



ISSUE 07 | NEWSLETTER | JUNE 2013

# thecornerstone

## Introduction

**WELCOME TO A NEW ISSUE OF THE RGM CORNERSTONE. IT'S AN EXCITING ONE, IN WHICH WE TELL YOU ALL ABOUT OUR NEW SIGNATURE PROPERTY, CURRENTLY UNDER CONSTRUCTION, AND DESTINED TO BE THE FIRST CERTIFIED GREEN BUILDING IN THE COUNTRY.**

We talk about what to do when the unexpected happens, and show you ways to be ever vigilant about protecting yourself from floods and other mishaps during this year's rainy season.

We hope that this edition of The RGM Cornerstone is one that you will enjoy reading as much as we enjoyed putting it together.

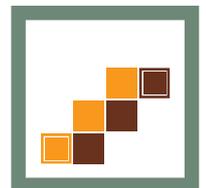
In light of the customer service staff training that we recently completed, we also discuss the concept of ethics – and hopefully get you to think about it in a new way.

## RGM Introduces Savannah East!

**RGM IS PROUD OF THE FACT THAT OUR CORPORATE SPACES CONTINUE TO BE IN DEMAND – IT TELLS US THAT WE'RE DOING SOMETHING RIGHT FOR YOU AND YOUR BUSINESS. WE ARE HONoured TO HAVE INDUSTRY-LEADING COMPANIES OCCUPYING OUR SPACE.**

Our intention is to develop world-class properties, for world-class tenants, designed to meet international standards. Our buildings are typically the first things that clients see and the experience creates a lasting impression about each company that occupies our space and the way in which it does business. And now, RGM is adding a new property to its portfolio: a new signature address called Savannah East!

This is not just any new building. Located on the eastern part of the Queen's Park Savannah between the head offices of Citibank and First Citizens Bank, this is a modern, A-class commercial lease space with state-of-the-art amenities and abundant parking space, all housed in a "green" building. In keeping with our goal of providing beautiful yet functional space that is also ecologically responsible, RGM aims to have Savannah East LEED certified. LEED is an internationally recognised "green" building designation, and once the building gets the accreditation, it will be the first of its kind in Trinidad and Tobago.



**SAVANNAHEAST**



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Why go to such lengths to do things right? Because it is what RGM has always strived for – and we want this new flagship building to be the most efficient and environmentally responsible property on the market. It has been proven that people work more productively in spaces that are uplifting and comfortable: Employees take fewer sick days; there is less staff turnover and more often than not, an increase in profit. This doesn't even take into consideration the benefits of lower utility demands and more efficient functioning of amenities that a "green" building offers. The advantages of having a reduced environmental footprint certainly outweigh the costs of going "green" and we are happy that the building is on schedule and should be ready for rental by the end of the second quarter of 2014.

## Interested? Here are a few things you should know about Savannah East...

### The Building

Modern and geometric in design, with beautiful Savannah views, the building is in a prestigious location, conveniently located for access in and out of Port of Spain...

- Available space will be approximately 63,000 square feet, spread over 6 storeys
- Access to the building will be off the Savannah into an elegant two-storey atrium with contemporary finishes
- All floors (except the first) will be open plan, with the service core located at the back of the building
- There will be room for over 150 cars across three parking levels, two of which will be underground

### Developing Green

Savannah East will be outfitted with design elements that result in lower operating costs for the building, lower costs for common area maintenance and, by extension, overall lower occupation costs for its tenants...

- Low consumption, energy efficient lighting, complete with automated controls
- Low consumption plumbing and WC systems to reduce waste
- Insulated glass windows
- A state-of-the-art smart AC system
- Exterior solar-powered lighting
- Rainwater capture for irrigation
- Envelope insulation
- Rooftop greening

### The Amenities

Savannah East definitely has the fundamentals – including an eco-friendly footprint. But what about the add-ons? It has lots of those as well, including...

- A rooftop terrace with a green area that staff can use as an indoor/outdoor lounge for coffee and lunch breaks
- The terrace will house a gym and can also be used as a corporate entertainment area (for the exclusive use of our tenants), thanks to a catering station, full restrooms and a large, covered area that can cope with any type of weather

### The Security

RGM aims to provide the tenants and visitors of Savannah East with the highest levels of security while maintaining that air of discretion expected at an A-class building. Such measures will include...

