

INSIDE

TRINIDAD

#FLOWWORKINGFORYOU

Volume 4 Issue 3 (March 2023)

IWD 2023

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A word *from our* Vice President

Hey team:

March, though busy, was a challenging one for us as a business and on a personal level for our teams, as we sadly lost two of our long serving colleagues – Allister and Lalman. May their souls rest in peace.

We successfully completed our Managing for Success training programme where 20 of our supervisors benefitted from this pilot session. I am sure that you are as excited as I am to see them take their learnings to improve processes in their areas of expertise and influence.

On March 8th, we joined the international community for International Women's Day and #embracedequity alongside our friends at the Bankers Association of Trinidad and Tobago. Gracing the stage at the event, we were pleased to host the Honourable Shamfa Cudjoe, Minister of Sport and Community Development; His Worship Alderman Joel Martinez, Mayor of the City of Port of Spain; Richard Downie, President, Bankers Association of Trinidad and Tobago (BATT) & Managing Director, RBC Royal Bank (Trinidad & Tobago) Limited; Amilcar Sanatan, Assistant Director – Gender Affairs, Gender and Child Affairs Division, Office of the Prime Minister; Fayann Lyons-Alvarez and Thema Williams.

Mid-month, members of our Executive Leadership Team, led by our CEO Inge Smidts visited us. Among the activities during that visit was a Managers' Meeting, where I outlined our 2023 objectives, priorities, current and future states. Please save the date for our upcoming Staff Town Hall on April 26th where I will share with each of you what you can do to deliver on our 2023 objectives.

And again – join me in wishing all the best to our SEA parents and students!

Simone Martin-Sulgan

Vice President



SIMONE MARTIN-SULGAN
VICE PRESIDENT

#Embrace *Equity*





FLOW CELEBRATES ITS WOMEN LEADERS!

PROMOTING GENDER EQUALITY
IN THE WORKPLACE REMAINS A
HIGH PRIORITY FOR FLOW.

Against the backdrop of International Women's Day, which this year is celebrated under the theme #EmbraceEquity, Trinidad and Tobago's leading telecommunications provider has reaffirmed its commitment to promoting equity across all segments of the company through a culture of diversity and inclusion.

Flow Trinidad has ten women on its Senior Leadership Team of twelve. Here's what seven of them have to say on #EmbracingEquity:



Reneasha Simmons-Phillips
Senior Manager – People

It is a privilege to be part of a team that allows you to be your authentic self. I am proud that at Flow we implement policies and support programs that promote equity for future female leaders. Key to our success as women is tangible support through the different phases of our lives.



Yolande Agard-Simmons
Senior Manager – Communications

Empower, mentor and inspire the next generation of leaders by giving them opportunities to shine. Join me and do your part to contribute to a world of work that is more diverse, equitable, and inclusive.



Nikita Maharaj
Director – Finance

To be part of such an open and welcoming organization is a privilege. I firmly believe we need to embody the change that we want to see, and this means embracing equality. I encourage my colleagues to not only focus on your professional development, but also get involved in the community and give back. This is how, as women, we can lead by example and mold future leaders.



Simone Martin-Sulgan
First Female Vice President of Flow Trinidad

Allies are incredibly important for the advancement of women; we need clear endorsement from male allies in the pursuit of gender equality. If you want to go far, you need to go #together.



Cindy-Ann Gatt
Director – Commercial Operations

I have had great mentors over the years at Flow, of both sexes. It's important to lift the next generation of leaders through mentorship and give them the opportunities that we may have benefitted from.



Krystle Lake
Director – Business Operations

It's amazing that Flow promotes the best person for the job. They are creating a path to accelerate one's career. I ask that you avoid limiting women's choices and allow a woman to define what success means to her.



Roberta Norman-Reverand
Director – B2C

As a mother of a young woman, doing my part to create a more equitable world of work for her to inherit is of paramount importance to me. As a female working at Flow and part of a robust leadership team, I feel empowered and respected. As a Company, we live this message of embracing equity.

