



Government Campus, Port of Spain

Emerging English Voice-Based Destination **Trinidad and Tobago**

Delivering a quality, cost competitive, nearshore location.

investTT
Trinidad and Tobago

www.investt.co.tt



QUALITY

Trinidad and Tobago offers the best quality, cost competitive option for nearshore BPO operations

Trinidad and Tobago is the southernmost country in the Caribbean Sea. The Caribbean offers the largest English-speaking talent pool and is fast emerging as a credible nearshore location, especially in providing voice-based call center (CC) and other Business Process Outsourcing (BPO) services. According to an assessment report done by Avasant, a global sourcing advisory firm, Trinidad and Tobago has a high potential to emerge as an English voice-based destination.

Investment opportunities exist for BPO companies with a large English Voice Service focus, seeking to provide high-quality customer interaction services to their clients from a nearshore location. Nearshore opportunities can be realized by companies seeking to provide contact centres/ customer interaction services such as phone answering, telemarketing, customer retention, help desk etc.

BPO's are consistently moving from operations that are far afield to ones that are nearshore, capable of delivering great savings to customers and superior returns to investors. Trinidad and Tobago offers a compelling advantage in that regard. Our quality in labour and infrastructure is unmistakable, our costs are competitive and our nearshore location provides easy access while delivering enviable returns for our investors.

Trinidad and Tobago labour and infrastructure combine to deliver a BPO product that is unmatched. The country's free education system (primary, secondary, vocational and tertiary) delivers a wealth of process oriented resources, most suited to BPO operations.

**OVER 7,000 PERSONS
GRADUATE FROM TERTIARY
LEVEL INSTITUTIONS
ANNUALLY**



The National Library of Trinidad & Tobago, Port of Spain

According to a 2012 study done by Tholon's, a leading full-service Strategic Advisory firm for Global Outsourcing and Investments, a high literacy rate will act as a stable foundation on which to build more sophisticated skill sets needed in the BPO industry. Trinidad and Tobago has already capitalized on our 99% literacy rate which, has served as a powerful foundation for the nation's development. The education system has been

well-developed from primary to university level. Over 7,000 persons graduate from tertiary level institutions annually.

The report further indicated that Trinidad and Tobago has 81 higher education institutions. Those institutions can partner with BPOs to provide further and more specific training.

QUALITY OF HIGHER EDUCATION AND TRAINING

Ranked 45th in the world for quality of higher education and training

Ranked 36th in quality of Math and Science education

Ranked 34th in Management Schools

Government policies have helped to increase participation in tertiary education.

Trinidad and Tobago scored higher in English Language skills when compared to Latin America and Philippines.

Trinidad and Tobago has excellent infrastructure, especially compared to most Caribbean countries.

The country has adequate bandwidth capacity, good quality real estate, local transportation, an extensive network of roads, good air connectivity and reliable power and utility systems.

Our national strategic initiatives are focused on making Trinidad and Tobago a leader in ICT services in the region and providing e-Government services to local and international businesses and investors. The country's location outside the hurricane