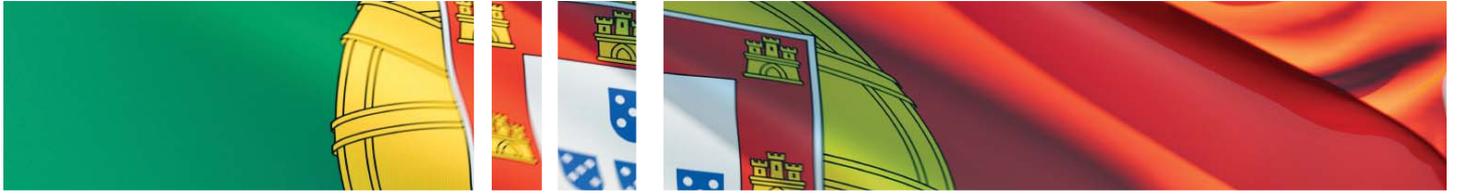
- An integrated smart access system with single badging, which can be programmed for all access profiles
- Modern optical turnstiles and readers for both main access and parking areas
- 24/7 camera coverage, live-monitored and backed up from RGM's control room
- Individual screening and selection for all on-site security personnel with site-specific and general customer service training for all security and support staff

### The Support

Savannah East comes with a host of stand-by services that are ready to go whenever they are needed...

- A modern standby generator system to provide back-up power for all tenants
- 40,000 gallons of water stored on site for general use as well as for the fire suppression system
- State-of-the-art fire detection and suppression systems for all areas – even the parking garage
- Emergency escape routes at both ends of the building
- A building management system that will monitor with both automated and real time manual control
- Remote monitoring of building systems, equipment, and sensors

Estimated for delivery in the third quarter of 2014, RGM is proud to introduce our newest property.



# The Portuguese Club in Trinidad and Tobago

**EIGHT YEARS AGO, RGM ACQUIRED THE PROPERTY ON THE EASTERN SIDE OF THE SAVANNAH THAT USED TO HOUSE THE PORTUGUESE CLUB.**

While this property is earmarked for the development of RGM's new signature property, we thought we would pay homage to the rich history of the club that used to occupy the site...

During the 19th century, Portuguese immigrants came to Trinidad to work the country's sugar and cocoa estates under the new indentureship laws. Some were fleeing religious persecution, others were simply looking for better economic prospects. They hailed mainly from Madeira, a small archipelago situated just north of the Canary Islands – and these new settlers formed the core of what would become Trinidad's Portuguese community – a community that produced literary pioneers like Alfred Mendes, political champions like Albert Gomes and business leaders like JB Fernandes.

Now, the history of the Portuguese in Trinidad and the future of RGM are linked. The legacy of the Portuguese community's entrepreneurial spirit will inspire RGM's new flagship building – Savannah East. Not to be confused with the Portuguese Association, which was founded on July 16, 1905 by the Madeiran settlers, the Portuguese Club was started by a group of Portuguese Trinidadians on December 5, 1927.

Interestingly, the Club was a split from the Association. The latter began as a way of getting Portuguese nationals together through the formation of a dramatic club, which would stage plays and concerts to raise funds for the poorer members of their community. Two years later, the Association had its first set of rules – its first Constitution, you could say – after which membership fees and regular meetings became the norm. It soon began putting its subscriptions towards health and funeral benefits for member families, and even hired medical officers – but the Association was still predominantly a bar and gathering place for Portuguese men, boasting over 100 active members. Around 1916, the Association morphed from a friendly society into a company. It was looking to purchase a property and two years later, eventually bought #50 Richmond Street for \$7,500. The Portuguese Consulate is still housed there today.

The Club, on the other hand, while encouraging a sense of community, focused on cultural dissemination. It was essentially a social club that was much more open to welcoming people of non-Portuguese descent: In her book *The Portuguese of Trinidad and Tobago*, Jo-Anne S. Ferreira writes: "Non-

Portuguese spouses of Portuguese members could become ordinary members of the Portuguese Club under certain restrictions, but not at the Associação Portuguesa." In examining the forces that prompted the division, Ferreira says: "The Association managed to build bridges among the Portuguese in the country and even to break down barriers of class by uniting employer and employee on the same boards. Yet it ultimately failed to unite the Madeiran-born and the Creoles...the failure to overcome these differences inevitably led to the formation of the Portuguese Club." Essentially, the falling out was over the role of Creole-born Portuguese, who were rarely given a voice in the decision-making of the Association.

The first meetings of the Portuguese Club were in members' homes, but in September 1928, the group acquired its first clubhouse at #105 St. Vincent Street. It moved to #11 Queen's Park East in March, 1934. The antagonism between the two entities was not encouraged for long, though: members of the Association were welcome to also join the Club and vice-versa. According to Ferreira, the Club's membership comprised mainly well-to-do second and third generation English-speaking Portuguese, both men and women. Because of its popular socials, the Club soon gained the reputation of being a haven for the upwardly ambitious – it was the place to see and be seen.

