

Fleed Technologies Limited



New ideas, New approach
Sustainability Report 2020

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MESSAGE FROM CEO

Rapid development in ICT is leading us into an era of unprecedented prosperity and unlimited possibilities. As digital technologies push boundaries and become more widespread, the ICT industry is shifting from a vertical industry to one that underpins society. It is spurring the intelligent and digital transformation of every industry, driving a new technological revolution. ICT will power inclusive, sustainable development. We hope to play a bigger role with our technologies and expertise during this process. Instead of widening the gap between the haves and have-nots, technology should be used to resolve differences. Right now, about a good number of Uganda's population does not have access to the Internet or even know how to use it. If we do not act now, they will not be able to keep pace with the digital world. At Flead Tech, we are committed to promoting digital inclusion for all, so that no one is left behind. Flead Tech's survival depends on innovation. We invest heavily in basic research and engineering technologies, as this empowers us to provide secure products and services that will continue to win customer trust. This level of security and trustworthiness has enabled Flead Tech to steadily move forward despite external pressures.

Flead Tech Ltd offers internship placement to several ongoing University and Tertiary students that emphasize Information and Technology solutions in their day-to-day lives. The students come from various parts of the country notably the central, western and eastern regions. It is from such a pool of students that the company goes ahead to outsource for talented and skilled affordable labor in the ICT world. The company also goes on ahead to support training and education of both our employees and customers. The company further provides short courses in Computer Applications. This lets society members get exposure of General knowledge of using a computer, applications involved are MS Word (typing letters, proposals, reports, etc.), MS Excel (calculations and pie charts), MS PowerPoint (presentations), MS Publisher (designing personal business card, invitation card etc.) and MS Access.

Our employees and customers have therefore contributed greatly to the success and sustainability of Flead Tech Ltd which has been visible in the growth and daily expansion of the company. A great deal of appreciation to all that have been with us from the very beginning and those that are yet to contribute to the continued existence of our company, Flead Technologies Limited. As we look to the future as a company as a whole, sustainability will continue to be a core part of Flead Tech's approach to responsible business.



Director
Ssekaweesi Isaac
22/7/2020

ABOUT FLEED TECHNOLOGY LIMITED

Fleed Tech Ltd. is a digital limited company specialized in business software development, digital marketing, brand revival and selling digital services and products in the Internet era. We believe in a world where everybody, has equal chances of achieving their dreams and becoming successful entrepreneurs. “Having a retirement plan is a right, not a gift”. We take a new approach to doing business for the new millennium; an approach that is productive, engaging, rewarding, fun and healthy. It was found by a group of young entrepreneurs who felt a lag in the way businesses were conducted. Therefore, an urgent need for the change was needed and to achieve this, they thought of using the trending innovation in information technology to bridge the gap. Dealing in a wide range of services offered from different platforms, the company solves the clients’ emerging problems and fulfill their needs effectively and efficiently through availing information about quality, functionality, relevancy and affordability of each service. All the company products are easily accessed online which is less costly and timely effective.

What does "Fleed" mean?

Flexible: we focus on versatile technologies which we believe can be adapted to various situations, especially in helping small businesses because we understand how hard it can be for them.

Latest: we offer the most up-to-date solutions to our clients through leading software development techniques that align within the current standards.

Efficient: for us, a project is not done until we over-deliver within schedule and under-budget.

Effective: we offer solutions with the ability to produce the desired output to our clients through proper use of resources at our disposal.

Developmental: working towards development is one of our core objectives.

Mission, Vision and Core Values

Mission:

We impact the status quo, focusing on innovation, high quality and affordability by putting a balance between people’s wants and needs.

Vision:

We envision a world in which everybody has equal chances to success and fulfillment, using the available (digital) resources to create new and better ones for the advancement of humanity.

