

Our Administration



COMMUNICATIONS AND INFORMATION DEPARTMENT

The Department comprises four units: Information Systems, Protocol and Information, Public Education and Communications, and Library Services.

Information Systems Unit

The Information Systems Unit provided support and information to the team working on the development of the Curia court management system. The team worked with the developers to facilitate the flow of information from CCJ and provided project management services from the CCJ end.

While that project was ongoing, the Unit was also working on the infrastructure upgrade project that had been started in 2016. The Information Systems Unit is in process of upgrading its server equipment, including using cloud storage to back-up data and to provide an expandable option for increased capacity. The team is in the final stages of the project and it is envisioned that the projects will be completed by the end of September 2017. The Unit also collaborated with the Public Education and Communications Unit on the live streaming of cases from Courtroom 1.

During this year, the full spectrum of productivity and tools for content creation that are in Microsoft Office 365 were deployed to the staff of the CCJ. Employees are now able to collaborate on documents, access their files remotely, communicate via social media tools and so much more. The Unit also began to work on an initiative to empower its colleagues with a 'lunch and learn' sessions called Tech Thursdays where presentations on various topics



Ms. Charmaine Wright
Communications and
Information Manager

are given and participants have the opportunity to ask questions in a casual and supportive setting. The sessions have not only built increased knowledge but have also increased camaraderie according to surveys done after the session.

Protocol and Information Unit

One of the major activities of the Unit is the coordination of the annual law moot. This year's staging of the 9th Annual Caribbean Court of Justice International Law Moot was significant because it featured 8 law schools, out of a possible 10 in the region, competing for the main prize. The Unit has already begun thinking towards the 10th Anniversary of the law moot in 2018.



Mr. Ayinde Burgess, Systems Administrator at the CCJ gives a presentation on the CCJ's courtroom technology to Mr. Justice Srikishna (left), former Judge of the Supreme Court of India. Ms Meisha-Ann Kelly, Deputy Registrar of the CCJ, also participated in the tour of the courtroom.



Communications and Information Department Cont'd

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The Unit continues to conduct educational tours for groups and representatives from our stakeholders. This year, as we did last year, we were pleased to welcome a sitting head of state to the Court as well as other distinguished guests. Group tours were put on hold during the period as the tour process is under review and is being revamped to be restarted in the next judicial year. In addition to this, the Unit continued to support the judges and employees of the Court and encourage communication with stakeholders. During this period, the head of the Protocol Unit, Dr. Michael Anthony Lilla retired but remains with the Court on contract.

Public Education and Communications Unit

The Unit began a comprehensive review of its communication channels and designed a plan to re-energise and reconnect with the Court's stakeholders. As a part of that campaign, an invitation to connect with CCJ was issued through the social media pages to allow stakeholders to sign-up to receive information from the CCJ and its

related organizations including CALCA and CAJO. During the period, the Unit took advantage of the increased number of email contacts to begin publishing a monthly CCJ Newsletter, called CCJ Matters. The inaugural newsletter was sent using an email marketing platform, to stakeholders. The newsletter was designed to provide information about the CCJ in a manner that is useful and interesting to a diverse audience. The newsletter is also replicated on CCJ's website at ccj.org. Other information, mainly from CAJO to promote its judicial conference in October 2017, was also disseminated to the emails in the Court database.

The Unit also supported the Employee Engagement project team by creating a series of ads to promote the survey that was being done to solicit employee's input

In July 2017, the live streaming of cases from Courtroom 1 was started. The Unit used social media, and other channels, to draw attention to this new development of the Court. However, audio and video recordings have always been available on the website within 24 hours but live broadcasting of the cases allows for more immediate access to the Court.

A comprehensive public information campaign is being worked on with a release of the end of 2017 being envisioned. A refresh of the website is also being envisioned for the latter part of the year with preliminary design work and initial consultation with stakeholders having been completed during the period. A project, initiated by Mr. Justice Hayton, to add keywords to judgments to enhance their searchability is also in progress.

Library Services Unit

During this judicial year, the Library Unit made tremendous strides in completing a records management framework that will determine how the Court's documents are kept, shared, retained and disposed of. Comprehensive documentation, including policies, file plans and other resources have been drafted after wide and in-depth consultation with those who create and store the organization's records, to create a system that is compliant with best practices.

The Unit continued to develop its collection by acquiring revised editions and new titles. Other materials were also purchased to fill the gaps identified from the evaluation of the collection conducted by the Library Committee. In addition, the Unit supported researchers that were working on various CCJ projects in identifying useful publications and legislation as well as sourcing resources from other jurisdictions through collaboration with colleagues from regional libraries. The Library continues to support the Judges, staff and other users by providing access to physical and digital resources from its own collection and those obtained from other libraries regionally and internationally.

FINANCE AND ADMINISTRATION DEPARTMENT

The department has continually used industry best practices to ensure accountability, transparency and effective management in the areas under its purview.

