



BUSINESS SERVICES COMMITTEE

Monday, November 17, 2025, 10:00 am

**San Jose Job Center Conference Rooms
1608 Las Plumas Ave, San Jose**

www.work2future.org

This meeting can be viewed live on computer, smartphone, and tablet at
<https://sanjoseca.zoom.us/j/99942181552?pwd=FQzkxwYX9hcb9JcbAeW472cLIQ0nUg.1>

PUBLIC COMMENT

To provide spoken Public Comment *during* the meeting, please be present at the meeting location above. Complete an available Blue Card and provide it to a meeting staff person.

Please limit remarks to the time limit allotted by the meeting chair, normally two minutes.

To submit written Public Comment *before* the committee meeting: Send by e-mail to Dat.luu@sanjoseca.gov by 12:00 pm the day of the meeting. The e-mails will be posted with the agenda as "Letters from the Public". Please identify the Agenda Item Number in the subject line of your email.

To submit written Public Comment *during* the meeting: Send e-mail during the meeting to Dat.luu@sanjoseca.gov, identifying the Agenda Item Number in the e-mail subject line. Comments received will be included as a part of the meeting record but will not be read into the record.

LEVINE ACT

[The Levine Act](#) requires a Party in a Proceeding before the City of San José that involves any action related to their contract, license, permit, or use entitlement to disclose any campaign contributions to City elected or appointed officials totaling more than \$500 within the 12 months prior to the City decision. A Participant to a Proceeding may voluntarily report a campaign contribution on the form located on [the Levine Act webpage](#).

BUSINESS SERVICES COMMITTEE

MEMBERS | November 2025

Mike Hill, *Committee Chair**

Workforce Consultant

Andy Scott

Senior Learning and Development Specialist
Nokia

Mitesh Shah*

Vice-President and Business Unit Head
Tech Mahindra

Priya Smith, MPH*

Chief Employee Human Relations Officer
Kaiser Permanente Northern California

Alan Takahashi*

Senior Vice President and Division General Manager, Missile Systems
CAES

*work2future Board member

BUSINESS SERVICES COMMITTEE MEETING

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AGENDA

- | | |
|---|--------------|
| I. CALL TO ORDER & ROLL CALL | 5 min |
| II. INTRODUCTIONS | 10:05 am end |
| III. BUSINESS | 5 min |
| | 10:10 am end |
| A. Approval of Minutes {Action} | 5 min |
| Mike Hill, Committee Chair | 10:15 am end |
| Approve minutes of the May 14, 2024, Business Services Committee meeting. | |
| B. Chair's Report {Information} | 10 min |
| Mike Hill, Committee Chair | 10:20 am end |
| Introductions and report on various matters of interest to the committee. | |
| C. 2026 Schedule of Meetings {Action} | 5 min |
| Mike Hill, Committee Chair | 10:25 pm end |
| Approve the recommended 2026 schedule of Business Services Committee Meetings. | |
| D. Election {Action} | 10 min |
| Dat Luu, Contracts Manager | 10:35 am end |
| Nominate candidates for and elect the Business Services Committee Chair to serve January 1, 2026, through December 31, 2026. | |
| E. Staff Reports {Information} | 20 min |
| work2future staff | 10:55 am end |
| Reports on calendar year-to-date business engagement, including in relation to layoffs and Rapid Response, job fairs and other recruitment services, On-the-Job Training (Registered Apprenticeship and non-apprenticeship), Incumbent Worker Training, the Pathway to Self-Sufficiency project, the Health Care Sector Initiative, and regional initiatives. | |
| F. Functioning of the Business Services Committee and Labor Market Perspective Discussion {Information} | 25 min |
| Mike Hill, Committee Chair | 11:20 am end |
| Committee discussion on strategizing the Business Services Committee's functioning in the context of work2future's Local and Regional Plans as well as the current Labor Market Perspective. | |
| IV. OPEN FORUM | 5 min |
| Members of the public can address the committee on matters not on the agenda. | 11:25 am end |
| V. OTHER | 5 min |
| Announcements, committee housekeeping | 11:30 am end |
| VI. ADJOURNMENT | |

Please note: *Times to the right of agenda items are estimates of the duration of the item and its approximate ending time. Actual times may vary, and items may be taken out of order at the discretion of the chair.*

Teleconferencing Notice

Pursuant to provisions of the Ralph M. Brown Act, the following members will attend the Youth Committee meeting by teleconference from the indicated publicly accessible location(s):

CITY OF SAN JOSE CODE OF CONDUCT FOR PUBLIC MEETINGS IN THE COUNCIL CHAMBERS AND COMMITTEE ROOMS

The Code of Conduct is intended to promote open meetings that welcome debate of public policy issues being discussed by the City Council, their Committees, and City Boards and Commissions in an atmosphere of fairness, courtesy, and respect for differing points of view.

