

## “Progress towards a fairer Bermuda”

*Editor's Note: Below is the text of Brother Delroy Duncan's speech to the BIU's 37th Annual Labour Day Banquet.*

### Introduction

Unfortunately, in life, not every question gets an answer. However, my spirit told me I should respond to the question “Progress towards a fairer Bermuda” by:

First briefly discussing the recent history of how the workers of Bermuda, the BIU and the Unions of Bermuda have made progress towards a fairer Bermuda in the courts of these Islands.

And second, setting out my views on how we embrace the impact of Artificial Intelligence (“AI”) in the working world to progress towards a fairer Bermuda?

With the short amount of time I have, my talk will deal with the contours rather than the detail of these two topics in the sincere hope that I peak your interest, provoke minds and prompt you into action.

### Hard fought court battles

First I will briefly discuss the recent history concerning how the workers of Bermuda and the BIU have made progress towards a fairer Bermuda in the courts of these Islands.

“Climbing the Rough Side of the Mountain”. That is how many workers in Bermuda describe the battle to win workers' rights in the courts.



DELROY DUNCAN

In my view, the workers of Bermuda, the BIU and other unions in these islands have fought and won significant battles in the courts of Bermuda.

It is essential to acknowledge and remember that even a battle lost in the courts might be a victory in the consciousness of the mind of the employer and the heart of the nation. And that every battle, even a losing battle eventually may lead to a change in behaviour and the writing of new employment and labour laws if the cause is right and just.

However, the workers of Bermuda and the unions of Bermuda have won significant battles in the courts. Some of which have changed how the law is interpreted in Bermuda and established substantial rights for workers in this country.

1. In the 1981 case between the Hotel Employers of Bermuda and the BIU, the Hotel Employ-

ers sought an injunction against the BIU to restrain breaches of contracts and strikes. Although the Chief justice ruled the conduct of the BIU was unlawful, he refused to grant the injunction. That case has gone down in the annals of labour law history in these Islands establishing that workers are prepared to stand for a fair days pay for a fair days work.

2. In 1992, the BIU fought a battle for its very soul and survival in the Sequestration case in the Bermuda Court of Appeal. In the Sequestration case, the BIU successfully defeated attempts by the then Attorney General to strip the union of all its assets with a \$100,000 a day fine. The Court of Appeal ruled the Sequestration order breached the rules of natural justice. Today, it is difficult for many to understand that if the BIU had lost that case, the Union would have in all likelihood shut down.
3. Ten years later in 2002, the workers of Bermuda challenged local laws on overtime work in the Privy Council. Having lost before the Bermuda Supreme Court and the Bermuda Court of Appeal, the BIU was successful before the Privy Council. The Privy Council refused to approve a work regime which included compulsory overtime.

*(continue on page 5)*

# Promotion of Na'imah Astwood to Superintendent



The Commissioner of Police is pleased to announce the promotion of Na'imah Astwood to the post of Superintendent. Mrs. Astwood has over 24 years of policing experience and is the highest-ranking female police officer in the Bermuda Police Service (BPS).

She was promoted by Commissioner Corbishley in front of family and senior colleagues on Monday afternoon (September 17th).

Superintendent Astwood joined the BPS in 1994 after serving as a Police Cadet. She then went on to Recruit Foundation Course 51 where she received the Academic Award.

She has worked in Central Uniform, Central CID, Roads Policing Unit, Task Force, Service Delivery Improvement Unit, Professional Conduct Unit, Special Branch and the Serious Crime Department.

Mrs. Astwood has received Merit Awards, Letters of Good Work, as well as Commissioner's Commendations, was the recipient of the 2008 Senior Officer of the Year Award and has completed the International Commanders Course at Bramshill, U.K.

In June of this year, Superintendent Astwood was awarded the Overseas Territories Police Medal in the 2018 Queen's Birthday Honours List and most recently, concluded the 10 week Federal Bureau of Investigation (FBI) National Academy.

Superintendent Astwood's new posting is Strategic Change Manager, which entails managing specific areas of change within the BPS. ■

## THE WORKERS VOICE

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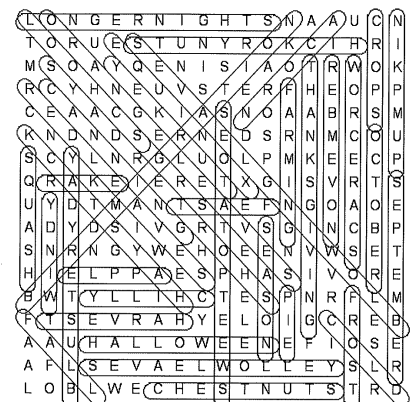
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## PUZZLE • SOLUTION

### Autumn



ACORN	EQUINOX	NOVEMBER	SEPTEMBER
APPLE	FALL	OCTOBER	SHORTER DAYS
BIRD MIGRATION	FARMING	ORANGE LEAVES	SQUASH
BLOWING LEAVES	FEAST	PIE	SWEET POTATOES
BLUSTERY DAY	FROST	PUMPKIN	THANKSGIVING
CANNING	HALLOWEEN	RAKE	TURKEY
CHESTNUTS	HARVEST	RED LEAVES	WINDY
CHILLY	HAYSTACK	SCARECROW	YELLOW LEAVES
COLD	HICKORY NUTS	SCHOOL	
CROPS	LONGER NIGHTS	SEASON	

The hidden sentence is:

AUTUMN IS A SECOND SPRING WHEN EVERY LEAF IS A FLOWER



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# OBA is in Critical Condition

In my opinion, the One Bermuda Alliance (OBA) is in critical condition and is in need of life support, and as I see it, that life support cannot be provided by their recycled leader, Craig Cannonier as he does not have the qualifications. In fact, I do not believe that any of the eleven Members of Parliament have the qualifications to resuscitate the party.