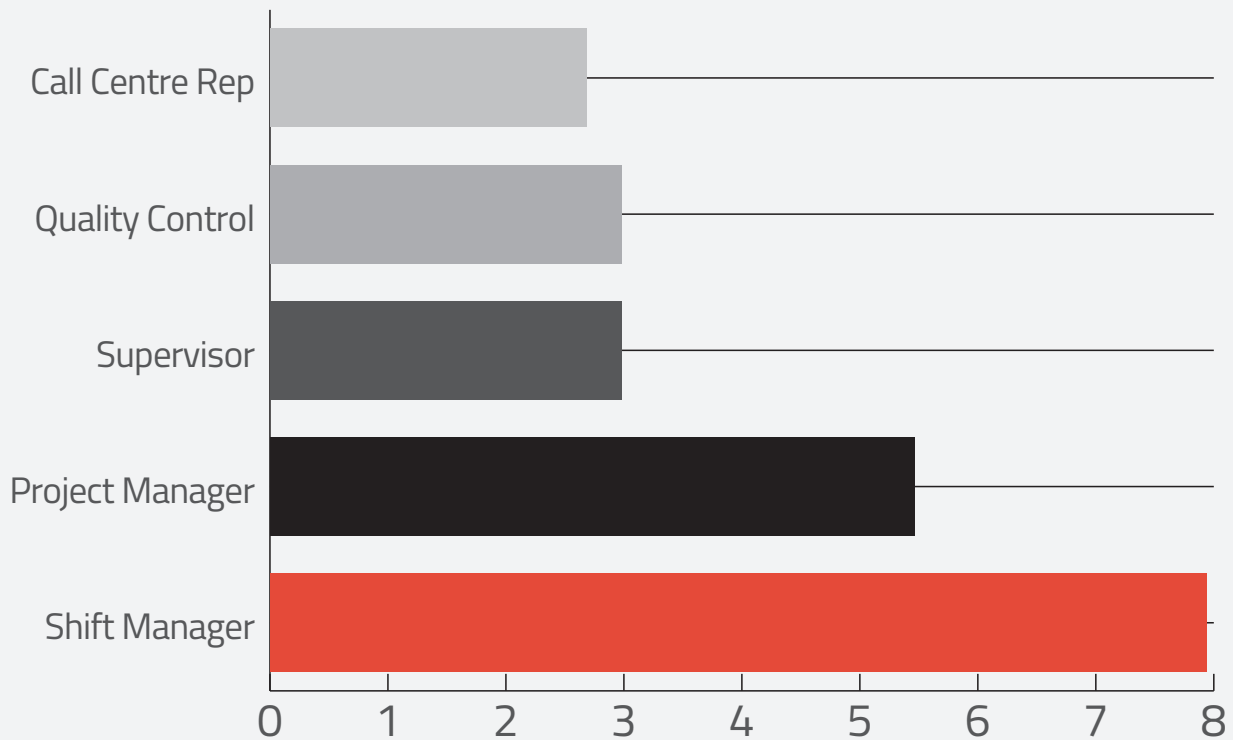
belt virtually eliminates business disruption risk. A continual investment in the nation's technology networks has transformed the ICT infrastructure from a simple, digital-based one to an IP-based core network.

International Information technology providers have invested in undersea cables, on island fibre connectivity and MPLS networks. The 5 undersea fiber connections provide a robust and redundant core infrastructure. Available ICT services include

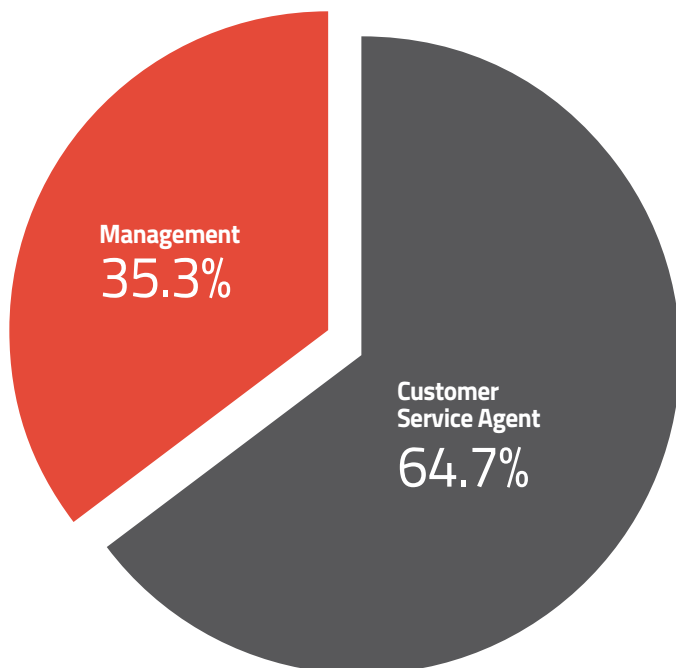
traditional broadband, WiMax mobile broadband, dedicated internet access, advanced and next generation IP networks and satellite backup services among other services. There are two mobile providers supporting an infrastructure of 2G, GSM and 4G networks, covering 98% of the country. Trinidad and Tobago's mobile penetration of 139%, is a further indication of the technical competence of our population.

Over the years, Trinidad and Tobago has suffered from under-capacity in tertiary education. According to UNESCO, as recently as 2001 the participation rate was just 7% and the government has made significant changes over the last decade, this has resulted in the rate increasing to 46% in 2012.

EMPLOYMENT LEVEL HOURLY COST (USD)



Trinidad and Tobago was ranked most competitive when considering the complete cost of operation. (FDI Magazine)



In addition to the inherent cost advantages of operating in Trinidad and Tobago BPOs can enjoy benefits of being located in a free zone which means they will be exempt from customs duties; value added tax and corporate income tax for a 15 year period. Also, 100% foreign ownership of locally registered companies is allowed while there are no foreign exchange controls and companies can enjoy full repatriation of profits. Incentives for training of staff will also be considered based on the specific needs of the operator.