Core values

- Flexible- we look for future changes in every product developed and all services offered are highly reversible with an intention of surviving in every situation or at every stage in life. (we offer “for life business solutions”)
- Leading – edge- we offer most up-to date solutions to our clients through leading software development knowledge and skills.
- Effective- we offer solutions with ability to produce the desired output to our clients through proper use of technology and all knowledge & and skills needed.
- Empowered- we possess power and confidence to make relevant choice and decision in any business problem emerged in our situation.
- Developmental- working towards developmental is our core value and we eagerly want more ideas as possible to develop left many lives around us. We make our clients develop since this is the only way we can as well develop.

Information on employees

As we heard earlier mentioned, Flead Tech employs young fresh minded people that have an expertise and an intellectual background in the Information and Communications Technology (ICT) field. Most of our employees if not all are young graduates that have just finished University or Tertiary ICT based courses not forgetting the interns the company takes on that provide temporary labor in the company. Our employees are well dedicated in the deliverance of any project presented to them in time and with the best quality. This is due to the commitment and hard work portrayed in the company. It's because of these qualities that have seen our company work and connect with the ever growing customer pool in Uganda and hoping to extend our products and services beyond our borderline.

Markets served


The company takes pride in its superior cost-effective management and coordination of operations that ensures customer orders are executed in real time as specified. This is achieved through good working relationships we create with our clients, amongst employees and all stakeholders. Flead Tech Ltd. has served and enjoys good working relationship with numerous clients across the country that include;

- MTN Uganda
- National Agriculture Research Organization (NARO),
- Afro lynx Company
- Bada's Leadership Initiative
- Uganda Martyrs University Nkozi
- Youth Alive Group


Our services and products

Flead Technologies: Thinking of how to take your business project online, we provide website system development services, business desktop and mobile application system application development, Social media marketing services, Multimedia marketing, Graphics design and printing (Pos and so on), Business branding and ICT consultation services. Below are the different online software packages our company offers to its clients.

BASIC	STANDARD	BUSINESS	CUSTOM
\$259.99	\$459.99	\$755.81	CALL US
1 website	1 website	2 website	For Ecommerce websites
10,000 Monthly Visits	20,000 Monthly Visits	50,000 Monthly Visits	For Large Complex Websites
Responsive Design	Responsive Design	Responsive Design	For Web Applications
Free Hosting 1 Year	Free Hosting 1 Year	Free Hosting 2 Year	For Social Media Web Apps



Fleed Net: To give accurate and convenience business monitoring, we provide networking solutions closer to you, from fiber cable connections to wireless connections, LAN to WAN connections for easy communication and information sharing. We as well provide CCTV camera installation in your office or home for easy monitoring.



Fleed Ushers: Fleed Ushers is an ushering agency that offers you a full solution to hospitality management services “ushering” to your guests at all events without excluding;

- a) ALL corporate events such as Conferences, workshops, a company/organization launch, product/service launch, end of week/month/year parties, Branding campaign, Name it.
- b) ALL family events such as anniversaries, birthday functions, Kwanjula, weddings, Baby showers, Bridal showers, get together events, house parties etc.
- c) ALL Other events like Boat cruises, private parties, album launches, and concerts.