Mr. Cannonier's leadership came about this time because seven of his fellow MPs decided that they would prefer him as Opposition Leader and they sent a message to the Governor stating as much. Therefore the duly elected leader of the OBA, Jeanne Atherden had no choice but to resign from her position. Apparently there are those in the OBA who believe that Craig Cannonier is their savior, and therefore people step aside willingly or unwillingly to accommodate his leadership ambitions.

Lest we forget, Craig Cannonier was catapulted into the position of Leader of the Bermuda Democratic Party which later morphed with the United Bermuda Party and became the One Bermuda Alliance and within months of the morphing of the two parties, Craig Cannonier, with no political experience became the Leader of the One Bermuda Alliance. We must also not forget that long-time politician, John Barritt gave up his seat and caused a by-election so that Craig Cannonier could become a Member of Parliament.

In December 2012 after the Progressive Labour Party was defeated at the polls, Craig Cannonier became the Premier of Bermuda, a position he held for only two years as he resigned, and according to some, in disgrace.

The disgrace that people refer to is Mr. Cannonier's involvement

with what has been dubbed "Jetgate" when he, his business manager, Mark Pettingill, Shawn Crockwell traveled on a private jet plane belonging to Nathan Landow. Now that he is at the helm of the OBA once again, Mr. Cannonier is promising to reveal all about that trip. To me and others, he is a day late and a dollar short.

Within hours of Mr. Cannonier's swearing-in at Government House, Justin Mathias, Chairman of the OBA handed in his resignation, but not before trying to justify the behavior of the eight Members of Parliament who participated in the vote of no confidence in the former OBA Leader, Jeanne Atherden and their selection of Craig Cannonier as the Opposition Leader. As it stands now, Mr. Cannonier is the Opposition Leader in Parliament, but he is not the Leader of the OBA. For this to happen internal party elections have to take place and with the apparent rift within the OBA, there is no guarantee that Mr. Cannonier will be elected as the Party Leader by members of the Party.

According to Justin Mathias in a report to the daily, "Eight MPs chose to directly go to the Governor and get the Governor to swear in Mr. Cannonier which is unprecedented — it is the job of the chairman to send a message to the Governor. "They have gone about overriding the OBA constitution with the Bermuda Constitution, which you can do but that should be used as a last resort and they should have used the party framework in order to do what they wanted to do. We went through that process last year. We are going to go through that process again, but Mr Cannonier will be the Opposition leader before we even start the process. That is very odd and it has



caused uncertainty and awkwardness within the party. It was a very sad week for the OBA."

It seems to me that Craig Cannonier has no qualms about how he becomes the leader of a political party in Bermuda, but just that he becomes one. And apparently those seven members (Susan Jackson, Sylvan Richards, Leah Scott, Cole Simons, Ben Smith, Scott Pearman and Patricia Gordon Pamplin) who voted for him also have no qualms as to how he comes to lead a political party, but, they like him, just want him to be leader. But what leadership qualities does Mr. Cannonier bring to the table other than his booming voice?

OBA MP Scott Pearman described Craig Cannonier as an "energetic and dynamic leader who has a solid vision for where Bermuda needs to go, and how we can get there. He brings people together and offers hope." Surely Mr. Pearman does not believe his own words. I doubt if he could share Mr. Cannonier's vision with us and I sure that he can show no examples of how Mr. Cannonier brings people together.

In my opinion, Craig Cannonier will do nothing to improve the damaged image of the OBA, instead, as I see it, he will further damage that image. ■



# Premier David Burt's Labour Day Speech

Good Evening Brothers and Sisters in Labour. Please accept my apologies that Kristin and I could not be with you this weekend as you celebrate labour. However, our absence does not diminish how much the Government deeply appreciates the vision and successes of our forefathers; Labour heroes upon which we continue to build that Better and Fairer Bermuda.

We are a Labour Government; that means we have earned what we have achieved because countless, fearless Bermudians marched, fought, and were arrested, in order to receive benefits rightly due to a committed workforce of intelligent and innovative People.

And as we celebrate Labour Day 2018, we have reasons to celebrate:

The Parliament unanimously approved the report from the Living Wage Committee and the government will work to establish a living wage. Retired seniors no longer have to worry about inflation chipping away at their well-deserved pensions – as we've kept our promise to our seniors to increase their pensions every year; Finally the Government awarded a long overdue pay increase to Public Sector workers, reduced payroll taxes on those making less than \$96,000, and we have not increased GEHI, HIP or Future Care meaning that there is more money in worker's pockets.



Thirteen months after the election Bermuda is fairer because we are Labour too and we listen; in fact the Dialogue between our union partners and Government while not seamless, is respectful and fruitful and relations are far brighter.

Despite this progress, we must be vigilant. Government must ensure laws and policies value labour; Employers must create atmospheres of fairness and transparency on every job and on every jobsite; because all workers deserve the respect of their human rights, and should be valued...even moreso, if working for the profits of others.

This upcoming year will see your government take on powerful local business interests. Banks whose interest rates are too high will be challenged; health insurers who report large profits while private

sector workers struggle to keep up will be challenged; and power companies who pay large bonuses to their executives while they ask "Mr. & Mrs Smith" to pay to upgrade their power plant – will be challenged.

During these battles to come, it is my hope that we will be able to rely on the solidarity of our brothers and sisters in labour as we work to bring about the transformational change that you expect. I am confident that with your support we can change the dynamic in Bermuda which sees large disparities in earnings based upon race and gender.

So as you enjoy your evening, and your weekend, celebrate our progress, but please, prepare for the work to come. The Government cannot do it alone, but together I am confident that we will be able to build that better and fairer Bermuda that Bermudians voted for with your continued solidarity.

United we Stand – Divided We Fall!

Happy Labour Day and may God continue to Bless our brothers and sisters in Labour.

