

Regional and International Support Organisations

Welcome to the MSME Resource Directory for the Hospitality and Tourism Sector in the Caribbean.

This information identifies agencies that assist with business planning, setup, planning, and expansion, in order to enhance the quality of tourism products and services on offer. This guide includes five (5) support categories namely:

Agency	Description - Business Planning, Resources and Networking Support	Caribbean Countries Covered
<p>Caribbean Export Development Agency</p>	<p>Engages in programme-based activities designed to enhance the competitiveness of regional small and medium-sized enterprises (SMEs) in priority areas including Agro-processing, Creative Industries, Manufacturing and Specialised Tourism. It provides technical and financial assistance for:</p> <p><u>Export Development</u> Helps businesses develop to the point where they can send goods and services abroad for sale. Services include training, technical assistance/advice, access to finance through grant schemes and the provision of information and tools to support businesses to become export ready.</p> <p><u>Export Promotion</u> Helps businesses increase exports to current markets and penetrate new markets such as the EU. It specifically assists firms with accessing the benefits of the CARIFORUM-EU Economic Partnership Agreement (EPA).</p> <p><u>Business Advocacy</u> Offers trade support initiatives for goods and services, including giving technical assistance that helps companies and entrepreneurs better understand and take advantage of trade agreements.</p> <p><u>Contact Details</u> Person: A Bradshaw, Officer in Charge Telephone: (246) 436-0578 Email: abradshaw@carib-export.com Website: http://www.carib-export.com</p>	<ul style="list-style-type: none"> ➤ Antigua and Barbuda ➤ The Bahamas ➤ Barbados ➤ Belize ➤ Dominica ➤ Dominican Republic ➤ Grenada ➤ Guyana ➤ Haiti ➤ Jamaica ➤ St Kitts and Nevis ➤ Saint Lucia ➤ St. Vincent and the Grenadines ➤ Suriname ➤ Trinidad and Tobago

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<p>Caribbean Development Bank (CDB)</p>	<p>Provides technical assistance and financial resources through projects and programmes to Borrowing Member Countries (BMCs), in order to support social and economic development. MSME support areas include entrepreneurship, creative industries (e.g. artisans), agriculture and rural development, and tourism.</p> <p>MSME Specific Programmes include:</p> <p><u>Caribbean Technological Consultancy Services (CTCS)</u></p> <p>The CTCS Network supports the improvement of MSME competitiveness and strengthens the capacity of business support organisations and public bodies to deliver professional services to MSMEs through direct technical assistance, workshops, and training attachments.</p> <p><u>Cultural and Creative Industries Innovation Fund (CIIF)</u></p> <p>CIIF's goal is to enable the region's cultural and creative industries to be globally competitive. It provides grant funding for innovative projects within the creative industries sector and specifically works to enhance the technical capacity of creative entrepreneurs.</p> <p><u>Contact Details</u></p> <p>Person: Director, Projects Department Telephone: (246) 426-7269 Email: https://www.caribank.org/contact-us Website: www.caribank.org</p>	<ul style="list-style-type: none"> ➤ Anguilla ➤ Antigua and Barbuda ➤ The Bahamas ➤ Barbados ➤ Belize ➤ British Virgin Islands ➤ Cayman Islands ➤ Dominica ➤ Grenada ➤ Guyana ➤ Haiti ➤ Jamaica ➤ Montserrat ➤ St Kitts and Nevis ➤ Saint Lucia ➤ St. Vincent and the Grenadines ➤ Suriname ➤ Trinidad and Tobago ➤ Turks and Caicos Islands

