



# PPC FORTIS 411

## PPC Mission Statement

Our Mission is to provide the highest level of customer satisfaction, a strong commitment to employee development, and ensure a reasonable rate of return for our investors. We are dedicated to being a responsible corporate citizen, facilitating growth and supporting economic development in the Turks and Caicos Islands in a safe and environmentally responsible manner.

## PPC Value Statement

Our fundamental Values are employee development and accountability, open communication, stakeholder satisfaction, corporate citizenship, and continuous improvement. These values will be the principles that will guide PPC when making decisions that impact the utility. An organisation's culture is defined by the values it embraces and the behaviours it manifests. By defining and sharing these core values, PPC will be committed to developing a culture that supports its employees and continuously strives to provide quality service to its customers.

## Mission Statement of Fortis 411

Fortis 411 is committed to delivering informed, accurate material, which would have an invigorative impact on our employee culture. We are committed to creating and maintaining a comfortable working environment that encourages and rewards employees.

## Aims & Objectives

To enlighten, educate, motivate and instruct the employees. To inform employees on recent celebrations/ accomplishments and the future direction of the company.



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## Message from the CEO's Desk:

Greetings,

2011 is here with all its challenges, possibilities, and opportunities, and I wish for you and your families the very best for the New Year.

As human beings, we naturally wish for maximum opportunities and the minimum of challenges. We often have to create our possibilities.

2011 will have its share of challenges as the local and global economies recover slowly from the current Great Recession. Management expects that 2011 will be the most challenging year for the Company since the recession started in 2008, with some economic recovery starting around the middle of next year.

Our 2011 Business Plan theme, appropriately, is: "Managing the Bottom line = Improving Shareholders' Value." Our priority this year

(yours and mine) has to be keeping the Company financially viable and strong while delivering exceptional customer service, by focusing on the "bottom-line."

As Stan Marshall (Chairman of PPC/AEP and CEO of our parent company, Fortis Inc.) likes to say in the current economic climate, "it's good to be us." That enviable position is the end result of vision, planning, and the skilful management of the organisation. Let's keep it that way.

Thank you for your contributions to the success of the Company in 2010.

*I am very excited about 2011 and I hope you are too!*

**Eddinton Powell, CEO**

Stay in the Know with the Company's Activities Online at:

**WWW.PPCLTD.TC**

We welcome your feedback and any suggestions.

Please feel free to send them to us at: [nakier@borneowellmarketing.com](mailto:nakier@borneowellmarketing.com)



## 2010 IN REVIEW

In keeping with its overall goals and objectives, PPC Ltd. has invested tremendously in the past, currently devoted to the present and is continuously focusing on the future of the Turks and Caicos Islands.

### Highlight of December:

#### PPC Cracks Down on Illegal Power Connections



PPC Ltd. has recently embarked on a crackdown of illegal power connections throughout the island of Providenciales; particularly in the areas of Five Cays, Kew Town and Blue Hills. PPC's robust internal team is intensely working on the problem, as the illegal act has a number of negative effects on the resources of the company.

These power connections are not only illegal, but pose serious safety concerns for all residents in these areas. Illegal power connections can result in injury or even death, particularly for children playing in these unprotected areas, where un-insulated and unearthed wires run across floors and across outdoor swampy pathways.

There must be a conservative effort between PPC and its customers to aid in combating this problem. This effort can help maintain the level and quality of power that is currently being supplied to all customers, by discouraging this illegal act and reporting necessary information to PPC's officials. We will continue to work with the Judicial System and the Electrical Commission to prosecute these offenders with heavy fines in an effort to deter further acts of this nature.

### PPC's Commitment to Staff Development

#### Environmental & Safety Policies Training

The third phase of the Environmental and Safety training sought to make all of PPC's staff aware of policies that have been introduced and implemented and covered various topics such as Good Housekeeping

Practices, Handling Customer Complaints, wearing your PPE, and Reporting Incidents and Accidents among other subjects.



#### Customer Service Training

Twenty of our staff members took part in the Tourist Board's "Promises" customer service training programme in March.



#### Staff Achievements & Promotions

Throughout 2010, PPC had several promotions among their staff body including employees who have made conscious decisions to succeed in the achievement of specified certifications.



#### PPC Scholarships

Employees participating in the PPC Scholarship programme were home during the summer break and remain excited about pursuing their degrees. The scholarship programme is part of an effort to continue contributing to the



development of the human resource of PPC and to contribute to the human capital development in the Turks & Caicos Islands by focusing on developing local engineers and technicians.

#### Annual Strategic Planning Retreat

During August we held our annual Strategic Retreat for our senior management team under the theme "Managing the bottom line - Improved Shareholder's Value."



#### Project Management Course

During the month of October PPC's senior management team along with key supervisors attended a two-day in house workshop focusing on Project Management.



### PPC's Commitment to Communities

#### PPC Sponsors TCI Reading Rush Competition

In March the Ministry of Education held their Reading Rush campaign geared towards encouraging reading among primary and high school students in the TCI. PPC was the main sponsor of the Reading Rush Poster Competition and were on hand to judge the entries and also attended the award ceremony.



#### PPC sponsors TCSPCA's Dog Show

In June TCI's four-legged friends were on display at the TCSPCA's Annual Dog Show. PPC was the lead sponsor of the event for the second year. Our very own CEO, Eddinton Powell was the guest of honour, and Kevin Smith, our Vice President of Business Systems,

held on as one of the judges of the event.



