



NATIONAL CUSTOMERS' 20 CHOICE AWARDS GHANA 24

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THROUGH THE LENS OF THE CUSTOMER



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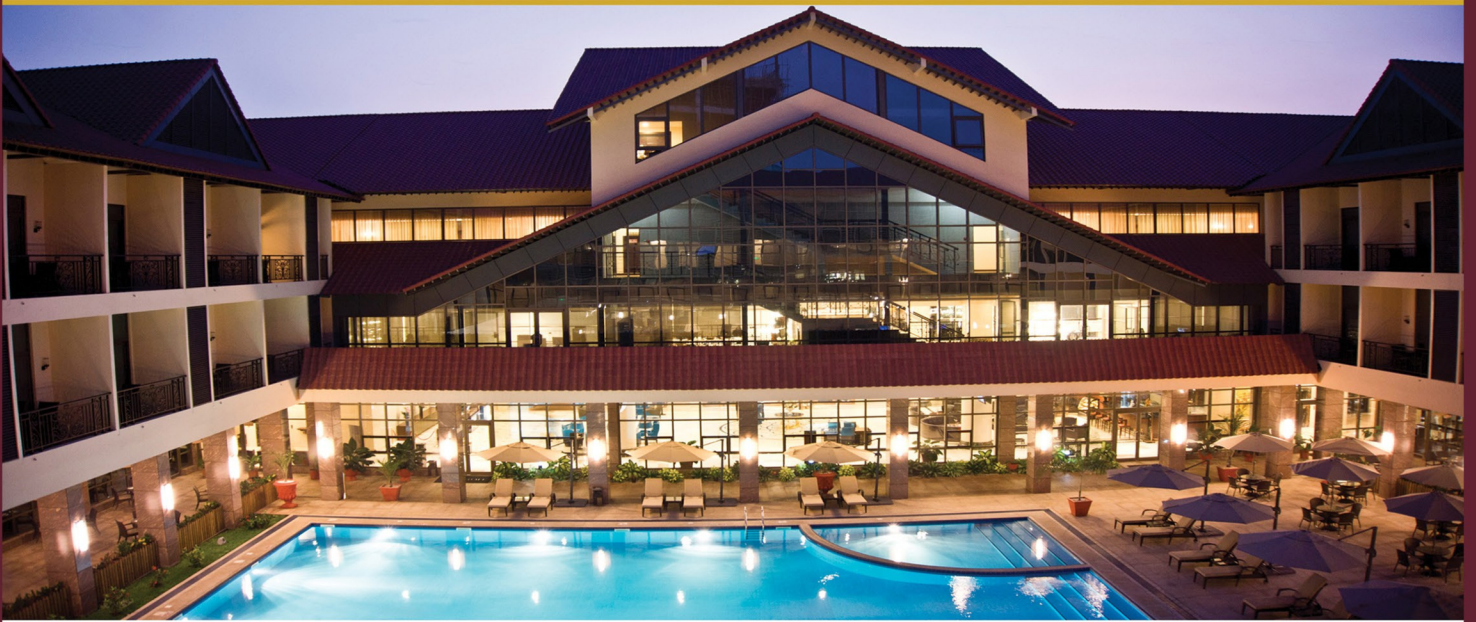
25th OCT. 2024 | 6:30pm

POWERED BY:





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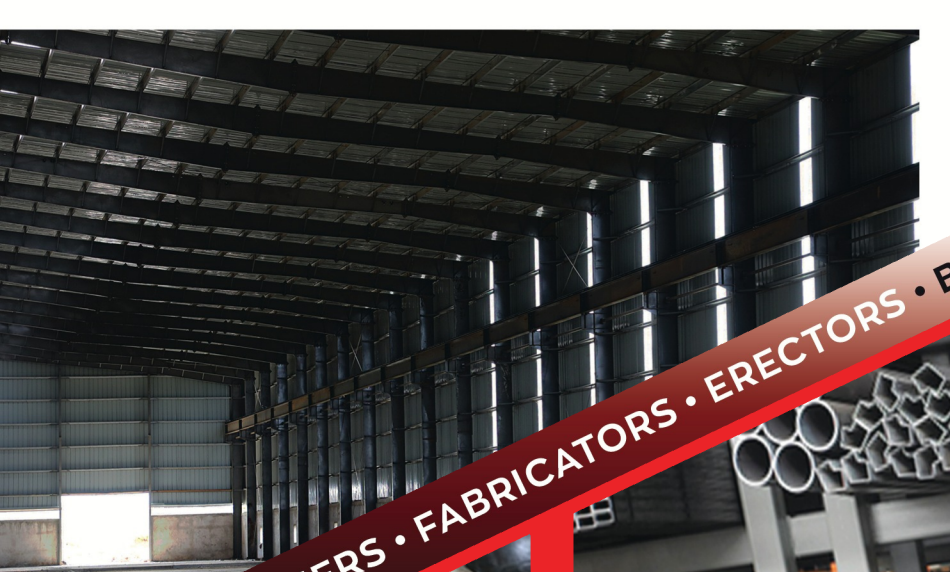


