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Press Release

CUC achieves Silver Level “Investors in People” Certification

Following a rigorous review process recently conducted by Investors in People International of the United Kingdom, Caribbean Utilities Company, Ltd. (CUC) has achieved the Silver level Investors in People (IIP) Accreditation.

The Investors in People Standard is a business improvement tool designed to advance an organisation's performance through its people. The IIP Standard was originally developed in the late 80's by a partnership of leading businesses, as a tool to improve the skills of the workforce in the United Kingdom and is overseen in the UK by the UK Commission for Employment and Skills (UKCES). The Standard helps organisations to improve performance and realise objectives through the management and development of their people.

CUC is one of just two organisations in the Cayman Islands to have been officially recognised as having attained the Standard following a thorough assessment by independent external Assessors. The key objective of the renewal assessments is to appraise the organisation's position against the current version of the IIP Standard (which had been revised since CUC's initial award in 2006.) Further objectives include identifying areas for improvement and development, and assessing the effectiveness of the people development practices introduced since the initial assessment.

President and CEO Richard Hew, says “CUC's focus has always been on developing our employees to reach their full potential. We are pleased to have retained our IIP Accreditation, as we consistently strive to improve performance and make CUC a positive place to work for all of our employees.”

Eric Jenkinson, Principal of Management Solutions in Bermuda and IIP Specialist assisted the company in the development of its leadership team and helped CUC prepare for its review process. Jenkinson commented, “I am delighted to witness CUC achieve Silver level Investors in People Accreditation. This demonstrates a real and focused effort to using the IIP Framework to improve business performance. They have made great strides since their last assessment and the outcome of achieving Silver proves this. It is clear that the leadership team believes in the return for the company from this wise investment.”

Phil Jackson, Manager of HR & Employee Development, said, “Every employee should be proud of this achievement. A company achieving IIP Silver level Accreditation has demonstrated strong leadership, a compelling vision, and a culture of continuous improvement. At CUC, IIP has helped to strengthen its Core Values and how each employee contributes to Company targets. We have seen improvements in Customer Service, Safety, goal setting and performance measurement as a direct result of IIP”

As part of the renewal process, the IIP Assessor interviewed a cross section of the company’s staff compliment – taken from the full range of departments, occupations and responsibility levels from Board members through to administrative staff. Employees chosen for interviews were selected to reflect variety in seniority and position, working hours, sites, teams, employment status and gender. It also included new staff and those who had recently changed roles.

Following this extensive review by Investors in People International, the IIP Standard renewal recommendation found that CUC’s approach to staff development “enhances the consistency of skills and knowledge throughout the company, breeds commitment and loyalty and provides a structure for career advancement. Participants described this approach as very effective. This remains a key strength of the company’s staff development strategy.”

Photo:



Vice President responsible for Human Resources at CUC, Mr. David Watler (right) receiving the New Silver Standard certificate from Eric Jenkinson, Principal of Management Solutions in Bermuda and IIP Specialist. Looking on are the members of the CUC Human Resources team.

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