendy field like advertising or fashion. When you're not sure whether something is appropriate for work, then there's ninety eight percent chance that's not it. It is advised that women avoid too much of a good thing, whether it's clothes or too much makeup, jewelry or fragrance. Just choose to be decent.

The easiest and most appropriate way to adorn for work is the classic and vintage look. It creates a polished image wear, never fades, as it's still the perfect choice for a meeting, which depicts a professional, business and conservative look.

The importance of clothing just as first impressions can have significant consequences. It's like going on a blind date and the guy you are meeting is unkempt, what's your first impression? Many people do not fully understand the effect that the clothing they choose to wear has on others as well as themselves. A candid example is like a very popular saying, "never judge a book by its cover," or maybe "there is more to them than meets the eye." They immediately take into account outside appearances as they may relate to an individual's intelligence, personality or behaviors. There is more to someone than meets the eye, the information we pick from observing someone should be diligent and not assuming otherwise.

On the history of women in the corporate world, first impressions, in the workplace it is clear that there are many factors that interact to create either favorable or unfavorable experience for females. Women are held to unnecessarily high standards of appearance and are meant to walk through a fine line between beliefs on appropriation on grooming standard and their clothing. Not only do they have to navigate through this fashion system, but generally, they are required to do so alone. And very rarely will women receive feedback (either from women or men) on their appearance as it might be seen as inappropriate or rude. All women know this motto too well, if am elegant and polished on that day keep it to yourself and when I look raggedy and all keep it to yourself too.

Therefore many women are forced to seek out some type of "image consulting" service to help them construct an appropriate business wardrobe. But even without spending coins on who or what to wear, you can download Pinterest app on your iPhone or android where you can search on outfits and how to match them, definitely a woman's wardrobe paradise.

Clearly the task of managing ones appearance is not an easy one and requires much dedication and thorough understanding of the importance of first impressions and presence in the workplace. Choosing the right clothing is just one component of your professional look, which includes good grooming and hygiene, as well as being well-rested and mentally ready to face the day.



## SELF-CARE: WHAT IT IS & WHY YOU NEED IT



By Cynthia Oyuke

At the heart of self-care is your relationship and connection to yourself. As part of your job, it means that you are able to adapt and understand what you need to be your most constructive, effective, and authentic self at the workplace.

Self-care is the practice of taking an active role in protecting one's own well-being and happiness, in particular during periods of stress. Hence self-care is not always about buying a new car, having a cheat day while you indulge on multiple chocolate cakes and trips to the spa (although it can be, if that works for you), but sometimes it's all about meal planning, going to bed early or letting go of fake friends. It is also forgiving yourself for not meeting your own impossible standards and understanding that you are worthy at some point in life.

Furthermore, self-care is different for everyone because we all have unique individual needs and preferences. How you practice self-care will not be the same as your best friend, your partner or your parents. This is the charm of self-care, developing the ability to prioritize yourself and your own individual needs.

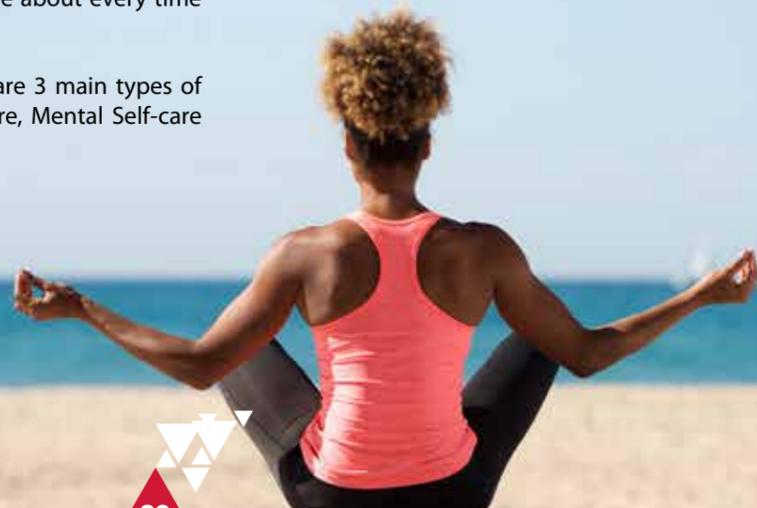
The key issue on why we should practice self-care is because we tend to put others first as we drift further down our list of priorities. How can you look after others when you are burnt out and exhausted? Self-care is equally important no matter what you do in the workplace or even at home. For example, if you work in an open environment where you serve others e.g. teachers, doctors, therapists, psychologists, psychiatrists and even people who suffer from mental illness, then you need to practice self-care daily. Ideally it's important to put yourself first so that you are able to support the people you care about every time they need your attention or help.

