



WATTS NEW

BUSINESS e-NEWSLETTER



A message from Roger Blackman, Managing Director

Welcome to a refreshed Watts New Business, the Barbados Light & Power Company's quarterly e-newsletter tailored for our business customers. We are now well into a new year and it seems appropriate, particularly after the unprecedented challenges of 2020, to bring you relevant, timely energy news and information in a reenergized format.

As you'll see, not only have we refreshed the look of Watts New Business, but we have added an interactive element to enable feedback from our readers. We ask that you take a couple of moments to respond to a few brief questions to help ensure we are delivering content that is of value to you.

The global pandemic COVID-19 brought a stark reminder of the

importance of community – to see beyond oneself for the betterment of the whole. It has been humbling to witness individual acts of selflessness as our island's people and businesses began to adopt the practices that have kept us largely safe during the past year. As we look ahead, we know we're not yet out of the woods, and our communities face ongoing effects from the pandemic's economic impacts. At Light & Power, we'll continue to do all that we can to support our nation's recovery including funding COVID-19 vaccines for Barbadians, supporting our student population, and investing in projects that help vulnerable families in our communities.

While many of the challenges of 2020 linger, there is cause for optimism. Please join me and the Light & Power team in looking forward with gratitude



and renewed hope for a healthier tomorrow.

Be safe and well.



Watts New: partnering with BTB for its electric bus evolution

Did you tune into Watts New Radio in March? If you did, you heard an excerpt from a timely, in-depth interview with Lynda Holder, Chief Operating Officer at the Barbados Transportation Board (BTB), on their electric vehicle (EV) program. We encourage you to click **here** to tune into the fascinating full-length discussion on the long list of benefits – AC, wifi and more! – riders are experiencing on BTB's new EVs.

BTB has embraced our country's 100% electrification goal and invested in a total of 49 electric buses thus far, 33 of which have been on the roads daily and moving Barbadians safely since August 2020. Light & Power has supported the initiative by providing expertise in fleet operations and charging infrastructure, and through a recent donation of hand sanitizer dispensers to help curb the transmission of COVID-19.

To access all that Watts New has to offer, including past radio shows and more in-depth interviews with Barbados newsmakers, visit the News page of our website (www.blpc.com.bb) anytime.

A prize for your thoughts!

It's important that Light & Power's Watts New Business e-newsletter is relevant and valuable to you. With this first issue of 2021, we are introducing an interactive feature that will enable you to share feedback on this issue and ideas for future stories. And there will be prizes!

Please visit us **here** by the close of April to respond to a few brief questions. We'll be awarding energy-related prizes to random participants each quarter, but you have to play for a chance to win! Thanks in advance – your feedback is invaluable to us.



Providing a path to growth: our new HR leader

Providing opportunities for professional growth is one of the ways we attract and retain great talent. One recent example is the promotion of Sanella Sanford to the role of Light & Power's Manager, Human Resources.

Sanella joined the Kilowatt family three years ago to oversee organizational development and employee relations, and has worked closely with business leaders across the company to hone her skills and contribute to our progress. Watts New Business checked in with Sanella as she assumed her new role on March 1st:

WNB: Congrats! Can you briefly share the importance of the HR function at Light & Power?

Sanella: HR has gone from traditional "personnel" work to focus more on employee engagement and creating a positive workplace culture. We ensure that employees have the resources and support they need to perform to their potential, and work to improve the employee experience by creating a workplace where people are energized and engaged, which is key to productivity at BLPC.

WNB: What are a couple of your top priorities for the HR team in 2021?

Sanella: To continue to improve key HR processes, to assist the businesses in paving the way for strategic growth, and negotiation of new collective agreements. These all feature highly on the team's 2021 agenda.

WNB: We've all had to adjust to the 'new normal' under the global pandemic and it hasn't been easy. What are some of the things we can do to maintain a positive outlook during these challenging times?

Sanella: Over the last year, we have had to be innovative to ensure we continue to provide HR support while working from home. We utilized technology and fast-forwarded projects to ease online transactions for customers, and updated our internal processes across departments. We have also figured out ways to ensure that we can still "be together" and "share".

Personally, I maintain a positive outlook by reframing the situation and focusing on how much we have adapted. And, as human beings, we thrive on connection so staying connected with family, friends and colleagues has surely helped.



Sanella Sanford
HR Manager

Stronger together

For over 100 years, Light & Power has been a part of Barbados' communities, providing safe and reliable service across the island – in both trying times and in times of plenty. We take our responsibility as your electricity provider seriously, and appreciate the criticality of our role as an essential service.

As individuals, our employees have felt the impacts of the global pandemic just

as you have, and our business – like yours – has not been immune. So, we have done – and continue to do – what we can. In March 2020, we suspended disconnections for non-payment so that customers experiencing financial hardship didn't have to worry about their electricity supply. We introduced financial payment arrangements to assist customers in arrears, and extended the early payment discount date to enable more customers to benefit from lowered bill costs. Our team worked to advance plans for more robust remote and online features to

enable customers to transact securely and safely, and, when it was safe to reopen our facilities to customers, we welcomed those 65 years and better to transact with us in-person with all safety protocols in effect.

We're doing our best and we appreciate that you are, too. We're stronger when we work together and look beyond our own operations to the communities that are critical to our businesses. Thanks for continuing to do what's right to keep Barbadians safe, and for your commitment to a strong, sustainable and healthy future for us all.

COVID-19: adapting, adopting and staying healthy

Light & Power continues to look for opportunities to support our communities during the ongoing COVID-19 pandemic. In February, we donated 50 sanitising dispensers to the Barbados Transport Board (BTB) to enable riders to sanitise their hands upon boarding BTB buses and a further 50 to The Alliance Owners of Public Transport for private mini buses. It's one more way we are helping to safeguard the health and well-being of Barbadians during this time.

We are an essential service so it's critical that our employees remain healthy, too. To help ensure we can continue to safely and reliably deliver electricity to customers, many of our employees have been vaccinated against COVID-19.



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