Location of headquarters

FJ34, Gayaza-Ziobwe road
Gayaza, Kampala
Tel: 0789-167-938
www.fleedtech.com

Location of operations

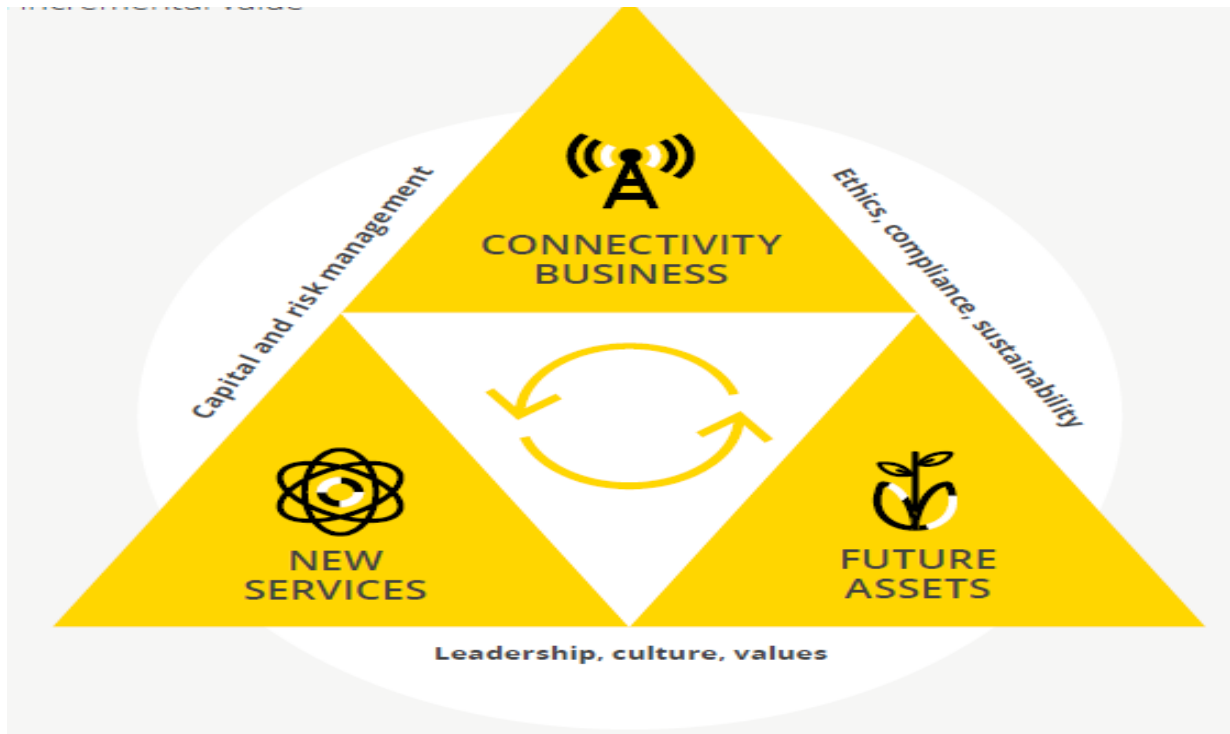
Fleed Tech Company as a new and young company in the ICT world has it operations within a limited but growing market in the country. We are all about expansion starting with setting up several branches in Uganda besides our Kampala branch and with time go beyond our border line as a country thus expanding to other countries of the East African bloc.

Ownership

Fleed Tech is a privately owned company that was started by a young ICT graduate, Ssekaweesi Isaac who saw an opportunity that was meant to provide clear simple IT solutions to the society and its members.

Precautionary approach

Our company looks at 3 major elements under this, that is Our connectivity business where its strengthening its networks to bring market-leading connectivity to our markets everywhere through the best value voice and data services, Our new services which concentrates on our slogan of ‘New ideas, New approaches’ through providing a range of new services, built around digital technologies wherever people need them and Our future assets where the company is investing in future assets that have the potential to define the products and services of tomorrow.

