



# thecornerstone

## Introduction

ONE OF RGM'S PRIMARY GOALS FOR 2012 – TOWARDS WHICH WE HAVE BEEN STRIVING DAILY – IS TO ENHANCE THE CUSTOMER SERVICE EXPERIENCE FOR YOU, OUR TENANTS, AND BY EXTENSION, FOR YOUR CLIENTS AND OTHER IMPORTANT PEOPLE WHO DO BUSINESS WITH YOU.

We understand the importance of good first impressions, which is why we have been re-examining everything! How does our landscaping make you feel as you approach the building? Is the security adequate? Are you made to feel welcome by our reception staff? Are our interior spaces up to international standards?

In order to continue to deliver on our promise of professionalism and our standard of excellence, we have been in the midst of undertaking renovations and staff training to help make our service even better. We know that the results will soon be tangible and we look forward to getting your feedback – but for now, we'll fill you in on how our plans have been going.

Since we're in self-improvement mode, in this issue of the RGM Cornerstone, we thought it might be a good idea to share some inspirational quotations with you; these words of wisdom are always great reminders to keep positive and focused on your goals.

And in the Health, Safety and Environment department, we thought it timely to offer you a few tips on defensive driving and vehicular safety – because although we want you and your visitors to have a great customer experience while you're here, we also want you to arrive – and return home – safely. Happy reading!

## The RGM Vision

WHEN WE FORMED RGM, OUR GOAL WAS TO CREATE WORLD-CLASS PROFESSIONAL SPACES THAT PEOPLE COULD ENJOY AND IN WHICH THEY COULD BE PRODUCTIVE, ESPECIALLY CONSIDERING THAT SO MUCH OF OUR TIME IS SPENT AT WORK.

From building design to the staffing of our facilities, we take pride in being the "A"-class landlord you should expect and deserve. Which is why we continuously try to improve – when you're happy, we're happy. It's as simple as that.

We want every aspect of your RGM experience to surpass your expectations; to delight you and make you smile. It is important that you – and your business – are happy here. Our plan is to make a positive difference in everything from how

you're greeted by frontline staff to the quality of the finishes in our buildings. Our leased spaces don't simply send a message about who RGM is; they should also make a statement about the companies that occupy them: that they are global, professional, forward thinking.

Here is a quick recap of some of the specific improvements we are in the planning stages of implementing and/or have already started:

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## ...The RGM Vision (continued)

### 1. **Building Upgrades**

- Retrofitting of the lobby areas at Albion Plaza and Prince's Court
- Outfitting the atrium of Queen's Park Plaza
- Switching from a manual to a computerised system for visitor sign-in
- Installing unobtrusive but robust access controls for tenant entry and exit points in order to improve security
- Undertaking training workshops designed to address the professionalism and appearance of reception staff at all buildings, including the introduction of a proper dress and comportment code

### 2. **Security**

- Upgrading the training and equipment of all our security staff to improve not just effectiveness but also the appearance and professionalism of staff
- Installing improved CCTV operations across our entire portfolio, with 24-hour centralised monitoring
- Increasing the presence of supervisory level personnel in all reception areas
- Installing a security booth at the Albion Plaza entrance

### 3. **Landscaping**

- Upgrading the landscaping at all of our properties
- Upgrading the systems that support the maintenance of the landscaping in order to provide a consistent product

### 4. **Janitorial**

- Improving cleaning standards so that all sites enjoy a pristine and healthy environment
- Implementing customer service and customer interaction training for all janitorial staff

### 5. **Green Initiatives**

- Using more energy-efficient technology such as LED lighting, occupancy sensors and lighting management systems to deliver functionality and ambience while reducing costs
- Managing our water consumption – while all RGM buildings are already equipped with water sensors, we are also introducing low-flow fixtures in all washrooms

### 6. **Communications**

- Ensuring that all tenants receive regular monthly email updates – in advance of any new undertaking – advising of any new or relevant activities that may affect how our properties are used or enjoyed
- Installing media monitors in all lobbies to include information that is not just important to tenants, but will generally inform and entertain

These are just some of the initiatives we have begun. Our intention is to constantly improve and re-invent our properties so that they – and the cutting-edge businesses they house – remain relevant and can attest that they occupy the premier corporate addresses in Trinidad and Tobago.

## Drive Smart!

EVERY DAY, WE ARE EXPOSED TO DANGEROUS DRIVING – AND ITS EFFECTS – ON THE NATION'S ROADS. WHETHER WE ARE AT THE RECEIVING END OF A “BAD DRIVE”, DODGING THE CARCASS OF A DEAD ANIMAL ON THE ROADWAY OR READING THE NEWSPAPER HEADLINES, WE ARE ALL TOO FAMILIAR WITH HOW A LACK OF COURTESY AND RESPONSIBILITY ON THE ROADS CAN HAVE DISASTROUS RESULTS.