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<p>Organization of American States (OAS)</p>	<p>Offers technical assistance and broad support to promote growth, innovation, productivity and revenue for small businesses through improvements to their business administration. Assistance for MSMEs is focused through the sharing of the Small Business Development Centre (SBDC) Model from the United States to the Caribbean.</p> <p>SBDC Core Services: SBDC core services are focused on three key areas that cover the needs of startups as well as those of established businesses. These include:</p> <ul style="list-style-type: none"> • One-on-one, confidential, free and long-term technical assistance. • Group training focused on subjects of interest to small businesses and presented by SBDC staff and private sector professionals. • Market research tailored to the client’s needs. <p>In 2012 a partnership program with the U.S. Government through the U.S. Mission to the Organization of American States (OAS), the OAS Department of Economic Development, Trade and Tourism (now Department of Economic and Social Development), the Caribbean Export Development Agency (Caribbean Export) and the University of Texas at San Antonio (UTSA) began the process of assisting five countries in the Caribbean - Barbados, Belize, Dominica, Jamaica and Saint Lucia - in adapting the SBDC model.</p> <p>Contact Details: Robert McKinley, Associate VP, UTSA Institute for Economic Development Tel: +1.210.458.2450 E-mail: robert.mckinley@utsa.edu Maryse Robert, Director, Department of Economic and Social Development, OAS Tel: +1.202.370.4584 E-mail: mrobert@oas.org Christopher McNair, Director, Competitiveness and Innovation, Caribbean Export Tel: +1.246.436.0578 E-mail: cmcnair@carib-export.com Project Website www.SBDCGlobal.com General Website www.oas.org</p> <p>Country Specific Contact information http://www.oas.org/en/member_states/default.asp (click on the desired country)</p>	<p>SBDC Project Countries</p> <ul style="list-style-type: none"> ➤ Barbados ➤ Belize ➤ Dominica ➤ Jamaica ➤ Saint Lucia <p>General Caribbean Countries</p> <ul style="list-style-type: none"> ➤ Antigua and Barbuda ➤ Barbados ➤ Belize ➤ Dominica ➤ Grenada ➤ Guyana ➤ Haiti ➤ Jamaica ➤ Dominican Republic ➤ Saint Kitts and Nevis ➤ Saint Lucia ➤ Saint Vincent and the Grenadines ➤ Suriname ➤ The Bahamas ➤ Trinidad and Tobago

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Inter-American Development Bank (IADB) Group	<p>Provides financial and technical support to aid in social development, capacity building, and sustainable economic growth. MSME area of opportunities include Agribusiness, Manufacturing, Transport, Tourism, Media and Technology, with help available through IDB Lab (formally the Multilateral Investment Fund MIF) – which supports projects and early stage companies, from ideation all the way up to scale. Opportunities include:</p> <ol style="list-style-type: none"> 1. Technical Cooperation – for knowledge building activities (e.g. training) 2. Venture Capital – selectively invests in businesses with the potential to generate transformational impact 3. Debt financing – offers a range of debt products (funds that must be repaid) based on company needs 4. Events - a space for the exchange of ideas that will spark new projects and ventures. 5. Open innovation - challenges and prizes to discover innovations and business models that can be applied to solve social problems and promote inclusion in the region. <p>Contact Details: Website: https://bidlab.org/en/products ** Also see Compete Caribbean Partnership Facility (below)**</p>	<ul style="list-style-type: none"> ➤ The Bahamas ➤ Barbados ➤ Belize ➤ Dominican Republic ➤ Guyana ➤ Haiti ➤ Jamaica ➤ Suriname ➤ Trinidad & Tobago
Compete Caribbean Partnership Facility (CCPF)	<p>Offers a technical assistance private sector development programme focused on stimulating economic growth, increasing productivity, and encouraging innovation and competitiveness among micro, small and medium enterprises. Special assistance is available through “Pillar 1 – Productivity and Innovation in Private Sector Firms” as follows:</p> <ol style="list-style-type: none"> 1. Cluster Operations: initiatives that overcome barriers related to economies of scale and competitiveness. 2. Innovations Funds: initiatives aimed at resolving low productivity. 3. Technology Extension Services: technical assistance to improve business management processes and production processes. 	<p>CCPF Countries</p> <ul style="list-style-type: none"> ➤ Antigua and Barbuda ➤ The Bahamas ➤ Barbados ➤ Belize ➤ Dominica ➤ Grenada ➤ Guyana ➤ Jamaica