*Editor's Note: The Premier was off-island during the Labour Day weekend. The above message was video-taped and shared at the BIU's 37th Annual Labour Day Banquet. ■*

# "Playing the Woman's Card"

The above title is taken from the term often accuse of black people when they deal with the impact of racism. But can it be used in the current "Me Too" era that women have been using against men for sexual harassment and/or assault. I bring this up in the wake of two incidents which involved the question of women exercising their rights these days.

The two events of which I speak of is the predicament with Minister Caines and the explosion by tennis player Serena Williams when she accused the umpire of sanctioning her because she was a woman, saying that men get away with doing the same thing.


I watched the game and the Japanese/Haitian player, Naomi Osaka, who was only 20 years old was beating Serena. Naomi had won the first set and was on her way in winning the second one before Serena lost her cool.

Claiming she was fighting for women's rights, she challenged the umpire's decisions in which she lost a point and finally a game after smashing her racket and calling the umpire a thief and liar. Serena seemed to be suggesting that male players have gotten away with that behavior but a woman would not; which she felt was unfair and they should be placed on the same level. She had in fact played the woman's card big time.

Now let's turn to Minister Caines. When I first saw the video I made it plain that I thought it was stupid. I questioned whether Minister Caines knew who his political enemies were and that they would use anything to get him, especially in this country.

And his political enemies had a field day in their favorite forum, the RG commentary editorial page and of course the editor had his say followed by the leader of the OBA,

**THE OTHER  
ALTERNATIVE**



**BY ALVIN WILLIAMS**

both calling on Minister Caines to be fired.

We know why the anti-PLP government dogs are barking; it's because they are unable to find an issue to sink their teeth into, so why give them something to do so.

At any rate what Minister Caines said did not raise to the level of a Bill Cosby or sexual misdeeds others have done to woman. Stupid, but a case of playing the woman's card and an attempt to make a political issue out of it. ■

# "Progress towards a fairer Bermuda"

(continued from page 1)

This case is now the leading case in the Commonwealth on irregular industrial action short of a strike.

4. 2003 BAS Serco Limited v the BIU, a Court of Appeal case de-

fending the rights of workers to enjoy the freedom of association to create a bargaining unit under the Bermuda Constitution. Although the BIU lost this case, the defeat became the platform

for a groundbreaking victory 15 years later. The BIU lost the case in major part because of a 1970 Privy Council decision called Collymore which states workers do not have a constitutional

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# BIU President Chris Furbert's Labour Day Message

I must begin my Labour Day Message by saying that the Bermuda Industrial Union (BIU) family is honored to have as our guest speaker this year, Brother Delroy Duncan, Director of Trott & Duncan Ltd. who has been advising the Bermuda Industrial Union on legal matters for over 25 years.

The theme for this year's Labour Day is "PROGRESS TOWARDS A FAIRER BERMUDA"

In 2014, The Peoples Campaign Manifesto proposed that "Every person should be entitled to a livable wage in proportion to the cost of living. That is to say, a wage that permits its citizens to meet primary needs of food, shelter, clothing, and healthcare, and from a primary source of employment".

This Campaign was and still is committed to bringing about equality by continuing, to discuss issues and provide actions to address them; for far too long too many Bermudians have noticed their disposable income decreasing. We have to ask the question why this is happening.

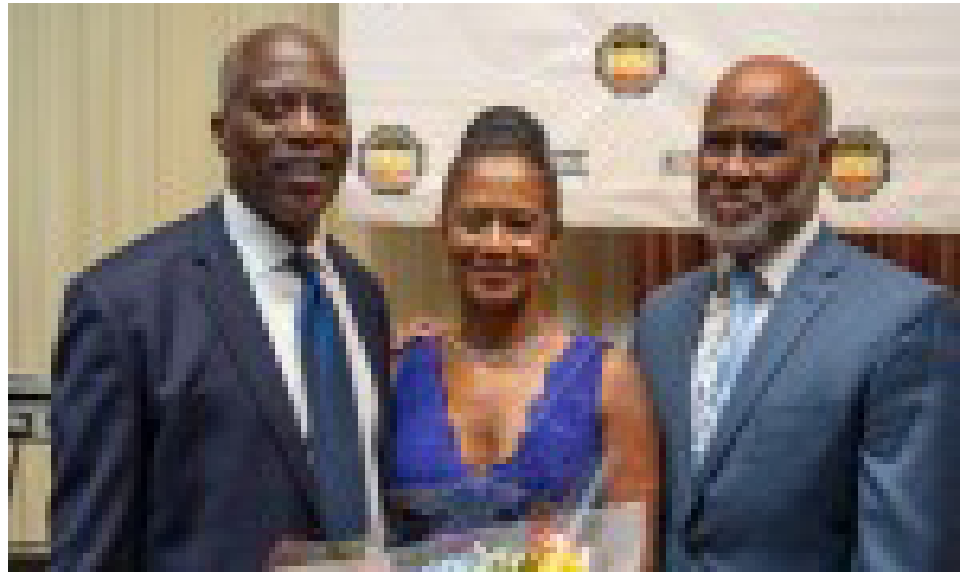
Here are the facts:-

Household Expenditure Items from 1974 right up until 2013 reports that 9 of the 11 items in the Household Expenditure out stripped the rate of inflation.

The rate of inflation over this period increased by 165%, while 2 items in the Household Expenditure, increased by 139% and 155%, all the other 9 items increased between 200% - 295%!!!!

These 9 items ALL out stripped the rate of inflation by 35% at the low end and 130% at the high end. This is why so many Bermudians have seen their disposal income decrease over the years.

The time has certainly come



Brother Delroy Duncan, his wife, Rochelle, and BIU President, Brother Chris Furbert.

for us as a Country to address why this has happened and make the necessary decisions that will assist in correcting what has happened. We also have to develop a targeted approach to providing financial information and education regarding how Bermudians spend their income – this is also a very important part of the conversation so we have to make it a two-pronged approach.