Teletch conducted a labour market survey for an international BPO/call centre operator in 2012. The 1,353 plus applications (received in one month's time) provided encouraging insights to the potential opportunity for employers. All of the applicants had attained at least a high school education and over 50% of the target BPO population were either

unemployed or underemployed and were immediately available for hire. Trinidad and Tobago provides access to resources that are as skilled as their first world counterparts at very competitive wage rates.

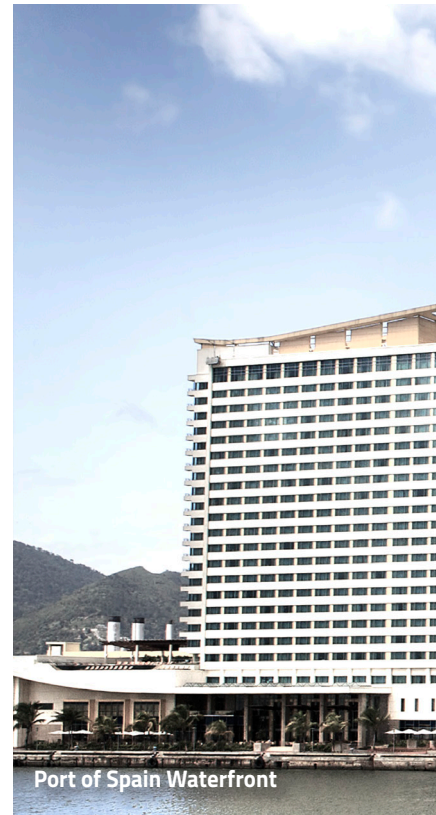
At least 65% of the individuals surveyed were interested in being employed at the customer service agent level. Their wage expectations were modest in comparison to their skill sets; they expected wages of US\$2.70–US\$3.40 per hour (approximately \$500 US Dollars per month).

A staggering 99.8% of the respondents had computer skills and were quite computer literate.

Trinidad and Tobago scored higher in English Language skills when compared to Latin America and Philippines in language testing based on a sample size of 78 of the 1,353 respondents.

(Source: Teletch 2012)

TRINIDAD AND TOBAGO'S GEOGRAPHIC PROXIMITY TO THE NORTH AMERICAN MARKET IS A PRIMARY ADVANTAGE. TRINIDAD AND TOBAGO OPERATES IN THE SAME TIME ZONE AS EASTERN STANDARD TIME. IT IS 4 HOURS BEHIND GREENWICH MEAN TIME (GMT-4) AND IT DOES NOT OBSERVE DAYLIGHT-SAVING TIME.



InvesTT promises that we will do everything within our remit to deliver a lucrative investment result leveraging our quality, cost competitive near shore location.

Port of Spain, Trinidad and Tobago's capital is far closer in travel time to major US cities such as Miami, New York, Los Angeles and Toronto. Any of the over 70 available flights leaving Port-of-Spain per week will take as little as 3 to 11 hours to get to any of these major cities. This is in stark contrast to other BPO centers such as Manila (15 – 24 hours), New Delhi (14 – 20 hours) and Cape Town (19 – 27 hours). Given our location, providing executive oversight would only be a few hours flight time to a beautiful Caribbean island. Our location within the US time zone makes communication between head offices and satellite operations simple and effortless.

Trinidad and Tobago is a politically and economically stable country. Our energy costs are the lowest in the western hemisphere, and are the 8th lowest in the world. Our educated English speaking

workforce has a relatively neutral accent which is easy to understand.

However, even more than those benefits, our society has a cultural affinity with the US, due to our close proximity and exposure to that region. Another added benefit is the Trinidad and Tobago experience; the country has a rich cultural fusion of different religions, races and cultures.

Even more than our quality resources and infrastructure, Trinidad and Tobago delivers so much. We are equally known for our business and leisure. The combination, delivers a quality of life to our investors that is simply unmatched.

