



Jamaica Public Service Company Limited

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Trelawny Employees Shine

Hard work is not a foreign quality to the JPS Customer Operations team in Trelawny. Therefore it was no surprise that this parish came out shining at the end of the first quarter of 2005. To acknowledge the diligence of the Trelawny staff, Wednesday, April 27 was marked Employee Achievement Day.

The JPS Customer Operations office in Trelawny has always had a history of high performance among its staff. In September 2004, following the onslaught of Hurricane Ivan, the Trelawny team quickly rallied to the rescue of JPS customers, and became the first parish to achieve 100% restoration of electricity service. The Mayor of Falmouth, Jonathan Bartley and the Member of Parliament for Northern Trelawny, Dr. Patrick Harris, publicly commended the Customer Operations team on completing service restoration to the parish within 2 weeks.

During the first quarter of 2005, the team continued to excel, this time in respect to utilization rate, response to emergency calls, guaranteed standards performance, and



JPS Region 3 Director, Wilf Talbot, (right) presents Hopeton Anglin with the **Safe Driver of the Year Award** at a ceremony held to celebrate Trelawny's Employee Achievement Day.



Parish Manager, Sherrice Lyons, (5th left) pose with staff, awardees, and visitors from the Head office following a ceremony held to mark Trelawny Employee Achievement Day.

several other Key Performance Indicators. In addressing staff at a ceremony held for Employee Achievement Day, Swee Chua, Head of Performance Management, noted that Trelawny ranked consistently among the top three parishes for all three months of the first quarter.

Wilf Talbot, Regional Director for Customer Operations, was also at the ceremony and added his commendation to staff for their exemplary performance. He noted that Trelawny has had, and continues to have, one of the best Customer Operations teams. Talbot encouraged employees to continue striving for excellence.

It was not merely nice words for the JPS Trelawny staff however. As the ceremony for Employee Achievement Day continued, several employees walked away with awards for service.

Continued on page 3

- ✓ We act with integrity
- ✓ We shape the future
- ✓ We deliver results
- ✓ We care about people
- ✓ We strengthen the communities we serve
- ✓ We act as one team
- ✓ We have a winning attitude

Editor's Notes

Hi everyone, how has it been? O.k. don't start... I know that you have all been up to a lot since the last time we touched base. Of course, once again Click will try to give you an idea of what some of us have been doing since the last issue.

So let's see what's exciting this time around. Our front page story takes you on a trip to the historic town of Falmouth where we will meet some of our co-workers from Trelawny Customer Operations who have excelled in their respective duties. Click also gives you a chance to get up close and personal with two members of staff.

Other highlights include a centrespread bursting with energy as Click transports you into a world where you can see our very own "Power Pacers" strutting their stuff during the Sigma Run. There is also an interesting letter from Ernesto Oliva, a Cuban national, who spent some time with us and considers the experience unforgettable, along with highlights from the Region 1 Science Fair and a visit to the Missionaries of the Poor.

This issue of Click also says "welcome" to Rhonda Bowen who has joined the Production Team for a short stint. We look forward to her "fresh" contribution as we continue to improve on each Click just for you.

Click continues to "holler" to our friends from the various locations for your input. We crave information on your activities and events. Let us hear from you. Talk to us at rujohnson@jpsco.com

O.K., that's it for now. I hope you enjoy this issue and I will see you shortly when we do this all over again in another issue of YOUR Click magazine. See you soon!

Click Production Team

Winsome Callum
Rhonda Bowen

Ruthlyn Johnson
Baron Anderson

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MEET ALESA & LYNDEN



"Ambitious", "driven", and "a joy to work with", are a few of the things co-workers have to say about **Alesa Jolly**. This graduate of the University of the West Indies holds a double degree in Accounts and Management Studies and has ambitions to pursue a Masters in Finance. Though her duties in the Treasury Department keep her occupied, Alesa still finds time to learn new ways to improve her job performance and assist those with whom she works daily.

When she is not working, Alesa enjoys swimming, traveling and learning new things. She also spends considerable time involved in community service in Linstead, St Catherine. When asked about her philosophy Alesa says, "It's nice to be important, but it's more important to be nice." She adds, "It's a boring cliché, I know, but it's what I believe." We see nothing boring about Alesa's attitude to life or her work here at JPS and we wish her all the best as she continues to grow with the JPS family.