The BIU recognizes there is a Parliamentary Joint Select Committee who has submitted its report on the establishment of a Minimum/Living Wage Regime. On page 10 of the report it says, "It is proposed that a Wage Commission be established, comprised primarily of a body of experts along with social partners from the Trade Union Congress".

I believe this Commission should have been called a Living Wage Commission (not simply a Wage Commission) and that a wider cross section of the community should have been included as members, so that we can truly Progress Towards a Fairer Bermuda.

In fact, using those words a "minimum/living wage" together can be deceiving as one should not be

confused with the other.

As President of the BIU I would like to see our country with an economy which supports and promotes fairness in not only working lives but also in the workplace.

In closing I would like to encourage the (PLP) Government, the Employers and the Unions to work together to make solving this problem a reality.

Fairness is defined as:

...being impartial, just and free of favouritism. It means treating everyone properly and fairly, giving everyone access to the income, goods and services they need and encouraging them to take advantage of those opportunities to improve their wellbeing and have a better future for themselves and their families. Fairness in equality of opportunity should lead to a higher equality of outcome for all.

There have been other countries around the world who have had to deal with this issue and they have, so let us use those examples to achieve PROGRESS TOWARDS A FAIRER BERMUDA.

**UNITED WE STAND -  
DIVIDED WE FALL ■**



# “Progress towards a fairer Bermuda” (continued from page 1)

right to strike.

5. The 2013 case of Bermuda KFC V Minister of Economy of Trade established that despite the argument made by the employer that a private company employer does not have to submit to binding arbitration, the court ruled the statutory labour dispute resolution legislation compelling arbitration under the 1975 Labour Relations Act and, the 1992 Labour Dispute Act compels both employers and employees to adhere to the statutory compulsory dispute resolution procedure.
6. 2016, the Furlough day's case where the largest unions in Bermuda successfully fought off attempts by the former Minister of Finance to impose mandatory furlough days on the workers of Bermuda. This case overturned a 46-year old Privy Council precedent in the Collymore case. That case contributed to defeat in the BAS SERCO case. The Furlough day's case also established two important principles. First that workers in Bermuda possess a constitutional right to strike in certain circumstances. Second, that the Government cannot unilaterally change and should not threaten to break employees contracts of employment.

These cases are only the highlights, there have been other cases, demonstrations and arbitration disputes all of which establish that both in victory and defeat, the workers of Bermuda and the Unions of Bermuda have fought significant battles in the courts of Bermuda which have created “Progress towards a fairer Bermuda”.

On any view, these legal battles establish a strong tradition to be proud of however the spirit of the age we live in at present speaks to the urgency of addressing the future employment of Bermudians. In this brave new technological world, Bermudians must be prepared to pull away from safe moorings and grasp the modern working world we all face. Everyone needs to be prepared to make adjustments and get ready. The working world is going to change.

## Artificial Intelligence- the new working world

I would like to introduce the next segment of my talk with the catchy phrase “I see the future of the working world and, it's an algorithm”, but I can't. The future, the algorithm is here in the working world now. Right on our doorstep, and its creeping dare I say insidiously into many aspects of work on this island.

I now turn to the second panel

of my talk. How can we all, each and every one of us embrace the impact of AI in the working world to progress towards a fairer Bermuda? This is something we must all seriously contemplate.

In January of this year, Amazon opened a supermarket in Seattle Washington with no checkout operators or service tills. Other than having someone to check ID if a customer wishes to purchase alcohol, there is no human interaction at all. The system uses “computer vision, deep learning algorithms and sensor fusion, much like you'd find in a self-driving car.”

One AI system tested against qualified lawyers challenged them to predict the outcome of personal injury cases submitted to the legal ombudsman in the United Kingdom. The computer beat the lawyers and was right 86 per cent of the time, versus lawyers 62.3 per cent. Another similar AI system has been developed to predict the outcome of employment law cases.

## Why is AI important and where is the technology taking the working world?

Bermuda stands at an extraordinary moment of tension and possibilities. AI can meet the current tensions we face with job losses if we grasp the possibilities the new technology

*(continue on page 8)*

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# “Progress towards a fairer Bermuda” *(continued from page 7)*

offers.

AI has been called the 4th industrial revolution after the first industrial revolution, water and steam. The second industrial revolution which used electric power to create mass production and the third which used electronics and information technology to automate production.

AI can be deployed by businesses to enhance human capability and make our daily jobs easier, removing the repetition in some tasks and speeding up our efforts, but on the other hand, AI could replace us and leave human workers excess to requirements.

Ordering a cab, booking a flight, buying a product, making a payment, listening to music, watching a film are examples of what we can now do remotely with no human/worker interaction.

In 2017 the accountants PWC said 30 per cent of jobs in Britain would be affected by AI including the retail sector. The report predicted that automation would boost productivity and create fresh job opportunities. But the report also said that action was required to prevent the widening of inequality in the working world which is something of which Bermuda and Bermudians must be acutely conscious.

The PWC Report went onto say areas of work likely to be affected include manual and routine tasks susceptible to automation such as retail and administrative support services.

## What is Artificial Intelligence?

Artificial intelligence is the branch of computer science concerned with making computers

behave like humans. The term was coined in 1956 by John McCarthy at the Massachusetts Institute of Technology. MIT.

It is a field of science comprising a large number of algorithms (mathematical formulas) that find patterns in data that can also be “trained” to recognize those patterns in new data sets it has not seen before.

In 1968, Marvin Minsky, one of the founders of AI, said: “AI is the science of making computers and machines do things that would require intelligence if done by man”. AI, therefore, includes all kinds of intelligent behaviour ranging from playing chess to diagnosing diseases.