1. Public Meeting Decorum:

- a. Persons in the audience will refrain from behavior which will disrupt the public meeting. This will include making loud noises, clapping, shouting, booing, hissing or engaging in any other activity in a manner that disturbs, disrupts or impedes the orderly conduct of the meeting.
- b. Persons in the audience will refrain from creating, provoking or participating in any type of disturbance involving unwelcome physical contact.
- c. Persons in the audience will refrain from using cellular phones and/or pagers while the meeting is in session.
- d. Appropriate attire, including shoes and shirts are required in the Council Chambers and Committee Rooms at all times.
- e. Persons in the audience will not place their feet on the seats in front of them.
- f. No food, drink (other than bottled water with a cap), or chewing gum will be allowed in the Council Chambers and Committee Rooms, except as otherwise pre-approved by City staff.
- g. All persons entering the Council Chambers and Committee Rooms, including their bags, purses, briefcases and similar belongings, may be subject to search for weapons and other dangerous materials.

2. Signs, Objects or Symbolic Material:

- a. Objects and symbolic materials, such as signs or banners, will be allowed in the Council Chambers and Committee Rooms, with the following restrictions: § No objects will be larger than 2 feet by 3 feet.
- b. No sticks, posts, poles or other such items will be attached to the signs or other symbolic materials.
- c. The items cannot create a building maintenance problem or a fire or safety hazard.
- d. Persons with objects and symbolic materials such as signs must remain seated when displaying them and must not raise the items above shoulder level, obstruct the view or passage of other attendees, or otherwise disturb the business of the meeting.
- e. Objects that are deemed a threat to persons at the meeting or the facility infrastructure are not allowed. City staff is authorized to remove items and/or individuals from the Council Chambers and Committee Rooms if a threat exists or is perceived to exist. Prohibited items include, but are not limited to: firearms (including replicas and antiques), toy guns, explosive material, and ammunition; knives and other edged weapons; illegal drugs and drug paraphernalia; laser pointers, scissors, razors, scalpels, box cutting knives, and other cutting tools; letter openers, corkscrews, can openers with points, knitting needles, and hooks; hairspray, pepper spray, and aerosol containers; tools; glass containers; and large backpacks and suitcases that contain items unrelated to the meeting.

3. Addressing the Council, Committee, Board or Commission:

- a. Persons wishing to speak on an agenda item or during open forum are requested to complete a speaker card and submit the card to the City Clerk or other administrative staff at the meeting.
- b. Meeting attendees are usually given two (2) minutes to speak on any discussion item and/or during open forum; the total amount of time allocated for public testimony for each public speaker or for an agenda item is in the discretion of the Chair of the meeting and may be limited when appropriate. (California Government Code Section 54954.3; Council Policy 0-37) Applicants and appellants in land use matters are usually given more time to speak. Speakers using a translator will be given twice the time allotted to ensure non-English speakers receive the same opportunity to directly address the Council, Committee, Board or Commission.
- c. Speakers should discuss only the agenda item when called to speak for that item, and only topics related to City business when called to speak during open forum on the agenda.
- d. Speakers' comments should be addressed to the full body. Requests to engage the Mayor, Council Members, Board Members, Commissioners or Staff in conversation will not be honored. Abusive language is inappropriate.
- e. Speakers will not bring to the podium any items other than a prepared written statement, writing materials, or objects that have been inspected by security staff.
- f. If an individual wishes to submit written information, he or she may give it to the City Clerk or other administrative staff at the meeting.
- g. Speakers and any other members of the public will not approach the dais at any time without prior consent from the Chair of the meeting.

Failure to comply with this Code of Conduct which will disturb, disrupt, or impede the orderly conduct of the meeting may result in removal from the meeting and/or possible arrest.