Lynden Forbes developed his love for the "mechanical side" of life many years ago at the St. Andrew Technical High School. This led him to gain a certificate in Light and Heavy Duty Mechanics followed by a specialisation in Caterpillar Heavy Duty Equipment.



For the last 13 years he has shared his expertise with JPS from the Rockfort Power Plant where he has worked in a number of capacities. As a former Corporal with the Jamaica Defence Force (JDF), he has worked as a Power Plant Mechanic and team leader in the Mechanical Maintenance Department of the 6th Power Plant Troop. At present Lynden is a Unit Controller responsible for ensuring that the Diesel Units are generating the required output, monitoring and ensuring the efficient operations of the Units and liaising regularly with System Control to inform on the Units' performance.

Lynden cites one of his thrilling experiences at Rockfort as Hurricane Ivan, which caused him to spend five days at the plant before going home. He loves to read, meet people, surf the Internet and face new challenges. He is a goal-oriented, disciplined individual who believes in teamwork. With the qualities he possesses we wish for Lynden lasting productivity and more "thrills" as he continues to make his contribution to the company.

HR FOCUS

Summer Programme 2005 -

JPS Gears Up for the Summer Rush



Kenish Folkes (left) of St. Hugh's High School and Roylan Scott of Dunoon Technical High School, two former JPS summer employees, share their experiences with JPS President and CEO, Charles Matthews.

It is that time again. As the days grow longer and the mercury in the thermometer rises, we wait, with great expectation, for the patter of young feet along the JPS corridors. Yes, the JPS Summer Programme is here again, giving high school and university students across the island a taste of the working world.

The history of the JPS Summer Programme stretches back at least 15 years. As a joint project of the Recruitment and Employee Services and Community Relations Departments, the programme links corporate activity to community service. This is done through the placement of several applicants in community-based organizations such as the Young Men's Christian Association (YMCA) and the Foundation for International Self Help (FISH) Jamaica

Limited. The programme also goes the extra mile by reaching out to students from some of our less affluent communities. Each year, 30% of students employed are drawn from inner city areas. According to Acting General Manager, Recruitment and Employee Services, Rhonda Lumsden Lue, "The summer programme is an example of JPS' role of being a good corporate citizen."

This year the programme will run for seven weeks, from July 4 to August 19. Summer employees will be drawn from a pool of over 1,000 applicants and placed in departments and locations that correspond to their academic areas of study. During their employment period, the students will work on different departmental projects, while helping to fill the vacuum created by staff on vacation leave.

The programme will also be used as a vehicle for identifying potential employees. For this reason the Human Resource Department has expanded this year's programme to include not only first and second year university students but also those completing their third and final years in tertiary level programmes.

As we anticipate the arrival of our newest pool of summer workers, we know that many adventures await us. We look forward to great things from Rhonda Lumsden Lue and her team, as they work towards bringing us this year's installment of the JPS Summer Employment Programme.

Customer Operations at its Best ...contd. from cover

The Employee of the Quarter Award for the Operations Department went to lineman Wesley Simpson. Sherrice Lyons, Parish Manager, described Simpson as a willing, skilled and highly dependable employee. Operations Superintendent, Winston Bansie, had similar words of praise for Simpson, lauding him as a reliable, efficient worker who could be depended on to complete a task.

Meter Reader, Bevan Gibbs, received the Employee of the Quarter Award for the Customer Service Department. According to Parish Supervisor, Stacy-Anne Earle, Gibbs is a pleasant employee who always goes the extra mile, giving new meaning to the phrase "service with a smile".

It was not much of a surprise when Hopeton Anglin walked away with the Safe Driver of the Year trophy. An impressive history of achievements over the years, including the Safe Driver Award for 2003 and several other safe driving awards, made Anglin a favourite among colleagues and

superiors alike. Anglin's Manager, Sherrice Lyons, and his supervisor, Stacy-Ann Earle, gave glowing testimony to his safe driving habits. Anglin was commended for his consistency and encouraged to continue to perform in this outstanding manner.

The last set of awards distributed were Certificates of Completion given to Sherrice Lyons, Damion Patterson, Bevin Gibbs, and Garth Lindo for successfully finishing the Defensive Driver Course.

