

The Government of the Republic of Trinidad and Tobago
PUBLIC STATEMENT OF TOURISM
TRINIDAD LIMITED FOR 2017 TO 2020

IN COMPLIANCE WITH SECTIONS 7, 8 and 9 OF
THE FREEDOM OF INFORMATION ACT, CHAP 22:02

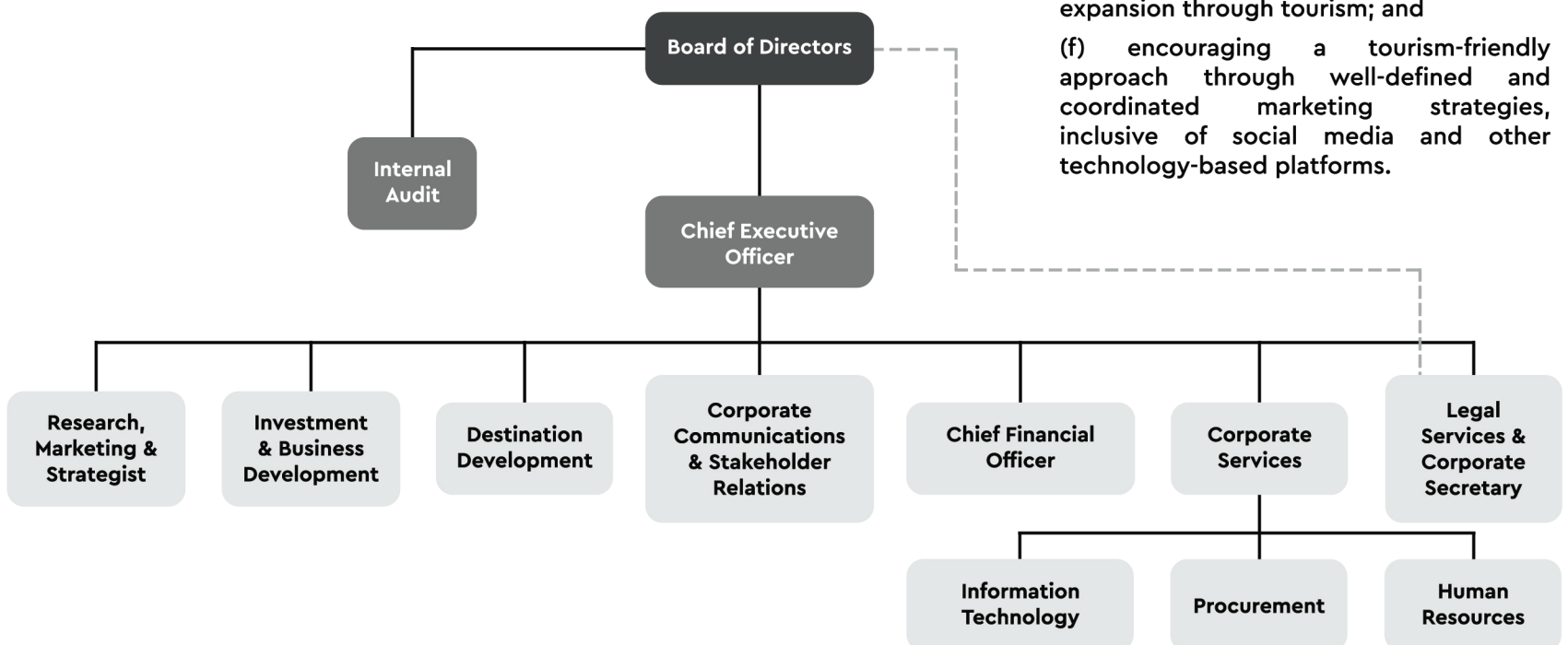
In accordance with Sections 7, 8 and 9 of the Freedom of Information Act, Chap 22:02 ("FOIA") Tourism Trinidad Limited (hereinafter referred to as "TTL"), formerly Tourism Trinidad Destination Management Company Limited, is required by law to publish the following statements, which list the documents and information generally available to the public.

The FOIA gives members of the public a legal right:

- (a) For each person to access information held by TTL;
- (b) For each person to have official information relating to himself/ herself amended where it is incomplete, incorrect or misleading;
- (c) To obtain reasons for adverse decisions made by TTL regarding an applicant's request for information under the FOIA; and
- (d) To complain to the Ombudsman and to apply to the High Court for judicial review to challenge adverse decisions made under the FOIA.