Our unique value proposition to BPO operators includes:

1. Ready access to available labour pool due to high unemployment among the target population
2. Highly competitive wage rates
3. Easy access to robust ICT infrastructure
4. Nearshore location

As the Investment Promotion Agency of the Republic of Trinidad and Tobago, we are equipped with the authority, expertise and key public and private sector relationships to provide investors with all the investment services they need. From knowledge, to facilitation, to support we have everything you need to make investing in Trinidad and Tobago both rewarding and efficient. We welcome you to invest in Trinidad and Tobago.



RESULTS OF A TELETECH BPO/CALL CENTRE LABOUR MARKET SURVEY

3.5% **Master's Degree**
25% **Bachelor's Degree**
27.6% **Two-year Diploma
or Vocational Degree**
43.9% **High School Graduate**



Contact us:

Sekou Alleyne

Manager, Investor Sourcing

Email: Sekou.alleyne@investt.co.tt

Tel: 868-675-1989 Ext. 2268

Cell: 868-724-9121

Quincy Flores

Senior Investment Officer

Email: Quincy.flores@investt.co.tt

Tel: 868-675-1989 x 2191

Cell: 868-682-5754

www.investt.co.tt

InvesTT Fast Facts

TRINIDAD AND TOBAGO

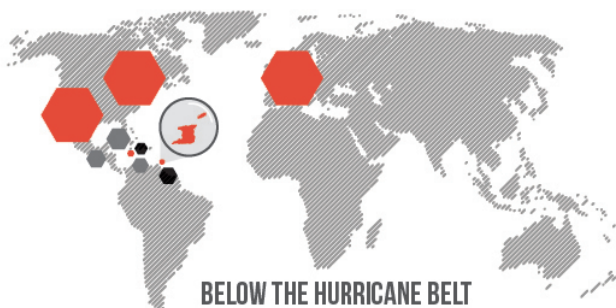
www.investt.co.tt

Trinidad and Tobago is home to abundant natural resources, talented people and robust infrastructure. Here are some more facts about this leading Caribbean location.

Sources: Central Statistical Office, Central Bank, Telecommunications Authority, fDi Magazine

LOCATION GMT - 4:00

Two islands located at the southern tip of the Caribbean island chain. Ideal location below the hurricane belt with access to North and South American markets



BELOW THE HURRICANE BELT



Trade Agreements with: USA, UK, Canada, Brazil, France, Columbia, Cuba, Denmark, Germany, India, Italy, Luxembourg, Spain, Sweden, Switzerland, Norway, Venezuela, Dominican Republic, Costa Rica, Panama and CARICOM.

TRINIDAD AND TOBAGO: MARKET ACCESS



Language **ENGLISH**

Population **1.3 MILLION**

Trinidad **4,828** Km² Tobago **300** Km²

Capital **PORT-OF-SPAIN**

Climate
Dry season **JAN - JUN**
Rainy season **JUN - DEC**

Avg. **31°C** | Avg. **21°C**



Politics
STABLE PARLIAMENTARY DEMOCRACY



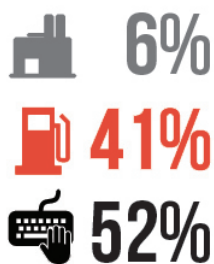
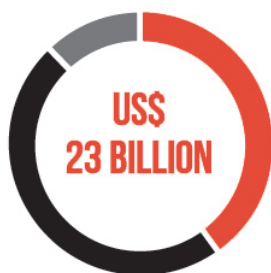
Education
FREE TERTIARY EDUCATION
7,600 GRADUATES ANNUALLY



Legal System
INDEPENDENT JUDICIARY
Economic freedom and laws to protect investors

GDP

Oil/Gas Services Manufacturing



% OF LABOUR FORCE



Labour Force **635,100**

GDP per capita **US\$ 18,010**

Growth Q4 2013 **↑ 1.5%**

Electricity Rate **US\$ 0.03/KWH**

Lowest business costs in Central America and the Caribbean

INFRASTRUCTURE



TELECOMMUNICATIONS
Modern digital and fibre-optic telecommunications infrastructure

(868)
Country code

5 FIBRE-OPTIC LINKS
Redundant and diverse fibre-optic submarine cables

80.1%
Internet penetration

139%
Mobile penetration



Two major ports handling dry and general cargo plus two liquid terminals

RANKED #2
in port capacity in the Caribbean

SECOND
most developed road network in the Caribbean



AIR TRAVEL

Piarco International is a modern airport on the island of Trinidad while Tobago is served by the ANR Robinson International airport. Direct flights to major international cities like New York, Toronto and London.



For more information, please contact us at info@investt.co.tt