



**SECRETARIAT REPORT 2013**  
**30<sup>TH</sup> Annual General Meeting**  
**Co-hosted by LIME**  
**25<sup>th</sup>-28<sup>th</sup> January 2014**  
**Montego Bay, Jamaica**



**By**  
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**Secretary General CANTO**



# CANTO

CANTO is recognized as the leading trade association of the ICT sector for shaping information and communication in the Caribbean. Founded in 1985 as a non-profit association of 8 telephone operating companies, CANTO has now grown to over 134 members in more than 35 countries. A Board of Directors appointed by the membership directs policy of the Association. This strategy is executed by the staff of a permanent Secretariat based in Trinidad and Tobago.



# VISION AND MISSION

## Mission

To facilitate the development of ICT solutions for the benefit of members and other stakeholders in the Caribbean

## Vision

- To be the leading authority in shaping information and communication in the Caribbean

# Key Decision

## Membership Growth:

In 1999 CANTO took the strategic decision to broaden its membership to telecoms equipment suppliers, government departments, regulatory authorities, educational institutions, consultants etc. with an interest in the Caribbean telecoms sector

This decision resulted in increase of membership in two groups of members

- Active (Operators)
- Affiliate (Others)





# 8 Major Objectives

- 1. Membership Growth
- 2. Stakeholder Satisfaction
- 3. Reputation Management
- 4. Organizational Development
- 5. Growth in Utility of:
  - Annual General Meetings
  - Annual Conference and Trade Exhibition
- 6. Financial Stability of CANTO
- 7. Broadband Rollout in the Caribbean
  - BIIPAC 1 and 11
  - Incentivizing Investment Broadband
  - Dialogue on Financing Infrastructure Investment
  - Public-Private Sector Dialogue: CARICOM & CANTO
- 8. 6 Working Committees
  - Strengthen the Leadership Structure
  - Expand the Scope of Work