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ABOUT THE 2024 EVENT

The National Customers' Choice Awards Ghana (NCCAG) is an event organized to solely recognize business excellence by conducting a comprehensive and objective accurate independent market research survey, to determine brand reputation, customer satisfaction and business excellence for the quality of their service, value, professionalism and integrity. It is a true reflection of the marketplace as it represents the views of consumers and buyers across the nation. This award recognizes the brand that consistently delivers a high level of service to its customers.

CRITERIA FOR NATIONAL CUSTOMER CHOICE AWARDS GHANA

This awards will cover five important criteria and as such recognise companies through the lens of the Customer. The public / customer's previews will take 70% while Board will take 30%.

The criteria includes:

- Competitiveness
- Creativity
- Competence
- Communication
- Customer Loyalty

ABOUT THE EVENT COMPANY

KN Unique Communications is a 360 corporate and marketing communications company that drives the growth of communication brands and corporate organizations through world class solutions. We possess time - tested capabilities in the areas of branding, advertising, public relations, event management and publishing. Over the years, we have engaged a plethora of clients from Ghana and Africa as a whole with our event brands below.



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GHANA ACCOUNTANCY & FINANCE AWARDS
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WEST AFRICA HEALTHCARE EXCELLENCE AWARDS
www.waheawards.com | info@waheawards.com



GHANA BUSINESS STANDARD AWARDS
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GHANA AGRICULTURE AND AGRO PROCESSING AWARDS
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NATIONAL CUSTOMERS' CHOICE AWARDS GHANA
www.nccawardsgh.com | info@nccawardsgh.com



GHANA INTERNATIONAL PRODUCTS AWARDS
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TOP-UP PHARMACY

Top-Up Pharmacy Is a Leading Pharmaceutical Company in Ghana with Branches across the country. As a leading pharmaceutical company in Ghana, operating retail, wholesale and import of pharmaceutical products with branches across the country, we consider the opportunity to serve our esteemed clients an immeasurable privilege and our sense of duty of care to our customers.



REGIMANUEL CONCRETE PRODUCTS LIMITED

Regimanuel Concrete Products Limited was founded in 1999 and commenced business on January 1st, 2000 as an independent division of an International Construction Company. Starting as a project related production Site for Asphalt and Concrete Products, the company expanded on the private market and offered its products and services to all customers. As at today, we supply private households, small and medium sized companies, as well as international operating companies on both local and foreign financed projects. We do not see ourselves as a supplier, but rather as a partner contributing to the successful operation of each of our clients.



SAMARTEX TIMBER & PLYWOOD COMPANY LIMITED

Samartex Timber & Plywood Company Limited, founded in 1995, took over the struggling African Timber & Plywood Company (AT&P), which had been in operation since 1947 under the UAC group. After overcoming mismanagement and fire damage, Samartex transformed into Ghana's leading sustainable timber company through significant investment and rehabilitation. Located in Samreboi, Western Region, with around 2,000 employees, Samartex also operates offices in Accra and Takoradi. The company focuses on natural resource regeneration through plantation and agroforestry schemes. Additionally, it produces value-added products, including non-timber forest products (NTFPs) and wooden carvings from otherwise wasted wood pieces.



