

# KEFRI *Newsreel*

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**C**abinet Secretary for Environment, Water and Natural Resources (Kenya), Hon. Prof. Judy Wakhungu (seated) is assisted by Forestry and Wildlife Permanent Secretary Mr Hyslop Ipu (right), during the launch of a report titled, "A Socio-economic Valuation of Losses from Non-Compliance with Forest Law Enforcement, Governance and Trade in East African Community Partner States" at the Kenya Forestry Research Institute headquarters during the Regional Experts Workshop on Forest law, Governance and Trade. On her left is the the Lake Victoria Basin Commission (LVBC) Executive Director Dr Cinisius Kaangire, LVBC Deputy Executive Secretary, Projects and Programmes, Mr Telly Eugene Muramira and KEFRI Director Dr Ben Chikamai.



***Do You Know that:***

*As the human population grows, the need for renewable sources of wood, fiber and energy becomes important to meet the needs of society. Planting fast growing trees species that can address these needs is one of the solutions that would lead to conservation of our natural resources. Eucalyptus is the top world's most widely planted fast growing tree species; it is grown in more than 90 countries and represents 8 percent of all planted forests.*

*In Kenya most of the Eucalyptus is grown for commercial purposes. Eucalyptus will grow on various ecological zones, reducing pressure on environmentally sensitive areas. Eucalyptus trees can be harvested year-round and provide benefits such as biomass and bioenergy production, pulpwood, dye, musical instruments, Eucalyptus oils, bee foliage and soil conservation. However, the tree should be planted at the recommended sites.*

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## EAST AFRICA PARTNER STATES PLAN TO IMPROVE FOREST LAW, GOVERNANCE AND TRADE



*Photo by  
Gitonga Steven  
2013*

The Director KEFRI (Right) responding to the Nation media reporter with the Cabinet Secretary Prof. Judy Wakhungu (center) after officially opening FLEGT Conference

Experts from the East African Community partner states are meeting to prepare an elaborate action plan to improve Forest Law Enforcement, Governance and Trade in the region. The preparation of the action plan at a three-day workshop took place at the Kenya Forestry Research Institute headquarters in Nairobi, Kenya. This comes in the wake of indications that the East African Community is losing substantial amounts in revenue due to illegal trade in forest products.

According to a new study commissioned by the Lake Victoria Basin Commission (LVBC) and launched at opening of the workshop by the Kenyan Cabinet Secretary for Environment, Water and Natural Resources, Hon. Prof. Judy Wakhungu, non-compliance with Forest Law Enforcement, Governance and Trade (FLEGT) is a major cause of revenue losses.



Group photo of FLEGT participants with Cabinet Secretary for Environment, Water and Natural Resources, Hon. Prof. Judy Wakhungu (seated 5th from left)

The study titled "A Socio-economic Valuation of Losses from Non-Compliance with Forest Law Enforcement, Governance and Trade in East African Community Partner States" identifies some of the causes of revenue losses as inadequate institutional capacity; weak law enforcement capabilities and arrangements; corruption and bribery; ad hoc rules and regulations; poor pricing as well as inconsistent rates in revenue collection.

In her speech, Prof. Wakhungu noted that owing to importance of sustainable forest management, the EAC partner states undertook legislative and policy development initiatives to entrench the principles of sustainable natural resources management through the establishment of the Protocol for Sustainable Development of Lake Victoria Basin and the Protocol on Environment and Natural Resource Management. Prof. Wakhungu hailed LVBC for initiating and moving forward the FLEGT process for the benefit of the EAC. The LVBC Executive Secretary, Dr. Canisius Kanangire, said that the workshop was the apex of East Africa's FLEGT initiatives, and the outcome from the workshop would be presented to the Council of Ministers for Lake Victoria Basin for adoption and subsequent implementation. Dr. Kanangire hailed the support of the Governments of Finland and Sweden for their support to this process.

## DONATION OF VEHICLES AND EQUIPMENTS

**K**EFRI and KFS received donation of motor vehicles and lab equipments worth Ksh.1 billion from the Government of Japan under Forest Partnership Programme between Japan and Kenya, which was started in 2010.



The Director KEFRI Dr. Ben Chikamai (center) acknowledging the receipt of the donated vehicles

The Forestry and Wildlife Minister, Hon Noah Wekesa, flagged off the vehicles at Kenya Forestry Service headquarters in Karura-Nairobi, on 20th February, 2013. Kenya Forestry Research Institute (KEFRI) and the Kenya Forestry Service (KFS) are the beneficiaries of the programme.

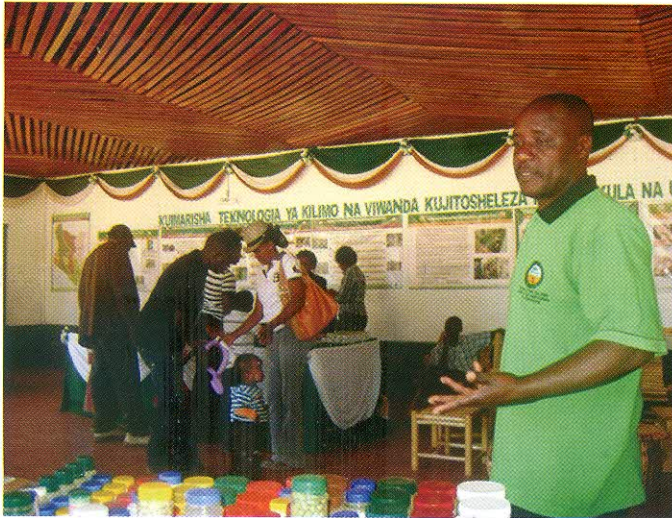
KEFRI received two buses, two tankers, ten pick-ups, six four wheel drive vehicles and six motor cycles to be used in forest conservation and management activities. Mr. Shigeo Iwatani, the Ambassador of Japan, Dr. Ben Chikamai, Director KEFRI, Mr. David Mbugua, Director KFS, among other dignitaries and staff from both organisations attended the event.