Organizational Structure

Figure 1 – Tourism Trinidad Limited's Organisational Structure 2017-2020



SECTION 7 STATEMENTS
SECTION 7 (1) (a) (i):

Functions and Structure of TTL

Vision Statement

We lead and facilitate the transformation of the Trinidad tourism industry to be a key contributor to the national economy and to become a model for sustainable tourism development.

Mission Statement

To harness and shape the authentic and distinctive Trinidad tourism product and experience through research-based creative and cutting-edge marketing, leveraging technology and innovation, to unlock the destination's true tourism potential.

Function and Structure

TTL was incorporated on 29th June, 2017 as a special purpose state enterprise and reported to the Ministry of Tourism from inception until 8th September 2020. From 9th September 2020 to December 2020, TTL fell under the purview of the Ministry of Tourism, Culture and the Arts. Its registered office was located at Level 15, Eric Williams Financial Complex, Independence Square, Port of Spain from 29th June 2017 to 16th July 2018. Thereafter from 17th July 2018, TTL's registered office was relocated to Level 18, Tower D, International Waterfront Centre, 1A Wrightson Road, Port of Spain.

TTL was established to advance Trinidad's tourism development agenda and its mandate includes:

- (a) the development and marketing of Trinidad's tourism offerings;
- (b) leading and facilitating the marketing and promotion of destination Trinidad internationally;
- (c) taking the lead in attracting tourism investment;
- (d) the promotion of tourism business development;
- (e) the promotion of education, awareness, and co-operation in advancing economic expansion through tourism; and
- (f) encouraging a tourism-friendly approach through well-defined and coordinated marketing strategies, inclusive of social media and other technology-based platforms.

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TTL is headed by a Board of Directors. The compositions of the TTL Board of Directors over the period of 2017 to 2020 are as follows:

2017

(29th June 2017 to 25th September 2017)

Ms. Lisa Phillips Director
Ms. Yvette Babb Director

(wef 26th September 2017)

Ms. Janelle Penny Commissiong Chairperson
Mr. Dwayne Cambridge Deputy Chairperson
Mr. Dennis C. Ramdeen Director
Ms. Sydelle Olivia Marchan-Jairam Director
Ms. Heather Mac Intosh -Simon Director
Mr. Thomas Edward Lawrence Director
Ms. Solange de Souza Ransome Director
Mr. Neil Mohammed Director

2018

Ms. Janelle Penny Commissiong Chairperson
Mr. Dwayne Cambridge Deputy Chairperson
Mr. Dennis C. Ramdeen Director
Ms. Sydelle Olivia Marchan-Jairam Director
Ms. Heather Mac Intosh -Simon Director
Mr. Thomas Edward Lawrence Director
Ms. Solange de Souza Ransome Director
Mr. Neil Mohammed Director

(wef 14th May 2018)

Ms. Joanna Gittens Director
Ms. Alicia Cabrera Director

(14th May 2018 to 3rd December 2018)

Ms. Fay W.A. Blackburne Director

(wef 31st May 2018)

Ms. Candace Nadine Guppy Director

2019

(until 22nd July 2019)

Ms. Janelle Penny Commissiong Chairperson
Mr. Dwayne Cambridge Deputy Chairperson
Mr. Dennis C. Ramdeen Director
Ms. Sydelle Olivia Marchan-Jairam Director
Ms. Heather Mac Intosh -Simon Director
Mr. Thomas Edward Lawrence Director
Ms. Solange de Souza Ransome Director
Mr. Neil Mohammed Director
Ms. Joanna Gittens Director
Ms. Alicia Cabrera Director
Ms. Candace Nadine Guppy Director

(wef 23rd July 2019)

Mr. Howard Chin Lee Chairperson
Ms. Natania Mack Deputy Chairperson
Ms. Lesley-Ann Assee Director
Mr. Terrance Bhagwatsingh Director
Ms. Avalaughn Huggins Director
Ms. Shivana Inalsingh Director
Mr. Brian Lewis Director
Ms. Shezrae Nesbitt Director
Mr. Devon Seale Director