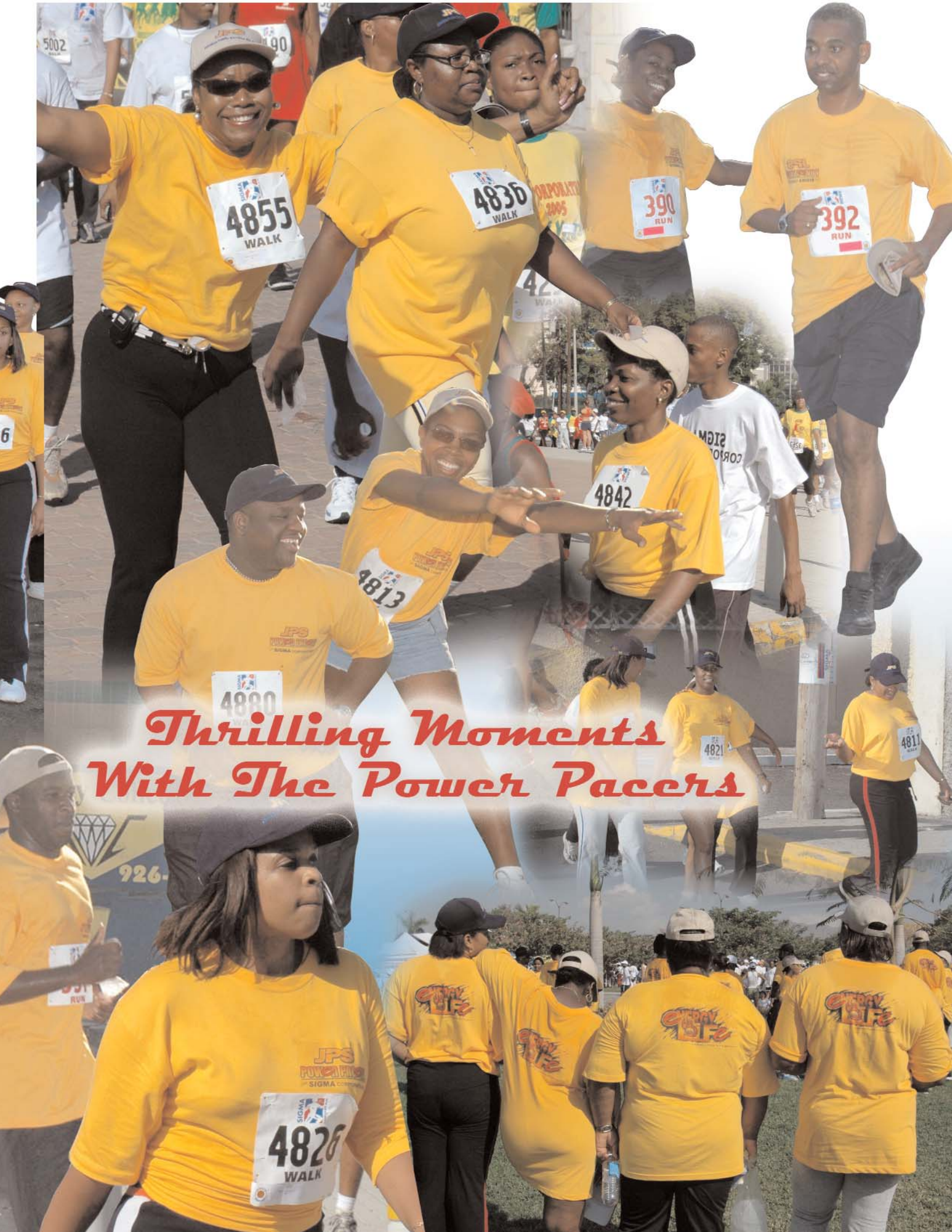
As the curtains came down on Trelawny Employee Achievement Day, Parish Manager, Sherrice Lyons, thanked the team for their tremendous performance. She mentioned that such high standards could only be achieved through the commitment of staff to quality teamwork. She urged the staff not be complacent but to strive to improve performance as it is only through doing so that excellence could be sustained.

Thrilling Moments With The Power Pacers

In April, just over 100 JPS "energy-filled" employees joined the company's Power Pacers team and made their contribution to the 7th Sigma Unit Trust Corporate Run/Walk. Through our participation the company contributed \$30,000 to the National Blood Transfusion Service (Blood Bank). This will go towards purchasing much-needed equipment for the organisation.

During the event the Power Pacers could be seen blazing their way along the route as they gave their time and energy in return for much fun and entertainment. For those who weren't able to be there we now present you with some of the thrilling moments from this high-energy event.