Some of the donated vehicles at KEFRI headquarters

## ELDORET ASK SHOW 2013

**K**EFRI won Research and Development (R&D) trophy at the Eldoret ASK National show held from 20th to 23rd February 2013 at the Eldoret showground. The show which attracted more than 88 exhibitors was opened by Dr. Romano Kiome, the Permanent Secretary, Ministry of Agriculture.



Display of non wood products processed at KEFRI

The show objective was to promote the growth and sustainability of Agri-business and agro-industry at large so as to achieve meaningful gains for farmers and stakeholders in the North Rift region. KEFRI received 3,300 people who visited the stand. Most of the enquiries were on tree seed acquisition, bamboo management and utilisation, on-farm tree planting, and tree species for production of electric poles.

Based on the theme, "Enhancing Technologies in Agriculture and Industry for Food Security and National Growth", the show aimed to link farmers in Elgeyo/Marakwet, Nandi and Uasin Gishu Counties, traders and exporters to the potential market of agricultural products.

It was the first time that KEFRI won a trophy in the Eldoret Region's Premier show. KEFRI displayed tree improvement technologies particularly on fruit trees and fast growing tree species that have quick returns in the region, tree nursery establishment, all geared towards increasing forest cover and promoting forest-based industries.



The trophy won by KEFRI

Technologies and information on conservation of Mau Forest Complex, Cherangany, Mt. Elgon and Nandi hills, which are natural forests and water catchment areas were of much interest. Wood and non-wood products, bamboo propagation and utilization methods and value addition techniques and medicinal products were displayed.

Tree seed and fancy items are in great demand at the North Rift region. A farmer in Nandi County interested in establishing an orphanage was ready to purchase tree species for shade, bee foliage and soil erosion control.

The Centre Director, KEFRI Londiani, Dr. Joshua Cheboiywo noted that the impact of KEFRI in the Rift valley will be felt once large scale and small scale farmers embrace fully the modern technologies that integrate farming and forestry in the region. Agricultural Show continues to be a perfect platform for interaction between farmers and experts hence improving farming skills and the environment.

Earlier on Dr. Mengich a senior scientist at the Centre had an interview with Radio Sayale where he provided information on the impact of grazing in the natural forests of Rift valley. He cautioned that, to ensure forests and trees continues to provide the much needed goods and services, communities adjacent these forests will have to cease uncontrolled overgrazing as it is a major threat to biodiversity and other forest resources found in the natural forests.



Mr. Siko Nyambane (left) with visitors at KEFRI Eldoret show stand

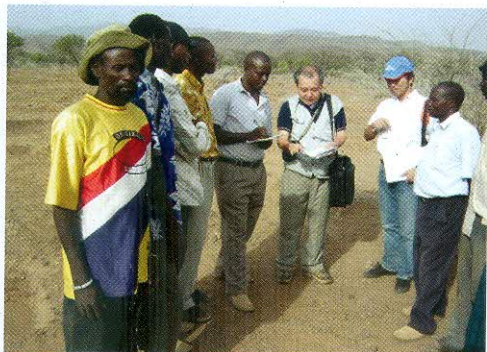


Exited KEFRI staff displaying the trophy they won at position one in R&D.

## LAND REHABILITATION INITIATIVES IN TURKANA

**K**EFRI and Japan Overseas Forestry Conservation Association (JOFCA) scientists have initiated land rehabilitation in Turkana, with emphasis to fodder production and *Prosopis* invasion management.

Land degradation is widespread in Turkana County, and is caused largely by overstocking, soil erosion, and recently by the invasion of *Prosopis* species. This degradation is aggravated by increased demand for fuelwood in large settlement areas. The areas surrounding Kakuma Refugee Camp have suffered most degradation due to increased demand for fuelwood and construction poles by refugees.



Field project inception and subsequent capacity building for community members through training and field excursion

To mitigate further degradation, KEFRI in collaboration with the JOFCA started a project to demonstrate drylands rehabilitation technologies in 2007. After establishing the extent of land degradation the two partners embarked on the institutionalisation of community structures with the aim of implementing the project through formation of village environmental committees. Community members were trained on land rehabilitation techniques, and were taken on study tours to areas where KEFRI has succeeded in this exercise as well as in fodder production both in and outside the district.



Land site after rehabilitation. A community member admires the grass fodder



Degraded land site before rehabilitation

Consequently, the local communities in Turkana are now engaged in land rehabilitation through afforestation and grass re-seeding have started reaping the benefits from sale of grass and grass seed harvesting.

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## TREE IMPROVEMENT CONFERENCE

Sixty seven participants from Africa region converged in Nairobi on February 18th, 2013 for a three day conference on tree improvement organised by KEFRI. The theme of the conference was "Towards enhancing competitiveness of forestry sector in East Africa through a sustainable Tree Improvement Programme". The conference aimed at seeking ways that would enable regional states to provide significant contributions to the global tree improvement initiative including mitigating the effects of climate change.

In a speech read by the Permanent Secretary in the Ministry of Forestry and Wildlife, Mr. Hyslop Ipu, on behalf of the Minister Hon Dr Noah Wekesa said, the programme was being implemented when the world was looking for solutions to forest degradation, deforestation and how to cope with the negative effects of climate Change. "This conference presents an ideal opportunity to review tree improvement research and development initiatives in East Africa", said Hon Wekesa, adding that this includes mapping out a regional strategy for tree improvement as well as exploring best models for promoting sustainable tree improvement development programmes.

He observed that the forest sector contributes both tangible and intangible benefits of enormous proportions to the East African community. Indeed, most households living within a radius of five kilometers from forest reserves depend on forests for cultivation, grazing, fishing, food, fuel wood, honey, herbal medicine, water and other benefits. Despite this importance, trees are under tremendous pressure from growing population and, therefore, innovative strategies are required to support their sustainable management.



