



# TRINIDAD AND TOBAGO GAZETTE (EXTRAORDINARY)

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## **2019 UPDATED PUBLIC STATEMENT OF THE NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED IN COMPLIANCE WITH SECTIONS 7, 8 and 9 OF THE FREEDOM OF INFORMATION ACT 1999**

Under the Freedom of Information Act 1999, (“the Act”), The National Maintenance Training and Security Company Limited (“MTS”) is required by law to publish certain information for the benefit of the public.

The Act gives members of the public:

1. A legal right for each person to access information held by the Public Authority;
2. A legal right for each person to have official information relating to him/herself amended where it is incomplete, incorrect or misleading;
3. A legal right to obtain reasons for adverse decisions made regarding an applicant’s request for information under the FOIA;
4. A legal right to complain to the Ombudsman and to apply to the High Court for Judicial Review to challenge adverse decisions made under the FOIA.

The NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED publishes the following information as approved by the Minister of Public Utilities.

### **STATEMENTS UNDER SECTION 7 OF THE ACT Section 7 (1) (a) (i)**

#### *Corporate Vision – The Future We Are*

“As a Company, we exercise effective leadership and good governance in ensuring a clean, safe, secure and sustainable environment for the communities that we serve”.

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We fulfil the concerns of our customers and our employees with integrity and stand for making a difference in those things that matter to them and to all our stakeholders. We are a knowledge driven Company. We showcase our successes and are widely regarded for our work and our capacity in getting things done.

***Corporate Mission: The Reason for Our Existence***

As a Company, we exist to enable and empower our clients in the safe and peaceful enjoyment of their lives and property. We preserve discipline, as well as the integrity of the plant and equipment of our customers. We take advantage of new knowledge while being responsive to the changing perceptions and demographics of the wider national community.

***Corporate Information***

The National Maintenance Training and Security Company Limited is a fully owned state enterprise which was registered in 1979. At this time it was known as the Secondary Schools Maintenance Training and Security Company Limited (MTS), with a (7%) shareholding by an American company, Edusystems. Edusystems provided management services through hired consultants. MTS' original mandate was to provide maintenance and security services to the Government's Secondary Schools. The company's name was eventually changed to the National Maintenance Training and Security Company Limited when it also had its Memorandum of Association amended to provide services to customers other than Government or Government agencies and expanded into the area of project management in line with the government's thrust for all state enterprises to be financially viable and self-sufficient. This change was effected on October 05, 1989, at the Company's Extra Ordinary Shareholders Meeting by way of two special Resolutions proposed and approved by the Ministry of Finance to change the Company's Name and to alter the Company's Memorandum of Association.

MTS's registered office is located at MTS PLAZA, Aranguez Main Road, San Juan. The Company is governed by a Board of Directors appointed by the Company's Shareholder, the Corporation Sole.

Four Board sub-committees assist in formulating and guiding the business and policies of the Company:-

- Audit Committee
- Finance and Investment Committee
- Human Resources Committee
- Tenders Committee

The Company's executive management team comprises of the Chief Executive Officer and eight (8) Divisional Managers including the Corporate Secretary/Legal Advisor.

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2019 UPDATED PUBLIC STATEMENT OF THE NATIONAL MAINTENANCE TRAINING  
AND SECURITY COMPANY LIMITED—CONTINUED**COMPANY STRUCTURE**

The Divisions and scope of business of MTS are:

- **FACILITIES MAINTENANCE**
  - Janitorial (custodial) Maintenance
  - Grounds Maintenance
  - Building Maintenance (electrical, sewer plant maintenance, air conditioning, plumbing)
  
- **PROJECT MANAGEMENT AND ENGINEERING**
  - Project Management Services
  - Installation of air conditioning systems
  - Sewer treatment systems
  - Fluid transfer equipment maintenance
  - Building restoration
  
- **SECURITY**
  - Armed
  - Unarmed
  - Cash-In-Transit
  - Investigations & Surveys
  - Canine
  - Elite Security
  - Electronic Security
  
- **AGRIBUSINESS**
  - Landscape Design and Grounds Maintenance
  - Landscaping, plant sales and rentals

- **MARKETING**

The Marketing Division is responsible for developing and maintaining favourable long term business relationships between MTS and its customers.