HJA AFRICA - MAKERS OF OFA

HJA Africa Limited is a fast growing impact-first Ghanaian company that was registered in 2016 and now employs about 35 people across Ghana. We manufacture our game-changing agro-input product OFA (Organic Farming Aid) in the Ashanti region. OFA is a liquid organic “all-in-one” bio stimulant fertilizer/pest repellent/fungicide that is very effective and very affordable. Our mission is to make farming much more profitable and sustainable. We enable many of our smallholder users to increase their net farm income by as much as 100%, highly sustainably in both financial and environmental terms. OFA is already delivering an estimated \$20m a year increase in rural incomes across Ghana, and this is growing. We value every customer highly, and invest in a network of our own regional representatives to support them and to get their feedback.



DELTA PAPER MILL LTD

Delta Paper Mill Ltd (DPM) started its operations in 2009 with a focus on producing tissue products from Jumbo papers made of virgin or recycled pulp. Since 2013 Delta Paper Mill has been operating from a 5,700 square meter brand new state-of-the-art factory on the Motorway Industrial Area, Community 12, Tema, Ghana. By adopting advanced equipment and high-quality raw materials, we meticulously manufacture and process high-grade T-Roll, Napkin, Facial Tissue, Pocket Tissue and Washing Powder for businesses and households. 80% of our current workforce are women. We currently have customers in Ghana, Ivory Coast, Liberia, Benin and Togo.



UNIFA BROTHERS GHANA LTD.

Unifa Brothers Ghana Ltd, established in December 2019, has built a strong market presence over the past five years, adhering to the principle “earn trust with business.” The company is a leading distributor of tomato paste products in Ghana and has expanded its offerings to include sardines, mackerel, and other items. Unifa Brothers supports a wide range of customers, including traders, contractors, and farmers across Ghana. The company is involved in both import and export, focusing on natural food items that promote consumer health.

In addition to its operations in Ghana, Unifa Brothers has expanded to other West African countries like Togo, Benin, and Burkina Faso, with brands such as ‘Leap’ and ‘Lyzy.’ The company is committed to contributing to socio-cultural and economic development in the regions where it operates.

Managed by a Board of Directors, Unifa Brothers aims to bridge Africa and China in the food industry through innovation, customer satisfaction, and societal contributions across West Africa.



LB SERVICES LIMITED

We are a 100% Ghanaian-owned, Customs Licensed logistics company with over 10 years of experience and a global network of 150+ international partners. ISO 9001:2015 certified, we specialize in international freight forwarding (import/export), haulage, customs clearance, and courier services. We deliver timely, high-quality solutions tailored to customer needs and offer pre-finance services to add value. Our vision is to be Ghana's leading logistics company with the fastest delivery times. Operating from three branches in Tema, Accra, and Takoradi, we hold licenses from various authorities, including the Ghana Ports and Harbors Authority and the Environmental Protection Agency.

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ENTERPRISE LIFE

Enterprise Life Assurance Company Limited, founded in 2000, has become a market leader in Ghana's life insurance sector, holding a 23% market share and ranking as the top premium earner. Initially a partnership between Enterprise Insurance, African Life, and IFC, it evolved with Sanlam's 2006 acquisition of African Life and Black Star Holdings' acquisition in 2017. Offering affordable life insurance, the company is regulated by the National Insurance Commission and operates in Gambia and Nigeria, with a subsidiary, Enterprise Funeral Services (Transitions). Rebranded in 2013, Enterprise Life uses digital platforms for customer service and operates under the motto "Your Advantage."



CENTRAL MIGRATION GRACE

Central Migration Grace is a renowned travel and tour operator, curating unforgettable experiences since 2015. Our expert team crafts personalized journeys, fostering cultural immersion and unforgettable memories. With a focus on sustainability, quality, and customer delight, we connect travelers with the world's most breathtaking destinations.



AUTO PARTS LIMITED (APL)

Auto Parts Limited (APL), founded in 1941, is Ghana's authorized importer of Nissan vehicles and parts. It offers excellent after-sales service, serving customers with professionalism and integrity. APL also supports CSR initiatives like Operation Smile Ghana and distributes Mercury motors and Quicksilver boats for marine needs.



