

## DASHBOARD

(as at 8<sup>th</sup> May 2014)

- **Membership renewals:** 527 (499 corporate, 49 associate) 85.46% renewal rate
- **New members to date:** 21 (19 corporate, 2 associate)
- **Total membership:** 548 corporate and associate members; 90-day renewal notices distributed this week.
- **Total account balances:** C\$463,777.19 or US\$565,581.94
- **Staffing:** Membership Sales Coordinator. 10 persons were interviewed including three young Caymanians (no experience), one permanent residency and two other Caymanians. No possessed extensive extensive sales experience. Alison Nicola Burke, who has 20 years sales experience, has been offered the position. A work permit application has been submitted this week.
- **Upcoming events:**

## New Members as at 8<sup>th</sup> May 2014

Company Name	Type	Beneficial Owners
1. Cayman Islands Crisis Centre	Associate	Cayman Government
2. Legal Chambers Cayman Ltd.	Corporate	Noel Webb
3. Adult Disease Specialist Medical Clinic	Corporate	Dr. Olayinka Adedayo
4. Missing Link Self Development, Training & Support Services	Corporate	Catherine Tyson
5. Stillness Rising	Corporate	Stephanie Ebanks
6. Denise Victoria McAllister	Associate	Individual
7. Gut Etiquette & Manners	Corporate	Irene Gut
8. Water Management Consultants & Testing Ltd.	Corporate	Steve Henderson, Jim Parsons
9. Cayvisions	Corporate	Newton Garth Grayson
10. Omni Career Search Ltd.	Corporate	John Campbell Law
11. ERP Investments Ltd. T/A Koola Bottle less Water Coolers	Corporate	Richard Goulden
12. National Roads Authority	Associate	Government company
13. Cayman Auto Spa	Corporate	Franklin "Joey" Ebanks
14. Pasadora Family Dental Centre	Corporate	Philip Michael
15. Island Retailers	Corporate	Robert Hamaty
16. Surfside Beach	Corporate	Kris & Debi Bergstrom
17. Advanced Lighting	Corporate	Lyndhurst Bodden
18. Sackville Bank Ltd.	Corporate	
19. Cayman Islands Society of Professional Accountants	Associate	Non-profit organisation

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20. Arbutus Galley Restaurant #2	Corporate	Dawn McLean-Sawney
21. Visonwear Cayman	Corporate	Gary Bernard

### FINANCIAL POSITION (as at 8<sup>th</sup> May 2014)

US\$ Fixed deposit: US\$228,886.34(fixed until June 12, 2014)  
CI\$ Fixed deposit: CI\$67,039.26 (fixed until July 16, 2014)  
CI\$ Savings CI\$3,694.63  
CI\$ Chequing: CI\$173,313.45  
US\$ Chequing: US\$29,889.33  
US\$ Savings: US\$9,187.56  
**TOTAL BALANCES: CI\$463,777.19 or US\$565,581.94**

All chequing accounts reconciled as at the end of April 2014.

### PROGRAMMES

#### PROFESSIONAL DEVELOPMENT & TRAINING CENTRE

3 out of 7 courses scheduled for the month of April occurred as follows:

- Communicating Effectively - 10 registered
- Essentials of Supervision – 12 registered
- Importance of Frontline Employees – 7 registered

Courses that did not take place:

- Business Continuity & Disaster Planning
- Motivating Your Staff
- Management 3: Goal Setting, Appraisals and Motivation
- Professional Image

All courses so far for May (1<sup>st</sup> through 8<sup>th</sup>) have taken place:

- Basic Grammar 1 – 11 registered
- Superior Business Writing – 9 registered
- Time Management – 12 registered

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Newspaper ads and featured courses/e-blasts continue. Direct calls, emails and one-on-one communication continue as promotional tools. A number of postponed courses were rescheduled and added back to the training calendar for May and June. A letter was drafted regarding “loyals” as part of strategy implementation for 2014. In addition to the above promotional tools which will continue, the below are action items:

- In-House training proposal used as a tool for direct marketing approaches.
- Lunch meetings with training partners with an aim to achieve feedback on courses and re-direction.
- Online Training Survey focussing on course content desired.
- Evaluation of historic ‘cancelled’ courses with a view of the removing from future calendar and replacing with courses that are in demand.
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### LEADERSHIP CAYMAN (LC)

- 3 Seminars took place: Cayman Islands Government on April 15 (the date had to be changed due to Cabinet meetings being held on the Brac April 8). The Human Services and Health Care Seminar took place on April 22 at the offices of Ogier and The Financial Service seminar took place at Deloitte on May 6. LC post-events ads placed. The Mid-Year Retreat also took place in April and the main session was facilitated by Trans4M. Full-day retreat delivery was selected for the first time since the inception of LC in response to past year’s requests for a lengthier and all-inclusive event.