2020

Mr. Howard Chin Lee Chairperson
Ms. Natania Mack Deputy Chairperson
Ms. Lesley-Ann Assee Director
Mr. Terrance Bhagwatsingh Director
Ms. Avalaughn Huggins Director
Ms. Shivana Inalsingh Director

Mr. Brian Lewis Director
Ms. Shezrae Nesbitt Director
Mr. Devon Seale Director

The Board is supported by a Manager, Legal Services and Corporate Secretary whose responsibilities include ensuring that good corporate governance practices are adhered to. The Management Team is responsible for the management of TTL and reports to the Board via the Chief Executive Officer. TTL's staff is divided into the following responsibility centers:

Research, Strategy and Marketing

This Department oversees all aspects of TTL's planning, implementation, monitoring and evaluation and ensures that all aspects of the company's brand strategy (marketing, promotions, communications and destination development) resonate with current and potential visitors to Trinidad.

Investment and Business Development

The Investment and Business Development arm of the company is responsible for increasing the contribution of Tourism to Trinidad's Gross Domestic Product ("GDP"). The Department:

(1) Develops tourism proposals and presents opportunities to potential users of Trinidad's business and local tourism which further the strategic tourism objectives of Trinidad.

(2) Expands the use of Trinidad as a business, meetings, conventions and other events destination in the Caribbean.

(3) Maximises the use of incentives outlined in the National Tourism Policy as well as the Tourism Development Act, Chap 87:22.

Destination Development

This Department is accountable for identifying and seizing opportunities to make optimal use of all Trinidad's tourism offerings (e.g., cultural, historical, recreational and natural attractions), assessing gaps and developing competitive visitor experiences.

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The Department builds relationships with tourism and travel trade partners in developing signature experiences/niche markets that can be packaged and marketed locally, regionally and overseas. It also implements quality benchmarks for the measurement and effectiveness of all niche tourism products, services, infrastructure and amenities. Ensuring that all tourism projects are achieved within time, budget, and quality specifications.

Corporate Communications & Stakeholder Relations

This Department is responsible for strategic communications leadership by driving TTL's strategic plans and objectives in public/media relations, corporate communications, stakeholder relationship management, and overseeing TTL's reputation and image.

Corporate Services

This Department ensures the effective and efficient management of Human Resources (HR), Information and Communication Technologies (ICT), Procurement, Security, Health, Safety and Environment (HSE), Facilities Maintenance, and General Administration in accordance with the values and strategic direction of TTL.

Legal Services and Corporate Secretary

The Office of the Manager, Legal Services and Corporate Secretary provides support to the Board of Directors of TTL while safeguarding the integrity of the company's governance framework. Additionally, the office ensures that the company is in compliance with statutory and regulatory requirements and, implements decisions made by the Board of Directors. Specifically, the Department:

- (a) Provides sound legal advice to the Board and Management on all matters related to the portfolios of the company particularly in relation to contracts, interpretation of laws and regulations.
- (b) Ensures that the company acts in a legally responsible manner to minimise the risk of litigation.
- (c) Ensures the smooth operation of the company's formal decision-making process.

Finance Department

The Finance Department is responsible for the financial management of TTL inclusive of financial risk assessment, budget analysis and management, financial modelling and reporting, cost benefit analysis, forecasting needs, accounting, treasury operations, and investment strategies.

SECTION 7 (1) (a) (ii)

Categories of Documents that are maintained by TTL

The official documents in the company relate to a diverse range of policy, administration and other matters that fall under the scope of TTL. These documents include but are not limited to the following:

- (a) Files dealing with administrative support and general administrative documents for the operations of TTL.
- (b) Personnel files relating to staff appointments, job applications, job specifications, resignations, deaths, leave and vacation.
- (c) Internal and External Correspondence Files.
- (d) Files dealing with training.
- (e) Minutes and other documents pertaining to meetings.
- (f) Circulars, Memorandum, Notices and Bulletins.
- (g) Policies and Procedures:
 - 2019
 - i. Business Travel Policy
 - ii. Petty Cash Policy
 - iii. Mobile Phone Policy
 - iv. Signing Authority Policy
 - v. Fixed Asset Management Policy
 - vi. Internal Audit Charter
 - vii. Code of Conduct
 - viii. HSSE Policy
 - ix. Information Communication and Technology Policy
 - x. Learning and Development Policy
 - xi. Leave Policy
 - xii. Performance Management Policy
 - xiii. Fixed Asset Management Policy (revised)
 - xiv. Whistleblowing Policy