One branch of the AI technology is the Blockchain technology. Although Blockchain technology can sound confusing at first, ultimately, it is a list of public records, also known as a public ledger, where transactions between parties are listed or stored on a computer. Each record, known as a ‘block’ within Blockchain terminology, is secured using cryptography.

It is important all generations of our society get to grips with the new technology. We will be paying bills and interacting with local business institutions using this new technology.

## How could artificial Intelligence affect Bermuda?

First, you may have heard that the Government of Bermuda has taken a leading role in the world in the new Fintech and Blockchain industries.

Second, gone are the days when job losses and redundancies in Bermuda made headline news

in the Royal Gazette and on the evening electronic news. You now hear of job losses or people being laid off through the grapevine, what’s App or in conversation with friends and family. I’m not saying AI caused all redundancies and job losses. Many job losses are down to the tailwind we are still suffering from the 2008 financial recession. However, AI will have a significant effect upon re-employing some of those who have lost their jobs. So we must confront the new technology to ensure we progress towards a fairer Bermuda.

Third, I ask Bermudians not to look upon AI in the same manner that many of us, me included viewed the dawn of computers or the advent of email. We only joined the bandwagon once the technology became mainstream. That was too late. We have the opportunity to be ahead of the curve. I was told that in the gold trading industry they have a saying “it’s better to be a year early than a day late”.

## How have traditional Bermuda industries been affected in other countries?

### HOSPITALITY

The examples of AI in the hospitality industry are wide-ranging. The Hilton hotel has created an AI robot called ‘Connie’. The robot can provide tourist information to customers who interact with it. Most impressively, it can learn from human speech and adapt to individuals. Ultimately, this means the more customers speak to it, the better it will get. The hotels now using AI have access to and can facilitate direct messaging and online chat services, responding to

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# “Progress towards a fairer Bermuda” *(continued from page 8)*

simple questions or requests.

AI chatbots have been utilised on social media platforms, allowing customers to ask questions and get almost instantaneous responses, 24 hours a day, seven days a week. This is invaluable to hotels because it provides the type of response times that are almost practically to maintain with human-to-human interaction.

## INSURANCE

AI can be applied to improve the claims process. Claims currently are touched by multiple employees. However, a new process of “touchless” claims doesn’t require any human intervention. This process uses artificial intelligence and other technology to report the claim, capture damage, audit the system and communicate with the customer.

AI-powered claims could also fight against one of the most costly elements of the insurance industry: fraudulent claims, which cost the industry \$billions a year.

## BANKING

AI technology now allows customers to search for information such as “How to open a bank account” in a simple, immediate and conversational way without human intervention. By way of example, Bank of America has launched Erica, the first AI example to help customers manage their savings. Erica uses AI, predictive analytics and conversational interfaces to assist and help customers without the need for human intervention.

## RETAIL

I have already discussed the new

Amazon store which has no human workers serving customers. We don’t have this technology in Bermuda yet, and I’m not advocating automated check-outs, but how long will Bermuda resist the march of technology?

## What can and must Bermuda do?

In one form or another be it through the front door where the technology is staring you in the face, the side door where Bermuda jobs are being outsourced overseas or the back door where we lose out to our competitors, we all will be affected by AI.

I, therefore, urge the Government, the private sector, our unions, the Bermuda school system, individuals and the nation to embrace AI technology as a way of life because that’s what it will become for everyone.

There are three reasons which prompt me to believe we must embrace AI to ensure progress towards a fairer Bermuda.

The speed and velocity at which technological advancements are affecting the world mean that Bermuda will either benefit or suffer from these changes. We can act now, ahead of the impact on the nation, or react after changes have potentially negatively affected our working lives.

Never before have billions of people around the world been connected by mobile devices with unprecedented processing power, storage capacity and access to unlimited knowledge. This means new job opportunities can be created, but old outdated jobs will be lost.

The new technology allows members of this community who have not had access to capital and business connections to compete against or equally importantly with larger businesses.

I know first-hand, the Government is promoting the Fintech industry with training initiatives for Bermudians.

I am also aware that there are a number of private institutions and organisations supporting coding programmes for the youth in the Island. The current administration is also promoting coding (or writing the instructions to operate a device) in the public education system.

I’m also advocating that employers encourage and support employees who want to advance their knowledge and learning in AI.

Focus then needs to be placed on ensuring individuals are given opportunities in the public and private sector to retrain and acquire skills that will become a necessity and which cannot merely be replaced by AI.

Working with AI has the greatest likelihood of leading to a sustainable working environment in the future; humans have skills which, at the moment, AI cannot replicate such as creative and lateral thinking.

As other countries we consider our competitors embrace a digital future such as Singapore, Switzerland, Gibraltar and Malta, Bermuda will need to strengthen its service industry with intellectual capital in AI.

The best way to do this is to learn how Google, IBM, Microsoft, Amazon, Baidu and Alibaba are pro-

*(continue on page 10)*

# Department of Immigration to Implement Strategies to Improve Application Processing Times

In looking at ways to improve customer service and application processing times at the Department of Immigration, The Minister of Home Affairs the Hon. Walton Brown JP MP has been working with department staff to create both short-term and medium-term plans.

In order to address outstanding applications and bring them up to date, a short-term solution will require the swift return of incomplete applications to applicants and a reorganization of the file

room to ensure that files are immediately available. Additionally, the Department is actively recruiting to fill two vacant positions, as a matter of urgency.

In July, the Corporate Services Section collectively addressed the accumulation of applications by spreading the backlog across all members of the team. The department expects to carry out similar backlog project in October.

In the medium term, the department will be reorganized to

include seasonal staff who will assist in both the Personal Services Section and the Corporate Services Section, as well as the introduction of more senior officers to help clear the backlog.