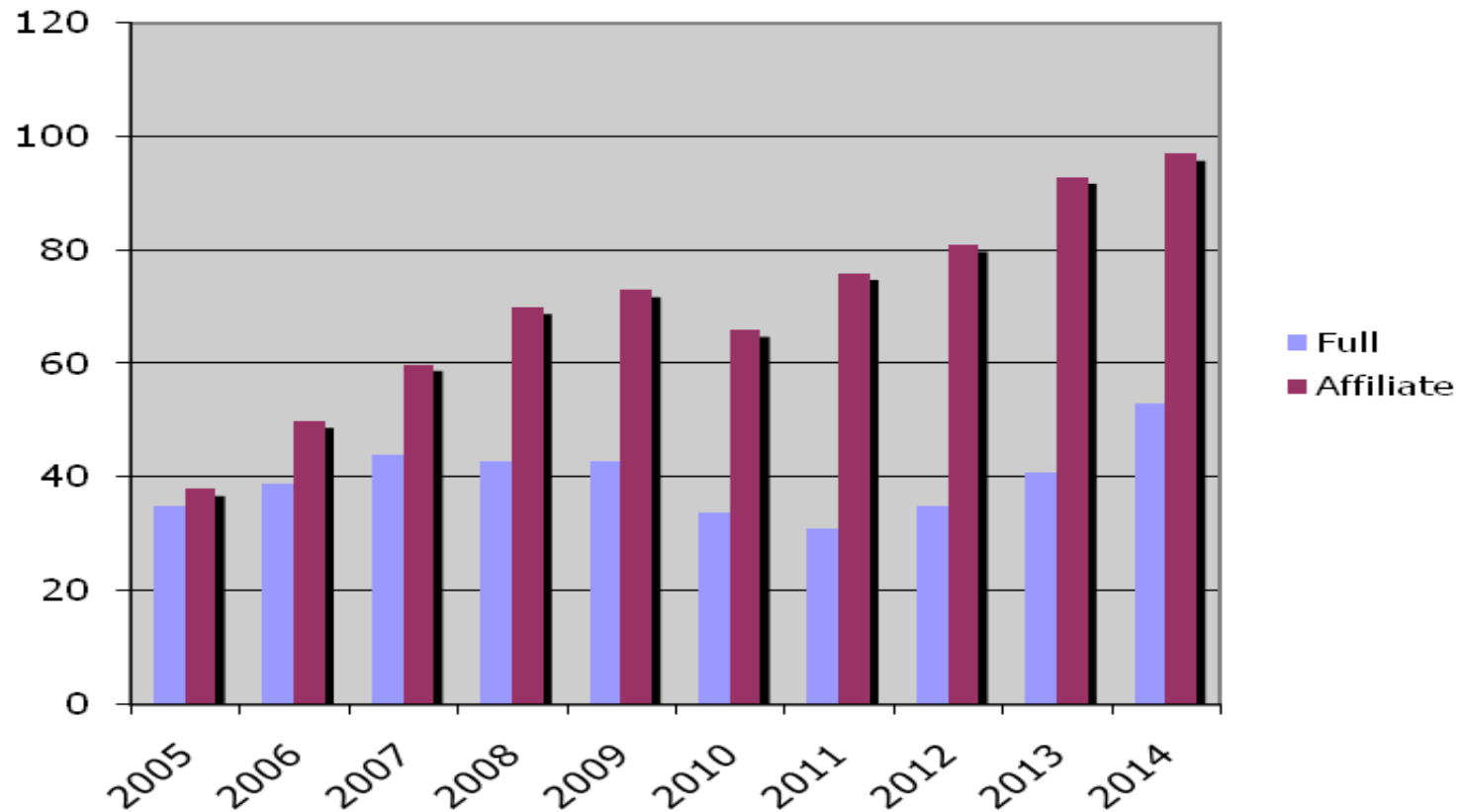
# Membership Growth Statistics

- 134 Members (2013)
  - 41 full/active members (operators)
  - 93 affiliate members (suppliers, regulators, consultants, educational institutes etc)
- 150 Members (2014)
  - 6 Operators
  - 10 Suppliers

Developing and Executing a Membership  
Recruitment and Retention plan



# Membership Growth





# Stakeholders Satisfaction

- Increase the Voice of the Stakeholders Score of 86.7%
  - Membership Relations
  - Value Added Services
  - Exhibitors, Speakers, Sponsors
  - Strengthen Relationship with Public Sector





# **30<sup>th</sup> Annual Conference and Trade Exhibition**

## **CO-HOSTED BY BTC - BAHAMAS**

- **Theme: Strategic Alliances for Sustainable Broadband Development**
- CANTO2014, Atlantis Paradise Island
- Dates 10<sup>th</sup> – 15<sup>th</sup> August, 2014.
- 1000 Participants, 100 Exhibitors
- 20 Telecoms/ICT Caribbean Ministers
- Ministers Breakfast
- Ministers Panels
- Regulators Panel
- Public-Private Sector Dialogue on: a Single ICT Space
- BIIPAC 1 and 2
- Women and Girls in ICT Breakfast
- CTC Project of the Year Award
- i-Create e-Content Award
- WTISD Award



# Financial Stability

- Diversifying Revenue Streams
  - Increase revenue from investment
  - Improve collection towards improved cash flow
  - Increase conference revenue
  - Introduction of Mini Exhibition at the AGM
  - Partnerships with Financial Institutes, International/Regional Organization/Educational Institutes



# DEVELOPMENT OF STRATEGIC ALLIANCES

**Theme: Strategic  
Alliances for  
Sustainable Broadband  
Development**



# TERMS OF REFERENCE WORKING COMMITTEES OF THE BOARD

- ❑ The Marketing & Communications committee. This committee advises the secretariat in finding ways to increase the visibility of CANTO among it's membership and the region and identifying the services they require.
- ❑ The Regulation and Emerging Technologies Committee. This committee is responsible for identifying and initiating programs related to policy and regulatory matters as well as new & emerging technologies.
- ❑ The Human Resources committee. This committee is responsible for identifying and addressing Human Resource issues and trends in the region
- ❑ The Disaster Recovery Planning committee. This committee will determine a strategy for advancing cooperation among members in disaster preparedness by: collating and sharing information on the best practices adopted by members across the region, maintaining a data base with contacts and developing a mutual assistance plan.
- ❑ The Financial Advisory committee . This committee will advise the Board on matters affecting the financial operations of the Association. Included under their purview are the following :
  - ✓ Review annual financial reports, including the budget
  - ✓ Identify Investment opportunities
  - ✓ Ensure maintenance of internal control procedures
  - ✓ Recommend new sources of funding

**NOTE: The Secretariat plays a major role in coordinating and ensuring results of the working committees of the Board.**





# Organizational Development

- The Secretariat has embarked on the restructuring of the Human Resources and Operating Procedures of the Organization in order to align them to better equip the Association for future growth and development. The initiative includes:
  - SMART Company and Personal Objectives
  - Review of Compensation Packages
  - Job Descriptions
  - Employee Handbook and Operations Manual
  - Work Processes to ensure Business Continuity, especially in case of disaster.



# Invitation to Membership

CANTO views its role in the Caribbean Telecommunications community as that :

- of leadership in influencing policy,
- Expert in providing information in all aspects of the industry
- Facilitator in encouraging dialogue and meaningful collaborative enterprise
- Premier telecommunication association in the Caribbean provides
- A vehicle for effective networking among operators, policymakers and government officials in the region through its various activities.
- We offer the following membership categories:
  - Full membership
  - Affiliate Membership
- [List of Services](#)
- [List of Benefits](#)



# THANK YOU

For more information about CANTO please visit

[www.canto.org](http://www.canto.org)

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