### MENTORING CAYMAN

- Press release was written and included in e-blast. 15 mentors are confirmed. The Chamber received the 2010-2015 school calendar dates from the Ministry and date selection is in progress. \$11,000 request in with government. Proposed action items:
  - Use PowerPoint sponsorship tool for private sector sponsors.
  - Special e-blasts to membership re participation.

### DISCOUNT CARD PROGRAMME (CAYSHOP)

- One-on-one communication continues with those who have offered discounts to ensure they are featured in the Chamber’s e-news. 3 discounts are being included per week. 3 new discounts have been signed on since the last month. Responses have come in regarding listings and related updates have been made. Action items:
  - Continue to reach out to all new members.
  - Continue to reach out to select older members to gain interest.
  - Keep abreast of competing offerings.

<b>EVENTS</b>
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### BUSINESS AFTER HOURS

- Picture This... BAH on 20<sup>th</sup> February a good success with approximately 150 people registered in attendance.
- Ministry of Planning, Lands, Agriculture, Housing & Infrastructure - Tuesday 4<sup>th</sup> March, Agriculture Pavilion another good success with approximately 200 people in attendance.

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- Logic - Thursday 8 May, Governors Square. Customer Appreciation and celebration of 10 year anniversary scheduled.
- Cayman Airways – Thursday, 19<sup>th</sup> June 2014 (awaiting contract and payment)

Planning is currently underway for the fundraising golf tournament (31<sup>st</sup> October) Business Expo (23-25<sup>th</sup> October) and the Business Excellence Awards (November 22<sup>nd</sup>).

### COMMUNICATIONS

#### WEBSITE STATISTICS:

UNIQUE VISITS TO [WWW.CAYMANCHAMBER.KY](http://WWW.CAYMANCHAMBER.KY)

Month	2009	2010	% change from 2009	2011	% change from 2010	2012	% change from 2011	2013	% change from 2012	2014	% change from 2013
January	8,335	9,814	17.74%	8,299	-15.44%	8,672	4.49%	7,970	-8.10%	7,093	-11.00%
February	9,368	9,996	6.70%	7,620	-23.77%	7,779	2.09%	6,632	-14.74%	7,344	+10.74%
March	10,290	10,592	2.93%	7,862	-25.77%	8,127	3.37%	6,223	-23.43%	7,170	+21.65%
April	8,474	7,990	-5.71%	6,625	-17.08%	7,529	13.65%	7,691	2.15%	6,653	-13.50%
May	8,531	7,686	-9.91%	7,229	-5.95%	8,321	15.11%	6,339	-23.82%		-100.00%
June	7,453	6,851	-8.08%	7,323	6.89%	7,028	-4.03%	5,325	-24.23%		-100.00%
July	7,212	6,732	-6.66%	7,009	4.11%	8,801	25.57%	5,260	-40.23%		-100.00%
August	6,624	7,423	12.06%	7,937	6.92%	7,320	-7.77%	5,297	-27.64%		-100.00%
September	7,640	6,818	-10.76%	7,677	12.60%	8,341	8.65%	6,046	-27.51%		-100.00%
October	8,824	7,300	-17.27%	8,690	19.04%	7,406	-14.78%	6,320	-14.66%		-100.00%
November	7,792	7,764	-0.36%	8,599	10.75%	7,044	-18.08%	6,864	-2.56%		-100.00%
December	7,824	6,638	-15.16%	6,409	-3.45%	6,829	6.55%	6,330	-7.31%		-100.00%
<b>TOTAL BY YEAR</b>	<b>98,367</b>	<b>95,604</b>	<b>-2.81%</b>	<b>91,279</b>	<b>-4.52%</b>	<b>93,197</b>	<b>2.10%</b>	<b>76,297</b>	<b>-18.13%</b>	<b>28,660</b>	

**CHAMBER APPOINTED REPRESENTATIVE REPORTS*****Chamber Pension Plan –Eduardo Silva and Rod Waddell***

- Elections for employer and employee sector representatives for the Board of Trustees will be held on 15<sup>th</sup> May 2014 at the Westin. Notices were distributed to Chamber Pension Plan members on 3<sup>rd</sup> April 2014. Regular meetings are being scheduled with the two Chamber appointed Trustees to progress the Order submitted by the Superintendent of Pensions. A meeting with the Superintendent of Pensions was held on 6<sup>th</sup> May to discuss the meeting on the 15<sup>th</sup> and any issues that needed to be addressed.