TROPO FARMS (VOLTA CATCH)

Volta Catch are suppliers of fresh, healthy and tasty Tilapia from the middle of Lake Volta, where the tilapia lives in clean, deep, open waters far away from the shores and human settlements. Our Tilapia breed and thrive contentedly and stress-free in abundant space at low density within nature's carrying capacity. Great-tasting, fresh and healthy Tilapia. We use a combination of tanks, ponds, and net pens for breeding, nursery and grow-out. We have four locations which integrate with each other to ensure we produce fish 365 days a year. Our team of over 700 dedicated men and women enable us to put Ghanaian-produced Tilapia on the market.



B5 PLUS LIMITED

B5 Plus limited is a certified ISO 9001:2015 QMS (Quality Management System) Company and a Lean Organization. The B5 plus Steel Industry was started in the year 2002 by its founder Chairman Mr. Mukesh Thakwani (Mr. Mike), with the vision and mission to become the world's most recognized steel industry through the excellence of its employees, its innovative approach and its overall conduct. We have constructed one of the largest, strategic 'state of art' steel manufacturing plant in Africa at Larkpleku Village, Prampram, under the 1D1F (One District One Factory) programme. We have constructed this plant in line with the Government vision and their mission to promote the "Made in Ghana" products. We have procured 642 acres of land under 1D1F. The first phase of the Plant was constructed in 100 acres of land which comprises of a SMS (Steel Melting Shop) a Rolling Mill with a production capacity of 250,000 MT per annum and a Pre- Fab Manufacturing Plant with a production capacity of 60,000 MT per annum. We will be producing 1.5million MT in different phases.



NATURAL STONE FABRICATORS

Natural stone fabricators located in Accra, Ghana. We produce from premium quality slabs procured around the world. Our factory is geared with state of the art machinery and professionals, bringing you high quality finishing. We fabricate and distribute natural stone products from Marble, Granite, Engineered Quartz, Dekton & Terrazzo. Wear official distributors of Cosentino products in Ghana. Our professionals have mastered this age old trade and guarantee you the precision, quality, and beauty your project deserves.



SAMARA COMPANY LIMITED

Samara Company Limited is a family-owned business that operates in all the regions of Ghana with interests in the insecticide, laundry products, food & beverage and personal hygiene sectors of the market. The company has been in existence for over three decades. It metamorphosed from a sole proprietorship called Apraku Chemicals, to Samara Pharmacy then into a private limited liability company called Samara Company Limited which was incorporated under the laws of Ghana on February 10, 2005. Samara has outsourced its production to its key partners, based in China and Turkey. These partners assure us of quality, safety and high level of customer satisfaction. They supply us with our brands like Sasso Insecticide Spray and Mosquito Coil, Roma Insecticide Spray and Mosquito Coil, Fekko Spray Starch and also our Kel toothpaste that comes in three variants, thus, Kel Charcoal, Kel 360 and Kel Kids. There is an ongoing cross-pollination of best practices that allow for Samara to continually give the best service to its customers.



TANG PALACE HOTEL

Tang Palace Hotel, established in 2015, is a 4-star luxury hotel located in Accra's Airport Residential Area, renowned for its elegance and award-winning service. The hotel features 116 stylishly designed rooms and suites, including the Presidential and Ministerial Suites for high-profile guests, and Deluxe and Executive Rooms for comfort and business needs. Tang Palace offers a diverse range of dining experiences, with a Continental Restaurant serving international dishes, an authentic Chinese Restaurant, a sophisticated Lounge Bar, and a Pool Bar for casual dining. The hotel is also equipped to host events and conferences, with spacious conference rooms for over 100 guests, intimate boardrooms, and an adaptable events center ideal for weddings and banquets. Guests have access to premium amenities, including a swimming pool, fitness center, and business center, ensuring a comfortable stay. Conveniently located near Kotoka International Airport, the business district, and tourist attractions, Tang Palace Hotel is a prime choice for both corporate and leisure travelers seeking luxury and convenience in Accra.



THE BANK HOSPITAL

The Bank Hospital is a multi-disciplinary private healthcare facility focusing on the best possible clinical outcomes for our patients and their families. With modern up-to-date facilities and state-of-the-art equipment, The Bank Hospital offers a broad spectrum of expert medical care and services to meet the needs of the communities we serve, in Accra, Ghana and across our borders.