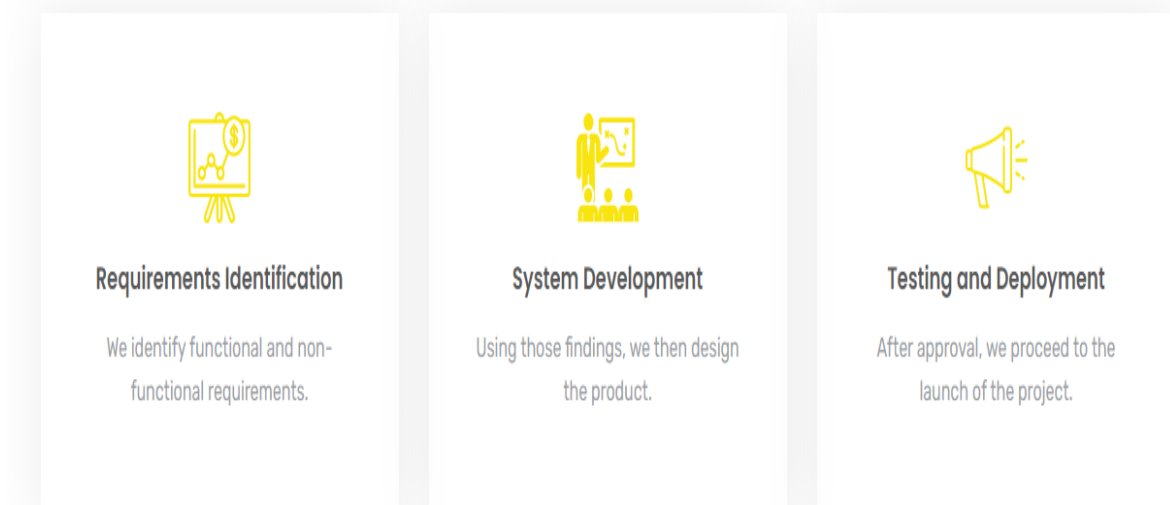


Supply chain

For services and repairs, our suppliers and customers respectively have a choice of whether finding us at our offices and area of operation or inviting us to their places of work. This shows the high levels of flexibility within the company hence customer satisfaction. Selling of the software programmed and created by our own requires us to advertise and market it online by the help of our online shop and other media platforms which simplifies work between the company and its customers.

Our work process:

We carefully study every detail before starting a project. This helps us to avoid or reduce avoidable potential mistakes.



Ethics and Integrity

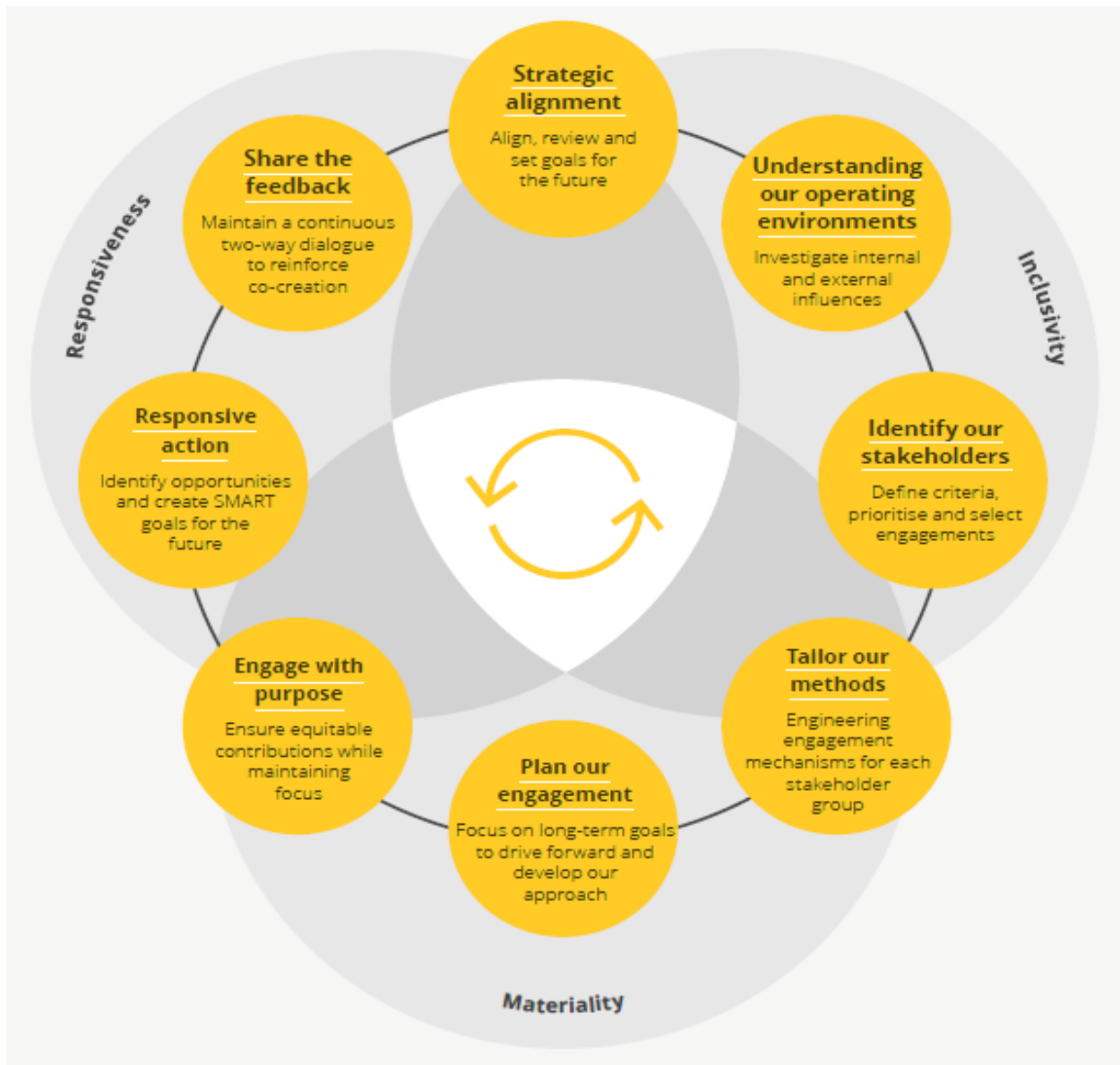
We firmly believe that better business performance and our success are earned through transparency, honesty and keeping our promises. Therefore, Flead Tech holds employees and business partners to high ethical and compliance standards. A strong culture of integrity drives better business results and is essential to our success. Flead Tech Company does not tolerate bribery or corruption in its operations or on its behalf and is committed to maintaining an effective compliance program to manage bribery and corruption risks. We continuously reinforce our commitment to compliance through annual training and awareness campaigns, leadership messages, internal media posts, videos, screensavers, micro-learning sessions and refreshers. Our core values that have been earlier mentioned also help in the Ethics and Integrity program that sees us as a company as a whole has sustainable value in the environment.