HAPPY INTERNATIONAL WOMEN'S DAY

FLOW

Managing for *Success*



LLA's Pilot Training Programme, titled "Managing for Success" was successfully hosted on February 27-March 1. Twenty (20) of our supervisors benefitted from this training.

Flow & BATT *partner* for IWD





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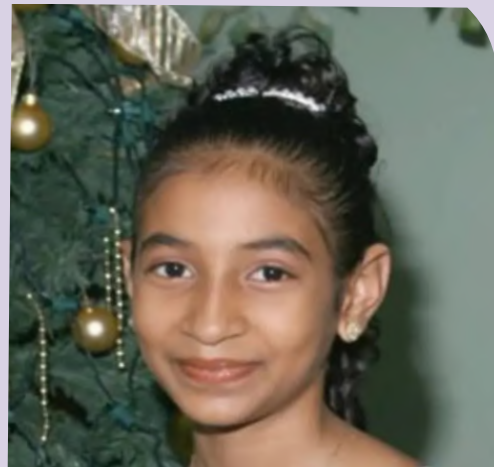


Download Your Photos



Guess Who!

As a young girl, this cutie was shy, but inquisitive, creative and helpful.



In the

News

Daily Express
 55th Anniversary
 Wednesday, March 8, 2023
 No. 13,262 112 Pages
 www.dailypress.com

NOT ME AND EMAILGATE
 Story by Anna Ramdass on Page 3

Woman power!

\$15.5 MILLION NICB

[click to preview](#)

Woman Power

NEWSDAY News Latest Sports Sections + Q

NEWS
Cudjoe: More needs to be done for women
 (PHOTO BY RICHARD)

Minister of Sport and Community Development Shonda Cudjoe speaks during an International Women's Day panel discussion hosted by BATT and FLOW at the Hyatt Regency, Port of Spain, on Tuesday... Annelis Marcella

Minister of Sport and Community Development Shonda Cudjoe says that while she can acknowledge the efforts being made to help and empower women, more work still needs to be done to help them progress to their rightful place in society.

[click to preview](#)

Cudjoe more needs to be done for women

Fay Ann Female artistes face unfair scrutiny

[click to preview](#)

PAGE 8 | NEWSDAY | SECTION A | WEDNESDAY MARCH 8, 2023

NEWS
Fay Ann: Female artistes face unfair scrutiny
 VISHANNA PHAGOO

SOCA star Fay Ann Lyons has said female artistes face too much criticism in the industry and it takes away from their accomplishments. She was speaking at the Bankers' Association of TT (BATT) and Flow's International Women's Day reception on Tuesday.

Lyons spoke on a panel at the Hyatt Regency, Port of Spain, along with general manager Thoma Williams, vice president and general manager of Flow Simone Martin Sulgan and Richard Downes, president of BATT and managing director of BNC Royal Bank.

She said, though the difference between men and women in the music industry could not be quantified as their success was based on their popularity and relevance, the unfairness is there.

"We're in a unique position where women can advance, but you're still at a disadvantage because your advancement requires you to do things that men aren't required to do.

"For instance, I can't put on weight and still try to wear on sexy outfits and not get any criticism because the...

ing a mentor artist like Bani Carlin to then be referred to as Bani Carlin's wife, you're in a position where you're associated with powerful and talented men. You're being reduced to being the relative of... "the wife of..." or "associate of..."

She said women tend to shy away from fighting their way up and trying to make their own name, but they shouldn't. Lyons was referred to as "Bani Carlin's wife" by CNN TV 6 in a tweet on February 14.

Williams was also asked about the... the... the... the...

Fay Ann Lyons

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Fay Ann Lyons



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Embracing equity is a significant pillar of society



FLOW CELEBRATES ITS WOMEN LEADERS!