Chief Guest former Forestry and Wildlife Permanent Secretary Mr. Hyslop Ipu gives his speech during the official opening of the conference.

Speaking at the same forum, Conservation Secretary in the Ministry of Forestry and Wildlife, Mr Gideon Gathaara, said one way of managing forests sustainably is to grow trees on farmland under social forestry practices. He observed that this would offer a basis for self-reliance in the much needed domestic wood, provision of alternative generating activities through the development of cottage industries and reduction of pressure on remaining natural forests.

KEFRI Director, Dr Ben Chikamai, noted that the introduction and development of good quality planting material is central to improving the competitiveness of the forestry sector in East Africa in order to enable faster growth of trees and sustainable forestry development particularly in industrial plantations



Conference participants in a group photo after the official opening by Forestry and Wildlife Permanent Secretary Mr. Hyslop Ipu (seated 7th from right).

and on farms. Therefore, a vision for tree improvement for the region is required, which maximises the contribution and collaboration of public and private sector stakeholders.

"This Conference brought together scientists, experts, policy makers and practitioners to develop consensus on a regional tree improvement strategy," noted Dr Chikamai. He reiterated that forests rank high as some of the most important national assets in terms of economic, environmental, social and cultural values.

Forests are source of wood and non-wood products and are major habitats for wildlife. They are also critical for mitigating climate change, conservation of biological diversity, water and soil

Topics covered in the conference included past and current tree improvement initiatives by the public and private sector; availability of planting materials, forest products, and best practices especially for small holders; marketing of forest products and future demand; quality and quantity requirements for wood products; the role of research organisations in tree improvement; effect of land availability and suitability and tree improvement; case studies from other countries and the need for support by policy makers. Participants were drawn from Botswana, Malawi, Burundi, Eritrea, Ethiopia, Kenya, Lesotho, Namibia, South Sudan, Swaziland, Tanzania, Uganda, Zambia and Zimbabwe.



Participants from various countries follow the proceedings during the workshop

## DIRECTOR'S TEA FORUM

**K**EFRI's 5th Strategic Plan which will guide the institute's research and development agenda from July 2013 to July 2018 is in the final stage. KEFRI Director Dr. Ben Chikamai made these remarks while addressing staff during the Directors' tea forum held at the Muguga headquarters on Friday 5th April, 2013.



Dr. Chikamai (right) listening to issues raised by a member of staff at KEFRI head office

"The Strategic Plan will be in line with the relevant government policies, Constitution and Vision 2030. Since the beginning of the 2012-2013 Financial Year, a consultancy firm has been training both senior and middle level managers on the tools and approaches for reviewing the plan," he said. The Balance Scorecard, which creates a systematic framework for strategic planning, evaluation and measurement was introduced.

During the occasion, Dr. Chikamai also hinted that the 8th KEFRI Board of Management that took office on 31st December, 2012 will be introduced to the staff soon. It is for the first time that the Board is headed by a former KEFRI employee (Prof. Daniel N. Mugendi), besides several other members who have had close contact with the institute before. The Director also introduced newly employed staff who included Grace Nyambura Mwangi (Planning and Budgeting Officer), Ayub Anapapaa Okango (Biometrician), both based at the headquarters, and Paul Kivinda Muisyo (Administrator) stationed at Kitui

regional Centre. It is anticipated that the "new blood" will bring in valuable experience both in research and human resource development.

The Director promised to address issues raised by the staff, namely; status of the pension scheme in case the institute is absorbed by the newly created Kenya Agricultural Research Organization (KARO), salary delays, contentious schemes of service, and the issuance of hand copy pay slips for loan applications.

The Directors' tea is a quarterly informal meeting where staff from the head office, Karura and Muguga centres interacts with management over a cup of tea.

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## WOOD CARVING IN KENYA

Wood-carving is an industry that provides income to many households through trade of prized wooden artifacts. It is estimated that over 6000 wood carvers in Kenya are engaged in this business with over 250,000 people economically dependent on this growing trade.

Inside the tightly secured walls of Kitui GoK prison, in Kitui County, Mr. Wambua imparts wood carving skills to a group of inmates. "In addition to furniture making, woodcarving is a skill preferred by male inmates in this prison. This initiative aims at equipping inmates with technical skills which they can depend on to earn an honest living once set free," states Wambua.

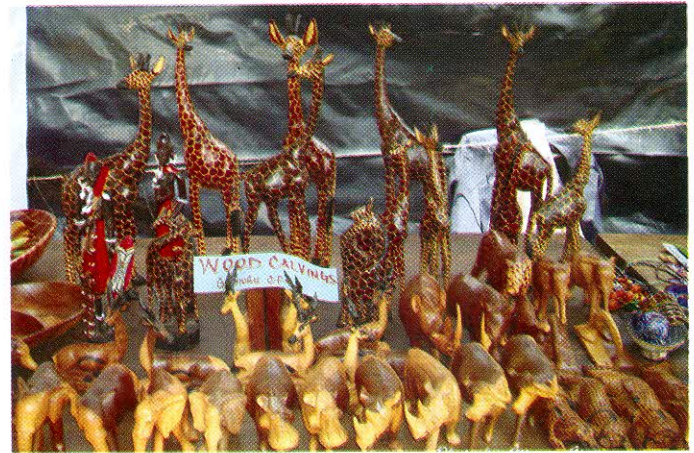


Inmates at Kitui GK prison sawing Jacaranda logs for wood-carving

Despite this promising venture, there is clear indication that wood-carving business is threatened by rapidly diminishing wood supplies. The officer in charge of Kitui GoK prison workshop, Mr. Bernard Nyaga, observes that the quantity and quality of wood for carving is slowly becoming scarce. "At the beginning hard wood was readily available from brokers around but with time the supply became rare. We resorted to salvaging jacaranda wood from fuel wood supplied to the prison kitchen. But with time this jacaranda, which was readily available within Kitui is becoming scarce. I wonder what wood carvers will use next?," wonders Nyaga.