Governance structure

Our company's governance structure is as simple as a four man leadership cohort that leads other employees. The structure is made up of the Director, Ssekaweesi Isaac who oversees operations, account ownership and copyright infringements. Then the Marketing Director, Sseganyi Juma who makes sure Flead Tech and its products and services are known and accessed by people who need them. Thirdly the Lead IT developer who is normally known as the "the I.T guy" and his team oversee updates, debugs and security of all the software developed in the company. Finally, our Public Relations Officer who is responsible for the interconnection of the company with its clients and the society at large. The rest of the work force operates under this hence making governance easy.

Stakeholder Engagement

At Flead Tech, transparency and effective dialogue are the two key tenets of our approach to stakeholder engagement. This approach helps to support our objective of forging relationships based on mutual trust. We define stakeholders as the parties or individuals we influence through our operations, products and services, and who in turn affect our ability to achieve our goals. We have identified stakeholder groups that are material to the sustainable success of our business and consider their opinions in our decision-making. Here, customers, our communities, employees, host governments, regulators and investors are amongst our most important stakeholders. Working groups, meetings, conferences, workshops, surveys and town hall meetings are just a few examples of how we interact with our stakeholders. Below is a simple diagram showing the company's interaction module with our various identified stakeholders.



REPORTING PRACTICES

Entities included in consolidated financial statements

We do not have any other entities

Defining report content and topic boundaries

In this year's report, our management has put more emphasis on our social impacts in the society we operate in. Under our social impacts, we chose to report about our Employment and Training and education impacts. This is because for our company to grow and expand i.e. sustainable value, employment of highly skilled IT experts is a necessity so as training and education of the employees in other skills that they may not have which ensures high work performance in the company.

List of the material topics

We chose Employment and Training and education impacts as our material topics.