*Thrilling Moments
With The Power Pacers*

926-

4855
WALK

4836
WALK

390
RUN

392
RUN

4842

4813

4880

4821

4811

4826
WALK

JPS
POWER PACERS
BY SIGMA

JPS
POWER PACERS
BY SIGMA

JPS
POWER PACERS
BY SIGMA

Congrats to Carreras Group



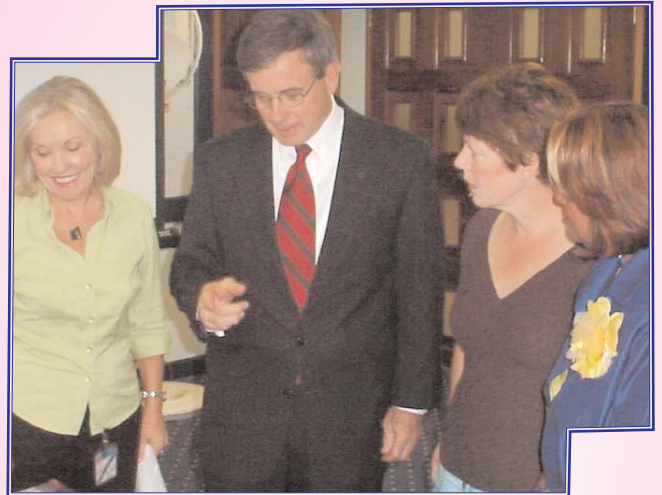
Errington Case, (left) Key Account Manager, Region 2, presents a PowerServe Globe to Michael Bernard on his recent appointment to the post of Group Managing Director of the Carreras Group Ltd. Carreras is one of JPS' PowerServe customers in St. Catherine. The company's PowerServe Programme was introduced as a part of JPS' efforts to provide a more personalized service facility for its large customers.

Earth Day Award



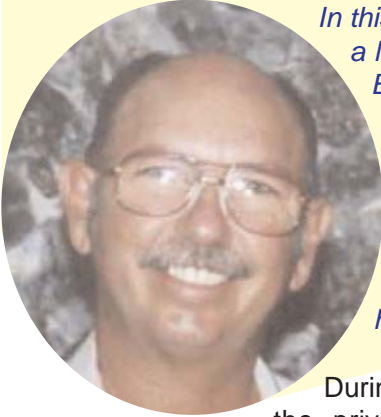
Ruthlyn Johnson (2nd right), Corporate Communication Officer, makes a point to Phillip-Andrew Ho (2nd left) of Champion College, winner of the Earth Day Essay Competition and Dean-Paul Dawson of Meadowbrook High School, winner of the Earth Day Poster Competition. Listening in is Dayne Buddo (left) Senior Research Officer of the Natural History Division of the Institute of Jamaica (IOJ). Phillip-Ho and Dean-Paul each received \$10,000 and a JPS trophy for emerging winners of the 2005 Earth Day Essay/Poster Competition held to mark Earth Day which is celebrated annually on April 22.

Mirant Supports the American Women's Group



Recently Mirant made a donation of US\$5,000 towards the fundraising efforts of the American Women's Group (AWG). This donation from Mirant will bolster the group's activities which focus mainly on assisting students. Some of the group's activities include providing funds to assist students in attending school and repairing school infrastructure. Following the donation from the company, JR Harris, Chairman, JPS (2nd left) and some members of the American Women's Group - Jacqueline Dorsey (left), Kathy Smithson (2nd right) and Marcia Francis pore over a plan providing details of repairs to be done to a basic school which will benefit from the AWG's programme.

JPS - Changing Lives: One at a Time



In this issue of Click we feature a letter from Cuban national, Ernesto Oliva, who spent two years working in the Live Line Maintenance Works Department at JPS. He recently reflected on his time at JPS and wrote this about his experience:

During 1993 and 1994 I had the privilege of working at the Jamaica Public Service Company (JPS). I was placed in the Live Line Maintenance Works Training Centre in Kingston where I served as a Training Officer. It was here that God granted me the opportunity to work with a crew of engineers, linemen, supervisors and an operations manager. They all became like my family, assisting me in any way necessary.

While in Jamaica I taught several different courses in Live Line Maintenance at various locations in Kingston, Spanish Town and May Pen. We carried out a range of activities involving Hot Stick Working Procedure, such as pole change, and cross-arm change. Together we formed a strong team; one that I will never forget.