Wood carving ingenuity in Kenya is associated with Mutisya Munge, a Kamba African soldier who served with the British army during World War I in Tanganyika (what is now Tanzania). It is said that Munge learnt the skill from the Makonde carvers who lived along Mozambique-Tanzania border. Upon his return in Kenya in 1918, he imparted the skills to his tribesmen in Machakos and they established the first workshop at Wamunyu market. Subsequently, the wood carvers traded with European settlers and local officials in Nairobi and Mombasa.

In those early days wood artifacts were made solely from *Dalbergia melanoxylon* (Mpingo\*) or *Brachylaena huillensis* (Muhuru) wood, some of the most rare trees species sought to date for their extremely high commercial value. As the carving business bloomed, Mpingo which is the number one choice of the wood carver's in Africa was exploited to exhaustion by the 1940s. Similarly, Muhuru which was readily available in semi-deciduous tropical forests of the central highlands and the lowland dry



Wood carvings from various tree species

coastal belts dwindled in 1956 due to overharvesting for carving, fuel-wood and export to India. Despite its scarcity, demand for Muhuru remained high and by 1974 collectors scavaged for its stems and roots where the trees had once been felled. Today only a few trees of the two species are remaining at the national parks and forest reserves where effective control of illegal logging remains a challenge.

Given the level of Mpingo and Muhuru exploitation, it was clear in the 1980s that new stock of wood for carving was required. As the exploration for alternative stock continues, globally scientists have classified over 140 tree species as viable alternatives for wood carving. KEFRI also initiated a research project in the 1990s to address the gaps. According to Mr. Simon Choge, a senior research scientist, first there was an urgent need to conserve the germplasm of the two threatened tree species. Thus, Mpingo trial plots were established at Kitui, Kibwezi and Kiboko while Muhuru trial was established at Gede, Muguga and Nyeri.

Exploration for substitute stock earmarked the neem tree - *mwarubaini* (*Azadirachta indica*), mango and jacaranda as suitable species. Presently, it is only *Jacaranda mimosifolia* which is widely used in the wood carving industry. Indeed, this is one of the most viable tree species for planting not

only because of its soft wood for carving, but also due to its fast-growing attributes, beauty and medicinal properties.



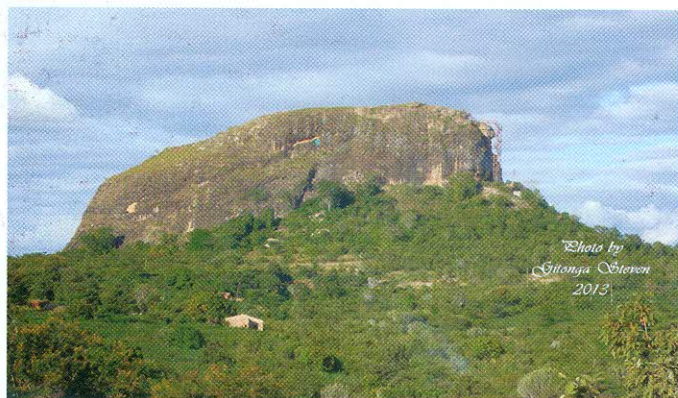
*Dalbergia melanoxylon* demonstration plot established by KEFRI at Kibwezi

\* Mpingo, is a hard heavy black wood which is also exported to Europe for the manufacture of woodwind instruments like clarinets and oboes.

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## THE NZAMBANI ROCK OF KITUI



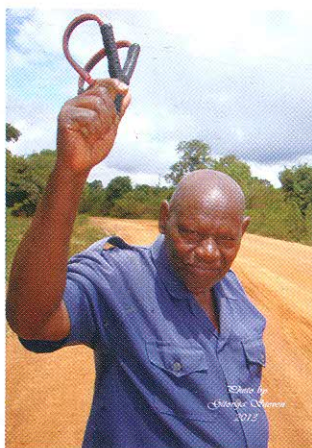
Nzambani historic rock

Not far away from KEFRI Kitui Centre lies the famous Nzambani rock, locally known as “ivia ya Nzambani”. This is a uniquely conspicuous 60 feet tall rocky mass situated 8.4 km from Kitui town along the Kitui-Kibwezi road. Nzambani rock is an exceptional attraction, often visited because of the mythical story told by one generation to another.

Legend has it that going round the rock seven times can result in one's change of gender. Two distinct legends are told of this rock. Once upon a time a beautiful Kamba maiden, Nzambani, together with two other girls, went to fetch firewood in the vast wilderness of Kitui. On the way she spotted a beautiful round stone that she imagined was good for grinding her grandfather's tobacco. She cunningly covered the stone with a hip of her collection of firewood.

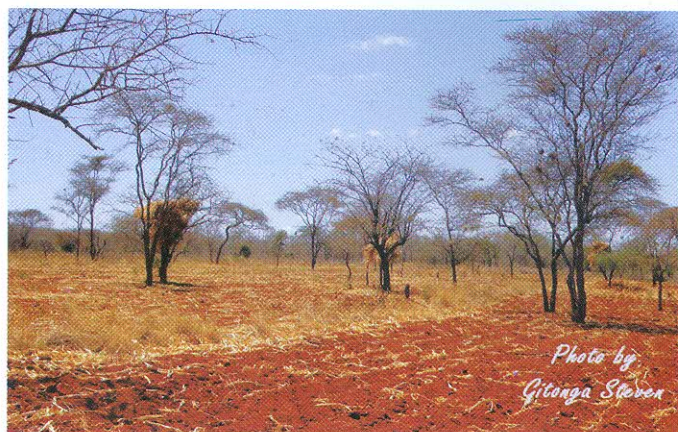
After they had collected enough firewood, Nzambani tried to lift her load but found it too heavy. She cried for help from the other girls but their frantic efforts were unsuccessfully. The load and the stone could not lift from the ground. They rushed back to the village to seek more help. Unfortunately, darkness set up before they reached the village and no one could dare enter the forest at dusk. The following day the rescuer found the young lady had changed into a rock. Thus, in her honour, the rock was called Nzambani. The locals say that the stone continues to grow to-date.