***Junior Achievement – PP James Tibbetts, PP Angelyn Hernandez, CEO Wil Pineau, CCE***

- JA Awards banquet took place on Saturday, 10<sup>th</sup> May at the Marriott. PP Angelyn presented the Company of the Year and Sales Person of the Year awards at the banquet.
- JA President Paul Byles submitted an overview of the financial state of the programme. The Board approved a plan at the April meeting to raise additional money as part of the Corporate Ambassadors programme before the end of May. If unsuccessful, all JA programmes will be reviewed and some discontinued.

***Cayman Turtle Farm – CEO Wil Pineau, CCE***

- The Board met on 23<sup>rd</sup> April. Agenda included a presentation of the management accounts for March 2014, a presentation of the benthic video findings by Dr. Walter Mustin (waste water discharge), an analysis of allocation of revenues and expenditures, the hiring of a new Food and Beverage manager and a new Farm Manager; the special event for the cultural evening for the Rotary District Conference and the proposed addition of murals on the turtle tanks.

***Vendors Policy Committee: - President-Elect Barry Bodden***

- A good portion of the draft "Public Market - Vendor Policy" document has been developed. We are currently seeking input from the Chief Officer (holding a series of meetings) regarding the "Oversight Authority/Committee" that will run the Public Markets. The draft Cabinet Paper may need further adjustments thereafter. Will schedule a meeting as soon as consultation with the Chief Officer has been completed.

***Public Authorities and Government Companies Review Team – President Johann Moxam***

- President Johann distributed the draft bill for Council feedback along with other documents received at recent meetings.

***Review of Public Services – Phase 5 - Cutting Red Tape/Digital by Default – CEO Wil Pineau, CCE***

- Deputy Governor the Hon. Franz Manderson requested a meeting with the Chamber Council to meet with representatives from Ernst and Young, the company hired by Government for the review of public services phase five – rationalization. Representatives from the Council met with the consultants on 8<sup>th</sup> May. The Council presented a four page letter summarising some key areas that they recommend to be included in the review.

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### *Port Authority – Gerry Kirkconnell*

- Port Authority Board Meeting was held 2<sup>nd</sup> April 2014. The main topic discussed was the use of land at CDC by Customs and an update on the land negotiations by CDC. Customs is proposing to build on land owned by the Port Authority. The Port Authority has asked Government to review Customs proposed use of the land, and has asked Government to consider Customs compensating the Port Authority for the value of this land. Regarding the land negotiations, Port Authority is now looking into whether they purchase additional land adjacent to CDC to replace the land which Customs is planning to use, and also for future expansion.
- Port Authority Board Meeting was held 30<sup>th</sup> April 2014. The main agenda item was the possibility of the Port Authority contributing to the cost of the EIA/Engineering Consultancy for the cruise berthing project. The Port Authority has agreed to this contribution. Additional Update: The Port Authority has also come to an agreement with the Stingray City Operators on a fee for usage at Savehaven Marina. Lawyers are now finalizing the agreement, to ensure it is in compliance with all current laws and regulations.
- **Matters that require Chamber Council feedback:** We still need feedback from Chamber members on the issue of whether the upland part of the new port development should remain under the Port Authority's control, or be turned over to the cruise lines to manage and operate.

### *Copyright Protection Framework for the Cayman Islands committee – Huw Moses*

- A draft bill has now been produced by the drafting sub-committee and Maples who have carriage of the draft gave all until 30 April to provide further comments. The draft will not get finalised for review by the full Committee and then the Ministry until at least the third week in May. Due to the sensitivity of the draft and need for wide public consultation once it is ready, the Ministry does not want any copies of the Bill or details of it circulating before it is ready for the public consultation phase.

### *National Workforce Development Agency Task Force – Stephanie Wight*

- Nothing further to report.

### *Work Permit Review Committee – Alan Brady*

- No further update to report.