Like the rest of the Court, the Finance and Administration Department focused on several technological transformations during the 2016-7 judicial year. This was done to improve efficiency and effectiveness in its operations and to ensure the continued stewardship of the Court's assets entrusted to the department.

The Finance and Accounting Unit

The Unit is responsible for the execution of all financial matters of the Court. The major areas of responsibility include: accounts payable and receivables, processing payroll, managing procurement, financial planning, instituting financial controls and reporting on financial matters to both internal and external stakeholders.

During the year, improvements were made to our financial reporting platform to obtain more comprehensive and detailed financial information to ensure that the management of the Court would have access to data that would be more useful for decision-making.

Another project that was completed during this judicial year was the automation of the payment of the salaries of CCJ and RJLSC employees. Salaries are now uploaded in the banking portal and delivered directly to the accounts of the employees. This new development replaces a manual process, is less time-consuming and has reduced the risk of human error. The second phase of this project is full automation, being undertaken in conjunction with the Human Resources Unit, for payroll processing to be integrated in the human resource information system (HRIS). It is anticipated that the project will be completed by the end of 2017.

It is worthy of mention, that the audit into the Financial Statements as at 31st December 2016 for the CCJ was completed by 31 March 2017 which is the performance standard set by the organization. An unqualified opinion, which indicates the accounts were accurately and appropriately presented, was given from the auditors lending legitimacy to the financial operations of the Court.

During the year, several policies and procedures were developed to improve operations and to keep pace with changes in the environment. Documentation, and optimization of the processes in the unit, remains as an ongoing process for the Finance and Accounting Department.



Ms. Andrea Callender
Finance and Administration
Manager

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■ Finance and Administration Department Cont'd

Facilities, Assets and Office Management Unit

The unit is tasked with ensuring the infrastructure of the Court is optimal and that its employees are provided with many of the tools that they need to perform exceptionally. During the period under review, there were several projects that improved the Court's facilities and the working environment for the employees of the CCJ and the RJLSC.

The Facilities, Assets and Office Management Unit was successful in the re-modelling of two Judges' Chambers in May 2017. The unit also embarked on an exercise to capture the design of the building, the use of space, evacuation routes and fire safety mechanisms of the CCJ headquarters. This is necessary to facilitate planning and to ensure that there is documentation of facilities.

The development of an electronic database and coding system for the assets of the CCJ was also undertaken. This project, when it is

completed in December 2017, will identify each asset, and is envisioned to include other information such as a description of each item, its cost price and its value. This will allow an accurate assessment of the current value of the Court's capital assets and that ensure each asset is traceable. A number of depreciated and obsolete assets were also disposed by the Asset Disposal Committee under the guidance of the Unit.

Metal-halide perimeter lights, located in the carpark and other external areas of the building, were replaced with high efficient LED security lights. The LED lights offer increased brightness, lasts longer and decreases the need for regular maintenance.

The air conditioning system was assessed to rectify variances in temperatures throughout in the building. The airflow in several areas was balanced and recommendations were made to install electronic thermostats in key areas for greater control. This exercise commenced in July 2017 and is expected to successfully aid in controlling the temperatures and the energy usage of the cooling units. Testing was also done to ensure that the air quality in the building was well within the recommended limits.

Additionally, the Unit has been making modifications to various parts of the building's infrastructure to increase compliance with safety standards in conjunction with the Health and Safety Committee. In the upcoming judicial year, the Unit will be working with the Security and Logistics Unit on the development of an integrated fire alarm system that will unlock doors during emergencies. It would also bring superior survivability, reductions in central monitoring costs, better system status, command and control of the building, historical logging, reporting and control of all connected devices.

In the coming judicial year, the unit expects to implement an inventory management system and to work, in conjunction with other units, to develop the Court's business continuity plan.



The Facilities Unit arranges the physical layout for meetings and other court events. In this photo, Judges and employees of the CCJ, along with some of their counterparts from the Eastern Caribbean Supreme Court, attending a demonstration of the Curia software system.

HUMAN RESOURCES DEPARTMENT

Rapid changes in technology have affected businesses in many ways and the judiciary is no exception.

The HR Management function must adapt if it wants to continue to play a critical role in helping courts to anticipate, manage and nurture its human resource by using technology as a tool.

In August 2016, the HR Department, in partnership with the Finance and Information Systems Units, commenced work on customizing a human resources information system (HRIS) for the automation of HR and payroll services. The projected time for completion is September 2017. The project is expected to significantly reduce the documentation of services, improve the response time to requests, easily provide data at the press of a button and provide the HR team with more time to be strategic in supporting the Court in the achievement of its business goals. Most importantly, this should improve the delivery of services to the employees of the Court and the RJLSC.

During this judicial year, an employee engagement survey was completed. The development of an employee engagement initiative was one of the projects developed under the International Framework for Court Excellence. The survey, and the resulting action plan, falls under one of the tenets of the CCJ's strategic plan - to develop a high-performing work force. The survey was planned by a small team comprising Ms. Semone Moore, Ms. Candis Cayona and Ms. Campbell-Nicholas. The survey was carried out, aided by an internal communications campaign to encourage participation, which resulted in over half the workforce responding to the survey. The results were presented to the judges and the staff, as well as, the Commissioners of the RJLSC. The staff looked at the areas of concern and formed small working groups to come up with action plans to address staff concerns. It is expected that this work will continue until 2018.