Currently, the department has contracted an IT firm regarding the introduction of electronic 'smart forms' for applications, which will cut down the turnaround and processing times; as well as the introduction of a document management system to eliminate the 'bulky' files. ■

## “Progress towards a fairer Bermuda” *(continued from page 9)*

viding cloud-based AI that requires no programming skills. Bermudians can be trained to understand the product and service offerings of each of these AI platforms and offer an entirely new set of services to the multinational companies that are headquartered on the island.

Each of the cloud AI service offerings I just mentioned is available for free during the learning process. There are countless tutorials, online classes, case studies, examples, videos and user groups. Once a user begins to use an AI platform for actual business processes, the platform charges on a “pay as you go basis”. The more resources used on a project, the more the business pays. This scalability (both up and down) is a compelling feature that all the AI platforms are adopting. This essentially allows anyone to learn for free and obtain access to this incredibly powerful technology.

I encourage sustained government intervention in education,

lifelong learning and job matching to ensure the potential gains from automation are not concentrated in too few hands. What is essential is making sure any benefits from automation are shared more widely across Bermuda, and no one gets left behind.

We must ensure that the infusion of technology in each Bermudian classroom is not only evident but predominant.

By embracing and ensuring complete technology integration in the classroom, we will be setting Bermudian students up for a successful life outside of school. With the result that students using technology in the classroom will be prepared for the digital future. Jobs that may not have had a digital component in the past may have such a component in the future. Coding for banking, statistics, websites and games are potentially the professional and entrepreneurial opportunities of the

near future.

This union and the Trades Union Congress must consider consultation with the government to prepare and implement a plan to address the issues that will be faced in both the private and public sectors arising out of AI.

What I'm saying is not farfetched. Let's be ahead of this wave, not behind or alongside it. Right now, some European countries are creating special rules for a fairer consultation process for workers if a company is reducing its workforce as a result of the introduction of AI.

The technology is here; it's not going anywhere, it's already on our shores even if its presence is not apparent.

At this time of extraordinary tension and opportunity, we must seize the opportunities the technology brings and shape a fairer Bermuda. ■

- Thank you

dd ■

# Mirrors Appeals for Volunteers for Legacy Community Programme

The Minister of Social Development and Sports The Hon. Michael Weeks JP MP is once again appealing for community volunteers to assist in Mirrors' Community Programme for 14 to 18-year-olds. Mirrors is seeking ten more Team Leaders and one Wellness Support Volunteer to support the six-day residential component of the programme, running October 23rd - 28th. They are also seeking 20 more Youth Coaches to support the eight-month 'follow through' programme, running from November 2018 to June 2019.

The Community Programme will give 36 high school students an incredible opportunity to develop their socio-emotional skills using the innovative neuroscience-based learning techniques developed by the Quantum Learning Network, and to accomplish goals they have set for themselves with the support of volunteer coaches. Mirrors SuperCamp uses a structured curriculum to provide students with intensive personal development skills. They learn the framework for personal success with the 8 Keys of Excellence.

Team Leaders attend four days of training as well as the six-day Senior Forum SuperCamp, and remain onsite for eight consecutive days.



Team Leaders are the catalyst for team building and personal growth at Mirrors Residential, and are vital in creating trust and a safe place for campers to take risks and experience breakthroughs. The onsite Wellness Support Volunteer supports all the health and wellness needs of campers while onsite, including the management and administration of camper medication, and must have a current CPR and first aid certification.

Once campers complete their residential SuperCamp, Life Coach Volunteers help them discover what their own personal "best" might be by working on a one-on-one basis over eight months, coaching campers on how to achieve a personal life goal and deepening their character development. Coaches hold a weekly coaching session over the eight month period and also attend one Friday evening session per month with the cohort of coaches and one Saturday interactive session per month with the cohort of youth and coaches, led by Mirrors facilitators.

Minister Weeks said, "Mirrors relies on community volunteers to create the positive, supportive

environment necessary for learning and growing. A cornerstone of the organization is building positive relationships between adults and young people; it's one of the hallmarks of Mirrors, with proven results shared by both past volunteers and students. I encourage residents to volunteer and support our youth".

Mirrors is appealing for volunteers to support the Community Programme by volunteering as either a Team Leader, the Wellness Support Volunteer or a Youth Coach.

If you are interested in making a difference in the life of a young person in Bermuda, and would like to volunteer for Mirrors' SuperCamp, or any of our other volunteer roles, please contact Mirrors' Enrolment Manager, Nicola Feldman Paugh, on [nmpaugh@gov.bm](mailto:nmpaugh@gov.bm) or call the Mirrors office on 294-9291 to RSVP for the volunteer information session on Tuesday September 23rd at 12:30pm. If you are not able to attend this session, a one-on-one information may be held. All applications are due in by Friday September 26th.

To find out more about Mirrors Programme and what it has to offer, please visit the programme website on [www.mirrors.bm](http://www.mirrors.bm). ■

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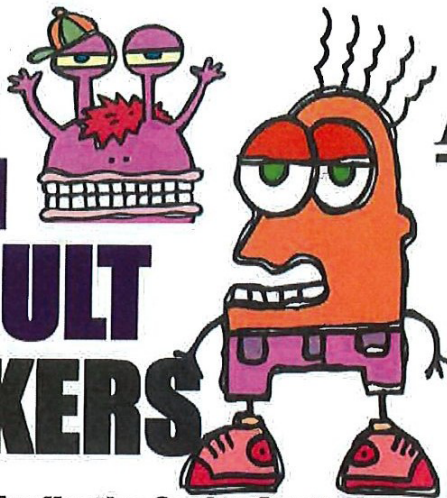
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# DEALING WITH DIFFICULT COWORKERS



## EAP CLIPS

*Difficult coworkers exist in every workplace. Do you know how to handle them?*

### Who Are Difficult Colleagues?

The actions and personality traits of difficult people make it hard to work with them. They come in many types.

The chatterbox never stops talking and prevents work from getting done. Chatterboxes include those who gossip and share "too much information."

