

For Immediate Release

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Corporation Achieves Investors in People Accreditation

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The Corporation of Hamilton is proud to announce that it has achieved the prestigious *Investors in People* “We Invest in People” Standard Accreditation for the period 13 February 2026 to 30 September 2028.

Investors in People is a globally recognised framework that supports organisations in improving performance through strong leadership, employee engagement, wellbeing, and continuous development. The framework covers key areas such as investing in leadership, investing in staff wellbeing, and investing in apprentices and development pathways.

The City was first awarded the accreditation in 2015 and has maintained its Investors in People status since then, successfully completing formal reassessments every three years and providing regular progress updates to IIP assessors to ensure the standard continues to be met.

This internationally recognised accreditation confirms that the organisation meets global best-practice standards in how it leads, supports, develops and engages its people. The award follows a comprehensive assessment conducted by an overseas assessor, who visited Bermuda to undertake a full organisational review. The process included interviews with staff across all levels, in-depth discussions with Human Resources, and anonymous employee surveys.

During the assessment, staff consistently expressed pride in their work and in serving the community. The review highlighted that employees find their roles engaging and meaningful, even after decades of service, noting the variety of daily interactions and the shared commitment to keeping the City safe, clean, and vibrant.

Leadership was recognised as visible, compassionate, and accessible. Employees spoke positively of the CEO’s leadership style during periods of change.

The assessment also noted the important role played by unions and staff committees in empowering employee voice and fostering collaboration. The Engagement Committee, which hosts a series of social and wellness events for staff throughout the year, was described as “a great way to build camaraderie and teamwork.” The Health and Safety Committee was recognised for maintaining high standards of compliance and prioritising employee wellbeing. The IIP Report noted that Innovation (one of the City’s core values) was evident across multiple departments and that significant advancements in digital transformation were recognised, including:

- Migration of City Works and HR systems to secure cloud-based platforms
- Introduction of electronic time and payroll systems integrated with local banks and tax authorities
- Enhanced data privacy governance in line with Bermuda’s PIPA and PATI legislation
- Implementation of License Plate Recognition (LPR) technology to improve parking flow and reduce misuse
- Ongoing cybersecurity strengthening to mitigate phishing and data risks

Operational innovation was also highlighted as part of the IIP review. Across the organization, staff feel they have been actively involved in research and procurement decisions

City CEO Dwayne Caines said: “This accreditation is not the finish line. It is a marker in the sand. Over the coming months, we will implement initiatives to address identified gaps and build on our strengths. I want to thank every staff member who participated in interviews, discussions, and feedback sessions.

“The Corporation of Hamilton remains committed to continuous improvement, ensuring that by investing in its people, it continues to deliver exceptional service to the public and uphold its vision of a safe, clean, and vibrant City.”

ENDS