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MINUTES OF THE 5th MEETING OF THE 2016 COUNCIL ON 13th JULY 2016, CHAMBER CONFERENCE ROOM, GOVERNORS SQUARE, WEST BAY ROAD, GRAND CAYMAN, CAYMAN ISLANDS

ATTENDING:

- Mr. Paul Pearson, President and Chairman
- Mr. Paul Byles, Vice President (VP)
- Mr. Gary Rutty, Councillor, 2nd Year
- Mr. Gregg Anderson, Councillor, 1st Year
- Ms. Roz Griffiths, Councillor, 1st Year
- Mr. James O'Brien, 1st Year, Councillor
- Mr. Wil Pineau, CCE, Chief Executive Officer (CEO)

1. Welcome/Call to order/Confirmation of required five Councillors for quorum/introduction of newly appointed Council member, Cynthia Hew

President Paul chaired the meeting, welcomed Councillors and called proceedings to order at 3:02 p.m. He confirmed the required quorum of five councillors present as mandated by the Chamber's Memorandum and Articles of Association. CEO Wil Pineau, CCE, recorded the minutes.

2. Apologies

- Mr. Barry Bodden, Immediate Past President
- Mr. Kyle Broadhurst, President-Elect (PE)
- Mr. Wayne Cowan, Treasurer
- Mr. Colin Reid, Secretary
- Mr. Chris Kirkconnell, Councillor, 2nd Year
- Mrs. Cynthia Hew, Councillor, 1st Year

3. Consent Agenda

The consent agenda was distributed to the Council prior to the meeting for review. No changes were received from any Councillor and no requests to place any specific item in the documents on the main agenda for further discussion were received prior to the meeting. Councillor James moved a motion to accept and approve the agenda items listed below without amendment.

Councillor Roz seconded the motion which was approved unanimously.

- a. Review/Approval of draft minutes from the 8th June 2016 Council meeting
- b. Chamber Administration Report (4th June to 8th July 2016) prepared and distributed by the CEO prior to the meeting.
- c. Plan of Action Implementation Progress Report

4. New Business

- a. Caucus meeting report (11th July 2016)
 - i. President Paul informed the Council of the key items that were discussed during the Council's meeting with the Government Caucus on Monday, 11th July.



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Council members attending the meeting included: President Paul, VP Paul, IPP Barry, Councillors Gary and Roz and CEO Wil. Government members attending included: Premier Alden McLaughlin, Ministers Kurt Tibbetts, Marco Archer and Wayne, MLAs Joey Hew and Roy McTaggart, PPM Chair Anton Duckworth and administrative staff Roy Tatum and Tammie Chisholm. President Paul submitted a three page letter to the Premier along with the findings of the Immigration Focus Group report prior to the meeting. He updated the Caucus on the economic growth initiative, economic crime survey, Chamber committees, micro and small business workshops, messaging at the airport and cruise terminals and tenant concerns at the airport/port. President Paul presented the findings of the report in a summarized and printed PowerPoint presentation. On the subject of the airport vendors, Tourism Councillor Joey provided an update. He said the Government intends to ensure that all vendors at the airport are owned by Caymanians and the Airports Authority will ensure that all current vendors receive the first right of refusal. Applications will be open for anyone to apply but there will be a set of standards that everyone must comply with. He said there are no plans for upland development and no additional retail spaces planned for the proposed cruise berthing facility. He said there will be another meeting with the current airport vendors in the near future to provide an update. There was a general discussion about the Immigration Focus Group findings. The Government admitted that they had received similar concerns from others in the community. They urged the Chamber to assist with the development of a revised list of categories and fees. There was a lengthy discussion about the operations of local recruitment agencies.

- b. Immigration Focus Group report
 - i. The report was distributed to the Council the week before it was presented to the Government Caucus on Monday, 11th July. There were some additions noted and added to the report, including the recommendation to simplify the categories and the permit fees that are fairer and better reflective of business size (SMEs). There were no additional comments and the report was accepted.
- c. Cost of Doing business focus group
 - i. Dates for the next round of focus groups addressing the Cost of Doing Business will be held at the end of September or early October.
- d. Appointment and activation of committees
 - i. Letters will be distributed to all members who volunteered to serve on one or more of the three committees. Committee meetings will commence in September due to the busy vacation period between July and August.

5. Invited Guest at 4 p.m. – Charles Clifford, Collector of Customs

President Paul welcomed Mr. Clifford to the meeting at 4 p.m. Since his appointment to the position 11 months ago, Mr. Clifford said he has been focusing on a restructuring of the department into three areas Administration, Operations and Enforcement. Previously, there was some confusion between operations and enforcement so he has separated operations to address revenue collection and enforcement to handle border protection. There have some long



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serving staff who have retired from the department which has enabled him to promote some junior staff. He is also stressing the importance of further education in the department and is investigating some training initiatives and incentives that he plans to roll out with the Deputy Governor's office in the near future. Staff who participate in additional training will receive incentives. He discussed the challenges that the Department is facing with the TRIPS computer system which was installed by Crown Agents. When the system was first installed, there was no defined business process. The Department was told what the system could do rather than informing the company that Customs wanted the system to do for them and their customers. The Department is currently reengineering the process since it is too late to install a new system now that they have already made a \$2 million investment in the current platform. He is currently interviewing for a business analyst position that will assist with the reengineering process. He mentioned that the Department will be shifting its focus at the airport from traditional gatekeeper to a risk management approach for processing passengers. There will be more random checks which will help to stop the long back up on the weekends. There will be stiffer penalties introduced and there will be some redeployment of staff in some areas and more of a focus on revenue collection as well as border protection and control with the Joint Marine Unit (a memorandum of understanding has been signed between the police, customs and immigration). Some changes to the Customs Law will be necessary. Mr. Clifford reported that he will be introducing an improved professional standards and discipline system but he admitted that there needs to be a culture shift in the department. He plans to develop connections with the Port Authority and the Department of Agriculture so that they can work more closely. When asked whether the duty free allowance should be lowered or raised, the Collector believed the allowance should be raised to \$650 per person per trip but said he would settle on \$500. He did not believe this would impact local businesses significantly despite questions raised by some Council members. When asked about the need to improve the payment processes for businesses clearing goods, the Collector admitted that the collection process needs improvement with both the online payment system and the payment of fees between the Port and Customs. He said he has no problem with allowing duty free liquors to be purchased by residents returning to the islands as is the practice at other regional airports. Council members questioned whether the significant investment in equipment (high speed boats and a helicopter) had resulted in improved border protection. The Collector admitted that the results probably did not match the investment, but he hoped to address this matter when the joint marine unit is formally established. The Council offered to assist the Collector in the future with any matter that he felt needed to be addressed by the membership. President Paul thanked the Collector for his visit. Mr. Clifford thanked the Council for the opportunity to address them and he looked forward to working with them in the future. He left the meeting at 4:55 p.m.

6. Upcoming meetings/events:

- a. 3rd August – Executive Committee
- b. 7th September – Executive Committee



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c. 14th September – Council meeting

7. Adjournment

The meeting adjourned at 5:00 p.m.