

Letter from the CEO to the Employees of TTPL

Dear Colleagues,

It is with great pleasure that we welcome you to Thimphu TechPark Limited.

You have joined us at the right time. We are at the start of a great journey to transform this company into a Centre of Excellence for Information Technology.

We will develop and maintain IT systems for clients both within and outside Bhutan, while also continuing to manage and operate Thimphu TechPark, Bhutan's first IT Park.

The Government, DHI and our Board have reposed their full trust and confidence in us and extended their full support by giving us some very important projects to work on.

Therefore, it is very important that each and every one of us understand our roles and responsibilities clearly and live up to the expectations of our stakeholders. A chain is only as strong as its weakest link. So, we cannot afford to have any weak link.

As the CEO, I assure you that we will together promote a culture of openness, fairness, transparency and accountability. You are free to reach out to me with your feedbacks and suggestions any time.

We will build a conducive work environment where everybody feels safe, fairly-treated and respected. Therefore, we expect you to be genuine in your dealings with all your colleagues, have a sense of purpose in your own life, and adopt a growth mindset rather than a fixed mindset. Please remember, there is no room for politics, slacking and laziness, or fraud in TTPL.

At work, be clear in your communications. Ask. Do not assume. Be result-driven. Get things done. Let the results speak for you, not your ego.

In dealing with our valued customers, you should try your best to give prompt professional service. Remember, we are running a business, and our survival depends on our customers. Some of you may not have reflected seriously on this obvious truth before, but a company cannot sustain, survive and thrive unless it makes more money than it spends. The truth is, customers pay our salaries!

We live in a Volatile, Uncertain, Complex and Ambiguous (VUCA) world today. This presents a lot of challenges to all companies. So, things will not be all hunky-dory sometimes. But rather than whining about it, we expect you to give constructive feedbacks and suggest solutions to the problems.

We have to be agile and innovative. We need to adopt lean start-up and agile methodologies in our work. Please google and read about these topics and others. Embrace lifelong learning. Come up with ideas and try to constantly improve the way you do things.

On our part, the company will provide opportunities for you to attend relevant trainings, workshops and seminars to facilitate your learning and professional growth.

Lately, the COVID pandemic has presented a lot of challenges globally, at the national, organisational and personal levels. Please take care of yourself and your loved ones, and stay safe always!

With best wishes to each and every one of you.

Dr. Tshering Cigay, CEO, TTPL.

(Based on the talks given to the employees on 3rd March and 19th June 2020)