

Report from the Chairman

We have left 2013 behind us and have entered the year 2014. I hope that 2013 has been a year whereby you were able to succeed in achieving your personal as well as your professional goals and that it was a year that brought you happiness as the most important value that we can constantly obtain.

Since life passes from milestone to milestone we have the year 2014 in front of us and this year will also have its challenges and opportunities.

I wish you and your family good health, lots of energy, enthusiasm, courage, inspiration, motivation, creativity and innovation to assist you in achieving your set goals for 2014.

First of all I would like to thank my fellow board members, the secretary General and the members of the secretariat for all their support because without them I would not be able to perform my function as chair properly.

Our Board held four meetings in 2013 and the attendance of our directors was very high. Two of our board meetings are always held in conjunction with the AGM and the conference and trade exhibition.

Our 2013 AGM was held in Trinidad and thereby also our Meeting of the Board of directors. Our main point on the agenda were staffing matters. The matters that we touch on staffing were most importantly the following:

1. Finalize the Structure of the Organization
2. Finalize the Employee Handbook
3. Finalize the Objectives for the Secretary General and Managers
4. Finalize CANTO Operating Strategies and Initiatives 2012-2013
5. Contract of Employment for the Secretary General for its approval and sign off.
6. Establish the behaviors to be observed by staff and submit to the Board for approval and implementation.

Other items discussed were :

- Company and Individual GATES

Finalize the Operations Manual

At this meeting but we had lengthy and healthy discussions within the board, with the secretary general and also with our chairman of the HR committee.

Our April Board meeting we held in Haiti with the purpose to get some new members from Haiti. An ICT stakeholders meeting was held in Haiti to inform potential members about the work of CANTO and the benefits of becoming a member. Unfortunately we were not able to get new members out of Haiti at that meeting.

The Board discussed the new format of the Secretariat Report focusing on the major objectives and initiatives of the Association for the current fiscal year.

The boards also Evaluated the 29th Annual General Meeting and Mini Exhibition, and BIIPAC Project Launch 4th to 7th February, 2013, Trinidad and Tobago

The Board at its meeting in Haiti also discussed Status 29th Annual Conference and Trade Exhibition: 14-17th July 2013, co-hosted by SETAR Aruba including the agenda.

A very interesting topic we discussed was the Presentation Results of the MBA Dissertation on 'CANTO's Corporate Reputation' by Director Julian Wilkins

One of the recommendations was to Produce and implement a 'reputation management' plan for CANTO and the Secretary General was requested to work and draft such a plan.

Our boardmeeting in July during the conference we dealt with issues from the staff of canto. There has been a lot of preparatory work done by the Chair of the HR committee and this was finalized after discussions within the board.

A draft investment plan was presented by the Finance Manager, which would be discussed at the Financial Advisory Committee meeting at this Conference.

Discussions pursued on the content and on other options for investments.

Our November Board meeting was held in Puerto Rico. We normally have this board meeting in Trinidad because we than discuss the issues from the secretariat at that meeting and there are no travel expenses for the members of the secretariat needed and we can have all members present if necessary and also the Chair of or HR committee who also advises the board on the HR issues of the secretariat. The Chair of the HR committee also resides in Trinidad. We decided to make the change because most of our board members would already be in Puerto Rico for the Caricam Meeting and the organizers offered to sponsor the meeting facilities for us. At this November board meeting we had a lengthy discussion on the future of CANTO based on a presentation that was held by the Chair and the Vice Chair taking into consideration the feedback we got from our members as well as the changing environment within the sector. The results of this discussion will be presented at the session when we will talk about the future of CANTO.

Other main points that we discussed at the November boardmeeting were:

1. Evaluation 29th CANTO 2013 Conference and trade exhibition 14-19 July, Co-hosted by SETAR - Aruba

2. Company Performance 2012-13

3. Agenda AGM 2014

Ladies and Gentleman I have given you a quick overview of the main points we discussed within the board of directors during our board meetings last year.

Our discussions were always focused on getting the best results for our members and we always tried to reach consensus decisions. Although this was not always easy I must report that we have been able to reach every conclusion and every decision within the meetings of the board on a consensus basis.

For 2014 we also have interesting areas for discussion and one we have already tabled after this 30th AGM namely the discussion with our members on the future of CANTO.

Our sector has always been in a mode where change was the only constant factor. Even within change we experience that the speed of change is drastically increasing. So as organizations we have less time available to adapt to the changing environment which are driven by technology and innovation.

The book from Rita Gunther McGrath with the title: “ The End Of Competitive Advantage; How to keep your strategy moving as fast as your business” is a very interesting one and my advise is to read it.

In this year we will again be dealing with the challenges and opportunities of the over the top players. How will as operators we deal with the fact that earnings from the traditional services voice and sms messages will be zero. Do we have a strategy how to cope with this? Are operators prepared to enter the area of mobile advertisement and are our organizations structured to manage this change of direction?

The following sentenced in copied out the forementioned book by Rita Gunther :“Innovation needs to be a continuous, core, well-managed process rather than the episodic and tentative process it is in many companies” . Our organizations really need to be ready for continuous change so we again have an interesting and challenging year ahead of us.

Let us join forces as one Caribbean community and form “Strategic Alliances for Sustainable Broadband Development” our theme for 2014.

Dirk Currie

CANTO Chairman