The criticiser/complainer is a negative person who never says anything good about anyone. The complaints go on and on!

The illusionist promises the world, but later doesn't follow through and fails to meet commitments.

The glory hog wants power, credit, and the spotlight, whether deserved or not.

The "delegator" never completes his or her fair share of the work and always has an excuse such as "I'm sick," or "I have to pick up my kids."

### Interrupting the Pattern

The key to intervention is to interrupt the difficult coworker's pattern early in your relationship or it will only get worse. If you don't, you could be blamed later when conflict with the difficult person becomes a pattern others notice—such as your boss.

### Ineffective Coping Strategies

Anger, yelling, constant conflict, ridicule, violence, dirty tricks, and trying to get someone fired can get **you** labeled as "the problem." You need support, effective ideas, and self-awareness. Start with self-awareness.

### Are You a Difficult Coworker?

Do you overreact? Are you too sensitive? Are you too intolerant of others? Here's an assessment quiz:

- Do you chatter, talk on the phone, or complain incessantly?
- Do you gossip and broadcast your personal problems?
- Do you take credit for others' work? Hog the spotlight?
- Do you come to work sick?
- Do you discuss religion or politics?
- Do you arrive late and leave early? Leave dirty dishes in the staff kitchen sink? Leave office messes for others to clean?
- Do you criticize, brag, reveal confidential information, or violate the personal boundaries of others?

If you do these things, you're a difficult coworker!

### Effective Strategies

- If you have a problem with a coworker, discuss it with someone you trust. Together, brainstorm solutions.
- Document the problem. After each incident, list the date, time, what happened, who was involved, actions you took, and the names of any witnesses. Keep the documentation locked up.

- **Have a private discussion** with your difficult colleague. Use "I" statements that express how your coworker's actions affect you. For example, to the chatterbox, say, "I love talking to you, but I'm not getting my work done. Let's have lunch tomorrow and talk." Don't attack. Instead, start by making the difficult person more aware. Try to reach an agreement about future actions. Sometimes, gentle humor can help. This can be tricky though; you don't want others to see you as unkind.

- **Critical point!** When you observe the difficult coworker acting positively, comment in a way that will encourage future positive actions. With the complainer, change the subject when the complaining starts!

- **Sometimes, a group** can approach the boss to discuss a problem. An employee assistance counselor can also help, and your meeting will be kept confidential. If you have a glory hog, make sure your boss knows about the contributions you made to each project. Try putting your contributions in writing and sending a note to the boss.

### The Last Resort

If these actions fail, avoiding the difficult coworker might be the best choice. That could include transferring to another department within your organization.

Be careful. In every workplace, you will encounter difficult people. Learning how to cope with them is the preferred approach, unless the behavior constitutes an offensive, intimidating, or hostile work environment. That's the definition of harassment, and it's illegal.

*If you need assistance please call the EMPLOYEE ASSISTANCE PROGRAMME OF BERMUDA at 292-9000.*

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# DO YOU KNOW THE TRUTH ABOUT THE 'SABBATH'?

Take the following quiz to assess your knowledge. True or False (Circle the correct answer T or F)

- T F The Sabbath was observed before the Passover, animal sacrifices and circumcision.
- T F Adam, Noah, Abraham, Isaac and Jacob all kept the Sabbath.
- T F Sabbath violators need not be killed as punishment.
- T F God so loved the world, that he gave the Sabbath to everyone that keeps it, should not perish, but have everlasting life.
- T F God gave the Sabbath to all Nations.
- T F To get into Christ, one must keep the Sabbath.
- T F Children of Israel were commanded to teach other NATIONS to observe the Sabbath.
- T F The Sabbath was a sign between God and Mankind.
- T F After Jesus' resurrection, he told his disciples "Go into all the world, teach all nations to keep the Sabbath."
- T F The Sabbath is the way, truth and life.
- T F One must keep the Sabbath to be saved.
- T F One must pray and keep the Sabbath in order to receive forgiveness of sins.
- T F The gospel is keeping the Sabbath.
- T F "Remember the Sabbath day to keep it holy" is a moral law.
- T F The purpose of God sending Jesus into the world was to show men how to keep the Sabbath.
- T F All spiritual blessings are in Sabbath keeping.
- T F One cannot be saved without keep the Sabbath.

So how did you do? Brace yourself.

The correct answers to all of these Questions are "False".

If you missed some, you need to understand

The truth about the Sabbath as explained in the Scriptures in our free articles.

Sabbatarian Errors

The Sabbath and the Law

Should we keep the 10 Commandments today.

Write: Search The Scriptures: #7 Stadium Heights, Devonshire HM 15 • Call: 441-735-1964



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# Skills Development Members Visit Bournemouth, U.K.



Brother Roger Parris and four members of the Skills Development Programme, Sister Shalae Johnson, Brothers Leric Lightbourn, Troy Watson and Kacy Greene recently returned from spending just over three weeks in Bournemouth, U.K. training at the Bournemouth Parks Department.

The Skills Development Programme was the brainchild of Brothers Roger Parris and Sam Santucci, long-time employees of the Parks Department. Initially the programme was geared towards at-risk young men, however as time passed the programme attracted women as well as older men.

According to Brother Roger, the education trip was made possible by the Garden Club of Bermuda. He said that the trip went much better than he expected.

"The people that trained the Skills Development participants (SDP) were members of the Bournemouth Parks Department," explained Brother Roger. "The training modules were Personal Protective Equipment (PPE), Ground Maintenance, Arboricul-

ture, Bedding Design, Visual Tree Assessment, Propagation, General Nursery Production/Maintenance, Golf Course Maintenance, Rose Maintenance, etc. "

Brother Roger said that he got the opportunity to see how the Bournemouth Parks Department management works and a chance to talk to the Director. He said that one of the most important things he learned was that they have the same problems we have in Bermuda, meaning that they had to cut back on staff because the funds are not there (do more with less). He noted that management showed him some ways they are trying to fix the problem.