Several of the Division's major objectives are as follows:-

- to improve the relationship with our public sector clients
- to anticipate their needs and better serve them
- to ensure prompt payments;

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- to create and maintain a customer-driven culture benchmarked by industry best practices;
- to engage stronger customer relations management techniques to improve customer satisfaction
- to promote MTS as the “first choice” service provider;

**(6) TRAINING AND HUMAN RESOURCES**

The Human Resource Division whose functions comprise the following:

- training and development
- recruitment and selection
- manpower planning
- employee relations
- organizational development and compensation
- benefit management

**(7) FINANCE**

The Chief Financial Officer provides the following:-

- accounts payable
- accounts receivable
- payroll
- financial reporting
- treasury services
- risk management
- information technology and administrative services

**(8) CORPORATE SECRETARIAT AND LEGAL**

The Corporate Secretariat provides legal, corporate secretarial and contract administration services.

There are two other departments:

- **The Corporate Communications Department** provides corporate communication and information services.
- **The Internal Audit Department** provides independent, objective assurance and consultancy designed to improve the organization’s operations by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of risk management control and governance processes.

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2019 UPDATED PUBLIC STATEMENT OF THE NATIONAL MAINTENANCE TRAINING  
AND SECURITY COMPANY LIMITED—CONTINUED**EFFECT OF SCOPE OF BUSINESS ON MEMBERS OF THE PUBLIC**

The company has approximately 5,700 employees and operates in approximately 1000 separate locations ranging from Cedros to Charlotteville. The Company's offices are regionalized and spread throughout Trinidad and Tobago to enable prompt response to customers' needs.

In its course of business, MTS is not engaged directly with the general public but interacts with members of the public through its site locations given that we are located in approximately one thousand (1000) Public Institutions including schools, police stations, courthouses, Ministry Offices and Social Services Units.

**STATEMENTS UNDER SECTION 7 OF THE ACT****Section 7 (1) (a) (ii)****CATEGORIES OF DOCUMENTS IN THE POSSESSION OF MTS**

MTS maintains records that relate to its administrative functions, support services and its technical operations (related to its core business activities). These records are generally categorized as follows:-

- 1) General Administration and Support Services
  - Records related to property management, risk management and office services
- 2) Intra-Governmental Correspondence
  - Correspondence with Ministries, Cabinet and other public authorities
  - Reports to the Ministry of Public Utilities, the Ministry of Finance, the Trinidad and Tobago Securities & Exchange Commission and other governmental financial management institutions
- 3) Committees Deliberations
  - Minutes and reports of Committees and of other internal bodies
- 4) Legal Activities
  - Legislation, policies and procedures
  - contracts and agreements
  - litigation and other legal proceedings
  - tenders' procedure and process
- 5) Business Activities
  - Strategic Plan, business plans, proposals, reviews, reports
  - Records related to development, planning and general management of projects
  - Human resource management operations
  - Corporate Communications including brochures and newsletters

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- Photographs, maps, audio and visual material related to public relations activities
- Records of programmes
- Marketing and business promotions
- Performance and audit assessments and analyses
- Consultancy, technical, valuation, assessment and various reports which support business decisions
- Policies, procedures and manuals e.g. safety manual, evacuation procedures, Employee Handbook, Security Handbook, Company Policies
- Records related to the management of corporate events

6) Financial and Accounting Operations:

- Records related to budgeting, capital investments, financial planning
- Reporting, taxation, cash management etc.
- Reports to government, audited financial accounts laid in Parliament and other public financial entities
- Annual financial reports

7) Technical Operations

**Section 7 (1) (a) (iii)**

**DOCUMENTS PREPARED FOR PUBLICATION AND INSPECTION**

The public may inspect and/or obtain copies of the following material between the hours of 9:30 a.m. and 3:00 p.m. on normal working days at:-

The NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED,  
Office of the Corporate Secretary/Legal Adviser, MTS Plaza Aranguez Main Road San Juan.