J.A. PLANT POOL GH LTD

J.A. Plant Pool Gh Ltd. (JAPP), part of the Jospong Group, is a major supplier of heavy-duty trucks, earth-moving equipment, buses, lubricants, tyres, and more in Ghana. Established 15 years ago, JAPP is recognized for its high-quality products and strong customer support, providing maintenance and repair services beyond sales. The company has supplied over 1,000 Yutong buses and more than 1,000 heavy-duty trucks and equipment, supporting Ghana's mining, construction, and haulage sectors. JAPP plays a crucial role in infrastructure projects, including cocoa road construction, with products known for their safety, durability, and efficiency.



JOY INDUSTRIES LIMITED

Joy Industries Limited, formally known as Joy Herbal Centre, is a limited liability company noted for the production of quality herbal medicines, skin care, soaps, mineral water and alcoholic beverages in Ghana and Africa as a whole. The company is situated at Akwadum (BrongDensuso) off the Suhum-Koforidua main road in the Eastern Region of Ghana. It became operational in 2001 and has gradually etched itself into the Ghanaian beverage market by maintaining high quality control measures backed by best technology in its operations. The force behind this company is a talented three young brothers, namely, Dr. Manfred Takyi (CEO), Dr. Harrison Tetter (Deputy CEO) and Dr. Enock Sorgin (2nd Deputy CEO) who by dint of hard work, came together to set up this company. They started with skin care and soap products like joy ointment and joy medicated soap which gained grounds in some few years despite numerous teething challenges. The product users appreciated how helpful the products were and bought into the accolade "Joy Ointment..... No Scent."



HOMEFOODS PROCESSING AND CANNERY LTD

Homefoods Processing and Cannery Ltd is an agribusiness that specializes in processing and packaging of ethnic food ingredients such as Palm oil and its derivatives, Cassava and its derivatives, and Seeds and Nuts for both local and international markets since 1995. We provide our customers quality ethnic food ingredients and services they absolutely need and want, making every meal an experience. Our core business is linked to Nutrition, Health, Agriculture and Productivity. We create value and wealth for our nation through Agriculture, thus ensuring to leave a sustainable legacy for posterity. Homefoods – the food ingredients people



DE UNITED FOODS INDUSTRIES LIMITED

De United Foods Industries Limited (DUFIL), founded in 2017, is a leading food processing company in Ghana, known for its flagship product, Indomie Instant Noodles. DUFIL focuses on producing high-quality, affordable food products, making customer satisfaction its priority. The company invests heavily in research and innovation, ensuring its products meet evolving consumer needs. Operating from a modern facility in Spintex, DUFIL adheres to strict safety and quality standards. Its products are widely distributed across Ghana and West Africa, making DUFIL a trusted name in the region's food industry and a leading employer in the country.



MANBAH GAS COMPANY LIMITED

Manbah Gas Company Limited is an indigenously owned firm that started operations as a dealer in the Petroleum Downstream sector in 1988. The company acquired the Liquefied Petroleum Gas (LPGMC) Marketing Company's license in June 2003. It started with only one filling station at Odorkor and has over the years graduated into a formidable proponent with over 24 outlets nationwide. and with over 1000 bulk clients across the country, mainly Mining Firms, Hotels, Restaurants, Schools, Bakeries, and Manufacturing concerns.



ALPHA INDUSTRIES LIMITED

Alpha Industries Limited, established in 2014 in Tema, Ghana, specializes in manufacturing cocoa-based food products. As part of a larger agro-food group with extensive experience in West Africa, the company produces Top Choco chocolate spread, 3-in-1 Instant Mix Chocolate drinks, and 100% unsweetened cocoa powder, using premium Ghanaian cocoa and high-quality ingredients from Europe. Top Choco's 3-in-1 instant mix is made from natural Ghana cocoa, milk, and sugar, providing a healthy source of energy for families. Available in various sizes, these products are marketed in 11 African countries, including Ghana, Nigeria, Togo, and Ethiopia. Inspired by Ghana's top-quality cocoa and Ivory Coast's leading global cocoa production, Alpha Industries established its factory in Ghana. The company works with key distributors across its markets to ensure easy availability of its products. Alpha Industries aims to offer the best, tastiest, and most nutritious chocolate spread and drinks in the region and beyond. "Top Choco, it's chocolaty"