Events were always well attended – and as the community became more Trinidadian, indigenous Carnival costumes began to take their place alongside traditional Madeiran peasant outfits. Sports were also quite popular – the men's arm of the Club played mainly cricket and football, but there was also volleyball, tennis, rugby, badminton and swimming. The women were not excluded – today's vibrant Magnolias hockey team took form under the umbrella of the Portuguese Club.

RGM is humbled to be occupying a property with such a rich history, where issues of the day were discussed, and by extension, the profile of a new era of Portuguese-Trinidadians was brought into wider consciousness in their forefathers' adopted land. We are sure that the Portuguese spirit of industriousness, creativity and integrity will permeate the walls of Savannah East and make it, once again, the place to be.

*\*Special thanks to Jo-Anne Ferreira, for her contribution to this article.*



# Here Comes the Rain Again

**AFTER MONTHS OF GLORIOUSLY DRY WEATHER, NOT A CLOUD IN THE SKY, POUIS IN FULL BLOOM, TRINIDAD AND TOBAGO IS ON THE BRINK OF THE RAINY SEASON.**

It's always a welcome change, particularly after a dry season that may have caused devastating bush fires and denuded steep hillsides, but the rains always bring their fair share of challenges – and flooding is at the top of the list.

No part of the country seems to be immune. While the central plains, naturally lower in their topography, always seem to be in danger of the Caroni River bursting its banks, destroying crops and damaging homes in the process, residents of western Trinidad had their fair share last August, when a relatively short spurt of heavy rains caused flash flooding, bringing with it a heavy sea of sludge into people's homes.

Everyone has a rainy season story. Residents have reported seeing everything from household appliances to people's pets being whisked away by the strong undercurrent in overflowing waterways. Drivers routinely get stuck in traffic and commuters are often stranded for hours without transport. The Water and Sewerage Authority is used to posting updates about the impact of heavy rainfall on its pipe-borne water supply, as silt and other debris have the capacity to clog supply lines at water treatment plants. But what are the causes of flooding and what can we actually do about it?

Cause	Action
<p><b>Prolonged or heavy rainfall:</b> This saturates the soil, causing surface runoff. Rivers that cannot handle the excess water, overflow. Topography also plays a role. A sharp difference in relief between the highest and lowest points can cause surface runoff to move very quickly between hilly and low-lying areas, making them more susceptible to flooding.</p>	<ul style="list-style-type: none"> <li>• Educate people who live in high-risk areas about ways in which they can protect themselves; in extreme cases, this may mean relocation.</li> <li>• Dredge rivers and waterways regularly to remove the build-up of silt and sediment.</li> <li>• Ensure that all drainage systems are up to scratch; expand on existing systems when the demand increases.</li> </ul>
<p><b>Inept land practices:</b> Deforestation, slash and burn agriculture and over-cultivation makes the soil infertile. The resulting lack of green cover encourages water to flow over the surface rather than seep into the soil. Quarrying – the clearing of land for the purpose of collecting sand and gravel – also leaves the land exposed and susceptible to massive surface runoff.</p>	<ul style="list-style-type: none"> <li>• Create sustainable land use policies and enforce them.</li> <li>• Public education programmes can help impart sound environmental practices and make people aware of the risks.</li> <li>• Reforestation initiatives stabilise soil and prevent further erosion.</li> </ul>
<p><b>Urbanisation:</b> Developing or paving over areas that should really be kept as part of the waterway system means that excess water has nowhere to go, leading to flash flooding. The laying of pitch over areas of the Queen's Park Savannah is one example.</p>	<ul style="list-style-type: none"> <li>• Do not construct buildings on riverbanks or near flood plains.</li> <li>• New developments should not be approved unless the existing drainage system is improved so that it can cope with the increased capacity.</li> <li>• Developers should be made to consider current and future flooding probability.</li> </ul>
<p><b>Littering:</b> Garbage that is not properly disposed of will clog drains and block the paths of waterways, obstructing the natural flow of water. The next time there's a flood, take note of how many plastic bottles are part of the problem.</p>	<ul style="list-style-type: none"> <li>• Educate the public; connect the dots so the link between littering and flooding is clear.</li> <li>• Maintain drains and waterways, keeping them clear of debris.</li> </ul>



## ...here comes the rain again (continued)

Improper practices can take a while to be corrected however, so chances are you will be exposed to flooding at some point during the rainy season. Here are a few safety tips to help you get through it as safely as possible:

- Listen to weather bulletins for updates, so that you know what to expect and which precautions to take.
- Do not drive through floodwaters or seek shelter under culverts or bridges, the stability of which may be compromised.
- You never know what may be lurking in floodwaters; avoid walking through them. Stagnant or moving, they pose a great danger.
- If your home has been flooded, try and get things cleaned and repaired as soon as possible. Clear all debris from the drains surrounding your house.
- For additional help, call your regional corporation and/or the Office of Disaster Preparedness Management's emergency number: **800-ODPM (6376)**.