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection online at www.work2future.org and at work2future's Business and Administrative Services Center at the Almaden Winery Community Center, 5730 Chambertin Drive, San Jose, California at the same time that the public records are distributed or made available to the legislative body.

I

Call to Order & Roll Call

II

Introductions

III

Business

Each of the following items will be taken up separately. Unless otherwise indicated, each is an information and discussion item:

- A. Approval of Minutes {Action}**
- B. Chair's Report**
- C. Staff Reports**
- D. Functioning of the Business Services Committee**
- E. Scheduling Committee Meetings**

BUSINESS SERVICES COMMITTEE MEETING

**May 14, 2024
MEETING MINUTES**

STAFF: Lee, Nguyen, Sanchez, Thoo, Tran

GUESTS: John Melville, CEO, Collaborative Solutions (via Zoom)

Neil Martin, Economic Justice Coordinator, Working Partnerships USA.

I. CALL TO ORDER & ROLL CALL

Chair Pro Tempore Goel called the meeting to order at 3:17 pm.

Roll Call

Present: Goel, Hill, Scott, Shah, Smith, Takahashi (arrived at 3:33pm)

Absent: Chao, Benavidez

All votes by roll call.

II. CHAIR'S REPORT

None.

III. BUSINESS

A. Approval of Minutes

ACTION: Mr. Hill moved, Ms. Smith seconded, and the committee unanimously approved the acceptance of the March 27, 2024, Business Services Committee Special Meeting minutes.

B. Election

Action: Mr. Takahashi nominated Mr. Hill, Mr. Hill nominated Mr. Shah, Mr. Shah nominated Mr. Hill.

Mr. Hill received 4 votes and Mr. Shah received 2 votes. Mr. Hill will serve as the Chairperson of the Business Services Committee through December 31, 2025.

C. Rapid Response Report

Business Services Lead Analyst Huong Tran reported that announcements of layoffs affecting jobs in Santa Clara County have continued since staff reported on the status of layoffs at the March 27, 2024, Business Services Committee meeting. Between July 1, 2023, and May 8, 2024, companies had announced nearly 11,900 layoffs in the country, 4,284 of which were in the San Jose-Silicon Valley Local Workforce Development Area, which work2future serves. They include recent WARN notices from Intel, SunPower, and the Health Trust. SunPower is closing its San Jose operations, resulting in the permanent loss of more than 60 jobs.

Staff elaborated on these numbers and reported on work2future activity triggered by the layoff announcements.

D. Healthcare Sector Partnership Initiative

Board Chair and committee member Smith,; John Melville, CEO, Collaborative Economics reported that the launch meeting of work2future's Healthcare Sector Partnership initiative took place on April 16, 2024, when more than a dozen leaders from healthcare providers in Santa Clara County gathered at the Santa Clara County Medical Association offices to discuss the challenges they face, especially around workforce. They were joined by an equivalent number of representatives from community colleges, San Jose State University, non-profit training providers and other workforce development organizations who observed the employers' discussions in anticipation of participating in future problem-solving as employers clarify and prioritize their needs.

The healthcare leaders wrapped up the launch meeting with an agreement to form action teams for three key areas: career awareness building, talent development, and care coordination. First action team meetings were held on May 9, 2024, with the goal of working towards proposed first deliverables for all the participating healthcare leaders to consider in July 2024.

The sector partnership initiative is co-chaired by Ms. Smith and Jo Coffaro, Regional Vice-President of the Hospital Council of Northern and Central California, and facilitated by Mr. Melville.

E. Semiconductor Manufacturing Apprentices

Strategic Engagement Manager Thoo and committee members Mr. Hill and Mr. Scott provided updates on California's first semiconductor technician apprenticeships as new talent gateways for South Bay manufacturers and high-road career opportunities for job seekers from historically under-resourced/underinvested/marginalized backgrounds. Updates included new numbers of apprentices hired and their status, as well as the status of On-the-Job Training support for the four companies in the Semiconductor and Nanotechnology Apprentices Partnership.

