

ACHIEVO LIMITED

Company Profile for Recruitment, Payroll, HR, Training, Retail Operations and Loss Prevention Solutions

Prepared for prospective corporate partners, institutions, retailers, manufacturers, distributors, service organisations and growing enterprises seeking reliable outsourced workforce and operational support.

Achievo Limited is an operational solutions and workforce management company that supports organisations in building dependable teams, strengthening workplace controls and improving day-to-day business performance. The company provides recruitment, payroll administration, human resource support, employee training, retail operations support, hygiene services, customer support staffing, security support and loss prevention solutions. Achievo's model is built around providing skilled, vetted, trained and fully managed personnel so that client organisations can focus on their core business while Achievo manages the workforce lifecycle, service discipline, compliance follow-up and operational continuity.

Operating from a practical understanding of Kenya's business environment, Achievo Limited positions itself as a partner for organisations that need flexible manpower, accountable field supervision, structured HR administration and a reliable bridge between business strategy and frontline execution. The company's public profile identifies it within human resources services and staffing, with emphasis on making things happen for clients through scalable people solutions and operational discipline.

1. Executive Summary

Modern organisations require more than workers; they require dependable teams that understand service standards, compliance expectations, customer experience, asset protection and business accountability. Achievo Limited exists to help companies acquire, manage, train and retain the right people while reducing administrative workload, operational gaps and preventable losses.

The company brings together recruitment, payroll, HR administration, training, retail support and loss prevention under one coordinated service platform. This integrated approach enables clients to avoid fragmented vendor relationships and instead work with one partner that understands the link between people, processes, controls and performance.

2. Corporate Identity

Corporate Identity Statement

- **Vision:** To be the market leaders in providing trusted solutions in hygiene, loss prevention, and quality manpower.
- **Mission:** To consistently deliver exceptional value by understanding customers' business needs and providing efficient and reliable service.
- **Purpose:** To provide highly skilled and talented resources to organizations seeking to scale their teams and achieve strategic business goals.
- **Core Values:** Accountability, Commitment, Honesty, Innovation, Excellence, Value Driven, and Ownership.

These corporate pillars guide Achievo Limited's relationships with clients, employees and partners. They also inform the company's recruitment standards, training philosophy, supervisory approach and service quality expectations. Achievo's objective is to become a dependable extension of each client's operational team, delivering people solutions that are practical, measurable and aligned with business outcomes.

3. Who We Serve

Achievo Limited works with organisations that require dependable operational personnel, structured HR support and stronger workplace controls. The company is suited to businesses that are expanding, decentralising operations, opening new branches, increasing customer-facing teams, managing seasonal labour demands or seeking to professionalise internal workforce administration.

- Retail chains, supermarkets, convenience stores and specialty stores.
- Manufacturing, warehousing, logistics and distribution companies.
- Corporate offices, business parks, institutions and commercial properties.
- Hospitality, customer service, call centre and service delivery businesses.
- Organisations with high staff turnover, branch networks or outsourced labour needs.

- Companies seeking to strengthen loss prevention, compliance and frontline supervision.

4. Core Service Portfolio

Achievo Limited provides a broad portfolio of services designed to support the full people and operations cycle. The services can be delivered independently or combined into a managed solution depending on the client's industry, workforce size, branch footprint and operational risks.

4.1 Key Services

- **Retail Store Services:** Front-of-house, cashiering, stocking, and customer service support.
- **Security Services:** Trained personnel focused on protecting assets, properties, and people.
- **Hygiene Services:** Professional cleaning and sanitation solutions for corporate and commercial environments.
- **Loss Control and Prevention:** Risk mitigation, inventory audit support, and shrinkage prevention.
- **Call Centre and Support:** Customer support agents trained to protect brand reputation and customer satisfaction.
- **Manpower Planning and Resourcing:** Workforce forecasting, recruitment, deployment, and scaling support.

4.2 Recruitment and Staffing Solutions

Achievo supports clients in sourcing, screening, interviewing and deploying qualified personnel for operational, administrative, customer-facing and field-based roles. The recruitment process is designed to reduce hiring risk by focusing on role fit, integrity, availability, competence, attitude and trainability.