## Expecting the Unexpected

THEY SAY THAT THE ONLY THING YOU CAN BE SURE OF IN LIFE IS CHANGE. CHANGE, OF COURSE, CAN BE GOOD – AND THERE ARE CHANGES YOU CAN PREPARE FOR.

Sometimes, however, change brings challenges – take for instance, last year's terrible floods. Were they a force of nature? A result of poor planning? A consequence of lenient environmental laws? A combination of all three? Perhaps, but no matter the cause, there is always something you can do to ensure that you are ready for the unthinkable...whether it is something as widespread as a hurricane or as personal as a medical emergency.

1. **Have a plan.** Emergency plans are not just for the workplace. Why not transfer your knowledge of proper health and safety procedures to your home? If you and your family do not have an evacuation plan, create one. If you do, revisit it – you may be able to improve upon it.
2. **Practice.** Having a plan is a great first step, but you need to actually practice to see if it works. Practicing gives you a better idea of how long it might take you to evacuate and it helps everyone understand what his or her individual responsibilities are in an emergency.
3. **Get support.** Do you have a list of doctors, hospitals, ambulances, security services, janitorial services and repair personnel close at hand? Are you on good terms with your neighbours? Do you have a community group? Sources like these can often be your quickest means of help in an emergency.
4. **Call in the pros.** You might have a fire extinguisher in the kitchen, but if you have no idea how to use it, it isn't going to

do you much good. Many companies and organizations, including the Red Cross, host workshops and training seminars on health and safety; your local police station can offer crime prevention tips. Make the most of these resources and maintain good relationships with them.

5. **Ask "What If?"** Take an objective look at your geography and daily routine. Is your house located close to a watercourse or is it on a hill that is prone to bush fires? Do you sometimes forget to turn on the house alarm or routinely announce on social media when you're out of the country? Examine what steps you can take to minimise your risk.
6. **Make sure everyone's on the same page.** You subscribe to a rapid response security service, but do you actually know how quickly they promise to be there? Be clear about your expectations because in cases like these, other people's performance can have an impact on you.

These are just a few steps to putting a comprehensive emergency plan in place at home. Remember, there's no need to re-invent the wheel – you probably already operate in ways that are safe and responsible – but by being constantly aware of your environment, chances are that you'll be ready if ever the unexpected happens.



# The Basics of Ethics

IN ETHICS 101, JOHN C. MAXWELL WRITES: “DOING THE RIGHT THING MAY NOT ALWAYS BE EASY, BUT IT IS ALWAYS RIGHT.” IT’S ALL ABOUT THE GOLDEN RULE: TREAT OTHERS AS YOU WOULD WANT THEM TO TREAT YOU.

This moral code seeps into every aspect of our lives, whether it is our behaviour on the roads or how we conduct ourselves in business.

RGM recently held training seminars for our service providers, with a focus on front line personnel – security, reception and janitorial staff. The content of the workshops covered everything from proper work attire and deportment to customer interaction, and it was very well received. We learned a few things as well, perhaps the most important one being that delivering outstanding customer service is much more difficult when the courtesy you offer isn’t reciprocated.

We all think of ourselves as ethical. But how do we treat others, particularly those who can do nothing for us? Here are a few suggestions to keep your ethical quotient high:

1. **Attitude is everything.** There are going to be tough days, challenging clients, people who look right through you as if you didn’t matter. Take the high road and maintain a positive attitude.
2. **Stick to the code.** Most companies have a business code handbook, which you should keep close at hand and consult when in doubt about what to do in any given situation.
3. **Do Unto Others.** Wouldn’t like it if someone did it to you? Don’t do it to them.
4. **Keep it Simple.** To quote John Maxwell, “There’s no such thing as business ethics – there’s only ethics. People try to use one set of ethics for their professional life, another for their spiritual life, and still another at home with their family. That gets them into trouble. Ethics is ethics. If you desire to be ethical, you live by one standard across the board.”

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## Get Inspired!

We all want role models to look up to – people who exemplify the qualities we admire. Sometimes we forget that we can also live the example ourselves. These quotes might offer a little reminder...



Ethics is knowing the difference between what you have a right to do and what is right to do.” – Potter Stewart



In looking for people to hire, you look for three qualities: integrity, intelligence and energy. And if they don’t have the first, the other two will kill you.” – Warren Buffett



We have got to change our ethics and our financial system and our whole way of understanding the world. It has to be a world in which people live rather than die; a sustainable world. It could be great. ” – Vivienne Westwood



There are seven things that will destroy us: Wealth without work; Pleasure without conscience; Knowledge without character; Religion without sacrifice; Politics without principle; Science without humanity; Business without ethics.” – Mahatma Gandhi