2020

- xv. Procurement Policy
- xvi. Recruitment Policy
- xvii. Petty Cash (revised)
- (h) News Releases and Speeches.
- (i) Files relating to the Strategic Intent of TTL.
- (j) Files relating to the company's Corporate Communication and Marketing initiatives.
- (k) Legal Opinions and related matters.
- (l) Consultancy/Service Agreements.
- (m) Legislation.
- (n) Financial and Accounting Files.
- (o) Files relating to procurement of supplies and services.
- (p) Fixed Asset Register.

SECTION 7 (1) (a) (iii)

Material prepared for publication or inspection

- (a) The Tourism Development Act, Chap 87:22
- (b) Annual Reports of TTL
- (c) Brochures on the Caroni Bird Sanctuary, Port of Spain Sites & Attractions and Ins and Outs
- (d) Meetings and Convention Guides
- (e) Birding brochure
- (f) Creole Magazine

The public may inspect and/or obtain copies of the following material between the hours of 9:00 a.m. – 3:30 p.m. Monday to Friday at:

(*29th June 2017 to 16th July 2018)
Tourism Trinidad Limited
Level 15
Eric Williams Financial Complex
Independence Square
Port of Spain.
Tel: 1(868) 612-9700
Email: info@visitrinidad.co.tt

(*wef 17th July 2018) Tourism Trinidad Limited
Level 18, Tower D
International Waterfront Centre
1A Wrightson Road
Port of Spain.
Tel: 1(868) 612-7412 ext. 1800
Email: info@visitrinidad.co.tt
Website: https://visitrinidad.tt

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SECTION 7 (1) (a) (iv)

Documents available by way of subscription

TTL does not currently publish any documents that are available by way of subscription.

SECTION 7 (1) (a) (v)

Procedure to be followed for accessing documents from the TTL, when an FOI request is made.

How to Request Information

General procedure

1. All requests for access to documents that are not readily available in the public domain are to be made on the Request for Access to Official Documents Form that is available from the Designated Officer or at www.foia.gov.tt

2. Queries for amendments to documents containing personal information about the applicant are to be directed to the Designation Officer in the form of a letter.

3. To ensure prompt handling of requests, please address requests to the Designated Officer of TTL (see Section 7(1)(a)(vii)).

4. Our general policy is to answer all requests for information, both oral and written. However, in order to access the rights given to the applicant under the Act, the applicant must make such requests for information **in writing**.

5. Applicants must provide sufficient information to enable ready identification by the Designated Officer of the document(s) being requested.

6. If insufficient information is provided, clarification will be sought from the applicant.

7. If the applicant is not sure how to write his/ her request or what details to include therein, communication with the Designated Officer is recommended.

8. A request under the Act will not be processed to the extent that it asks for information, which is readily available to the public, either from TTL or from another public authority or by otherwise being in

the public domain, for example, by way of brochures, reports, etc.

9. Prior to the commencement of the FOIA, old records may have been destroyed. The granting of a request for such documents may therefore be impossible. Various laws, regulations and manuals give the time periods for keeping records before they may be destroyed e.g., *the Exchequer and Audit Act Chapter 69:01*.

Furnishing Documents

An applicant is entitled to copies of information TTL has in its possession, custody or power in accordance with FOIA provisions. TTL is required, subject to the FOIA, to furnish copies of official documents only when they are in our possession, or we can retrieve them from storage. TTL is required to furnish only one copy of a document. If TTL cannot make a legible copy of a document to be released, TTL may not attempt to reconstruct it. Instead, TTL will furnish the best copy possible and note its quality in our reply. Please note that TTL is not compelled to do the following:

- Create new documents. For example, we are not required to write a new program so that a computer will print information in the format you prefer.
- Perform research for you.

Time Limits

We will determine whether to grant your request for access to information as soon as practicable but no later than thirty (30) days as required by Section 15 of the FOIA. If a decision is taken to grant access to the information requested, you will be provided with copies, or if you so request, permitted to inspect the document/s.

Every effort will be made by TTL to comply with the timeframe set out in the FOIA, but where the processing of a request unavoidably may take longer than the statutory limit, TTL will advise the applicant by letter and ask for an additional period of time to provide the information. If a decision is taken to grant access to the information requested, you will be provided with copies, or if you so request, permitted to inspect the document/s.