HAPPY SUNSHINE COMPANY LIMITED

Happy Sunshine Company Limited has won the National Customers' Choice Awards Ghana (NCCAG) for three consecutive years. Specializing in tomato mix products, its flagship brands, Hondi and Lavonce, have gained popularity in the catering industry and among individual consumers. Hondi is renowned for its quality and taste, while Lavonce offers convenient packaging for everyday use. The company actively supports education in Ghana through its school feeding programs, donations to the Dzorwulu Special School, and participation in NADBAM's national workshops. Additionally, the Happy Sunshine Education Project donates 1 cedi for every carton or bucket sold, funding school infrastructure, scholarships, and student leagues. With a commitment to delivering high-quality products at affordable prices, Happy Sunshine not only meets consumer needs but also contributes to the community and educational development in Ghana.



PROCUS GHANA

Procus started operations in early 2020 with one goal of improving and touching the lives of people in Ghana. We continue to grow as one of the country's most trusted brands. Our products provide value for money, high quality, great taste and convenient packaging that makes the lives of our consumers more enriching. We are driven by our experienced employees who are qualified with knowledge and experience in sales, manufacturing, marketing, supply chain and distribution business. Our warehouses, which have been checked and approved by the Food and Drugs Authority of Ghana are well designed to ensure proper storage and safety of all products.



FAIRAFRIC GHANA LTD

FairafriC is a German-Ghanaian social business that is revolutionizing the chocolate world. Africa's raw materials have always been used primarily to produce goods in the Global North. That is why it is important to us to go one step further, process raw materials locally, and transfer the added value to Africa. We produce world-class chocolate in Ghana – from tree to bar to achieve this goal. In doing so, we create jobs outside agriculture and multiply local income in the country of cocoa origin. With every purchase of fairafriC chocolates, you help create qualified jobs, which leads to higher income, education, and better access to health care. Be a part of it!



PIZZA HUT

The Melcom Group re-launched Pizza Hut in Ghana in November 2021, starting with seven stores in Accra. By the end of 2024, Pizza Hut will operate 23 outlets across Accra, Takoradi, and Cape Coast, with plans to expand to 34 stores by 2027. Melcom uses its extensive reach to make Pizza Hut more accessible. The brand's innovative menu includes the Big Boss, a 1-meter-long pizza, and the Dinner Box, promoting sharing and celebration. Individual meal options like Hut Chops Range and Bossu Kids Special cater to on-the-go convenience and value. Pizza Hut is part of Yum! Brands Inc., which also owns KFC, Taco Bell, and Habit Burger, known for quality and unique recipes. Melcom also franchises Yole, a Spanish ice cream brand offering sugar-free and vegan options. Additionally, Melcom has launched popular in-house brands like Art Kitchen, Chop Bar, and Sip Café, offering diverse cuisines from Ghanaian to Japanese and Lebanese.



APPOLONIA CITY GHANA

Appolonia City is a mixed-use, mixed-income, fully serviced, master-planned, controlled urban development just 20km from the centre of Accra. Backed by American, Norwegian, New Zealand and British investors, Appolonia City is a partnership with the Chiefs, elders, and residents of the Appolonia community in Greater Accra.

On 2,325 acres (941 hectares), Appolonia City is one of the largest urban developments in West Africa. An inclusive development, Appolonia City offers homes, offices, schools, healthcare and warehousing, incorporating the highest standards of infrastructure.



ELECTROLAND GHANA LIMITED

ELECTROLAND Ghana Limited is the Only distributor of Samsung Electronics, Midea, Toshiba Appliances, ABB Electricals and brand owners of NASCO electronics in Ghana. EGL deals in a wide range of Televisions, Air conditioning, Refrigerators, Washing Machines, Gas cookers, Display fridges, Small kitchen appliances, ABB electricals and Mobile phones. With over 15 years in the consumer electronics sector, EGL is geared towards bringing the latest technology to your doorsteps, bringing happiness into the lives of individuals, homes, offices and the hospitality sector in Ghana. With the widest coverage and distribution network and over 20 showrooms spread across Ghana, EGL gives customers nothing but the Top best quality in terms of the brands we sell, the best prices on the market, the best customer service and perfect on-time after-sale service through our Service centres network across Ghana.