"I also had the opportunity to speak with their Department heads with regard to Union representation and actions they are taking to improve the working environment," continued Brother Roger.

Brother Roger noted that the director of the Bournemouth Parks Department, Gary Josey, expressed interest in starting a partnership with the Skills Development Program and the Bermuda Parks De-

partment. He explained that Mr. Josey is also responsible for the Housing & Communities Structure and is working on a housing project for the homeless.

"Mr. Josey is also very interested in sending some of his team to Bermuda to assist with training our Park's staff and Skills Development Program participants," added Brother Roger.

While in Bournemouth Brother Roger made two presentations to two Rotary Clubs, the Rotary Club of Westbourne and the Rotary Club of Bournemouth. He said that they have asked him to meet with the Rotary in Bermuda to organize a meeting as they would like to develop a link with them and that they had also indicated that they wish to support the Skills Development Program.

In addition to meeting with the two Rotary clubs, Brother Roger met with the Member of Parliament for Bournemouth West, Mr. Conor Burns who also expressed interest in the programme and wanted to know how they could partner with each other. Additionally he met with Mr. David Bailey, a manager and trainer in the hospitality field in Bournemouth who expressed interest in training members of the Skills Development Programme in the hospitality industry. The Mayor of Bournemouth, Mr. Derek Borthwick also expressed interest in the programme, and the Bournemouth in Bloom Committee expressed interest in forming a relationship with the Garden Club of Bermuda.

"All of the young people en-



joyed their training and expressed an immediate interest in returning for further training,” concluded Brother Roger. “Some of them did not want to return home. Leric enjoyed the opportunity to climb 60 feet up a tree; Troy and Kacy enjoyed the Golf Course Maintenance and the opportunity to operate the machinery and Shalae enjoyed working with the Park Planners where she had the opportunity to design a flower bed for a round-about. She also created a song about her experience with Bournemouth and sang it for the Church that Chris Colledge, our main contact in Bournemouth, is affiliated with at a function at Chris’ residence. In addition she presented a picture to the Park’s Department Management.”

Brother Roger said he was grateful not only to the Garden Club of Bermuda for making the trip possible, but also to the Bermuda Industrial Union and the Government of Bermuda who have supported the initiative from its inception. ■



## 'A HEALTHY YOU'

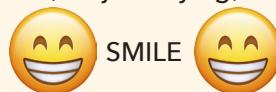
By Nurse Beverley Howell MA BScN (Hons)

As I begin writing I continued to think about psychological health and how it impacts physical health with the potential adverse consequences I have witnessed during my 44 years of nursing experience.

A friend sent me the following beautiful message.

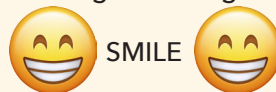
Ponder it:

If you are Right,  
There is No need to get Angry  
If you are Wrong,  
Then you Don't have any Right to get Angry  
Patience with Family is LOVE  
Patience with Self is Confidence  
Patience with God is Faith  
Don't think Hard about the PAST, it brings Tears  
Don't think more about the FUTURE, it bring Fear  
Live this moment with a SMILE, it brings cheer!  
Every test in our Life makes us  
Bitter or Better  
Every Problem Comes  
to Make us or to Break Us!  
The Choice is Ours,  
Whether we become Victims or Victorious  
Beautiful things are NOT always Good  
but  
Good Things are Always Beautiful!  
Do you know why God created Gaps between Fingers?  
So that Someone who is Special to You  
Comes and Fills those Gaps  
by Holding your Hand Forever.  
'Happiness Keeps You Sweet'  
but  
'Being Sweet brings Happiness'  
'It is Nice to be Important'  
but  
It is so much More Important to be NICE!  
(um just saying)



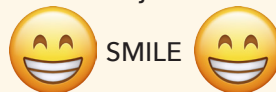
SMILE

See Miracles In Life Everyday  
there is  
Special Magic In Living Everyday



SMILE

When we woke up today, somebody somewhere  
took their last breath!!  
so just



SMILE

# AUTUMN

Find and circle all of the Autumn words that are hidden in the grid.  
The remaining letters spell a secret message - an Albert Camus quotation.

L O N G E R N I G H T S N A A U C N  
T O R U E S T U N Y R O K C I H R I  
M S O A Y Q E N I S I A O T R W O K  
R C Y H N E U V S T E R F H E O P P  
C E A A C G K I A S N O A A B R S M  
K N D N D S E R N E D S R N M C O U  
S C Y L N R G L U O L P M K E E C P  
Q R A K E I E R E T X G I S V R T S  
U Y D T M A N T S A E F N G O A O E  
A D Y D S I V G R T V S G I N C B P  
S N R N G Y W E H O E E N V W S E T  
H I E L P P A E S P H A S I V O R E  
B W T Y L L I H C T E S P N R F L M  
F T S E V R A H Y E L O I G C R E B  
A A U H A L L O W E E N E F I O S E  
A F L S E V A E L W O L L E Y S L R  
L O B L W E C H E S T N U T S T R D

ACORN	EQUINOX	NOVEMBER	SEPTEMBER
APPLE	FALL	OCTOBER	SHORTER DAYS
BIRD MIGRATION	FARMING	ORANGE LEAVES	SQUASH
BLOWING LEAVES	FEAST	PIE	SWEET POTATOES
BLUSTERY DAY	FROST	PUMPKIN	THANKSGIVING
CANNING	HALLOWEEN	RAKE	TURKEY
CHESTNUTS	HARVEST	RED LEAVES	WINDY
CHILLY	HAYSTACK	SCARECROW	YELLOW LEA
COLD	HICKORY NUTS	SCHOOL	
CROPS	LONGER NIGHTS	SEASON	

SOLUTIONS ON PAGE 2