



## UPDATE #9 / 1<sup>st</sup> APRIL 2019

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### NOTICE OF ANNUAL GENERAL MEETING

Notice is also hereby given that the 12th Annual General Meeting of the Trinidad and Tobago Coalition of Services Industries will take place on Tuesday April 30, 2019 at 4.30 p.m. at the offices of the Secretariat, #18 O'Connor Street, Woodbrook, Port of Spain.

#### AGENDA

1. Call to Order
2. Minutes of the Annual General Meeting held on 13th July 2018
3. President's Address
4. Approval of Bye Law Amendment #5.2
5. Report of the Board of Directors (Annual Report 2018)
6. Auditors' Report 2018
7. Appointment of Auditors
8. Adjournment

**Shirlane Hendrickson**  
Secretary, Board of Directors

Members are requested to confirm their attendance  
**NO LATER THAN: Monday 22nd April, 2019.**  
Contact: Tel 622-9229 Ext. 2300 / 2600 or email  
[shassanali@ttcsi.org](mailto:shassanali@ttcsi.org) or [generalmanager@ttcsi.org](mailto:generalmanager@ttcsi.org)

## TTCSI ACTIVITIES AND EVENTS

### TTCSI Cultural & Creative Workshop



TTCSI in collaboration with the Caribbean Export Development Agency (Caribbean Export) and Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH conducted a Cultural and Creative Industries Workshop in Trinidad and Tobago on the 27-28 March, 2019 at the Hilton Trinidad.

The workshop was attended by 19 participants from Barbados, Belize, Dominica, Grenada, Jamaica, St. Lucia, St. Kitts & Nevis, St. Vincent & The Grenadines and Suriname. There were also 50 delegates from T&T. The participants represented the Fashion, Music and Animation sectors and during the two-day workshop focused on issues related to creating a unique value proposition, branding and marketing, pricing, quality and standards, product development, intellectual property, opportunities under the CARIFORUM-EU EPA and an introduction to export planning.

This workshop represented one of several initiatives being undertaken by the TTCSI to stimulate growth of the services sector, as the TTCSI views this sector as a key catalyst towards the transformation of the national economy.



### Pest Management Association of T&T (PMATT) Technicians Training



On Friday March 27<sup>th</sup> the Pest Management Association of Trinidad and Tobago (PMATT) hosted the third of its Educational series of Quarterly Training Programmes on **Selling Fundamentals for the Services Industry** at The Chancellor Hotel in St. Ann's.

TTCSI's General Manager, Ms. Vashti Guyadeen, delivered Opening Remarks at the event and shared some vital statistics on the sustainability of the services sector and opportunities to accelerate the sector as a viable foreign exchange earner.



**Customer Service  
Professionals' Group  
Official Launch**



The **Customer Service Professionals' Group** (CuSP T&T), the first of its kind to change the landscape of service excellence in Trinidad & Tobago, held their official Launch on March 12<sup>th</sup> at the Hilton Trinidad.

TTCSI's Director Yolande Agard-Simmons sits on the CuSP T&T's Executive Committee. TTCSI's Member Relations Officer, Sherry Hassanali, also attended this grand event as they highlighted their Calendar of Events for 2019.



**MINISTRY OF LABOUR AND SMALL  
ENTERPRISE DEVELOPMENT  
National Consultation on the  
Foreign Labour Contracts Act,  
Chap. 88:11**

TTCSI's President, Ms. Lara Quentrall-Thomas, represented the TTCSI at a National Stakeholders Consultation on the review of the Foreign Labour Contracts Act, Chap. 88:11.

The Consultation focused on issues with regard to the continued applicability of the Act in a modern democratic society that has proper respect for the rights of the individual as enshrined in the Constitution of the Republic of Trinidad & Tobago.



**MINISTRY OF LABOUR AND SMALL  
ENTERPRISE DEVELOPMENT**

**Trade Union Act  
Review Meetings**

Ms. Lara Quentrall-Thomas, TTCSI's President and Representative on the Industrial Relations Advisory Committee at the Ministry of Labour & Small Enterprise Development, attended Review Meetings on the Trade Union Act during March.



**The Internet of Things  
Application of  
Sustainability**

At EUROCHAM TT's Mix 'n Mingle held at the TTCSI's Secretariat on March 18<sup>th</sup>, TTCSI's President, Ms. Lara Quentrall-Thomas, was on hand to view a presentation by Mr. Jaggernath Dass, IT Executive & Management Consultant, on "**The Internet of Things - Application of Sustainability**".

The Internet of Things (IoT) - physical objects embedded with software, sensors, and network connectivity - are poised to play a key role in enabling resilient and equitable management of urban environments. IoT can provide real-time data collection on the availability and use of resources, facilitating more informed resource conservation, and can streamline data collection on traffic patterns and parking availability, decreasing gas consumption and CO2 emissions. The presentation also provided examples of the application of IoT for sustainability in all sectors and offers recommendations to organisations seeking to implement IoT technologies.



