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EDITORIAL

We are pleased to share with you this October 2016 issue of our e-newsletter.

During June 1-3, 2016, a Trade Mission to Martinique was conducted by OECS Coalition of Service Industries in collaboration with the Chamber of Commerce of Martinique and the OECS Commission. The meeting aimed to seek business opportunities and form strategic alliances with French counterpart in four services sectors (ICT, Music, Architect, and Management Consulting).

The SLCSI in collaboration with the Saint Lucia Information Communication Technology Association (SLICTA), hosted a capacity building exercise on Cyber Security for ICT Professionals and Users of ICT at the Coco Palm Resorts on Thursday July 7, 2016. This forum aimed to increase awareness of Cyber Security and the need to address this as an issue of national importance. Approximately forty-five (45) participants were in attendance to share knowledge and network with Industry leaders.

The SLCSI was a silver sponsor for the third conference of the Caribbean Institute of Certified Management Consultants (CICMC), which was held in Saint Lucia at the Bay Gardens Resorts from September 7-9, 2016. The theme for this event was "Enhancing the Export Competitiveness of Caribbean Professional Services (Through Innovation, Quality Standards and Market Access)."

The SLCSI in collaboration with the Caribbean Climate Innovation Centre (CCIC) of Jamaica conducted an Idea Generation Session and Boot-camp in Saint Lucia for Startups and Entrepreneurs in "Clean Technology Solutions." This was held at the Pastoral Centre from September 22-24, 2016. The three-day training made it possible for participants to

develop and further improve their business models. Approximately twenty-five (25) persons participated and five (5) innovative green projects were presented.

To date, the SLCSI has increased the export capacity of over fourteen (14) local service providers through a Regional Export Development Training Programme "Services Go Global (SGG)." Approximately 60% have completed an Export Plan for their businesses and are soon to be certified as "Export-Ready." Participants are supported through a coaching and mentoring programme aimed at aligning their plans with the demands of the regional and international markets.

The SLCSI hosted a sub-regional training in collaboration with the Caribbean Network of Service Coalitions (CNSC) during September 26-29, 2016 in Saint Lucia. Approximately fourteen (14) OECS Service providers within various sub-sectors including Creative Industries, Fashion, Music, Accounting, etc. attended the training.

We hope that you will find the information presented in this issue exciting and informative. We look forward to your comments and feedback.



Enhancing Competitiveness in the Global Marketplace

OECS Coalitions Strengthen Ties with Martinique

The OECS Coalition of Service Industries in collaboration with the Chamber of Commerce of Martinique and the OECS Commission organized a fact finding mission to Martinique from June 1st to June 3rd 2016. The main objectives of the mission were to explore business opportunities and forge strategic alliances with Martinique as a member of the OECS, identify areas which hinder the effective flow of trade with a view to improving these gaps. The four (4) sectors represented at the mission were: Information and Communication Technology (ICT), Music, Architecture and Management Consulting.

ICT Sector

As the ICT representative, Mr. Ashton Hewlett Fearon from Antigua emphasized that creating new opportunities for capacity building and finding new sources for funding are the focal points for this sector. The ICT Market in each of the OECS islands is underdeveloped and efforts to undertake studies in areas such as: educating the public and outlining the internet infrastructure and broadband access would increase human capacity.

Music Sector

The music sector was represented by Mr. McCarthy Marie from Dominica. The Music Association's main objective was to seek to develop relations with artistes across the Caribbean by introducing new artistes from the OECS to the Martinique and by extension the rest of the Francophone Islands. The most important starting point was to build social relationships with other partners in the music industry in Martinique. If this can be achieved, then the chances of doing business will be greatly enhanced. He highlighted that collaborations of Artistes and Music Producers of Martinique and the OECS by way of joint events and festivals can be the first step forward.



Participants of the ICT Caucus Meeting

Architect Sector

Mr. Augustin Poyotte, the St. Lucian representative for this sector, stated that the restrictions in this sector are more stringent than any of the other sectors. There are several administrative requirements to be met including the observation of the codes of ethics, insurance coverage as well as becoming a member of the "Ordres des Architectes". However, this posed a problem because it was noted that in order to be a member of the "Ordres des architectes" one



Opening of Trade Mission

must be of French nationality. However, the possibility still exists for possible collaborations in the near future.

Management Consulting Sector

The management consulting sector was represented by Mr. Nigel Mitchel from St. Lucia. Management consulting opportunities in Martinique looked bleak for the OECS countries. Even for creole speakers, communication with the French present challenges. Therefore, he recommended that sensitization and awareness building as well as assuaging the language barrier can be solutions that would facilitate an increase in job opportunities and joint partnerships on management consulting.