Applicants' whose request for documents are refused, will be notified by the Designated Officer in writing of the reasons for refusal. The Designated Officer will consult with the applicant about alternative recourses that are open to him/her.

Fees and refunds

Section 17(1) stipulates that no fee shall be charged by a public authority for the making of a request for access to an official document. However, where access to an official document is to be given in the form of printed copies, or copies in some form such as a tape, disk, film or other material, the applicant shall pay the prescribed fee incurred for duplication of the said material.

SECTION 7 (1) (a) (vi)

Officers in TTL responsible for Implementation of the Freedom of Information Act.

The Designated Officer in the Company has the following responsibilities:

- (a) The initial receipt of an action upon notices under Section 10 of the FOIA;
- (b) Requests for access to documents under Section 13 FOIA;
- (c) Applications for corrections of personal information under Section 36 of the FOIA;
- (d) To register requests;
- (e) Record time spent on requests;
- (f) Ascertain appropriate action area;
- (g) Dispatch replies for requests; and
- (h) Forward quarterly returns to the Freedom of Information Unit.

2017-2018 (wef 29th June 2017 -July 5th 2018)

The Designated Officer is:

Mr. Junior Atwarie
Corporate Secretary
Tourism Trinidad Limited
Level 15
Eric Williams Financial Complex
Independence Square, Port of Spain
Telephone: (868) 612-9700
Email: atwariej@gov.tt

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The Designated Officer is:
Mrs. Natasha Ramy-Lamsden
Manager Legal and Corporate Secretary
Tourism Trinidad Limited
Level 18, Tower D,
International Waterfront Centre
1A Wrightson Road, Port of Spain.
Telephone: (868) 612-7412 ext. 1803
Email: nlamy-ramsdend@visittrinidad.co.tt

(wef November 1st 2019)
The Alternative Officer is:
Mrs. Gabriella Sambrano-Mendez
Legal Officer
Tourism Trinidad Limited
Level 18, Tower D,
International Waterfront Centre
1A Wrightson Road, Port of Spain
Telephone: (868) 612-7412 ext. 1803
Email: gsambrano-mendez@visittrinidad.co.tt

SECTION 7 (1) (a) (vii)

Advisory Board, Councils, Committees and other bodies (where meetings/minutes are open to the public)

There are no bodies within TTL that fall within the meaning of this section of the FOIA.

SECTION 7 (1) (a) (viii)

Library/ Reading Room Facilities

Information in the public domain can be accessed through our website at <https://visittrinidad.tt/>.

General information enquiries can be made to (868) 612-9700 and (wef. 2018) to the Manager, Corporate Communications & Stakeholder Relations at (868) 612-7412 ext. 1805. For the purposes of FOIA reference, documents may be viewed between 9:00 a.m. and 3:30 p.m. Monday to Friday (except public holidays), in the designated reading area located at:

(*29th June 2017 to 16th July 2018)

Level 15
Eric Williams Financial Complex
Independence Square
Port of Spain.

(wef 17th July 2018)

Tourism Trinidad Limited
Level 18, Tower D,
International Waterfront Centre
1A Wrightson Road
Port of Spain

All members of the public will be required to adhere to the rules and regulations outlined for the use of this facility:

- (a) No smoking, eating or drinking is allowed in the Reading Room facility.
- (b) Provision of documents may be subject to a charge to cover administrative costs.
- (c) Observance of all COVID-19 Regulations and protocols (2020).

SECTION 8 STATEMENTS

2017-2020 | SECTION 8 (1) (a) (i)

Documents containing interpretations or particulars of written laws or schemes administered by the public authority, not being particulars contained in another written law:

- (a) The Tourism Development Act, Chap 87:22
- (b) Financial Regulations and Instructions
- (c) Public Health Regulations, Guidelines and Protocols (2020)
- (d) Procurement Policies and Guidelines

SECTION 8 (1) (a) (ii)

Manuals, rules of procedure, statements of policy, records of decisions, letters of advice to persons outside the public authority, or similar documents containing rules, policies, guidelines, practices or precedents.