Ms. Susan Campbell-Nicholas
Human Resources Manager

Development of its human resources was once again the focus of the Court in this reporting period. Training and development programmes were completed in first aid and the areas of protocol and etiquette. Most CCJ employees are now trained first responders for emergencies. All Drivers and some Security personnel were also re-certified in defensive driving.

Gender sensitization and awareness training was provided to members of the CCJ, by Ms. Toni Brodber of UN Women, supported by the JURIST Project. There are also plans to develop gender and sexual harassment policies for the organization using the tools and information provided in the training sessions.



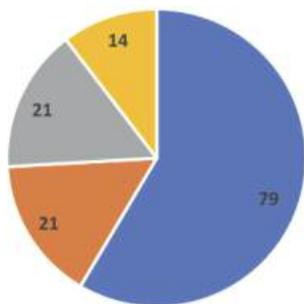
Mrs. Lenore Dorset speaking to employees on protocol and diplomacy during a two-day in-house training session to familiarize staff with the rules of protocol.

Human Resources Department Cont'd

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Under the guidance of the Hon. Mr. Justice Hayton, the CCJ, in collaboration with the three regional law schools, revised its in-service internship programme to afford more law students the opportunity to intern at the Court. Each intern will spend two weeks in a structured programme which offers the students a holistic view of the Court. Not only will they benefit from hands-on experience working with judges, and their judicial assistants, but they will also be exposed to the other areas of the organisation including communications, finance and human resources. Eight interns are scheduled to participate in the 2017 programme.

Training Programs and Participation Levels



- First Aid & CPR
- Gender Sensitivity
- Protocol & Etiquette
- Defensive Driving Re-certification

STAFFING

The following Judge and employees assumed duty with the Court during this reporting cycle:

Employees	Position Title	Effective Date
Ms. Meisha-Ann Kelly	Deputy Registrar & Marshal	Sept. 01, 2016
Ms. La Toya McDowald	Judicial Assistant	Sept. 01, 2016
Mr. Tyrone Bailey	Judicial Assistant	Oct. 01, 2016
Mrs. Tanya Alexis	Judicial Assistant	Nov. 14, 2016
Mr. Ricoy Zephyrine	Facilities & Asset Management Supervisor	Mar 01, 2017
Judge	Position Title	Effective Date
Hon. Mr. Justice Denys Barrow	Judge	Jun 01, 2017

The following judge and employees separated from the CCJ during the period under review:

Employees	Position Title	Reason	Effective Date
Mr. Jason Jeremie	Facilities & Asset Management Supervisor	Resigned	Nov 2016
Dr. Michael Lilla	Protocol & Information Manager	Retired	Jan 31, 2017
Judge	Position Title	Reason	Effective Date
Hon. Mr. Rolston Nelson	Judge	Retired	May 31, 2017



Members of CCJ's administrative staff prepare a meal as part of a team-building session at Fanatic Kitchen Studio as a part of the activities to reward them during Administrative Professionals' Week.

SECURITY AND LOGISTICS DEPARTMENT

Security, in its ever-evolving mode, is a reality that cannot be overlooked nor is its role in any organisation to be minimised.

Cognisant of this fact, and the Court's transformational thrust with the use of technology, the Security and Logistics Unit has embarked on a series of initiatives to realign the Court's current resources to contemporary best practices.

In fulfilment of its mandate, the Security and Logistics Unit has recently upgraded its systems with the procurement of a new access control system. This multi-functional technological tool greatly enhances the unit's capacity to manage movement of both staff and visitors alike, to the Court. An additional benefit is its capacity to record and report arrivals and departures. This would also assist in accounting for all persons who are present in CCJ's headquarters during an emergency.

Of critical importance is the capacity to generate different access levels to sensitive areas using swipe cards, each with a magnetic strip that identifies the user, thus accurately monitoring movement and mitigating unauthorised access.

The highly-integrated nature of this piece of technology affords the integration of the Court's previously installed CCTV system and lends for the addition of sixteen more high definition digital cameras to the system. This eliminates pre-existing blind spots within the building and affords enhanced surveillance of the Court's carpark and perimeter. It possesses capacity to generate real-time coverage and reporting with offsite storage and monitoring.

As the Court embraces new technology in its operations, it is unquestionable that there is similar need to ensure the integrity of the courts data. During the last judicial year, the members of the Security and Logistics Unit received intensive training in cybersecurity with exposure to the collection and preservation of evidence to support the investigation of breaches. Recently, some of the tools and knowledge gained in that training was used in an internal investigation at the Court.

Further training programmes, geared towards the development of staff to meet the emerging demands and the attainment of organisational goals, are being evaluated for the future development of the team.



Mr. Maurice Piggott
Security and Logistics Manager

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