Coming Up Soon- The e-Brochure

The CNSC and the OECS Commission, in collaboration with the CCI (Martinique) is currently working together in creating an E-brochure. As a result of the Martinique trade mission held in June, 2016, we recognized there is a deficit of trade related information among the countries, especially Trade in Services (TIS).

Services contribute significantly to the GDP of our islands and account for majority of our labour force. This brochure will therefore seek to capture the importance of trade between the Anglophone and Francophone OECS countries as well as new business opportunities and reducing barriers to trade, while exposing the exemplary work of the OECS Coalitions. This joint initiative will be translated in French and shared with the Francophone islands to facilitate knowledge transfer and regional cooperation.

The E-brochure is expected to be available November, 2016 on the CNSC website and Facebook page.



SLCSI Sponsors CICMC 3rd Annual Conference

The Saint Lucia Coalition of Service Industries (SLCSI) partnered with the Caribbean Institute of Certified Management Consultants' (CICMC) for hosting of its third annual conference. This major event was held in Saint Lucia at the Bay Gardens Resorts from September 7-9, 2016. The theme for the event was "Enhancing the Export Competitiveness of Caribbean Professional Services (Through Innovation, Quality Standards and Market Access)."



CICMC Conference in progress

The objective of the Conference was to provide a platform for CICMC members to network and gain exposure to new insights, knowledge and self-development in the management consulting profession. The feature address was delivered by Dr. Pamela Coke Hamilton, Executive Director of the Caribbean Export Development Agency. The training for the participants focused on the opportunities and challenges in exporting management consulting services and was

conducted by South African, Mr. Angelo Keyahas who is a Certified Master Coach. Representatives of the Caribbean Network of Service Coalitions (CNSC) from five countries (Bahamas, Barbados, Antigua, Trinidad and Jamaica) were in attendance.

As part of support to the event, the SLCSI coordinated the participation of the Hair Beauty and Spa Association (HBSPA) at the Conference, which provided a platform to market their services, source opportunities and network with other service providers. Certified Massage Therapists created a relaxing oasis and offered selective spa services (chair massages, hand, feet and head massages) to delegates for a minimal contribution to the Association. According to the HBSPA President "this was an opportunity to dialogue and educate Management Consultants on the positive impact of massages, as well as other modalities on the body and mind to maintain a balanced life."



Cyber Security Conference for ICT Professionals and Users of ICT

The Saint Lucia Coalition of Service Industries (SLCSI), in collaboration with the Saint Lucia Information Communication Technology (ICT) Association, hosted a capacity building exercise on Cyber Security for ICT Professionals and Users of ICT. The Conference was held on Thursday July 7, 2016 at the Coco Palm Resorts in Rodney Bay under the Theme "Cyber Security and its Importance to National Development."



Opening Ceremony in progress

The objective was to increase awareness of Cyber Security by sensitizing key influencers in the public and private sectors on the need to address cyber

security as an issue of national importance. The programme provided a forum for discussions on solutions to security concerns among ICT Professionals and Users of ICT, as well as an opportunity for participants to network with industry leaders.

This high-level event demonstrated the relevance of Cyber Security to the effective functioning of business and government operations, as well as the day-to-day lives of citizens. The conference took the format of a panel discussion, which involved presentations by industry leaders on different perspectives (Financial, Legal, etc.) of Cyber Security and its relevance in the context of St. Lucia.

Key topical issues discussed with stakeholders included Emerging Threats, the Regulatory Environment and Secure Data Storage. Local participants

were joined by three (3) OECS ICT Professionals from Antigua, Dominica and Grenada. The Minister for Education, Innovation, Gender Relations and Sustainable Development, in her address to over forty participants, highlighted the various emerging threats and the need to institute measures to curb on these and ensure data security.



Minister for Innovation, SLICTA President and SLCSI ED

CCIC Business Idea Generation Session and Boot-camp for Saint Lucian Startups and Entrepreneurs

The Caribbean Climate Innovation Centre (CCIC) of Jamaica, in collaboration with the Saint Lucia Coalition of Service Industries (SLCSI), conducted an Idea Generation Session (IGA) and Boot Camp in Saint Lucia for local startup businesses and entrepreneurs involved in clean technology solutions – renewable energy, water/waste water, sustainable Agriculture, and energy and resource use efficiency (from pre-seed to early start-ups). This was held at the Pastoral Centre from August 22-24, 2016. Representatives of other regional hubs from Antigua and Barbados were in attendance in order to replicate the boot-camp model in their respective countries.