2019

- (a) Code of Conduct Policy
- (b) Health and Safety Security and Environment Policy
- (c) ICT Policy
- (d) Learning & Development Policy
- (e) Leave Policy

- (f) Fixed Assets Policy
- (g) Whistle Blower Policy

2020

- (a) Tourism Trinidad Limited Strategic Plan 2020 – 2023 (wef June 2020)
- (b) Code of Conduct
- (c) Performance Management Policy
- (d) Whistleblowing Policy
- (e) Recruitment Policy
- (f) Health Safety Security and the Environment Policy
- (g) Recruitment Policy

SECTION (8) (1) (b)

In enforcing written laws or schemes administered by the public authority where a member of the public may be directly affected by that enforcement, being documents containing information on the procedures to be employed or the objectives to be pursued in the enforcement of the written laws or schemes.

There are no statements to be published under this subsection for 2017 to 2020

SECTION 9 STATEMENTS

SECTION 9 (1) (a)

A report of a statement containing the advice or recommendations, of a body or entity established within Tourism Trinidad Limited.

There are no statements to be published under this subsection for 2017 to 2020.

SECTION 9 (1) (b)

A report or a statement containing the advice or recommendations, (1) of a body or entity established outside Tourism Trinidad Limited by or under a written law, (2) or by a Minister of Government or other public authority for the purpose of submitting a report or reports, providing advice or making recommendations to Tourism Trinidad Limited or to the responsible Minister of that public authority.

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There are no statements to be published under this subsection for 2017 to 2020.

SECTION 9 (1) (c)

A report or statement containing the advice or recommendations, of an inter-departmental Committee whose membership includes an officer of the Tourism Trinidad Limited.

There are no statements to be published under this subsection for 2017 to 2020.

SECTION 9 (1) (d)

A report or a statement containing the advice or recommendations of a committee established within Tourism Trinidad Limited to submit a report, provide advice or make recommendations to the responsible Minister or to another officer of Tourism Trinidad Limited who is not a member of the committee.

There are no statements to be published under this subsection for 2017 to 2020.

SECTION 9 (1) (e)

A report or a statement containing the A report (including a report concerning the results of studies, surveys or tests) prepared for the public authority by a scientific or technical expert, whether employed within the public authority or not, including a report expressing the opinion of such an expert on scientific or technical matters.

There are no statements to be published under this subsection for 2017 to 2020.

SECTION 9 (1) (f)

A report prepared for the public authority by a paid consultant.

Tourism Trinidad Limited Three-Year Strategic Plan (2020–2023)

SECTION 9 (1) (g)

A report prepared within the public authority and containing the results of studies, surveys or tests carried out for the purpose of assessing or making recommendations on the feasibility of establishing a new or proposed government policy, programme or project.

There are no statements to be published under this subsection for 2017 to 2020.

SECTION 9 (1) (h)

A report on the performance or efficiency of the public authority, or of an office, division or branch of the public authority, whether the report is of a general nature or concerns a particular policy, programme or project administered by the public authority.

(a) The Tourism Trinidad Limited Administrative Reports 2018, 2019 and 2020.

(b) Financial Reports.

SECTION 9 (1) (i)

A report containing (a) fiscal plans or proposals for the re-organisation of the functions of the public authority (b) the establishment of a new policy, programme or project to be administered by the public authority, or (c) the alteration of an existing policy programme or project administered by the public authority, whether or not the plans or proposals are subject to approval by an officer of the public authority, another public authority, the responsible Minister of the public authority or Cabinet.

(a) Annual Draft Estimates of Expenditure

(b) Tourism Trinidad Limited Three-Year Strategic Plan (2020–2023)

SECTION 9 (1) (j)

A statement prepared within the public authority and containing policy directions for the drafting of legislation.

There are no statements to be published under this subsection for 2017–2020.

SECTION 9 (1) (k)

A report of a test carried out within Tourism Trinidad Limited on a product for the purpose of purchasing equipment.

There are no statements to be published under this subsection for 2017 to 2020.

SECTION 9 (1) (l)

An environmental impact statement prepared within Tourism Trinidad Limited.

There are no statements to be published under this subsection for 2017 to 2020.

SECTION 9 (1) (m)

A valuation report prepared for Tourism Trinidad Limited by a valuator, whether or not the valuator is an officer of Tourism Trinidad Limited.

There are no statements to be published under this subsection for 2017 to 2020.