Restatements of information

Not applicable

Changes in reporting

This is the first sustainability report to be prepared by Flead Tech Limited

Reporting period

1 June 2019 to 31 July 2020

Date of most recent report

This is the first sustainability report to be prepared

Reporting cycle

Annually

Claims of reporting in accordance with the GRI standards

This report has been prepared in accordance with the GRI Standards: Core Option

External assurance

This report has not been externally verified.

MATERIAL TOPICS**GRI 400: SOCIAL IMPACT****Management Approach (GRI 103) 2016**

As Flead Technologies Limited, we considered employment as our material topic because our employees are our most important asset in order to successfully conduct our business continuity and therefore our management approach to employment clearly sees through identifying young highly skilled graduates or certificate holders that are well conversant with the ever changing ICT trends and needs of the customers. As a young and starting company, Flead tech engages in the employment of youth whose age ranges from 22 years to not more than 40 years of age. This is because of the need to employ “fresh” IT experts that don’t have a lot of responsibilities which sees them concentrate on the job as required by management bringing forth customer satisfaction.

GRI 401: Employment

Flead Tech Limited takes part in the employing of both male and female workers though putting much emphasis on males. This is because of the high interest the male group shows in the IT world. Our small manageable employee group is made up of 3 male employees and only 1 female employee. Our recruitment process is through 2 processes; the first is through internship slots that are offered to interested students annually. This involves students showing their interests to work with the company for a sizeable payment and skills advancement in return. The company retains the highly skilled students who work as part timers and soon work as full timers on completion of their studies. The second is by putting

up advertisements most especially on the web for advanced employment slots in the company e.g. IT Programmers and Engineers where potential young men and women are attracted who later on take part in the required job requisition process. As soon as we identify skilled candidates, we are quick to shortlist and employ our favorites. Our company provides its employees from the top most workers to the bottom with several kinds of benefits which supports and encourages them to work hard and to work with passion. Flead Tech Limited provides notably safe working gear like rubber gloves and helmets during a field repairs job. It also offers a facilitation fee package that includes lunch and transport allowances for members in the field.

We hired a total of 4 employees during this year's reporting period and they were all aged between 18 to 30 years of age and they were all from the central region of Uganda . The 3 were male and only 1 was female however, we always strongly recommend more female applicants so as to achieve gender balance at our organization.

Being a new small growing organization, we do not offer many benefits to our full time employees maybe apart from providing free everyday breakfast, allowances and medical insurance. We also provide parental leave for our employees and during this year's reporting period, only one female employee took maternal leave which runs for a period of 3 months.

THE UN SUSTAINABLE DEVELOPMENT GOALS

At Flead Tech Limited, we joined the global community as partners in contributing to Uganda's achievement of the UN Sustainable Development Goals; therefore through our business processes the following goals have been achieved.

Through Employment, we are contributing to Uganda's achievement of the 1st and 2nd Sustainable Development Goals of 'No poverty' and 'Zero Hunger' respectively. The company's provision of employment opportunities to the masses comes along with several benefits notably improving people's standards of living. It is through such opportunities that we have greatly contributed on the reduction of the levels of poverty which has seen our employees' standards and cost of living improved. This enables them access the required basic needs such as food thus achieving the 2nd goal of Zero Hunger.



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ACKNOWLEDGEMENTS

Fleed Tech is a diversified technology company focused on improving people's lives through innovations in the areas of education, consumer lifestyle and general business solutions. Therefore we would like to thank all our friends, suppliers and customers for their support in providing the information required for completion of this report not forgetting our employees. We are also grateful for the assistance provided by Wasswa Brian and Dembe Dickens, the Research Assistants, in drafting this report and Professor Ven Tauringana of the University of Southampton, UK for providing the technical expertise. We also acknowledge the funding from the Southampton Business School small research grants which made the preparation of this report possible.

CONTACT US

If you have any comments regarding the report, please contact;
Marketing Director,
Sseganyi Juma
+256 786 999 749
www.fleedtech.com