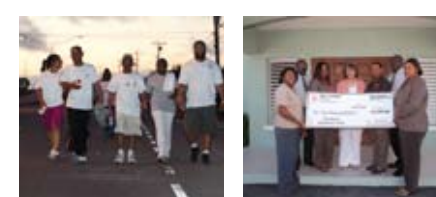
#### Bight Park Cleanup

Team PPC continues to do their part in keeping TCI "Beautiful by Nature!" On Saturday 26th June some staff members took part in a clean-up of the Children's Bight Park. As part of our sponsorship of the Bight Park we conduct periodic clean-up activities at the park.



#### PPC's Annual Spring Community Walkathon

PPC held our second annual Spring Community Walkathon in April! The Walkathon was a great opportunity to spend time with co-workers and family while exercising and keeping healthy.



#### PPC Shines on Earth Day

On April 22 we celebrated Earth Day and as part of activities some of our staff members



participated in the Turks and Caicos Hotel and Tourism Association's TCI Shines environmental clean-up campaign. We must continue to keep "TCI Beautiful by Nature!"

#### PPC Awards Our Island Scholars Annually

During the annual graduation period, PPC awarded a number of the islands' best during graduation ceremonies. Some of our employees were on hand to present trophies donated by PPC, to the following high schools to students who displayed leadership qualities throughout their 5 years at their school:

- Clement Howell High School
- Maranatha High School
- Raymond Gardiner high School
- Marjorie Basden High School

PPC also donated trophies to graduates of Whole Gospel Christian Academy and Shining Star Pre School.

#### PPC Provo Cricket League Remains on Top!

PPC was once again the title sponsor of the Provo Cricket League. A plaque was awarded to PPC for our commitment and support to the league and to the sport of cricket.



#### PPC Takes Fruits to School!

In September the TCI joined the rest of the Caribbean in celebrating Caribbean Wellness Day, an initiative to get persons educated on living an active healthy lifestyle. As part of weeklong activities, PPC participated in the Take a Fruit to School/Work Day, by providing students of the Shining Stars Preschool and Primary School, Ira Stubbs Primary School and Adelaide Oemeler Primary School with lunch bags and fruits for the day.



#### TCIRFU Benefits from Used Poles

PPC Ltd. combined its ongoing environmental campaign and community efforts with its donation of four used electrical poles to the Turks and Caicos Islands Rugby and Football Union (TCIRFU).



#### Team PPC - Advocate for World Cancer Month

The team at PPC was eager to show their support to World Cancer Month in October by purchasing and wearing T-shirts that identified staff as supporters of the cause.



#### PPC Receives Plaque from Maranatha High School

PPC was the proud recipient of a Certificate of Appreciation from Maranatha High School during their Special Awards and Appreciation Night, where individuals and organisations were recognised for continuously supporting the institution.

#### CXC Sponsorship

The recently concluded Regional CXC Conference is another example of PPC's commitment to supporting important community and national programmes. PPC offered awardees an Island tour of Providenciales and a day trip to North Caicos where they were able to experience TCI's culture at its best. PPC's officials also presented gifts bags to delegates of the Regional CXC Conference in support of this momentous event.



## PPC's 2010 Helping Hands

Allan Robinson

Member of the TCI Community College Foundation



Eustace Musgrove

Presents at Digicel's Monthly Luncheon



Mervin Forbes

Basketball Coach



Thumbelina Carter

Volunteer Fire-fighter



Trevon Farrington

TCI's Youth Ambassador 10/11



Ernie Jackson

Assists his church's weekly soup kitchen.



Judy Missick

A Sitting Director on the Salvation Army Advisory Board.



## PPC's Improvements and Upgrades

### New Corporate Headquarters & Customer Service Centre for 2011

In March just a few weeks after signing the contract with David Hartshorn, owner of Projeteck Construction, PPC officially broke ground at our new state-of-the-art Corporate Headquarters and Customer Service Centre. The new facility will be located along the Leeward Highway, adjacent to our power plant and will add to the convenience factor for our customers who will need to transact an array of business from bill payment to opening new accounts to energy management services.



### Bills can now be paid online!

As of September 2010, PPC customers were able to make online bill payments through FirstCaribbean International Bank's online banking option!

### New Wartsila Engines

PPC recently purchased two V20W32 diesel generating engines from Wartsila Finland Oy. The first of the two engines arrived in May of 2010.



### Mapping Project

The Osmose Mapping System Project was a key project undertaken in January 2010. This involved monitoring electrical load flows and trouble shooting, resulting in the creation of an Electrical Grid System.



### Spill Kits

In an attempt to combat the onslaught of oil and other fossil fuel products spilling into the environment, two departments in PPC have stepped up to the plate to equip themselves with the necessary tools to help mitigate any spills, with the introduction of PPC's new Emergency Response Spill Kits.



## Rehabilitation Services

PPC's line crew continues rebuilding the electrical infrastructure across the islands. While the results of the Osmose Mapping Project are being reviewed, PPC's linesmen have embarked on a supplementary project that involves maintenance and rehabilitation of aging T & D infrastructure.



## PPC's Environment Programme

Over the past year we've been very active with activities in keeping with our environmental programme. The purpose of the environmental programme is to improve environmental and safety standards at our power plant and among our employees. Some of the changes made are:

- Reduction of Exhaust Emissions
- Reduction of Noise Pollution
- Ground Water Protection
- Staff Education Programme
- Recycling

## PPC Ltd. and DECR Partner Towards Environmental Conservation

The power company continues to be an avid sponsor of the Bight Park, an area designated and maintained by the DECR to be enjoyed by residents and visitors alike.



## PPC's Social Club 2010

PPC's Social Club was formed earlier in 2010 and its aim is to foster, promote, encourage and maintain goodwill and friendship among all the Club's members by bringing them together in mutually enjoyable social, recreational and sporting activities.