F. Subsidized Employment Pathway

Mr. Thoo, and Program Services Manager Lynn Lee provided information on a new project with the County of Santa Clara Social Services Agency to assist job seekers with a variety of barriers, including poverty, lack of stable housing, prior criminal convictions or other involvement with the justice system, and refugee status. The project aims to use the staffing industry's contingent employment model, also known as "temp-to-perm" employment, as a primary framework, but offer employers full wage subsidies during the temporary employment period with the goal of converting participating employees to unsubsidized permanent employment at living-wage rates following a period of temporary employment.

G. Bay Area Jobs First

Mr. Thoo and guest Mr. Neal Martin, Economic Justice Coordinator at Working Partnerships USA, provided information on the South Bay-Peninsula High Roads Roundtable subregional convenings of Bay Area Jobs First, the regional collaborative of the State's California Jobs First program.

Working Partnership USA is one of five organizations serving as co-convenors of the South Bay-Peninsula High Roads Roundtable. The others are the San Mateo County Economic Development Alliance, the San Mateo County Labor Council, the South Bay Labor Council, and SOMOS Mayfair.

California Jobs First is the new iteration of a \$600 million Regional Investment Initiative launched in 2021 by Governor Gavin Newsome as the Community Economic Resilience Fund, or CERF. Bay Area Job First is one of 13 regional collaboratives – one in each of the economic region defined for the project – awarded California Jobs First grants to reimagine economic development planning by placing at its center equitable worker well-being and boosting efforts to mitigate climate change while improving economic equity.

H. Miscellaneous Updates

Staff provided information on the April 23, 2024 job fairs, a joint effort between work2future and San Jose City College where some 500 job seekers engaged with more than 70 employers.

I. Labor Market Update

Mr. Thoo reported on regional labor market conditions.

J. Members' Roundtable

No comments were noted.

IV. OPEN FORUM

No comments were noted.

V. OTHER

Mr. Thoo noted the scheduled committee meetings in 2024.

VI. ADJOURNMENT

Mr. Hill adjourned the meeting at 4:58 p.m.

Draft minutes prepared by D. Nguyen, reviewed by L. Thoo

CHAIR'S REPORT

Business Services Committee Chair Mike Hill will make introductions and report on various matters, as appropriate.

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Memorandum

TO: BUSINESS SERVICES COMMITTEE

FROM: Dat Luu

SUBJECT: 2026 Meeting Schedule

DATE: November 17, 2025

Approved

Date:

RECOMMENDATION

Adopt a 2026 schedule of Business Services Committee meetings as proposed in the Background and Analysis section below.

BACKGROUND AND ANALYSIS

California Unemployment Insurance Code Section 14200(c)(9)(C) requires that the work2future Board establish a Business Services Committee. Customarily, work2future Business Services Committee has met four times a year, in keeping with current practice, therefore, the Business Services Committee's regular meetings in 2026 are proposed for:

1. Monday, January 26
2. Monday, April 27
3. Monday, July 27
4. Monday, October 26

Business Services Committee meetings are currently scheduled for 90-minute blocks starting at 10:00 am.

/s/
DAT LUU
Contracts Manager



Memorandum

TO: BUSINESS SERVICES COMMITTEE

FROM: Dat Luu

SUBJECT: Elections

DATE: November 17, 2025

Approved

Date:

RECOMMENDATION

Nominate, elect and recommend to the work2future Board Chair a member of the Business Services Committee to serve as Business Services Committee Chair from January 1, 2026, through December 31, 2026.

BACKGROUND AND ANALYSIS

Article VI, Section 6.13 of the work2future By-laws stipulates that committees, with the exception of the Executive Committee, shall choose its own chairs with the approval of the Board Chair.

Committee members may nominate for Committee Chair any qualified member who shall be a member in good standing of the committee during the term of chairmanship. More than one candidate may be nominated.

Election

Staff will conduct the elections. Committee members will be asked to put member names into nomination for Committee Chair.

A member who is nominated for Committee Chair may accept or decline the nomination. After all nominations have been made and accepted, candidates will have the opportunity, if they choose, to address the committee. Voting will take place after candidate remarks, if any, have concluded. The candidate with the largest number of votes is elected.

Staff will convey to the Board Chair the results of the committee's election. The Board Chair may accept the committee's recommendation for Committee Chair, or may decline it and request the committee conduct another election.