The objective was to identify a pipeline of clean tech entrepreneurs in the Region and to build their capacity through tailored programmes, as well as to provide them with the proper ecosystem to develop and grow their companies.

The training was delivered by Launch Rockit of Trinidad to approximately twenty-five (25) participants who were given the

opportunity to develop or further improve on their business models. The methodology included teamwork, presentations, pitches, coaching and mentoring. The three-day event brought together Climate-related Experts from Saint Lucia to discuss the challenges of Climate Change and to present the business opportunities arising from this emerging phenomenon. Business practitioners with expertise in Marketing, Finance, Business Management, etc. provided mentorship/guidance to participants for improving their business model/concepts. The programme culminated with pitches by five teams to a panel of judges on their green projects. The top three winners (Green Energy, Eco Carib and AgriTech) were awarded cash prizes from US\$500- US\$1,000.00, by the CCIC.

Ms. Tameka Lee of CCIC stated, “this boot-camp is the most successful one conducted, to date.” The SLCSI congratulates all five teams - Eze Green Energy, Green Startup Marketing, 7Ks Eco-Friendly Café, Eco Carib and AgriTech for their innovative ideas and for graduating to the Accelerator Programme.



SLCSI Progresses in Developing SME Export Capacity

Since the first cohort in February 2016, the Saint Lucia Coalition of Service Industries (SLCSI) has made strides to increase the export capacity of Small and Medium Size Enterprises (SME) from various sub-sectors. To date, this extensive Regional Export Development Training Programme “Services Go Global (SGG)” has enhanced the export potential of over fourteen local service providers. Approximately 60% have completed an Export Plan for their businesses and are soon to be certified as “Export-Ready.”

The most recent and successful participant is a newly launched Human Resource Management Company “HRM Solutions.” Through SGG, HRM Solutions expects to access regional and international markets, thereby increasing its competitiveness and service exports. Like all participants, the company stands to benefit from the services of an International Marketing team contracted by the SLCSI to provide mentoring and coaching to service providers, under a CSME Standby grant facility programme administered by the Caribbean Development Bank. Mr. Perry Longville of HRM Solutions says “*Lessons learnt through the Services Go Global programme has proven to be second-to-none. The mentoring and coaching coupled with the financial assistance available through this programme is well placed to help my business export a sustainable service.*” Click [**HERE**](#) to access his website.

Further, the SLCSI facilitated the hosting of a very successful SGG sub-regional training programme, from September 26-29 in Saint Lucia. Approximately fourteen (14) Service providers from Antigua, St. Kitts and Nevis, St. Vincent and Saint Lucia came together under a single umbrella to pursue this Export Development training, which was facilitated by Kelli-Dawn



Participants of Sub-Regional SGG Training

Hamilton, SGG Certified Trainer of Jamaica. The participants represented a broad cross section of the OECS Services Sector including Fashion, ICT, Accounting, Music, Green Technology and Creative Industries. This programme also provided the platform

for the OECS businesses to network and forge strategic alliances with the aim of expanding their market base and partnering for overseas markets. The participants lauded the workshop as an invaluable learning experience that was greatly needed to move their businesses forward.



Training in Progress

SGG BUSINESS OF MUSIC

On Wednesday October 5, 2016 the Executive Director of the SLCSI, Yvonne Agard presented the upcoming Online Regional SGG Training Programme “the Business of Music” to a group of musicians, producers, artists, during a meeting hosted by the Trade Export Promotion Agency (TEPA). This programme which specifically targets the Music Sector, will seek to strengthen the competitiveness of the region’s Music Sector and increase music exports to regional and international markets. Music is arguably one of the region’s most competitive export industries. The business of music is a complex one that is ever-changing in a dynamic industry where musicians are required to constantly adapt to new business models and channels to market and sell their music.



SLCSI Executive Director (right) presenting on “the Business of Music”

OPPORTUNITIES

PREPARATION OF GUIDELINES AND CORAL REEF ENHANCEMENT PLAN FOR POINT SABLE ENVIRONMENTAL PROTECTION AREA

Saint Lucia has received financing from the International Development Bank and the Strategic Climate Fund towards the Disaster Vulnerability Reduction Project (DVRP) and intends to apply part of the proceeds for consulting services for the preparation of guidelines and coral reef enhancement plan for Point Sable Environmental Protection Area (PSE-PA).