According to the curator at Nzambani rock, Mbeva Mutaki, another legend is told that during the early days of exploration in Africa, some white missionaries\* arrived in Kitui and were met by hostile locals. The missionaries walked around the rock to escape from attacking Kamba warriors. One missionary was cornered by the warriors and he sought refuge inside a cave, where he stumbled upon women's robes which he wore to disguise himself. When the warriors caught up with him they were surprised to find that the missionary had changed into a woman. That is why according to the legend you can change your sex if you walk around the stone seven times.



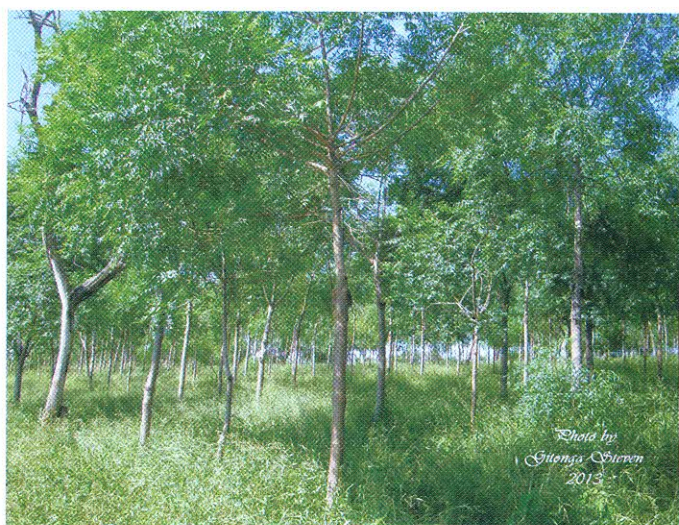
Mr. Mbeva Mutaki, the gate-keeper at Nzambani rock sanctuary

On top of the Nzambani rock is a great viewpoint over Kitui town and its surroundings. The horizon on the Southern east shows the meeting point of Yatta and Nyika plateaus. The surrounding vegetation consists mainly of dry wood-lands and bush-land with small covers of dry forests. This is the point where KEFRI, with assistance from the Japan International Cooperation Agency (JICA) has made a breakthrough in the germination, propagation and raising of the *Melia volkensii* tree, locally known as Mukau.



Part of Kitui landscape under farming during drying season

In addition, KEFRI has domesticated selective high value trees namely *Dalbergia melanoxylon* (an indigenous slow growing tree highly valued for wood carving), *Terminalia brownii* (indigenous and favoured for its good form and resistance to termites), *Senna siamea* (exotic and prioritized for its fast growth and provision of fuelwood), *Mangifera indica* (a fruit tree) and *Citrus sinensis* (for its adaptability and fruits), and has been used for rehabilitating the degraded dryland central regions.



Pasture under *Melia volkensii* woodlot in Kitui County

\* The first Europeans to reach the interior of Kambaland were the German missionaries Johann Ludwig Krapf and Johannes Rebmann of the Anglican Church Missionary Society (CMS), in 1849. At that time, Kitui was the home of Kivoi, a celebrated Kamba trader who commanded a large following which included slaves. It is said that Kivoi met the missionaries in Mombasa, and guided them to Kitui where, on December 3, 1849 they became the first Europeans to see Mt Kenya.

## DISABILITY MAINSTREAMING SEMINAR

Imagine you are engaged as a laboratory specialist in a busy research institution. Analyzing plant samples using microscopes is your core duty.

One morning you wake up and realise you have lost your eyesight... Conspicuously, if the institution has no policies and structures for disability mainstreaming, the outcome would be termination of your service on medical grounds.

This was one among many hypothetical analogies that Mr Isaac Manyonge, an advisor at the National Council of Persons with Disability (NCPWD) presented while leading a Disability Mainstreaming Seminar at KEFRI Headquarters, Muguga on 14th May, 2013. KEFRI organised the two-day seminar in collaboration with NCPWD where 28 staff from the head office, Muguga and Karura offices attended. The objective was to sensitise KEFRI staff on the needs of PWDs and how to cope with them.

KEFRI Deputy Director Finance and Administration, Mr Patrick Omesa, officially opened the seminar and introduced Ms. Evelyne Oroni the newly engaged Principal Administration Officer (Human Resources). Mr. Omesa called upon the staff to utilise the knowledge from NCPWD to help improve the institute's progress toward disability mainstreaming compliance. "Like other institutions, KEFRI is required to adhere to the national policy on disability and report effectively to NCPWD, which is the Government's regulating agency," he stated.



KEFRI staff and NCPWD facilitators who participated at the disability seminar

"Disability is an open club anyone can join at any time without necessarily sending an application since no one knows when a devastating accident or a disease could strike leading to disability," said Mr. Manyonge. Disability can be categorised into physical, sensory, mental and psychological or any other condition/illness perceived to have substantial or long term effect on an individual's ability to carry out daily activities.

Kenya has about 1.3 million PWDs. In many instances, they are wholly or partially dependent on family, friends or institutions for support. Disability negatively affects work performance if not well handled, hence making a strong link between disability and poverty.

Certified disability mainstreaming trainers from NCPWD, Mr Samuel Kemboi and Ms Belinda Otieno, gave their presentation on barriers and challenges that hinder achievement of equal opportunities for PWDs. In her presentation titled, "Understanding Disability", Ms Otieno dwelt on concepts, models and



Ramp and reserved parking bay for PWDs at KEFRI headquarters

that inclusion of the needs and concerns of PWDs into mainstream social and economic development programmes is necessary.

According to Mr Kemboi, disability mainstreaming is a part of the integral dimension of the design, application, monitoring, evaluation of policies and programmes in all political, economic and social spheres so that disabled people benefit equally.

