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CIGA APPOINTS NEW CEO

(LONDON: 1st December, 2016) The Cavity Insulation Guarantee Agency is delighted to announce the appointment of Nigel Donohue as its new CEO.

Nigel joins CIGA after a competitive recruitment process. As the new CEO, Nigel is tasked with delivering outstanding customer service, focussed on improving the experience of consumers contacting the organisation and streamlining the customer journey to ensure effective enquiry handling and liaison with industry installers.

Nigel was previously the CEO at West Anglia Training Association, a Group Training Association that delivers engineering, manufacturing, specialist construction, warehousing and logistics, and health and safety training to member companies and customers. Nigel has also occupied senior management positions in the Construction Industry Training Board (CITB) and within Government.

As the CEO he will continue to be supported by the current board, including the Consumer Champion and the three new independent non-executive representatives who were appointed in May 2016. He will build on the significant work already undertaken to transform CIGA's approach to customer services.

Nigel Donohue said:

"I am honoured to be joining CIGA as CEO. Having worked in the construction sector and as a board member for a stock transfer housing association for a number of years, I know how important high quality cavity wall insulation is in keeping energy bills down and homes dry and warm. Excellent customer service will be at the heart of what I aim to deliver in my role, ensuring that our customers have confidence in CIGA. I am really looking forward to the new challenge ahead."

Tony Hardiman, CIGA's Chairman, said:

"We are delighted Nigel has joined CIGA as CEO. He brings with him a wealth of experience and a huge enthusiasm for the difference cavity wall insulation can make in helping to improve the quality of life for thousands of homes and families across the UK. In particular, Nigel's experience in customer service and sales ensure CIGA will continue to reinforce its commitment to protecting its customers and maintaining high industry standards for cavity wall insulation."

ENDS

Notes to editor

Biography of Nigel Donohue

Nigel Donohue joined CIGA as its Chief Executive Officer in December 2016. Prior to this, Nigel had a successful military career before joining the Construction Industry Training Board as a member of the Senior Team.

During his tenure with CITB Nigel led on the delivery of the Olympic Park Construction training offer and on a Government taskforce developing solutions to support construction apprentices during the economic downturn, working with construction industry federations, employers and government departments.

More recently, Nigel was the Chief Executive Officer for West Anglia Training Association, a registered charity that delivers training in engineering, construction, safety and management. Nigel was responsible for driving significant funding and investment to support contextualised learning solutions for the engineering and construction sectors.

Nigel brings to the organisation a wealth of experience gained in both strategic and operational roles, along with a key focus on customer service and commercial development.

CIGA has implemented a number of significant new measures this year, aimed at boosting the quality of customer service:

- Publishing CIGA's publically available Annual Report
- Hiring Teresa Perchard as CIGA's independent Consumer Champion
- Hiring Ola Taiwo as CIGA's Head of Customer Service
- Launching a 'Call Back Pledge' to help improve oversight over consumer issues being dealt with by installers
- Improving online transparency and making more information easily available to consumers
- Appointing an independent ADR provider to take on cases where consumers are not happy with the resolution of their concerns

To read CIGA's new Guide to Best Practice on complaint handling, click [here](#).

To read CIGA's Values and Vision statement, click [here](#).

Contact details:

Rachel Gurney

Email: rachel.gurney@portland-communications.com

Tel: +44 (0) 20 7554 1815

Ed Cronin

Email: edward.cronin@portland-communications.com

Tel: +44 (0) 20 7554 1795

About CIGA:

The Cavity Insulation Guarantee Agency (CIGA) provides 25 year guarantees for cavity wall insulation (CWI) fitted by registered installers in the UK and the Channel Islands.

Cavity wall insulation has helped to create millions of warm, energy efficient homes. Six million homeowners have been issued a CIGA guarantee, and over five million more homes in the UK could benefit from having cavity wall insulation installed.

CIGA also operates and administers the Cavity Wall Insulation Self Certification scheme (CWISC) in partnership with the British Board of Agrément (BBA), which allows accredited CWI installation contractors to self-certify that work completed in England and Wales complies with the relevant Building Regulations.

CIGA is a not for profit organisation. It is governed by a board of ten directors who form the organisation's governing council. The permanent Chief Executive Officer of CIGA is Nigel Donohue.