



2012 ANNUAL REPORT

Vision Statement

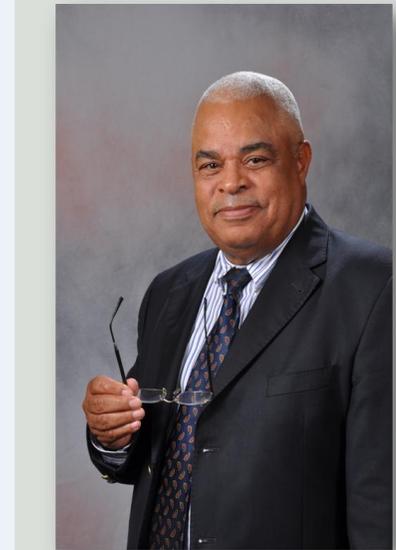
To be the provider of choice for “out-of-court” dispute resolution services based on the highest standards of integrity, trust and service excellence

Chairman’s Report

“Coming together is a beginning. Keeping together is progress. Working together is success.” Henry Ford

If ever a quote has taken on relevance and life, it is the words by Henry Ford, in relation to the Dispute Resolution Centre. In 2012 the Centre celebrated its 16th anniversary and we had the privilege of hosting Mr. Len Hackshaw, founding Director of the Centre, at our Christmas Dinner with the Board. We were humbled by his presence, and the vision and wisdom of the original Board to institute the first private Dispute Resolution Centre in Trinidad & Tobago. Over the years, in spite of the challenges, we kept the ADR fire burning through the dedication and drive of Vice Chairman Dennis Gurley, S.C. and senior Directors Kenneth Dalip and Stephanie Daly, S.C. Recent Directors whom we have warmly welcomed to the fold include Catherine Kumar, Yukmai Marsang and Baliram Sawh, and they have steadfastly contributed towards our growth. Executive Director Beverly Britain has also been diligently working with her team to implement and keep true to the original mandate of the Centre - being the provider of choice for commercial mediations, arbitrations and training. We congratulate her efforts and those of her team. Indeed, it has been the coming together, the keeping together and the working together of this truly high-performing team that has thrust the Centre into an era of success and, until now, unimaginable growth potential.

I am pleased to report that the Dispute Resolution Centre has once again surpassed its budgetary targets for 2012. The Centre reported revenue of \$2.9M, which is \$600K above its budgeted revenue for the period. The Centre closed the year with profits of \$712K, four times its estimated profits for 2012 and almost twice its reported profits for 2011. These financials were generated from the following activity.



Chairman Raoul John

Training & Development

The Dispute Resolution Centre offers over 30 professional development programmes to both corporations and communities. During 2012, we conducted 49 public and in-house workshops and trained approximately 1,200 persons in Conflict Management & Resolution, a range of Mediation workshops, Negotiation, Critical Thinking & Analysis, Mastering Emotional Intelligence, Time Management, Difficult People Difficult Conversations, Telephone Aggression and Detoxifying the Toxic Workplace. Feedback from our workshops continues to be positive and encouraging.

Community Outreach

Further, through the sponsorship of the Citizen Security Programme, the Centre worked with several at-risk communities in Tobago. In May 2012, the Centre spent one month in Tobago training 25 professionals in Conflict Management & Resolution, Basic Mediation and Practical Mediation. These participants now meet the criteria to apply to the Mediation Board of Trinidad & Tobago for certification and we were pleased to work with our fellow-Tobagonians as we expand ADR throughout the island.

Mediations & Arbitrations

The Dispute Resolution Centre has a roster of 30 mediators and arbitrators. We conducted 20 mediation and expert determination sessions in 2012 from court referred and walk-in clients. We booked revenue of \$321,000 with profits at 35%. The Centre achieved only 50% of its targets in this area in 2012, and this demonstrates how important it will be to boosting numbers, that the Judiciary will be conducting an aggressive mediation and ADR project in 2013. With this in progress it can be coupled with a concerted marketing drive to promote our ADR services.

2013 Initiative

Administering the 2013 Court Annexed Mediation Project

At the 3rd Annual Symposium of the Mediation Board in November 2012, it was reported that there are over 5,000 Civil High Court matters being filed per annum. The situation is challenging, the backlogs are significant and decisive action is required by the Judiciary to ensure easier and swifter access to justice for the population.

I am pleased to report that a solution is on the way. Through a public tender managed by the Central Tenders Board, in 2012 the Centre won a bid for another one-year Court Annexed Mediation Project with the Judiciary. This is the second such project, the first being in 2010. This latest Project begins in January 2013 and will involve the Centre mediating 200 High Court matters, some of which may require two sessions. Mediations will be conducted in Port-of-Spain, San Fernando and Tobago. The timelines are tight, the expectations are high, but the Centre is up to the task and looks forward to the project with enthusiasm.

Moreover, the findings and recommendations of the 2013 initiative will guide the formal integration of mediation and other dispute resolution mechanisms into the justice

system. The Judiciary is optimistic that by introducing ADR as part of the suite of services offered by the Court they can better manage the large number of cases being filed annually and reduce the turnaround time to bring matters to trial. The Centre is honoured to play such a pivotal role in this national initiative and appreciates the weight and responsibility associated with being the approved Mediation Agency for the Project.

Acknowledgment & Thanks

On behalf of the Board, we thank the President and Board of the Trinidad & Tobago Chamber of Industry & Commerce. Mr. Andrew Sabga continues to vigorously support us and we thank him for his leadership and support over the years. We also acknowledge the valuable support of Ms. Catherine Kumar, CEO and her Chamber team.

The Centre acknowledges the efforts of our competent and professional trainers and coaches and extend special thanks to Mrs. Ann Diaz and her team. We thank as well the organisations that have selected the Centre as their training provider and the many loyal participants that have attended our workshops.

The Centre thanks the mediators, arbitrators and retired judges who have lent their reputations and expertise to our rosters. The calibre of those providing our services is exceptional. We thank as well the attorneys and parties who have placed their confidence in the Centre and we stand ready to support you in 2013 and beyond.

In closing, the Board thanks Team Dispute Resolution, led by Beverly Britain, and which includes Candy Le Platte, Cadence Benjamin, Nigel George and Michelle Pierre. What a joy it is to work with such a spirited, capable and committed team. We have demanded much of you and you have delivered with passion and excellence. Thank you Team Dispute Resolution.

And, of course, we could not do it without the vision and leadership of the Board of Directors of the Dispute Resolution Centre. As individuals you are leaders in your own right, but as a team, you are a force to be reckoned with, and it is a pleasure to work with such a committed and visionary Board. Thank you all for your support.

On behalf of the Board, I wish to especially recognise Ms. Stephanie Daly S.C., who continues to give of her time and expertise to the Centre. Stephanie, your advice, guidance and contributions are invaluable and we sincerely thank you.

As we reflect on the past and prepare for the future, we are encouraged that the Dispute Resolution Centre, through its collective efforts, has woven a thread of continuity and strength that binds us at the core. Yes, coming together is a beginning and keeping together is progress, but it is in working together that we realise our true potential and enjoy many successes. Thank you all and let us continue to strive for excellence in 2013 and beyond!