The consulting services (“the Services”) includes preparing a plan of action for enhancing coral reef systems within the PSEPA towards building resilience to the impacts of climate change. The services required also includes the preparation of 1) guidelines for assessing coral reef enhancement needs in Saint Lucia and 2) a coral reef enhancement plan for the PSEPA. In undertaking the preparation of these documents, the consultant would be required to conduct field reconnaissance surveys, which will require SCUBA diving skills.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by October 28, 2016.

Project Coordination Unit, Department of Economic Development,
Transport and Civil Aviation
Attn: Project Coordinator
5th Level, Conway Business Centre,
Waterfront, Castries, Saint Lucia
Tel: 758-468-2413 Fax: 758-453-0417
E-mail: slupcu@gosl.gov.lc Website: www.finance.gov.lc

ORGANISATION OF EASTERN CARIBBEAN STATES THE COMMISSION CONSULTING SERVICES

COUNTRY: Regional
NAME OF PROJECT: Eastern Caribbean Energy Regulatory Authority Project
IDA CREDIT NO.: 4935-GD; 4936-LC
ASSIGNMENT TITLE: Individual Consultant for the position of Executive Director of the Eastern Caribbean Energy Regulators Agency
PROJECT ID NUMBER: P101414
BID REFERENCE: ECERA-REOI-1/2016 (Re-advertisement)

REQUEST FOR EXPRESSIONS OF INTEREST

The Governments of Grenada and Saint Lucia (“Beneficiary Countries”) have received financing from the World Bank towards the cost of the Eastern Caribbean Energy Regulatory Authority (ECERA) Project, and intend to apply part of the proceeds for an Individual Consultant for the position of Executive Director of the Eastern Caribbean Energy Regulators Agency.

The consulting services (“the Services”) involve the administration of the Eastern Caribbean Energy Regulators’ Agency (ECERA), a new entity that will be established as a non-profit organisation under the Companies Act of Saint Lucia. This Consultancy will be implemented over a period of twenty-four (24) months or such other period as may be determined. The expected commencement date is January 2017 and completion date is December 2018. The Scope of Services includes:

- a) The day-to-day management of ECERA; and
- b) Provision of technical advice to national regulatory authorities on regulatory matters concerning the electricity sector, including industry performance, tariff setting, benchmarking and private sector engagement.

The Organization of Eastern Caribbean States (OECS) Commission, acting on behalf of the Beneficiary Countries, now invites eligible individual consultants to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. A shortlist will be developed based on comparison of Consultants Curriculum Vitae using the following selection criteria:

- a) Advanced university degree (at least M.Sc. or equivalent) in the area of Engineering /Business Administration/ Economics / Utilities Regulation/ Finance / Accounting or other relevant post graduate qualifications – 15 points.
- b) Bachelor’s degree in Electrical Engineering/ Economics/ Financing or any discipline relating to utility regulation – 10 points.
- c) Minimum 20 years’ experience in an electric utility or in a regulatory authority with at least 10 years in an executive position – 30 points.
- d) Comprehensive knowledge of all regulatory activities related to the electricity industry – 25 points.
- e) Experience in the execution, management and supervision of donor funded projects (preferably World Bank financed) - 10 points.
- f) Experience in the OECS Electricity / Energy Sector – 10 points.
- g) Experience in working and collaborating with governments – 10 points.
- h) Analytical, communication, interpersonal, networking and leadership skills – 10 points.
- i) Experience in corporate governance – 10 points.

Expressions of interest must be delivered electronically by 4:00 pm (16:00 hours) Eastern Caribbean time on Tuesday October 25, 2016 to the email address ecera@oecs.org. hours 9:00 am to 4:00 pm (09:00 to 16:00 hours) Eastern Caribbean time.

Please click **HERE** to view the Terms of Reference (TOR) and further information on this consultancy.

WHAT'S NEXT?

We appreciate your feedback!

Please share with us your comments and thoughts on any of the stories featured in this article and let us know what you would like featured in our upcoming Issue.



www.facebook.com/saintluciacoalitionofservices



Enhancing Competitiveness in the Global Marketplace

Saint Lucia Coalition of Service Industries

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EVENTS DIARY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
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31						

1. Services Go Global Training (third cohort) for Music Professionals
Registration continues for other cohorts. Please contact us or visit our website for further information.
2. Launching of OECS e-Brochure in November 2016.
3. CNSC Regional Services Meeting in Grenada from November 2-4, 2016.