/s/
DAT LUU
Contracts Manager

STAFF REPORTS

work2future staff will report on year-to-date business engagement for Calendar Year 2025:

- Layoffs and Rapid Response
- Job fair, including the Hiring Now career fair at the Mexican Heritage Plaza (August 2025), Spring Career Fair with San Jose City College (April 2025), and other recruiting support services
- On-the-Job Training (Registered Apprenticeship and non-apprenticeship)
- Pathway to Self-Sufficiency project
- Health Care Sector Partnership
- Other

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Attachments

FUNCTIONING OF THE BUSINESS SERVICES COMMITTEE

Committee Chair Mike Hill will engage the committee in a discussion on strategizing the Business Services Committee's functioning in the context of work2future's Local and Regional Plans and the Labor Market Perspective.

Local Plan link: https://www.work2future.org/wp-content/uploads/2025/03/IVCattach_PY25-28_LocalPlan_FinalDraft.pdf

Regional Plan Link: https://www.work2future.org/wp-content/uploads/2025/03/IVCattach_PY25-28_BPRPU_RegionalPlan.pdf

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Attachment

Durable (Soft) Skills Needs

Employers in the Bay Area—and nationally—are placing greater emphasis on transferable “human-skills” that remain critical even as technical tools and business models evolve. According to ManpowerGroup, 71 % of U.S. employers report difficulty finding skilled talent. manpowergroupusa.com+2web.manpowergroup.us+2

Key skills (refined)

- Communication — Clearly conveying ideas in both verbal and written form; actively listening; giving and receiving constructive feedback.
- Problem-Solving — Interpreting data or situations, making sound judgment calls, overcoming unexpected obstacles.
- Adaptability — Responding flexibly to changing circumstances, new technologies, shifting roles or business models.
- Collaboration — Working effectively with diverse teams, leveraging others’ strengths, sharing responsibility for outcomes.
- Critical Thinking — Evaluating information objectively, identifying assumptions, drawing reasoned conclusions.
- Leadership — Guiding and motivating others, managing complexity, directing efforts toward results.
- Emotional Intelligence — Self-awareness, empathy, navigating interpersonal dynamics and relationships.
- Work Ethic & Reliability — Demonstrating initiative, accountability, consistent performance and commitment to quality.
- Time & Project Management — Planning, prioritizing, meeting deadlines, balancing multiple tasks.
- Creativity / Innovation — Generating novel solutions or ideas, thinking outside established patterns.
- Digital Literacy — Comfort and effectiveness with digital tools, remote/hybrid work formats, data-enabled collaboration.
- Learning Agility / Growth Mindset — Willingness to learn new skills, adapt to change, self-direct development.
- Resilience & Stress-Management — Maintaining performance and well-being under pressure, change or ambiguity.

Note: The addition of “Digital Literacy”, “Learning Agility/Growth Mindset”, and “Resilience” reflects the region’s evolving workforce demands and ManpowerGroup’s finding that human strengths remain pivotal as technology automates more tasks. [ManpowerGroup+1](#)

Skill Gaps in Santa Clara, San Mateo & Alameda Counties

While comprehensive local skills-gap datasets by county are limited in publicly available sources, regional planning documents show clear indicators of mismatches between workforce supply and employer demand in the Bay Area. For example, the Bay-Peninsula Regional Plan notes that 28 % of residents in Santa Clara and 33 % in San Mateo live below the “self-sufficiency” standard. [work2future](#)

Representative gaps (operational & technical)

Technical / Certification Gaps

- Microsoft Office / Advanced Office Tools
- Information Security
- SQL / Database Skills
- Programming & Coding (e.g., Python, C++, iOS development)
- UNIX / GPU / Data Structures / Systems Skills
- Presentation Skills (technical and business audiences)

Health / Care Certification Gaps

- Certified Nursing Assistant (CNA)
- Licensed Practical Nurse (LPN)
- Home Health Care Certification
- First Aid Certification

Language & Interpersonal Gaps

- Cash Registers / Cash Handling (Retail)
- Presentation / Public Speaking
- Tutoring / Coaching Skills
- Language Skills (e.g., Cantonese, Mandarin)

Regional Implications

- The Bay Area’s labour market is affluent and highly-educated; the 2021-24 Regional Plan reports that 55.6 % of adults (25-64) hold a bachelor’s degree or higher vs. 33.8 % statewide. [work2future+1](#)

