

## Public Relations

# Republic Bank does it again

**R**epublic Bank has done it again, winning its second straight Bank of the Year award.

The 2017 award followed a similar triumph in 2016 via **The Banker** – the **Financial Times'** gold standard for reporting on the international banking industry. The award was received in the wake of Republic Bank's appointment of new managing director and chief executive officer Anthony Clerk as successor to Ian De Souza.

**The Banker** magazine in its assessment, said that having set itself targets in three strategic areas – cost containment, employee engagement and customer service delivery – Republic Bank in 2016 registered improvements in all three, while growing net profits by ten per cent to \$38.3 million.

A delighted Clerk said the award was a tribute to the dedicated employees.

"I am honoured and privileged to lead an incredibly committed and professional team without which this accolade for the second consecutive year could not be possible. This award belongs to the 520 employees of Republic Bank Barbados who live our core values which place our customers at the centre of all that we do," he said.

The new CEO said it has been an all-round outstanding performance.

"Consistently for the past four years the bank has remained the leader in customer service delivery and satisfaction; our employee engagement score is at 72 per cent, the highest it has ever been, and five per cent higher than the group benchmark," Clerk added.

Clerk said also key to Republic Bank's success had been its cost containment measures and strategies to generally improve efficiency. He said the bank would continue to focus on building its human capital and technological capabilities.



ANTHONY CLERK (GP)

"Our opportunities remain in the provision of exemplary service and the benefits of true old fashioned relationship banking, both retail and corporate. We intend to continue to improve our human capital, build technological capabilities in this digital era to better service market and business demands while managing the cost of operations." (PR)



ALEX MATUSCHKA GREIFFENCLAU (GP)

## Digicel welcomes new boss

Alexander Matuschka Greiffenclau will be Digicel's new group chief executive from February.

He will succeed Colm Delves who had signalled to the board some time ago his intention to step down from his executive role for personal and family reasons. Delves will remain as a non-executive director of Digicel and will also provide advisory services to the group.

Under Delves' leadership over the past 13 years, Digicel grew from US\$478 million revenues in eight markets to US\$2.5 billion across 32 markets with a ten-fold increase in profitability and subscribers.

Matuschka Greiffenclau joins from VEON, a leading global provider of telecommunications services, where he has served as group chief performance officer since mid-2015.

He previously served as chief transformation officer at Nokia Networks, where he was credited as playing a key role in its transformation. Prior to joining Nokia, he gained extensive experience in the automotive and machining industries.

He holds a joint business degree (Diplom-Kaufmann) in International Business Economy from International Business School Lippstadt in Germany and West Virginia University in the United States (US).

Digicel Group chairman Denis O'Brien, said: "I am very pleased to welcome Alex to lead our talented management team at a really exciting time for the business. Given his telecommunications credentials and his experience of working in dynamic and transforming sectors, he's a natural fit for our business."

"Our enthusiastic welcome for Alex is tempered only by the fact that Colm will be stepping down from a role in which he excelled and where he led by example for more than a dozen years."

Commenting on his imminent appointment, Matuschka Greiffenclau said: "I view Digicel's progress implementing Digicel 2030 as a truly groundbreaking initiative and an opportunity to transform our customers' communications and entertainment experience." (PR)

## C&W CEO stepping down

Cable & Wireless Communications (C&W) chief executive officer (CEO) John Reid will demit office early next year.

An announcement on C&W's incoming CEO will be made in due course, and until that time, Reid will remain in the post and will support the transition to new leadership.

Mike Fries, CEO of Liberty Global, parent company of C&W said: "John has been an exceptional leader for us, steering Cable & Wireless through significant changes and transformation; we have valued John's dedication and energy and wish him the very best for the future."



JOHN REID (FP)

Reid has been an industry leader for more than 29 years in Canada and for the past 13 years across the Caribbean and Latin America. At Columbus Communications and then with the merger with Cable & Wireless, Reid played a key role in building the region's leading full service communications and entertainment provider.

Most recently, Reid was also instrumental in the integration of C&W with Liberty Global, which is due to deliver US\$150 million in synergies, as well as readying the company to be part of Liberty Global's Latin America and Caribbean operation, which is due to be split-off next month.

During his tenure at C&W, Reid has driven the transformation of the business to focus on delivering an unparalleled customer experience leading to improved performance and efficiency, as well as the implementation

of growth strategies for the company's mobile, residential, business and wholesale segments.

In October 2016, Reid was recognised by leading intelligence source, **Global Telecom Business**, as one of the top five leaders from the Caribbean and Latin America in **GTB's Power 100**.

Reid said: "It has been a great privilege to lead C&W through the integration with Columbus and more recently with Liberty Global. With the planned split-off of Liberty Latin America, now is the right time to let new leadership take the business through its next chapter."

"I am proud of what we have achieved during my tenure; with our focus on delivering an unparalleled customer experience starting to translate into performance momentum, and a talented new leadership team in place, C&W is ready for its next phase of growth." (PR)