## TTCSI OPPORTUNITIES

<p><b>Faebook Startup Hub Caribbean</b></p> 	<p>The Startup Hub Caribbean is a 12-week hybrid program that will include in-person and virtual workshops and meetings for 10 innovative companies with experts in product and business development. The program is a joint venture of Facebook and parallel18 that aims to identify and support a regional startup ecosystem rooted in the U.N. Sustainable Development Goals (SDGs) to grow their solutions to global markets. To register online applications, visit: <a href="http://bit.ly/startuphubform">http://bit.ly/startuphubform</a></p>
<p><b>Office of the Parliament of Trinidad and Tobago</b></p> <p><b>The Mutual Administrative Assistance in Tax Matters Bill, 2018</b></p>	<p>The Joint Select Committee of Parliament appointed to consider and report on the Mutual Administrative Assistance in Tax Matters Bill, 2018, the Tax Information Exchange Agreements Bill, 2018 and the Income Tax (Amendment) Bill, 2019 ("the Bills") has invited the TTCSI, as one of its key Stakeholders to submit written comments on the Bills on or before April 07th.</p> <p>You are invited to visit TTCSI's website to view a copy of each Bill at: <a href="https://www.ttcsi.org/ttcsi-the-mutual-administrative-assistance-in-tax-matters-bill-2018/">https://www.ttcsi.org/ttcsi-the-mutual-administrative-assistance-in-tax-matters-bill-2018/</a>.</p>
<p><b>Swiss Hospitality School to help educate Caribbean Professionals</b></p>  	<p>The Les Roches Global Hospitality Education partners with the Caribbean Hotel and Tourism Association Education Foundation to provide scholarships. This prestigious Swiss hospitality school will provide partial scholarships for Caribbean nationals seeking undergraduate degrees at the elite tertiary institution.</p> <p>Les Roches will supplement CHTAEF's annual US\$5,000 bursary each year with a 20 to 25 percent scholarship for each recipient over three-and-a-half years. Students must pursue the Bachelor in Business Administration degree program in Global Hospitality Management. The school's Marbella campus in Spain will provide a similar estimated contribution.</p> <p>For more details visit <a href="http://www.caribbeanhotelandtourism.com/about-the-foundation">www.caribbeanhotelandtourism.com/about-the-foundation</a> or email <a href="mailto:foundation@caribbeanhotelandtourism.com">foundation@caribbeanhotelandtourism.com</a>.</p>
<p><b>Nominations Open for the 2019 Chief Awards</b></p>  	<p>The Caribbean Hotel and Tourism Association (CHTA) is inviting nominations for the Caribbean Hospitality Industry Exchange Forum (CHIEF) Awards from the region's tourism and hospitality sector as it recognizes outstanding initiatives that are making a difference in the industry.</p> <p>The CHIEF Awards were established five years ago to recognize, celebrate and share best practices, which are then presented at CHTA's annual CHIEF forum. This year's event is scheduled to take place at Hyatt Regency Miami from June 21 to 23, 2019.</p> <p>Nominations are open until Friday, April 12, 2019. Applications are available at: <a href="https://member.caribbeanhotelandtourism.com/page/CHIEFAwards">https://member.caribbeanhotelandtourism.com/page/CHIEFAwards</a></p> <p>Registration for this year's CHIEF event has opened, with details available at <a href="http://www.CHTAChief.com">www.CHTAChief.com</a> or by contacting: <a href="mailto:events@caribbeanhotelandtourism.com">events@caribbeanhotelandtourism.com</a>.</p>



## Calendar of Activities 2019

### CARIBBEAN EXPORT DEVELOPMENT AGENCY

#### CALENDAR OF ACTIVITIES 2019

DATE	EVENT	LOCATION
	The Business of Music	Online / Webinar/Face-to-Face Workshop (Trinidad, Barbados & Jamaica)
5-7 April	Animation Accelerator with CDB	Jamaica Trinidad
End of May / early June	Fashion Accelerator with UTT	Trinidad and Tobago
August	CARIFESTA (Animation and Film)	Trinidad and Tobago
September	Business Forum	Germany
	ISO20700 training for Management Consultants	
	Principles and Practices of Management Consulting	
Through out the year	Services Go Global Training	CARIFORUM

For more information, please contact Services Specialist, Allyson Francis, via email at: [afrancis@carib-export.com](mailto:afrancis@carib-export.com)

## Membership Outreach

TTCSI General Manager, Ms. Vashti Guyadeen will continue to meet with members upon request.

If you would like her to visit your team, please call 687-2499 or email her at [generalmanager@ttcsi.org](mailto:generalmanager@ttcsi.org).



## TTCSI – The Hub for Services

SERVICES	TIER			
	ONE	TWO	THREE	FOUR
Mailing Address	X	X	X	X
Storage of Files – One (1) filing Cabinet to be provided by Member		X	X	X
Use of board room for monthly board meeting			X	X
Office space – 1 Desk and 2 chairs				X
<b>PRICE PER MONTH</b>	<b>\$100</b>	<b>\$400</b>	<b>\$850</b>	<b>\$1,600</b>

### TERMS

- Prices do not include training space, telephone, internet, parking, catering or membership dues
- Prices do include VAT
- All prices in TT Dollars
- Minimum of one (1) year contract for all services
- All payments shall be made within the first week of each month
- Services are only available to Financial Members
- Use of Board Room only for monthly board meetings shall be \$400 per month
- Rental of training space can be negotiated separately