Although I have returned to Live Line Maintenance work in my own country, the positive memory of my time working with the people at the JPS still lingers vividly with me. I found the people I associated with to be very professional people, manifesting a high level of skill and discipline. They are indeed good people to know and to work with. I wish them all the best in their future endeavors and look forward to the day when I may be privileged to work with them once more. God bless you all.

Ernesto Oliva

You Think You Know... O.K. Prove It!

So you think you know your company? Well prove it. The Corporate Communication Department is giving you the opportunity to "show off" your knowledge of JPS and win big prizes in the "Know Your Company" Quiz series.

In case you are so swamped with work and didn't hear about it, let me tell you how it works. Each month, three (3) "Know Your Company" features will be posted among the newsletters that you receive on the Intranet and Notice Boards. These three features will contain the words *Know Your Company* in the text indicating that they are the three selected features for the month.

In the last week of each month, you'll be asked questions on the topics covered by these three features. Send your entries to **Know Your Company Quiz, Corporate Communication Department, New Kingston. Each individual should enter one entry for each quiz. A draw will be done for first, second and third prize. To win you must give ALL the correct answers.**

**Still confused? Do not be.
It is as simple as 1-2-3:**

- 1. Read all the "Know Your Company" Features for the month**
- 2. Answer the questions correctly**
- 3. Win your prize!**

The first month's fabulous top prize of a Coby DVD Home Theatre System went to Rudyard O'Connor. Ann-Marie Johnson and Daphne Stephens also walked away with second and third place prizes respectively. Many more attractive prizes are waiting to be won. Start reading those newsletters now.

**NEXT MONTH'S WINNER
COULD BE YOU!!**



Employees Changing Lives With Their Energy

JPS REGION 1 SCIENCE FAIR A SUCCESS

On April 27, the Knutsford Court Hotel became Kingston's centre of activity as a total of 27 primary/preparatory, all-age and high schools participated in the JPS Region 1 Science Fair Competition. Thirty-one (31) exhibits of excellent quality competed for the top prize during the Fair which was held under the theme, "Energy - Improving The Environment".

Following a "tough" judging process, Mona Preparatory School walked away as the overall winner with a cash award of \$30,000 and the JPS trophy for their entry "Solar Chef". The "Fuel Balls" exhibit displayed by Denham Town Primary earned the school a 2nd place while St. Mary

High School was 3rd with "Biogas from Yam Skin." Both schools received \$20,000 and \$10,000 respectively along with a trophy.

Other awards were given out in a number of categories. They are as follows:

Category	School	Exhibit
Grades 4-6	Mona Preparatory	Solar Chef
Grades 7-9	Meadowbrook High	Solar Cooker
Grades 10-11	St. Mary High	Biogas from Yam Skin
Grades 12-13	Calabar High	Hydroelectricity
Most Innovative		
Grades 4-6	Denham Town Pri	Fuel Balls
Most Indigenous		
Grades 7-8	St. Mary High	Energy Efficiency Environmentally Friendly House (Coconut Screens & Clay Pots)



Teachers and students from winning school, Mona Preparatory, watch as a student explains the school's exhibit entitled "Solar Chef".



Community Relations Officer, Daffodil Bruce (left), Customer Operations Director for Region 1, Garth McKenzie (2nd row - left) and Customer Relations Officer, Jasmin Wright (2nd row - right) pose with the various category winners from several schools during the JPS Region 1 Science Fair.

To complement the day's activities companies such as WINDALCO, National Solid Waste Authority (NSWA), Scientific Research Council (SRC), Grace and the National Child Month Committee mounted exhibits based on the theme.

Visit to Missionaries of the Poor

BELOW: On a recent visit to 'The Lord's Place,' a Missionaries of the Poor Home, Saira Joshi (centre), Director of External Affairs-International, Mirant, examines the 'handiwork' of resident Autherine Richard (left) who weaves mats with her toes. Brother Murray Goodman of Missionaries of the Poor, observes the exchange. The tour of "The Lord's Place" was coordinated by the Community Relations Department.



ABOVE: Brother Reynante Granadillos (left) of Missionaries of the Poor introduces Tony Ray (centre) Director of External Affairs JPS, and Saira Joshi Director of External Affairs-International, Mirant, to a young resident of 'The Lord's Place' one of the Missionaries of the Poor Homes.