The United Nations Convention on the Rights of Persons with Disabilities reaffirms the rights of PWDs to fully enjoy their human rights and fundamental freedoms on an equal basis with others. UN Conventions clearly lay down local and International legal frameworks on the rights of PWDs. In Kenya, for instance, the Persons with Disability Act 2003 and the Constitution of Kenya 2010 Cap 4 Article 54 requires and support the establishment of an enabling system for PWDs for them to achieve their full potential.

KEFRI has a number of staff with disabilities among others who are either parents of or relatives to PWDs. Since adopting PWDs mainstreaming, KEFRI has established a Disability Mainstreaming Committee at the Centre level. The task of the committee is to facilitate explicit disability support services to reduce barriers which hinder equal participation of PWDs at the work place. The institute has built PWDs-friendly toilets, reserved parking spaces, ramps with handrails and level landings at both the top and bottom for people with wheelchairs, and translated the Customer Service Charter into Braille for the visually challenged.

Members of staff with challenged children appealed to the government for exemption of income tax in order to ease the burden of raising up such children. In response, Mr Manyonge called on employees to register PWDs both with their employer and NCPWD, in addition to consolidating data of PWDs, this forms the basis of preventing violation of employee rights.



Disability friendly toilet at KEFRI head office

## OPEN DAYS 2013

### KITUI

The Kitui Regional Research Centre held its Open day on 15th May, 2013. The purpose was to show case the importance of forest research in improving the livelihoods of the communities living in the drylands. "Miti Ni Maisha" was the theme of the day.

The event was attended by 155 people among them students from adjacent schools. The following technologies were displayed or demonstrated. Processing of the various dry land tree seeds, germination techniques and sale of tree seed. Propagation and management skills of *Melia volkensii* (Mukau) were demonstrated and its products displayed.

The attendants were informed of the importance of bamboo and visited the experimental/multiplication site at the Centre, where some bamboo products were also exhibited.



Visitors at one of the open day stands

The participants were urged to conserve valuable commercial trees such *Osyris lanceolata*, and were exposed to various tree management skills such as weeding, pruning, protection and best tools to use. For promotion of cottage industries, harvestable from dryland tree species like gums, Aloe, indigenous fruit trees such as Jam and juice were displayed.

Several collaborators exhibited too. Tana and Athi River Development Authority (TARDA) expounded on environmental rehabilitation technologies, trees for bee foliage and displayed processed honey. Musekavo CFA Group which is involved in nursery establishment, making of energy saving Jikos and charcoal made from charcoal dust. Kitui Agricultural Training Institute trained attendants on milk processing hygienically. Kitui Energy Centre, trained attendants on the usage of improved energy saving Jikos. Matong'ola Self help Group displayed technologies on basket weaving and dyeing using natural tree dyes.

The attendants interacted with experts and shared their tree planting experiences and challenges. Issues raised were on seeds, types of Aloes and their availability. Several requests for training on bamboo utilization, Aloe products and marketing were raised. Availability of *Melia* seeds and seedlings, effect of intercropping *Melia* with other trees, status of planting of *E. camaldulensis*, and skills to reduce *Vitex payos* germination period were highlighted.

Attendants were given tree seedlings as an incentive. The Open day also proved a good opportunity to market the facilities and services available at the Centre.

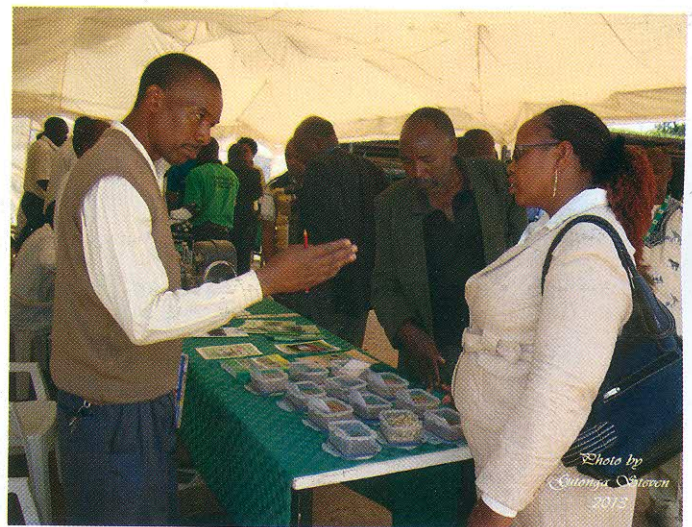
### KARURA

Considering that information and skills in the development and use of forest products is a key pillar in Kenya's development agenda, KEFRI Karura Centre opened its doors to the public on 17th May, 2013. The event, whose theme was "Technology Demonstrations on Efficient Processing and Utilization of Forest Products", aimed at showcasing research technologies and, development and utilisation of forest and related natural products in Kenya.

Observed Ms. Nelly Oduor, the Deputy Centre Director: "KEFRI Open day brings together scientists and stakeholders to share information as well as update them on current forestry related technologies" adding that the instant feedback received is very helpful in benchmarking and shaping future programmes and projects.

The event registered 648 visitors from various sectors including college and university students, businessmen, farmers and members of staff. The Forest Products Research Centre is located at Karura Forest on Kiambu Road, about 5 km from Nairobi. The mandate of the centre is to conduct research on forest products, develop technologies and provide services to forest based industries and the public. It has a modern workshop that processes wood and non-wood products and also provides advisory services.

The services provided by the workshop include wood preservation and treatment, timber sawing, seasoning and preservation, planing, moulding, furniture making and bamboo utilisation. The workshop was recently equipped with a processing unit worth KSh 18 Million to enhance production of Bamboo based items like timber, furniture, table runners, table mats, tissue holders and barbecue sticks.