How do you practice self-care? There are 3 main types of self-care, they include; Physical Self-care, Mental Self-care and Emotional Self-care.

1. Physical Self-care is an activity you do that improves the well-being of your physical health e.g. Yoga, eating fruits and vegetables, stare in nature, get the sleep you need, go outside for a walk.
2. Mental Self-care is any activity that stimulates your mind or your intellect e.g. reading a book, solving puzzles, meditation and day dreaming a little but don't feel guilty about it, embrace it.
3. Emotional Self-care is an activity that helps you connect, process and reflect on full range of emotions e.g. seeing a therapist, writing a journal, creating art, playing music and cooking.

So, why do we need Self-care? It induces a deep state of calmness, relaxation, getting to know yourself better, building your self-esteem and boosting your confidence by getting the time to take care of your needs and self. Also you should know your worth: Self-care is important to maintain a healthy relationship with yourself as it produces positive feelings. It is necessary to remind yourself and others that you and your needs are important too. Whether you feel angry, annoyed, happy, sad, self-care will help you understand your feelings and explore the cause behind them.

If you are willing to put in effort and time on self-care, it will improve your physical, mental and emotional health as a whole. Self-care is not only about considering our needs; it is rather about knowing what we need to do in order to take care of ourselves.



## ARE PARENTS REALLY DOING ENOUGH?



By Jackson Nganda

Have you ever wondered about the behaviour of some kids? Sometimes they are not the ones to blame. We are living in such a time where parents are too occupied; that they forget their kids. Money-making has become the priority.

The kids see their parents maybe once in a week or sometimes once in a month or never get to see them at all. Yes it's that way. No time for parents to bond with kids. They only know their nannies, in some cases, they even find themselves mistaking them for their mothers. It is high time parents realised how crucial it is to show concern to their kids.

Not single parenting, but both parents involved. I mean there are kids that only know their mother, they have never got a chance to fully bond with their fathers. Love and concern from both parents is very key. You will find the girl child affected more. They have no one to talk to during their menses, emotions and general feelings. They find themselves sharing with their friends who might not help as much as a parent would. They grow up mentally tortured and eventually find themselves with emotional comen. This generation is full of parents who spit criticism and judgemental comments. They only compare them to successful kids or want them to be like certain kids. I think parents should major on setting limits and consistent with discipline. Many youths find themselves in drugs and go to an extent of committing suicide since their parents don't listen to them.

As well, it's not that you should tell them what they want to hear, since that will be ironical. It is better to at least make time for your children. Don't also overprotect, over-help or over micro-manage your kids. As a parent you should be willing and flexible enough to adjust your parenting style. Teach them on self-efficacy. Material possession is not the only source of happiness in kids. They might have all the toys, bicycles, toy cars, the phones, the laptops just to mention a few, but they will not feel you. A time will come when they will feel that you never did enough believe me. Above all, let your children grow in the church way. They will never regret.



## MY THOUGHTS

By Richard Mongo



Whilst having a trivial conversation with a friend, she mentioned how her daughters remark that they intend to join her morning-run sessions. Howbeit, they always pass up the invite whenever asked upon, saying they will sit out on this one and hop in on the next one. The intent to come aboard had been made in one state (logic) however, subject to gut feeling, emotions, response to threat/stimuli or opportunities, their logic/initial decision in that moment alters. In essence, they never join their mother.

