



Media Release

MINISTER GOPEE-SCOON COMMENDS IQOR TRINIDAD ON ITS RESPONSE TO COVID-19

21 April, 2020: - The Covid-19 pandemic has impacted the way business is conducted in Trinidad and Tobago, challenging several businesses to move towards digital utilization and transformation. Senator the Honourable Paula Gopee-Scoon, Minister of Trade and Industry is today commending the business community for ***“responding and adapting to the new-norm despite the challenges presented”***. She said, ***“this pandemic has called on several businesses to implement work from home policies and offer innovative online services and solutions to ensure business continuity”***.

Citing one such example, the Trade Minister commended iQor Trinidad Limited for its response to the pandemic. She noted that ***“iQor Trinidad Limited, a global Business Process Outsourcing (BPO) which offers support for several international telecommunication and retail companies, has managed to retain its employee base over 1000 persons and has transitioned 95% of its workforce to work-at-home providing an internet allowance to support team members who required that extra support”***. iQor Trinidad Limited has indicated that their successful transition is due in part to their network of operations, IT and human resource leadership and to the flexibility of their global network and highly virtualized infrastructure, which allow them to facilitate work from home arrangements with minimal disruption to their clients while providing the same high-quality experience.

Minister Gopee-Scoon acknowledged that several businesses have been able to embrace opportunities provided by an online platform which she described as very promising.

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