

Elaboration of a DOWASCO Employee Handbook

Country:	Dominica
Region:	Caribbean
Customer:	DOWASCO – Dominica Water & Sewerage Company Ltd
Partner:	DOWASCO – Dominica Water & Sewerage Company Ltd
Duration:	March 2021 – August 2022



Starting point

Dominica is located in the cyclone belt of the Caribbean and has already been devastated by tropical cyclones. The government intends to better protect itself against extreme situations and restore public services such as emergency water supply more quickly and efficiently. At the same time, the water sector should have high quality water at a reasonable price.

Scope

As part of the strategic plan on strengthening the HR management, the Dominica Water & Sewerage Company Ltd intends to launch a review, elaboration and publication of an extensive professional employee handbook.

Activities

- Review of all existing HR policies (e.g. recruitment, training & development, code of ethics, compensation & benefits, job classification and positions, time management etc.)
- Carry out interviews with all members of the management team, the HR department and selected other staff on HR policies and procedures
- Develop and roll-out a DOWASCO template for policies and procedures with clear accountabilities, purpose, content, last update etc.
- Integrate non-HR-related policies and procedures into the employee handbook
- Develop an systematic onboarding concept for all new employees with a clear promotion of the employee handbook
- Establish guidelines and templates for clear workflows within each department as well as within the entire organisation
- Analyse and incorporate best practices on state-of-the-art employee handbooks
- Investigate the opportunities to keep the employee handbook always up-to-date and available online
- Coach and train HR staff and senior management on the best use of the DOWASCO employee handbook
- Ensure that all organisational development and change management activities in DOWASCO are well reflected in the new employee handbook

Achievements

- Development, design and introduction of an extensive professional employee handbook for DOWASCO
- Training of senior management and HR department employees on how to promote and to use the employee handbook
- Associated HR policies have been elaborated, validated and introduced