The following documents are available to the public:

- MTS Newsletter (quarterly)
- Annual Administrative Report
- Tenders Policy

If distribution copies of these publications are out of stock, requestors would be required to pay for photocopying or duplication. All general information is also available on the Company's website, <http://www.mtsco.com>

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**Section 7 (1) (a) (iv)**

**DOCUMENTS AVAILABLE BY WAY OF SUBSCRIPTION**

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

**Section 7 (1) (a) (v)**

**PROCEDURE FOR ACCESSING OFFICIAL DOCUMENTS UNDER FOIA**

**How to Request Information**

- 1) Members of the public may submit requests under the FOI Act between the hours of 9:30 a.m. and 3:00 p.m. daily.

**Addressing Requests**

- 2) 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 Document(s) Form that is available from the Designated Officer, from the FOIA Unit or online at [www.foia.gov.tt](http://www.foia.gov.tt)
- 3) Queries for amendments to documents containing personal information about the applicant are to be directed to the Designated Officer in the form of a letter.
- 4) To ensure prompt handling of requests, please address it to the Designated Officer of the NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED.
- 5) Requests will be acknowledged as official when made on the prescribed form.

**Details in Requests**

- 6) Applicants must provide sufficient information to enable the Designated Officer to identify the document(s) being requested.

**Responding to Requests**

- MTS will be required to furnish copies of documents only when they are in our possession or we can retrieve them from storage. Information stored in the storage center will be retrieved in order to process your request.
- Prior to the commencement of the Freedom of Information Act, 1999, 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. For example, the Exchequer and Audit Act, Chap. 69:01.

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### **Furnishing Documents**

- 8) An applicant is entitled to copies of information we have in our possession, custody or power. We are required to furnish only one copy of a document. If we cannot make a legible copy of a document to be released, we may not attempt to reconstruct it. Instead, we will furnish the best copy possible and note its quality in our reply.

Please note we are 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 Allowed**

- 9) Applicants will be notified within thirty (30) calendar days or before whether or not the request is approved.
- 10) Applicants whose requests are incomplete or unclear will be informed of same by the Designated Officer who will make arrangements to meet with the applicant for consultation with a view to clarifying the request; move to responding to requests.
- 11) Where the applicant's request is unclear or incomplete, the time limit of thirty (30) days will be suspended while consultation with the applicant is being undertaken, and resumes on the day the applicant confirms or alters the request.
- 12) An Applicant whose request for documents is refused, will be notified by the Designated Officer in writing of the reasons for refusal. The Officer will consult with the applicant about alternative recourses that are open to him/her responding to requests.

### **Fees and Charges**

- 13) Details of charges for photocopies or purchase of documents will be determined based upon individual requests by applicants.
- 14) Applicants will be required to complete an official company invoice before funds are paid to the Cashier.
- 15) Regulations for fees under the FOIA are not yet in force and, except for duplication charges, documents will be provided for free.



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2019 UPDATED PUBLIC STATEMENT OF THE NATIONAL MAINTENANCE TRAINING  
AND SECURITY COMPANY LIMITED—CONTINUED**Section 7 (1) (a) (vi)****Officers in MTS responsible for:**

- 1) The initial receipt of and action upon notices under Section 10;
- 2) Requests for access to documents under Section 13; and
- 3) Application for correction of personal information under Section 36 of the FOIA

The Designated Officer is:

Adilah Elahie

Designated Officer (FOIA) 1999

**HEAD OFFICE****Address: MTS Plaza, Aranguez Main Road, Aranguez****Postal Address: P.O. Bag 265, San Juan****Telephone: 675-1952****Fax: 675-1952****Email: [mtscorpsec@gmail.com](mailto:mtscorpsec@gmail.com)****Website: [www.mtsco.com](http://www.mtsco.com)**

The Alternate Designated Officer is:

Naila Ali

Alternate Designated Officer (FOIA)1999

**Address: MTS Plaza, Aranguez Main Road, Aranguez****Postal Address: P.O. Bag 265, San Juan****Telephone: 675-1952****Fax: 675-1952****Email: [6onaila@gmail.com](mailto:6onaila@gmail.com)****Section 7 (1) (a) (vii)****ADVISORY BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES (WHERE MEETINGS/MINUTES ARE OPEN TO THE PUBLIC)**

At this time, there are no bodies 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 [www.mtsco.com](http://www.mtsco.com). General Information enquiries can be made to the Corporate Communications Division, Corporate Communications Officer, at (868) 674 4687.