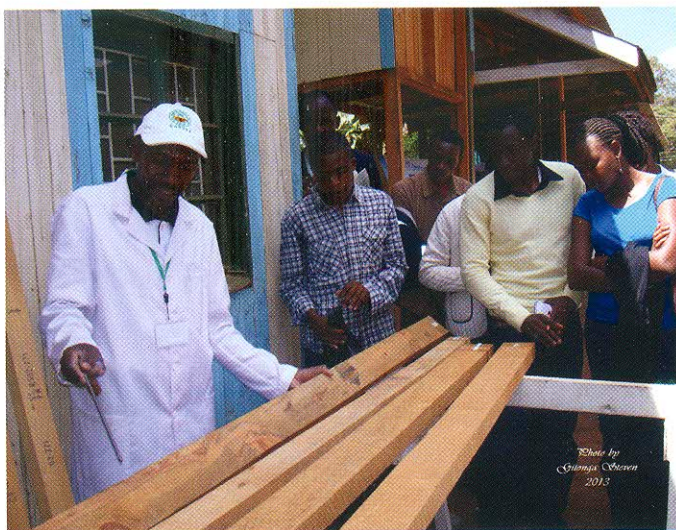
Mr. S. Meroka stressing a point about tree seed technology to visitors

Some of the main laboratory services on display included processing and production of indigenous fruits, for example, Baobab, *Vitex payos*,

*Tamarindus indica*, Aloe, *Mondia whytei* and, gums and resins. Also exhibited were lab technologies for analysis of both wood and plants, and strength of timber.

To reinforce linkages between collaborating partner institutions, both the Kenya Forest Service and Tree Biotechnology Project Trust participated in the open day and displayed products ranging from tree seedlings to harvestable tree products. Financial institutions, namely Chase Bank, Eco Bank and CFC Bank also displayed their products. Several small business entrepreneurs also displayed various products processed using skills gained from KEFRI.

Various entrepreneurs showed keen interest in the charcoal production unit displaying kilns and modern jikos used to promote energy conservation. KEFRI hopes to collaborate with various partners, traders and communities to build capacity and foster local solutions to climate change.



Mr. S. Mwai sensitizing visitors on timber grading skills

Mr Gichanga, a farmer from Ondiri, Kiambu County, had visited the Open day aiming to gain knowledge on the best bamboo and tree species for his 10 acre land in Lamu. He commended KEFRI scientists and partner institutions for organising the Open day, adding that he had appreciated the technologies on display as they are vital in addressing the natural resource degradation in our country.

### LONDIANI

Rift Valley Eco-region Open days was held on 13/06/2013 at KEFRI Londiani Centre geared to help communities with wise management of the resources within their reach, create wealth and alleviate poverty. About 480 farmers and students attended the day whose exhibits included: seed collection and processing procedures, management and utilization of prosopis in dryland, tree nursery establishment and management, tree improvement techniques, bamboo propagation and utilization, tree establishment and management in the plantations, illustration of land use changes in Moiben, Cherengany and Sondu rivers, dry land forest products, farm forestry techniques, pests and disease control techniques, marketing

of farm forestry products, and technology transfer methods. Comply timber industries, Timsales company, Baraka Agricultural college, KARI Molo, Kenya forestry college were partner institutions that participated in the exhibition.

### Bamboo awareness field day- Kiptangich

KEFRI Londiani Centre organized a field day on harvesting and processing indigenous bamboo at Kiptangich Trading Centre on 30th March 2013.

The field day was meant to create awareness to the communities living in Kiptangich on the work being done by farmers harvesting and utilizing bamboo and also to test avenues for marketing bamboo products.

KEFRI in collaboration with the United Nations Industry Development Organization (UNIDO) had trained low income farmers in Olenguruone division. This training proved very successful and now novel bamboo products, ranging from handicrafts to furniture items are being developed by the farmers. The farmers, who had been trained by KEFRI, displayed their goods made from bamboo and made sale worth Kshs.2000. The field day was successful, with over 600 people in attendance.

### Challenges

The artisans who are also farmers appealed to other stakeholder to link them to the markets for their products. The farmers extracting bamboo from state forest advocated for scrapping fee of forestry harvesting as this has inhibited free and continuous flow of raw material and making of quality products.

### GEDE

KEFRI Coast Region Open day was held on 24th October, 2012 at Gede Centre. The event was attended by 86 community members, 70 CBO members, 40 representatives from government institutions and NGOs, 4 journalists and 136 students plus teachers. Of all those who attended, 203 representing 62% were female while 133 representing 38% were male.

The Open day is an annual activity held with an aim to pass information to stakeholders. The day provided an opportunity for scientists and technical staff to interact with diverse people from all over the Coast province. Technologies such as tree seed collection and handling, improvement of trees such as *Gmelina arborea*, integrated pests and diseases management, various uses of trees, for example in herbal medicine, source of firewood.

The Open day proved to be an important avenue for technology transfer, exchange of valuable expertise and information and establishing linkages among stakeholders. It is an opportunity that enabled KEFRI display a wide range of products and services offered at the Centres.



Visitors viewing publications at the information desk

## SERVICE CHARTER SENSITIZATION



Mr. S. Mwangi sensitizing staff on corporate and devolved KEFRI customer service charters at Kitui regional centre

**S**ervice Charter Customization has been carried out at all KEFRI regional Centers to sensitize staff on the corporate and devolved KEFRI service charters. The following are key issues as per the Power point presentation.

### Introduction to Performance Contract

After realization that Quality of an effective government cannot be lower than that of its clients, the Government of Kenya (GoK) introduced Performance Contract in 1989 borrowing heavily from private sector. Performance Contract are agreements, management tools to create accountability to the public for targeted results. This was a strategy sought to increase productivity and improve service delivery. Kenya Railways and National Cereals and Produce Board were the first organizations to sign the contract. The exercise rolled out in 2003 reaching peak in 2004 where all state corporations signed the agreement.

### Obligation to Performance Contract

The GoK requires all public institutions to improve service delivery, conduct Customer Satisfaction Surveys annually and progressively work towards increasing Customer satisfaction. The bottom-line is to change attitude to work and adhere to work ethics, realize positive impact on service delivery, widen up credibility of Employees, the Government and all state institutions.