The radical targets of psychology are to control, analyze, interpret and predict behavior. Control, in this regard, self control, as several that have undergone therapy will tell you, isn't as attainable as it strikes you to be. Grounds for difficulty behind mastering self-control can eloquently be explained as such, our minds are almost always misrepresenting reality, in substance, deceiving us for as much as the mind declares best.

Renowned Sigmund Freud, myself and many other researchers fascinated by the field of psychology arrive at a similar conclusion: Your brain conventionally snares you into believing your logic is in control, broadly, it isn't. We are all being driven by emotions and instinctual pushes which our logic brain then rationalizes. This presents the bias of the logic mind controlling the subconscious impulses. We strive to attain self-control, in many instances failing because of this illusion. To those that manage to develop and enhance self control, the best avenue used is to habituate the emotional part of the brain, while creating an external world which reduces the stimulus to which this part of the brain will react to. Certainly, a calm mind is more apt to do this than an emotional one. Once you ride out existential crisis and you query all memories, including the eventful ones, you come out on the other side

understanding how incredibly liberating it is. To challenge, or question your thinking, to critic, or to the very least see it as it is: misleading; is liberating. It comes with practice. Do not allow your mind to talk you out of it, thus, the beginning of cognitive therapy and meditation. With this ability, comes disassociation of default-mode (the wandering mind), and allows you to be calmer and a more rational self beneath your stream of thought.

Modifying the external environment makes sense, and a lot of people do this when aiming to change behavior, for instance, those dieting remove junk and carbs from the house. Recovering addicts are advised to keep from people, places and things that identify with their addiction. Though this is practical in reducing triggers for response in stimuli, internal triggers (emotions, cravings, memories) are still present. To gain control, practice mind control. Assess what you want to readjust, what you want to do. Exercise isn't the only place; think of the person you want to be. Mind gives reason: I'm not feeling it. I'm tired. I'll start tomorrow. It's too hard. You need not listen to it. Admit that the mind is deceiving you. Remember change is difficult, you are not going to master it right away. You will fall short perhaps more than you succeed. No one is mindful 100% of the time, you will react rather than respond. Though your mind can wander a great deal, it is good to catch it. The fact that you caught it shows you are leaving default mode network. The more you catch it the more control you have over it. The more practice, the more you become the person you choose to be, rather than the "basic-automatic-response" you that reacts to stimuli. Be gentle to yourself. Keep practicing. Keep trying. Mindfulness becomes easier with acknowledging how mind works, with the realization thoughts are just thoughts.

## LET'S COOK

By Kathreen Doherty ©

### 15 Minute Honey Garlic Chicken

A 5-ingredient, 15-minute honey garlic chicken with an addictively delicious sauce – a perfect quick + easy weeknight dinner recipe!

#### INGREDIENTS (4 Servings)

- 2 teaspoons olive oil (or canola oil)
- 1 1/2 pounds boneless, skinless chicken breasts, cut into cubes (about 1/2 inch)
- Salt and black pepper
- 3 tablespoons honey
- 3 tablespoons low-sodium soy sauce
- 3 cloves garlic, minced
- 1/4 teaspoon red pepper flakes (optional, adjust for heat)
- For serving (optional): brown rice, sliced green onions, sesame seeds, lime wedges to squeeze over chicken

#### INSTRUCTIONS

1. Heat olive oil in a large skillet over medium-high heat.
2. Lightly season the cubed chicken with salt and pepper. (Go easy because the soy sauce has plenty of sodium.)
3. Add the chicken to the skillet and brown on one side, about 3-4 minutes.
4. Meanwhile, make the glaze. Whisk the honey, soy sauce, garlic and red pepper flakes, if using, in a small bowl until well combined.
5. Add the sauce to the pan and toss to coat the chicken pieces. Cook until chicken is cooked through, 4-5 more minutes.
6. Serve with steamed rice and top with green onions, sesame seeds and a squeeze of lime juice, if desired.





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