- However, high cost-of-living pressures and wealth disparities mean that even skilled roles may go unfilled or attract candidates outside the region. [San José Spotlight+1](#)
 - For staffing strategy in Santa Clara, San Mateo and Alameda Counties, you'll want to prioritise **technical-skills pipelines**, **upskilling/reskilling programmes** for transferable human skills, and **diverse language/interpersonal capabilities** given the region's multicultural workforce and service-oriented sectors.
-

In-Demand Occupations & Future-Facing Sectors

Current / near-term in-demand roles (Bay Area)

Based on regional labour market data:

- Medical Assistants
- Maintenance and Repair Workers
- Sales Representatives (Services)
- Medical Secretaries & Administrative Assistants
- Electricians
- Police & Sheriff Patrol Officers
- Licensed Practical & Vocational Nurses
- Construction Labourers
- Self-Enrichment Teachers
- Dental Assistants
- Production Planning and Expediting Clerks
- Food Service Managers
- Heating, Air-Conditioning & Refrigeration Mechanics & Installers
- Exercise Trainers & Fitness Instructors
- Computer Network Support Specialists
- First-Line Supervisors of Construction Trades
- Chefs & Head Cooks
- First-Line Supervisors of Production & Operating Workers
- Bus Drivers (Transit & Intercity)

Projected sectors for 2030 and beyond

Looking ahead, regional and global data suggest these sectors will remain growth-levers:

- Hospitals / Home Health Care / General Medical Services
- Semiconductor & Related Device Manufacturing
- Battery Manufacturing / Mechatronics / Industrial Automation
- Computer Programming / Cloud Computing / Data Processing / Facilities Management

- Cybersecurity / R&D in Biotechnology / Life Sciences
- Hospitality / Hotels & Motels / Security & Patrol Services
- Local Government / Facilities Support Services

Strategic Implications

- With 71 % of U.S. employers reporting talent-finding difficulties, scaling up your talent-acquisition, retention and internal-pipeline strategies is critical. manpowergroupusa.com
 - For the Bay Area, focus your service offerings and client conversations on **“emerging skills + durable human skills”** rather than assuming past roles will suffice.
 - Encourage clients to treat workforce-development as a strategic asset: investing in internal career-paths, micro-credentialing, cross-skilling and digital fluency will differentiate them in a tight talent market.
-

Lifelong Learning Mindset

To succeed in this fast-changing era, both individuals and organizations must adopt a mentality of continuous learning and agility.

What this looks like in practice

Individuals:

- Embrace projects or roles slightly outside your comfort zone that build new skills
- Engage in self-directed learning (online courses, micro-credentials, peer learning) and reflect on growth
- Ask questions, experiment, learn from mistakes, iterate
- Link new learning directly to business challenges, technologies and emerging sectors
- Set clear learning goals, track progress, and build internal networks/mentor relationships

Organizations & clients:

- Build programs that facilitate rotation, job-shadowing, cross-department exposure
- Offer micro-learning, certificates, “just-in-time” training for emerging skills (digital tools, data-fluency, AI awareness)
- Create career-paths that reward growth, versatility and adaptability rather than static roles
- Measure retention, engagement and performance gains from enhanced learning investment
- Communicate to staff that learning is not just a “nice to have” but a strategic requirement for agility, retention and competitive advantage

Executive Summary — Key Takeaways

1. **Talent scarcity is widespread and rising** — Over 70 % of U.S. employers struggle to find talent; this holds true in the Bay Area despite high education levels and affluence.
2. **Durable human skills + digital/tech fluency = a winning combination** — Employers demand not just hard technical skills, but human strengths such as adaptability, learning-agility and collaboration.
3. **Local realities require custom strategies** — In Santa Clara, San Mateo and Alameda Counties we must mind both advanced-tech/health demand and service-sector/language/interpersonal gaps.
4. **Lifelong learning is a strategic imperative for organizations and individuals** — Business-services clients must treat talent development as infrastructure, not an afterthought.
5. **Staffing solutions should be future-facing** — Go beyond filling today's roles: assist clients with pipelines for emerging sectors (AI/data, automation, health-tech) and upskilling of existing staff.

IV
Open Forum

V
Other

VI
Adjournment