### Customer

A Customer also known as a (client, buyer, or purchaser), is the recipient of a product obtained from a seller, vendor, or supplier for a monetary or other valuable consideration. \*Examples of correlated KEFRI products are (Goods eg, timber furniture, processed juices, jams, soaps, shampoos, fancy items etc, **Services** eg training, driving, accomodation, cartering, or **Idea** eg research technologies). KEFRI Customers are founded upon the vision, mission and mandate. The Key links being the words "to be a centre, conduct, provide and partner as stipulated in the Strategic plan". Customers are classified as Internal (In-house: Employees (Staff), Board of Mgt, Suppliers, Donors, Outsourced vendor who converts raw materials to finished goods and supplies them to the customer. External (Outsiders: They purchase or rent products of the same organization, those who deals with affiliated products in the same industry, or those who drop by and check the products.

KEFRI interact often with customers in research work, administration duties in all offices, telephone exchange, customer service desks, Accounts (Finance, all payments), Enterprise (Sale of products), Procurement (Supply & disposal), Corporate & Public Relations office (DOs, CSD)

### Our Responsibility

We are responsible for managing the relationships between us and the customers, we will need to ensure that we building RELATIONSHIPS and adhere to the best practice. First, to recognize that customers are the most valuable asset of any organization and therefore work to meet customers demands through: Improved performance in delivery of quality and timely services, guaranteed timely response and work to achieve customers satisfaction. Customer satisfaction is the Person's feeling of desire (pleasure) or disappointment resulting from comparing a product's perceived performance (or outcome) in relation to ones expectations. Satisfied customers increase returns which greatly improves business of any organization.

### Steps to improve Customer Satisfaction

Customers are valuable assets in an institution and they must be treated with respect as well as made to feel important for the organization. Ownership —Communicate effectively, the vision, mission & other information, with the customers to make them feel they are a part of the organization, make employees align their goals with those of the organization. Surpass customer expectations with different gestures such as unexpected gifts or bonuses, make employees happy, offer promotions, team parties, luncheon or dinner etc. Feedback and suggestions — Give customers freedom to express their feelings about the organization, product and their work environment. These feedback and suggestions must be followed up. Appreciate — Good work done. A genuine "thank you" can go a long way in boosting an employee's morale and motivating them toward continuing with the good work.

### Service Charter

A guide that sets out the standards of service clients can expect from an organization. It's a commitment and a Silent MoU with customers. Service Charter entails: What the institution does, what products and services users can expect, the standard of the service to be provided, time frame within which the service will be provided, any user charges (Cost) and the requirements, how users may seek redress if they are dissatisfied with the service or in the event the institution fail to live up to the commitments in the charter. The aim of the service charter is to ensure that organizations focus on service delivery, measure and assess performance and initiate performance improvement.

### Conclusion

KEFRI has installed both corporate and devolved service charter at each regional centre. Members of staff are requested to adhere to the service charter as they perform duties to attend both internal and external customers. We must strive to attract and retain loyal and satisfied customers by understanding customer perceived Value, Improve Product and Service quality, Monitor customer satisfaction and building RELATIONSHIPS. KEFRI is a fraternity of many customers, "Lets Work together productively and co-exist peacefully, to meet common goals, which will lead to better quality products and service for our customers".

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## NEW STAFF



### Stephen Kiama

Stephen joined KEFRI as research scientist (Geo-information specialist). He holds a MSc. in Geo-information Science & Earth observation from Egerton University. He previously worked with Water Service Trust Fund. He brings with him over 4 years' experience.



### Mary Wanjiku Miingi

Mary joined KEFRI in August 2012 as Enterprise Manager. She holds an MBA degree in Strategic Management from Moi university and a BA in Economics and Sociology from Kenyatta University. Previously she worked at EAS as an Executive Director.



### Betty Prissy Njoki

Betty joined KEFRI on December 2011 as Resource Mobilization Officer. Betty holds a Master of Arts (Sociology and Community Development) from University of Nairobi and BSc in Food Technology from JKUAT.



### Grace Mwangi

Grace joined KEFRI on February 2013 as the Planning and Budgeting Officer. She is an Economist with 4 years' experience in Project Planning and Management. She holds a BA in Economics from Kenyatta University where she is currently pursuing a Masters degree in Economics (Policy & Management). Grace has worked with the Institution of Surveyors of Kenya where she managed various projects, Kenya Investment Authority and the Kenya Association of Manufacturers.



### Ayub Anapapaa Okango

Ayub joined KEFRI in January 2013 as research scientist (Biometrician). Ayub holds a Master of Science degree (Mathematics) from Kenyatta University. He previous worked at Jomo Kenyatta University of Agricultural and Technologies (JKUAT), Kenya School of Government and KEMRI. He brings with him over 11 years' experience.



### Paul K. Muisyo

Paul Joined KEFRI in January 2013 as an Administrative Officer. He holds Bachelor of Education degree (B.Ed) from Kenyatta University, where he is also enrolled for an Master of Business in Administration (MBA). Paul worked in education sector and previously from worked with Bamburi Cement Company as a Project supervisor. He is stationed at KEFRI Kitui Regional Centre.



### Evelyn I. O. Ong'aria

Joined KEFRI in May 2013 as the Chief Human Resource Officer. She holds an MBA (HRM) from the University of Nairobi and HND in HRM from the Institute of Human Resource Management. Currently, she is pursuing Doctorate of Philosophy in Strategic Management. Evelyn has over 10 years work experience from both private and public sectors. Lastly she worked with Kenya Industrial Estates Ltd (KIE) as the Deputy Head of Human Resource & Administration.



### Sarah Wakesho Mturi

Sarah Joined KEFRI in May 2013 as a Laboratory Coordinator stationed at the Head office. Sarah holds MSc in Environmental Sanitations from Ghent university, Bachelor of Science degree (Chemistry) from Moi University. She worked for SGS and KEPHIS before joining KEFRI.



*Non wood products*



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