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**STATEMENTS UNDER SECTION 8 (1) (a) (ii) OF THE ACT**

The following in-house documents can be made available for inspection only upon request:

- Health and Safety Handbook
- Tenders Policy
- Human Resource Policy and Procedures I
- Bargaining Unit 1
- Bargaining Unit 2
- Bargaining Unit 3
- Estate Policy Agreement (EPA)
- Security Handbook
- Finance Policies and Procedures
- Succession Planning Policy
- Marketing Operating Procedures
- Facilities Maintenance Operating Procedures

**STATEMENTS UNDER SECTION 9 OF THE ACT**

**Section 9 (1) (a)**

**A report or statement containing the advice or recommendations, of a body or entity established within The NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED.**

At this time, we have no such report or statement.

**Section 9 (1) (b)**

**A report, or statement containing the advice or recommendations, (1) of a body or entity established outside The NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED by or under 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 the NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED or to the responsible Minister.**

At this time, we have no such reports or statements.

**Section 9 (1) (c)**

**A report, or statement containing the advice or recommendations, of an interdepartmental Committee whose membership includes an officer of The National Maintenance Training and Security Company Limited.**

At this time, we have no such report or statement

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**Section 9 (1) (d)**

A report or statement containing the advice or recommendations, of a committee established within The NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED to submit a report, provide advice or make recommendations to the responsible Minister or to another officer of the NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED who is not a member of the committee.

At this time, we have no such report or statement.

**Section 9 (1) (e)**

A report (including a report concerning the results of studies, surveys or tests) prepared for the NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED by a scientific or technical expert, whether employed within the National Company of Trinidad and Tobago Limited or not, including a report expressing the opinion of such an expert on scientific or technical matters.

At this time, we have no such reports.

**Section 9 (1) (f)**

A report prepared for The NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED by a Consultant who was paid for preparing the report.

At this time, we have no such reports.

**Section 9 (1) (g)**

A report prepared within the NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED 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.

At this time, we have no such reports.

**Section 9 (1) (h)**

A report on the performance or efficiency of The National Maintenance Training and Security Company Limited, or of an office, division or branch of The National Maintenance Training and Security Company Limited., whether the report is of a general nature or concerns a particular policy, programme or project administered by The National Maintenance Training and Security Company Limited.

At this time, we have no such reports.

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**Section 9 (1) (i)**

A report containing (1) final plans or proposals for the re-organization of the functions of the NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED, (2) the establishment of a new policy, programme or project to be administered by the public authority, (3) the alteration of an existing policy programme or project administered by The National Maintenance Training and Security Company Limited. Whether or not the plans or proposals are subject to approval by an officer of the National Maintenance Training and Security Company Limited, another public authority, the responsible Minister or Cabinet. At this time, we have no such reports.

**Section 9 (1) (j)**

A statement prepared within The NATIONAL MAINTENANCE TRAINING AND SECURITY COMPANY LIMITED and containing policy directions for the drafting of legislation. At this time, we have no such statements.

**Section 9 (1) (k)**

A report of a test carried out within The National Maintenance Training and Security Company Limited on a product for the purpose of purchasing equipment. At this time, we have no such reports.

**Section 9 (1) (l)**

An environmental impact statement prepared within The National Maintenance Training and Security Company Limited. At this time, we have no such statements.

**Section 9 (1) (m)**

A Valuation Report prepared for The National Maintenance Training and Security Company Limited by a valuator for the Company whether or not the valuator is an officer of the Company. Not applicable.