- Role profiling and manpower planning.
- Candidate sourcing, shortlisting and interview coordination.
- Reference checks, vetting support and background screening guidance.
- Deployment of temporary, contract, project-based and long-term personnel.
- Replacement planning and continuity support where agreed.

4.3 Payroll Management and Administration

Payroll administration is a critical area for businesses that employ large numbers of frontline staff, casuals, contract workers or distributed teams. Achievo helps clients reduce payroll workload through structured records, attendance review, wage processing coordination, statutory compliance support and timely reporting.

- Employee data capture and payroll master file maintenance.
- Attendance and timesheet verification support.
- Payroll processing coordination for wages, allowances, deductions and statutory items.
- Payslip support, payroll reports and exception handling.
- Payroll query management and employee communication support.

4.4 Human Resource Support

Achievo provides practical HR administration support to help clients manage employees in a consistent, compliant and well-documented manner. This is especially valuable for organisations that need strong people processes but do not want to increase internal HR headcount for every operational site.

- Onboarding documentation and employee file administration.
- Contract administration and deployment records.
- Attendance, leave, absence and disciplinary tracking support.
- Employee relations coordination and workplace issue escalation.
- Performance monitoring, staff redeployment support and exit documentation.

4.5 Training and Capacity Building

Training is central to Achievo's service model. The company recognises that reliable service delivery depends on more than recruitment; employees must understand workplace expectations, customer service standards, safety procedures, ethics, reporting lines and the specific operating environment of each client.

- Induction training for newly deployed staff.
- Customer service and communication skills training.
- Retail operations, stock handling and till discipline awareness.
- Loss prevention, shrinkage awareness and incident reporting.
- Workplace safety, hygiene standards and professional conduct.

4.6 Retail Operations Support

For retailers, every customer interaction, shelf condition, stock movement and cash process affects performance. Achievo supports retail clients with trained personnel who understand store discipline, customer service, merchandise care, stock handling and operational accountability.

- Cashier support, queue management and customer assistance.
- Merchandising, shelf replenishment and stockroom coordination.
- Store opening and closing procedure support.
- Inventory count support and shrinkage awareness.
- Branch-level staffing continuity during peak seasons and campaigns.

4.7 Loss Prevention and Operational Control

Loss prevention is a strategic service area for Achievo. The company supports businesses in reducing avoidable losses by strengthening compliance, staff awareness, incident reporting, stock control discipline and asset protection practices. This service is especially relevant to retail, logistics, warehousing, manufacturing and distribution environments where inventory movement and staff conduct directly affect profitability.

- Shrinkage awareness and stock loss reduction support.
- Compliance audits and procedure adherence checks.
- Incident documentation and escalation support.
- Asset protection, cash handling awareness and internal control support.
- Loss prevention training for store teams and supervisors.

5. Our Managed Workforce Model

Achievo's managed workforce model gives clients a structured way to access and supervise labour without carrying the full administrative burden internally. The model combines manpower planning, recruitment, documentation, deployment, supervision, payroll support, training, reporting and replacement management into one coordinated service cycle.

1. **Needs Assessment:** Achievo studies the client's staffing requirements, work environment, risk exposure, shift patterns, service standards and reporting expectations.
2. **Role Profiling:** Each position is defined in terms of duties, competencies, conduct requirements, reporting lines and measurable outputs.
3. **Recruitment and Vetting:** Candidates are sourced, assessed and selected based on suitability for the role and the client's operating environment.

4. **Training and Onboarding:** Successful candidates receive induction and client-specific orientation before or during deployment.
5. **Deployment and Supervision:** Staff are assigned to client sites with clear expectations, attendance monitoring and supervisor oversight.
6. **Payroll and Administration:** Attendance, records, payroll data and HR documentation are managed according to the agreed service framework.
7. **Performance Review:** Service quality, staff conduct, incidents, replacements and improvement areas are reviewed with the client.

6. Compliance, Ethics and Risk Management

Achievo Limited understands that workforce outsourcing must be delivered responsibly. The company emphasises proper documentation, ethical conduct, fair treatment, workplace discipline, confidentiality, safety awareness and adherence to client policies. This approach protects both the client and the deployed workforce while promoting a professional working environment.

- Clear employee records, deployment files and role documentation.
- Structured disciplinary and grievance handling support.
- Confidential handling of client information and operational data.
- Safety, hygiene and conduct expectations communicated to deployed staff.
- Regular service reviews to identify risk areas and corrective actions.

7. Quality Assurance and Service Supervision

Quality assurance is embedded in Achievo's service delivery approach. The company uses supervision, check-ins, reporting and client feedback to ensure that deployed personnel meet agreed expectations. Where issues arise, Achievo coordinates corrective action, retraining, counselling, replacement or escalation depending on the circumstances.

- Site supervision and attendance follow-up.
- Routine service performance reviews.
- Client feedback collection and resolution tracking.
- Replacement planning for absenteeism, misconduct or poor fit.
- Continuous improvement through training and supervisor coaching.

8. Value Proposition to Corporate Clients

8.1 Why Choose Achievo Limited

Achievo Limited differentiates itself through a complete managed service model. The company profiles roles based on client needs, sources and assesses suitable candidates, trains and onboards selected personnel, manages contracting and compliance support, provides appropriate workplace guidance where applicable, and handles payroll support, performance tracking, records and disciplinary processes. This end-to-end approach reduces administrative burden, improves operational agility and supports reliable service delivery.

- **Reduced hiring burden:** Clients save time on sourcing, screening and onboarding.
- **Operational flexibility:** Teams can be scaled up or adjusted based on business demand.
- **Improved accountability:** Staff deployment is supported by supervision, records and reporting.
- **Better workforce discipline:** Training, communication and corrective action promote consistency.
- **Integrated support:** Recruitment, HR, payroll, training and loss prevention are coordinated under one partner.

8.2 Client Value Proposition

By partnering with Achievo Limited, clients gain access to flexible workforce solutions, reduced HR and recruitment overheads, improved compliance management and dependable operational support. Achievo positions itself not merely as a service provider but as a strategic partner committed to helping organisations grow, optimise operations, protect assets and achieve long-term efficiency.

9. Industry Use Cases

Industry	Typical Need	Achievo Support
Retail	Cashiers, merchandisers, customer assistants, loss control and stock support.	Recruitment, training, deployment, supervision and shrinkage awareness.
Manufacturing	Casual labour, hygiene teams, stores support and shift continuity.	Manpower planning, attendance follow-up, payroll support and safety orientation.

Logistics and Warehousing	Stock handling, dispatch support, loading teams and control procedures.	Vetted staff, operational supervision, incident reporting and loss prevention support.
Corporate Offices	Reception, cleaning, support staff and administrative continuity.	Professional staffing, HR administration, conduct standards and service quality checks.

10. Client Engagement Process

Achievo follows a clear engagement process to ensure that every assignment is properly understood, scoped, delivered and reviewed. This protects service quality and helps clients understand what to expect at every stage of the relationship.

1. **Initial Consultation:** Understanding the client's business, staffing requirements, operational pain points and expected outcomes.
2. **Scope Definition:** Agreeing on roles, numbers, locations, shift patterns, reporting requirements and service levels.
3. **Proposal and Agreement:** Preparing a service proposal, commercial framework and implementation plan.
4. **Mobilisation:** Recruiting, training, documenting and deploying personnel according to the agreed timeline.
5. **Service Delivery:** Managing attendance, supervision, payroll support, reporting and service quality.
6. **Review and Improvement:** Holding periodic reviews to address issues, identify improvements and adjust the solution as the business grows.

11. Our Commitment to Partners

Achievo Limited is committed to building long-term relationships with organisations that value professionalism, integrity and measurable service outcomes. The company recognises that every client has unique operational realities and therefore approaches each engagement with flexibility, responsiveness and accountability.

- We commit to understanding the client's business before proposing a workforce solution.
- We commit to deploying personnel who are properly briefed, documented and supervised.

- We commit to transparent communication and timely escalation of operational issues.
- We commit to continuous improvement through training, feedback and performance review.
- We commit to protecting client trust by acting with honesty, accountability and professionalism.

12. Conclusion

Achievo Limited offers organisations a practical, scalable and accountable way to manage people-intensive operations. Through recruitment, payroll, HR support, training, retail operations, hygiene, customer support, security and loss prevention services, the company helps clients build reliable teams and stronger operational controls.

For companies seeking a dependable partner that can support growth, improve workforce discipline, reduce administrative strain and protect business value, Achievo Limited is well positioned to make it happen.