PROMOTING GENDER EQUALITY IN THE WORKPLACE REMAINS A HIGH PRIORITY FOR FLOW.

Against the backdrop of International Women's Day, which this year is celebrated across the globe...



Simone Martin-Sulgan, Vice President of Flow

At the same time, it is important for the educational sector...



Rosalyn Simons-Phillips, Senior Manager - People

It is a privilege to be part of a team that allows you to be your authentic self...



Cindy Ann Gatt, Director - Commercial Operations

I have had great mentors over the years of my life...



Yolande Agard-Simmons, Senior Manager - Communications

Improves, creates and inspires the next generation of leaders...



Krystal Lake, Director - Business Operations

Flourishing at Flow provides an ideal platform for growth...



Nilouf Mahariq, Director - Finance

To be part of such a vibrant and high-performing organization is a privilege...



Roberto Navarro-Reverend, Director - E2C

As a member of a young, energetic, and innovative team...

HAPPY INTERNATIONAL WOMEN'S DAY



Read on pg 6



click to preview

Flow, pennacool.com support for SEA

click to preview



TOP-SCORER: Winning pupil Jabbari Connell with his parents Curt and Nilva alongside Flow's Yolande Agard-Simmons.

Pupils urged to prepare for SEA with online help

THE annual Secondary Entrance Assessment (SEA) is fast approaching on March 29, and pupils are encouraged to access pennacool.com, which is free, for revision and practice exercises in preparation for the exam.

pennacool.com, in partnership with Flow, is a teacher/student programme which covers primary school Mathematics and Language Arts curriculum in an online format.

Since January 2023, creative writing has been included on the portal. Currently, there is a creative writing competition with guidelines and topics for students to submit their report

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Flow manager, marketing, Anika Pearl Thompson, left, with Teacher in the Year, Lisa-Louie, (right) of Singapore Government Primary School.

Flow, pennacool.com support for SEA pupils

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Heroes Among Us

Huge big up for our colleagues who received commendations from our customers in the month of February 2023:

Name	Issue	Customer Comments
Lamia Christopher	Tech	Ms. Genella was very thankful to get assistance from Lamia. She advised though her service issues had been ongoing a while Lamia tried her best to assist her and she noted this was not the first instance but multiple times before she has spoken to Lamia and needed to let us know she was extremely grateful. Well done Lamz your natural ability to always carry a cheerful tone has always been your best skill. Keep up the amazing work!!!
Carla Pereira	Care	Mrs. Balbadar was elated and wished to thank you for the great care and patience you took in ensuring her replay and play back feature were working. She said you were understanding, your customer service was excellent, and you provided a wow experience. Great job Carla. Take a bow.
Kezia Scott	Care	Mr. Marshall expressed his satisfaction in your assistance to him. He commended you on your professionalism and the manner in which you dealt with him despite his past experience. Keep up the awesome work.

Sheldon Simon	Care	Mr. Warner conveyed his apologies and wanted to assure you he was not angry at you personally. He also stated that you were professional in dealing with, maintained your politeness and gave him good customer service. Thank you Sheldon and great job!
Lamia Christopher	Tech	Ms Bryce says thanks for the excellent customer service you provided. You took ownership of the issue and ensured her services were restored while awaiting a technician.
Rondon Edwards	Tech	Quote from a customer: "I would like to acknowledge Mr. Rondon for his excellent customer service. I contacted your call center to get assistance with an issue with my landline on the evening of February 15th 2023.Mr.Rondon exhibited all the necessary qualities of a customer service representative to solve my issue. Mr. Rondon listened, fact find, showed empathy, troubleshooted and was knowledgeable in resolving the issue. I commend him for his service, because these days excellent customer service is very rare."

Guess Who!

