



We were honoured to attend the Chartered Institute of Customer Management (CICM) Conference in Livingstone, where our Customer Service Director, Kapa Kaumba, was one of the featured speakers.

We are proud to share that we won the 2025 Customer Choice – Inclusive Experience Award , a true testament to our commitment to inclusive service, following the launch of inclusive services for the visually and hearing impaired in our shops.

Thank you to our team and community for walking this journey with us.

#CustomerChoiceAwards #CICM