PROFILES



KAB-FAM GHANA LIMITED

KAB-FAM GHANA LIMITED is an Electronics and Home Appliances trading company incorporated in Ghana in May 2013. We are Authorized Partners of quality brands such as Samsung, Midea, and Nasco. We are proudly among SAMSUNG'S TOP 10 PARTNERS IN GHANA. Our line-up include Mobile Phones, Tablets and Notebooks, TVs, Home Theatres, DVD and Bluray players, Digital Audio Systems, Refrigerators, Freezers, Split and System Air conditioners, Washing Machines and Dishwashers, Microwave Ovens, etc. We also offer after sales service which includes regular servicing and maintenance repairs. All our products are of the finest quality and come with TWO (2) YEARS WARRANTY.

KAB-FAM - "client contentment, our contentment"



CITY FACILITY MANAGEMENT

The team of CFM provide prompt and efficient services by attaching the utmost sense of urgency when it comes to our clients. Our cleaning standards, procedures and schedules are of international standards.

Our passion for excellence is our driving force; putting us at the top of our industry in customer service satisfaction. We can say with all sincerity that the quality of our services is second to none.



TCL ELECTRONICS

TCL Electronics is a fast-growing consumer electronics company and a leading player in the global TV industry. Founded in 1981, it now operates in over 160 markets globally. TCL specializes in the research, development and manufacturing of consumer electronics products ranging from TVs, Home appliances, Air conditioners and audio.



SOMOCO GHANA LIMITED

Somoco Ghana Limited, in partnership with Bajaj Auto, launched Boxer motorbikes in 2013 to enhance mobility in West Africa. Bajaj Auto, the world's largest 3-wheeler and fourth-largest two-wheeler manufacturer, enables Somoco to offer durable, fuel-efficient bikes at affordable prices. Known for its extensive service centers across Ghana, Somoco provides swift customer support and caters to diverse needs with utility bikes (Boxer 125HD, Boxer 150HD), commuter bikes (Pulsar, Discover), and tricycles (RE 4s, QUTE). The company also excels in aftersales support, offering warranties, spare parts, and maintenance advice, making it a trusted name in Ghana's motorbike industry.

HONOREES



ADIZA IBRAHIM, HEAD OF MARKETING, ELECTROLAND GHANA LIMITED.

Adiza Ibrahim, popularly known as Kuburah Diamonds, is a social activist and financial empowerment advocate, especially for women and young girls. As the Head of Marketing and Media Relations at Electroland Ghana Limited, she uses her platform to drive impactful change. With a passion for broadcast journalism, she pursued a Bachelor's degree in Communication and Media Studies at AUCC and later an MBA in Marketing from Central University. Through her initiative, the Zango Women Livelihood & Empowerment Programme (ZANGWOLEAP), she has successfully trained hundreds of women in skills such as makeup artistry, soap-making, and millinery.

Adiza also supports women-owned startups and organizes digital marketing and entrepreneurship training. Her work aligns with key Sustainable Development Goals like No Poverty, Gender Equality, and Decent Work. Outside her career, she runs the Kuburah Diamonds Foundation and uses her boutique to fund empowerment activities. Adiza has received numerous awards, including 2023 Woman of the Year by GOWA and Africa's 100 Most Impactful Change Makers in 2023.



MR. KINGSLEY JOHN KUDOTO, MARKETING DIRECTOR, UNIFA BROTHERS LIMITED.

Mr. Kingsley Johnson Kudoto well exposed sales and marketing in tomatoes paste industry with hard work ,strategies, and tactics implementing them on the appropriate time Mr. Kingsley john kudoto formed every strong and hardworking team as he believes in teamwork As head of sales and marketing at that time, Kingsley believes in teamwork, innovation, and practical execution of strategies and his tact. He is Leader who prefers a bottom - up approach marketing objectives, These principles have him well as Head of sales over the past decade for Lyzy and Leap tomatoes mix.

While counterparts prefer to lead from the office, Kingsley leads from the ground of the market and through the channels. He nurtures a personal relationship with all the distributors and wholesalers and considers branding, market activation, product development, and other relevant activities that give a good market share to Lyzy brand. He is now a Director of marketing in Africa market for Lyzy and Leap brand. He likes attending executive courses and MBA holders in the business administration The colleagues call him the engine and the boss, which is the CEO, to call him the heart of the lion.

POWERED BY:

