



Cayman Islands
Chamber of Commerce

Board of Directors

Conor O'Dea

President

Sophia-Ann Harris

President-elect

Wayne Cowan

Treasurer

Lynne Whittaker

Secretary

Councillors

Michael Adam

David Dibben

Clarence Flowers Jr.

Gilles Langlois

Adrien Briggs

Angelyn Hernandez

W. Burns Conolly, AIA

Immediate Past President

Wil Pineau

Chief Executive Officer

wil.pineau@caymanchamber.ky

2nd floor Macdonald Square,
George Town

PO Box 1000 GT
Grand Cayman,
Cayman Islands

Phone: 345-949-8090

Fax: 345-949-0220

Notes from CEO report by Mr. Wil Pineau for a Power Point presentation at the AGM on 22nd October 2003 at the Wharf Restaurant from noon until 2 p.m.

Good afternoon members and guests.

It is my honour to present the report of the activities of the Chamber of Commerce for the past Presidential year of 2002/2003. Before I begin, I would like to say that it has been a pleasure to work along with President Mr. Conor O'Dea and the dedicated Council members and volunteers and the hard working members of the Chamber staff. Please allow me to introduce them.

The staff and I look forward to continuing our service with the new Council that you elect today.

The Chamber is dedicated to helping members raise the profiles of their businesses and to make the most of potential opportunities locally and internationally.

It is the focal point for business advice and directs members to the best source of assistance on business issues, regulatory advice and funding.

The Chamber provides opportunities for businesses to meet and share

Your Partner in Business and Community Success!

www.caymanchamber.ky



common concerns, experiences, interests and exchange ideas in order to develop your business and your employees.

In 2002/2003 the Chamber focused its energies and resources on six main areas:

- Economic Development
- Legislative Advocacy
- Human Resources Development
- Membership Services and Benefits
- Community Outreach and Support
- Partnerships

Allow me briefly summarise the activities under each category.

ECONOMIC DEVELOPMENT

The 2nd annual Chamber Economic Forum attracted more than 200 participants over two days of discussions on macro and micro economic issues dealing with each of our industry sectors. Through the generosity of Myers and Alberga, we were able to attract a high level delegation from Washington, including Former US House of Representative Majority Leader Mr. Dick Arme. Overall, the forum allows our members and Government officials to proactively review the state of the economy and to discuss diversification strategies.



The Business Expo continues to be the largest consumer showcase in the Cayman Islands each year. The event attracts a record number of businesses and visitors and is a much anticipated date on the calendar for most businesses. More than 5,000 people attended during 2002 and an even larger audience took the time to visit in 2003, resulting in hundreds of thousands of dollars in potential sales.

The Better Business Bureau continued to serve a useful role in serving to resolve complaints between customers and businesses. During 2002, all complaints received were resolved and the Council began work to raise the public awareness of this important programme with a view of revamping the service in 2004.

Small business owners frequently contact the Chamber office for advice on issues and I personally met with more than 40 small businesses during the course of the year. There appears to be an increasing need to provide assistance to entrepreneurs who are seeking advice and information to develop their business ideas.

The Pre-Budget submission was presented the Government late last year with much anticipation and support. This submission is a proactive effort to communicate the memberships views on the national budget and what the Chamber considers acceptable practices and policies. Work is currently being carried out for our submission this year and all industry associations have been invited to submit comment.



The Support Cayman initiative, an offspring of the Buy Caymanian campaign, focuses on efforts to encourage local spending and shopping. In 2002, the Chamber organised a treasure hunt that enabled customers to visit several stores to encourage spending at local stores. The Chamber continues to support efforts to encourage local shopping. A new initiative is currently being organised to stimulate economic activity in downtown George Town being led by restaurant owners that you will be hearing more about in upcoming weeks.

The newly designed Chamber website, www.caymanchamber.ky was launched during a cocktail reception at the Hyatt in February 2003. The membership has enthusiastically responded to the 24/7 access to information. In fact, since February, the website is averaging about 20,000 visits, 250,000 hits and 50,000 business referrals each month. Member businesses are encouraged to utilise this important marketing tool to promote your business.

LEGISLATIVE ADVOCACY

The Chamber works on many fronts to determine the views of the members and to communicate these views to appropriate decision maker. The most effective method used by the Council is the task force system. Several task forces were established in 2002 to address such issues as Constitutional Review, Debt Collection, Immigration, Employment legislation and Trade and Business Licencing. Meetings with Government representatives are organised each quarter and the Chamber appoints representatives to various Government Boards and Committees. The Chamber is represented on international organisations such as the Caribbean Employers Confederation, attends and speaks at forums and conferences and attends meetings with Government and industry



associations. The Chamber organised educational forums and seminars to share information with members about important pieces of legislation. Reports and surveys are prepared members are encouraged to complete the surveys so that the Council can understand your views on the issues. Luncheons allow the Council to meet with the membership each month and to invite speakers to address topics that matter to businesses and the community. In fact, several Ministers of Government have used the luncheon to announce major items including the liberalisation of telecommunications, the draft Employment bill and the Immigration bill.

HUMAN RESOURCES DEVELOPMENT

The Professional Development and Training Centre continues to expand its offering and role with assisting members to improve their human resources. The Centre was impacted by the slowdown in the economy with fewer persons enrolled, but the level of the courses offered continues to be at a high level. In fact more than 50 courses were offered, catering to an enrollment of more than 800 persons.

To assist school leavers and job seekers, the 2003 Financial Assistance, Scholarship, Training and Education Guide was greatly expanded this year and distributed to more than 2,000 persons in the Cayman Islands. Employment legislation guides and career assistance information has been published on the website that enables members and students with immediate access to information. The Career, Education and Job Expo in April helped students and employers to interact to discuss career, education and employment opportunities in all industry sectors.



Cayman Islands
Chamber of Commerce

The Chamber Council continues to support Junior Achievement which has become one of the most successful and important youth development programmes in the country, benefitting thousands of students in the ways of business since its launch in the early 1990s.

Mentoring Cayman, a joint initiative between the Chamber and the Ministry of Education, Human Resources and Culture, was launched in 2002 and matched up 50 mentors in the private and public sectors with 50 of Cayman's best and brightest students. His Excellency the Governor Mr. Bruce Dinwiddy and his wife, Emma, are the patrons. The second year of the programme begins next week.

MEMBERSHIP BENEFITS/SERVICES

Membership in the Chamber of Commerce provides many benefits. There are marketing programmes for businesses, including Business After Hours and the Discount Card programme, the largest shopping programme available in the Cayman Islands with more than 140 businesses participating and more than 15,000 cards circulating among our member employees. Members can rent our conference room, booths for conferences and we can arrange online registration services for industry associations. We keep the membership informed through the weekly news report, CaymanChamber Newsflash, regular press releases and Hitch a Ride mailers. Secretarial support services are also available to industry associations and our reference library includes trade journals from other Chambers across the world.

Your Partner in Business and Community Success!

www.caymanchamber.ky



COMMUNITY OUTREACH AND SUPPORT

The Chamber works to improve the community in which we live and conduct business through a variety of efforts including Environmental cleanup campaigns, graduation awards for most of the public and private sector schools, assisting the Young Parents programme and Probation Office to assist them with training and volunteerism, serving on the National Youth Commission, working with the National Drugs Council on developing an anti-drug programmes for business and assisting with raising funds for the George Town Public Library. These efforts are as a result of the dedication and support of many of our member employees and volunteers and all of them should be congratulated.

PARTNERSHIPS

One of the real strengths of the Chamber is its ability to build partnerships. Over the years, the Chamber has developed partnerships with many organisations and Government agencies. These include: Rotary Club Central, Ministry of Education, Human Resources and Culture, Royal Cayman Islands Police, Social Services, Cayman Crime Stoppers, Employee Assistance Programme, Chamber Pension Plan, Triple C School and Marsh Crisis Academy. International memberships and working relations have been developed with the American Chamber of Commerce Executives, Caribbean Employers Confederation, National Association for Membership Development, Florida Caribbean Cruise Association and the United Nations Secretariat.



Cayman Islands
Chamber of Commerce

In closing, the work of the Chamber is wide and varied. This list of activities demonstrates that the Chamber is committed to representing the membership and building a community that we will all feel proud to leave behind for our children.

If you want to become more involved in the Chamber, please let us know. The more involvement makes the work of the Chamber more effective and influential. I would like to thank everyone who committed financial resources, volunteered to serve on a task force or assisted with organising an event or activity.

Thank you.

Your Partner in Business and Community Success!

www.caymanchamber.ky