She grew into our colleague – a young woman who describes herself as brave, ambitious, adventurous, shy, loyal, humble, still helpful and creative;



CYLENE BLEASDELLE,
Customer Service Representative

FLOW & pennacool.com continue to support S.E.A.

students

Pennacool.com, in partnership with Flow, is a teacher/student programme which covers the local Primary School Maths & Language Arts curriculum in an online format. The focus is to offer educational resources and materials for standard 4 and 5 students as they prepare for the Secondary Entrance Assessment examination.

As a telecommunications provider, we know that connectivity has the power to transform lives, so we are thrilled to know that we have achieved 100% coverage in Primary Schools in Trinidad and Tobago.



l-r celebrating with the winning students of Tunapuna Boys Government Primary – Matthew Douglas | Jabbari Conneuil | Jedidiah Conneuil | Yolande Agard-Simmons, Senior Manager Communications, Flow | Phaessuh Kromah, Co-Founder, pennacool.com | Ms. Avalon Grant, teacher | Jacinta Pinard-Thompson, Manager Marketing, Flow

On Monday 6th February, Tunapuna Boys' R.C Primary School, the December winner of the Pennacool Inter-School Championship (ISC) with 857 points was recognized; with special congratulations to Jabbari Conneuil, the top scoring student. The School received the coveted prize of five (5) tablets and upgraded Flow broadband for the school, with one (1) student receiving three (3) months free Flow internet service.

At the ISC event, Flow's Manager – Marketing, Jacinta Pinard-Thompson shared that "it has been a truly rewarding experience for us to see how together, we have been able to assist our students to improve their learning skills, in a fun and interactive way."

10 Things You did not know about

Do you have a nickname?

I have multiple nick names

Aisle, window or middle seat?

Window Seat

If you were Prime Minister for a day, what would you do?

I would do two things, ensure to fix all the County roads (potholes) and pass a Bill which will adjust the overall budget long term to reduce inflation

What's your dream vacation?

A month or 2 away in any European or Asian Country

Who is your inspiration?

My Grandmother

What is your favourite food or dish?

FOOD

What are your hobbies?

Eating, Painting/Drawing and Travelling

What is your dream job?

Any career that would allow me to travel more frequently to new places

What do people like most about you?

I would say, my sense of humour coupled with my down to earth and free-spirited nature

If you were stranded on a desert island, what three things would you need?

A survival multi tool, a cell phone and roaming data

Cylene
Bleasdelle



Customer Service Representative

HAVE YOUR SAY

How did you feel about attending the Flow/BATT IWD event?



Anya **Briscott**

CSC- Quality Assurance Agent, B2B

Attending the Flow/BATT IWD event could not have been better. #EmbraceEquity - Hearing from The Honourable Shamfa Cudjoe and our very own Vice President, General Manager Simone Martin-Sulgan, I was very intrigued and inspired. Being a woman in a field that is dominated by men, as well as challenges faced and having to be a wife and mom at the end of it all. I was enlightened as well with the panel of speakers, Fayann Lyon- Alvares, Thema Williams and Robert Downie (BATT). I am truly grateful to have had the opportunity to experience such an encouraging and empowering event. I do look forward for the next IWD2024 event God's willing.

Vennetta
Siu Kwan Hang

Executive Assistant to
Simone Martin-Sulgan, VP Trinidad



It was an honor to attend, the event was informative, eye opening and an enjoyable one



Sonia **D. Hamilton**
Senior Credit and Collections Officer

I found the session to be very informative and empowering for us women

Firstly, I had an amazing time being in the company of such intelligent and successful women from all walks of life. The entire event was well put together (ambience, host, panel, special guests, etc.). The points of reference given by our country's leader, Simone, and the other powerful women during the question segment were very inspiring and relatable. Overall, it was awesome experience for me!



Anastacia Marie

Balcon-Wilson
CSC – Information Analyst

Upcoming
Events

April 26th

Staff Town Hall

April 26th

Administrative Professionals Day

April 27th

Girls in ICT Day



Questions, comments: email us: internalcommunications@cw.com



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