The reality is though, that what we deem “accidents” are not accidents at all – simply because in the majority of cases, they can be avoided. Drivers, even in minor fender-benders, will always seek to defer blame, thanks in part to the insurance edict to never admit responsibility. But that creates a bad example – a culture of not admitting when we are wrong –

which is particularly disturbing when you realise that the lion's share of vehicular crashes involves some degree of undesirable driver behavior. Drivers like these will always point to external factors like road conditions, poor visibility, car malfunction or the other driver as the primary cause, but if they are honest, they will recognise that the fault usually lies with them.



Two of the most common causes of road deaths are excessive speed and aggressive driver behaviour; Trinis describe this style of driving as “if the road make for dem alone”.

According to Arrive Alive ([www.arrivealivett.com](http://www.arrivealivett.com)), the lobby group that advocates for road safety and better traffic management systems in Trinidad and Tobago, pedestrians account for approximately 46% of road fatalities; a combination of driver and passengers accounts for another 46%.

These figures suggest that drivers need to demonstrate a greater level of care when using the nation’s roadways by:

- Reducing speed when driving around pedestrians and
- Being cognizant of their environment

Pedestrians, as co-users of the roadways, also have a responsibility to:

- Exercise caution when crossing the roads
- Use designated pedestrian crossings, sidewalks and walk-overs instead of jaywalking
- Wear high visibility clothing, especially at night

In any “accident”, there is a triangle of responsibility. The three basic elements that we should be aware of in order to avoid getting involved in a smash-up, are:

- The driver
- The vehicle and
- The driving conditions

Here are a few useful tips to follow to help ensure your safety on the road:

- Only drive a car or motor cycle for which you have been licensed and which is roadworthy
- Drive either below or within the stipulated speed limit
- Stop at traffic lights and obey the rules in the Motor Vehicle and Road Traffic Act of Trinidad and Tobago
- Do not get behind the wheel if you are under the influence of alcohol or drugs, even prescription drugs; if you are, designate a driver
- Do not drive when you are tired or likely to fall asleep at the wheel on long journeys

- Travelling members of the public should choose a responsible taxi or bus driver who obeys the MV&RT Act and Regulations
- Don’t just drive for yourself – be aware of the drivers around you and try to anticipate what type of behaviour is likely as a result of factors like time of day, which day of the week it is and the amount of traffic on the road

The attitude of the driver is also critical in preventing mishaps; road rage has caused a host of unpleasant and sometimes fatal incidents which could have been avoided if there were more local education about road use and courtesy:

- Follow the Golden Rule – treat others as you would like to be treated
- Always wear your seatbelt and ensure that your passengers do as well; children especially should be well-secured in keeping with car-seat safety guidelines
- Be patient and considerate
- Show respect to other drivers
- Do not react to provocation from other drivers (and do not provoke either)
- Always maintain a safe stopping distance behind other motorists; tailgating is dangerous
- Pay attention to the speed limit; do not go faster than is allowed
- Do not drive if your judgement is impaired in any way

Finally, ensure that your car is in good working condition by:

- Inspecting your vehicle regularly
- Checking tyres for pressure and wear and tear
- Doing wheel alignment and balancing
- Checking windscreen wipers, windscreen washer containers, shock absorbers, brakes, headlamps, indicator and taillights and mirror adjustments

Remember that any inspection must be conducted in accordance with the laws of Trinidad and Tobago (MV&RT Act). A private vehicle must be inspected every two years once it is over five years old. Vehicles for Hire (H), Trucks (T) and Rentals (R) must be inspected annually. There are certified inspection locations all over the country that issue clearance certificates and stickers. By obeying the rules and driving with consideration for other road users, we will all be able to make a positive difference on our roadways.

## Get Inspired!

Welcome to what we hope will be a recurring feature of the cornerstone: our inspirational quote corner! We all need our spirits lifted from time to time, so we hope our selection of quotations about improvement will help you to change your perspective, or guide your focus towards your goal...whatever it may be.

“

How wonderful it is that nobody need wait a single moment before starting to improve the world.”

– Anne Frank

“

Change is vital, improvement the logical form of change.”

– J.C. Penney

“

No matter how good you get, you can always get better and that's the exciting part.”

– Tiger Woods

## We've got space!

WHEN ONE DOOR CLOSSES, ANOTHER OPENS – AND THAT'S CERTAINLY TRUE OF OUR RENTAL SPACE.

### PRINCE'S COURT

The second floor of our Prince's Court building (conveniently located on the corner of Keate and Pembroke Streets in Port of Spain) is now available for rent: the total floor area is 11,372 square feet; the space is currently outfitted with high-end Steelcase brand furniture, which can be removed should prospective tenants prefer to have it furnished in their own style. Rental of the entire floor comes with 15

secured parking spots, both in the basement and on grade. Tenants also have access to all the amenities the 6-storey building offers, including the rooftop terrace, which can be used to host functions and entertain clients.

**For further information, please contact our Properties Manager, Anya Stuart, at 625.6505 x 24**



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Albion Plaza Energy Centre | 22-24 Victoria Ave | Port of Spain | Trinidad, W.I.

T (868) 625.6505 | F (868) 624.7607

[www.rgm.co.tt](http://www.rgm.co.tt)