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<p>Compete Caribbean Partnership Facility (CCPF) cont'd</p>	<p>4. Entrepreneurship: Technical assistance to institutions that provide entrepreneurial support</p> <p>Commencing 2018, Compete Caribbean also began a special Technical Cooperation agreement with the Caribbean Tourism Organization for the regional development of Community-Based Tourism as a development model to enhance small business viability in the Caribbean. Visit www.ourtourism.onecaribbean.org/CBTtools</p> <p>Contact Details: Person: Annie Bertrand - Pillar 1 Coordinator Office: 246-627-8549 Fax: 246-429-8869 Email: annieb@iadb.org Website: http://competecaribbean.org/</p>	<ul style="list-style-type: none"> ➤ St Kitts and Nevis ➤ Saint Lucia ➤ St. Vincent and the Grenadines ➤ Suriname ➤ Trinidad and Tobago

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Caribbean Tourism Organization (CTO)	<p>Drives regional tourism planning and development to encourage a general supportive environment for tourism to thrive as the flagship Caribbean industry. As a government led membership organization it offers technical support through tools and knowledge products in the area of tourism planning, disaster risk management, and community-based tourism. It also hosts networking events, undertakes service excellence assessments / certification, as well as capacity building training and educational opportunities in specialty areas. Assistance includes:</p> <p><u>Tools and Knowledge Products (Sustainable Tourism Division)</u></p> <ul style="list-style-type: none"> ✓ Caribbean Sustainable Tourism Policy Framework (CSTPF) ✓ Hazard Management Guide for the Caribbean Tourism Sector ✓ Community Tourism Handbook, Diagnostic Tool and Profile template ✓ MSME Support Country Resource Guide <p><u>Networking Events (CTO New York)</u></p> <ul style="list-style-type: none"> ✓ State of the Caribbean Tourism Industry Conference (annually) ✓ Caribbean Week New York (annually) ✓ Sustainable Tourism Development Conference (every 2 years) ✓ Human Resources Development Conference (every 2 years) <p><u>Service Excellence and Sustainable Tourism Recognition</u></p> <ul style="list-style-type: none"> ✓ Hospitality Assured Caribbean ✓ Sustainable Tourism Awards <p><u>Capacity Building Training Seminars (Human Resources Division)</u></p> <ul style="list-style-type: none"> ✓ The Successful Taxi Driver Workshop ✓ Tourism Education Workshops for Teachers ✓ Customer Relations for Frontline Personnel ✓ Communicate Like A Pro ✓ Effective Crisis Communication ✓ Deliver a Dynamic Speech ✓ Management of Service Quality ✓ Introduction to Dynamic Supervisory Management ✓ Management of Sites and Attractions 	<ul style="list-style-type: none"> ➤ Anguilla ➤ Antigua and Barbuda ➤ The Bahamas ➤ Barbados ➤ Belize ➤ British Virgin Islands ➤ Cayman Islands ➤ Curacao ➤ Dominica ➤ Grenada ➤ Guyana ➤ Haiti ➤ Jamaica ➤ Martinique ➤ Montserrat ➤ Puerto Rico ➤ St. Eustatius ➤ St Kitts & Nevis ➤ Saint Lucia ➤ Sint Maarten ➤ St. Martin ➤ St. Vincent and the Grenadines ➤ Trinidad & Tobago ➤ Turks and Caicos Islands

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<p>Caribbean Tourism Organization (CTO) cont'd</p>	<p>Financial Support for Skills Enhancement (CTO Foundation) ✓ Tourism, hospitality, research and language training scholarships</p> <p>Contact Details: Person: Director of Resource Mobilisation and Development Telephone: (246) 427 5242 Email: banfields@caribtourism.com Website: www.onecaribbean.org</p>	

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Caribbean Hotel and Tourism Association (CHTA)	<p>As a private sector led membership organization it offers technical support through tools and knowledge products that strength tourism and hospitality businesses. It presents the needs of its members to government bodies, hosts networking events, capacity building training and provides educational opportunities in specialty areas. See below for details:</p> <ol style="list-style-type: none"> 1. <u>Tools and Knowledge Products</u> <ul style="list-style-type: none"> ✓ Webinars ✓ Publications ✓ Job Bank ✓ Data Center ✓ Zika Resource Centre ✓ Energy Benchmarking Tool 2. <u>Networking Events</u> <ul style="list-style-type: none"> ✓ Caribbean Hospitality Industry Exchange Forum (CHIEF) ✓ Taste of the Caribbean ✓ Caribbean Travel Marketplace 3. <u>Financial Support for Skills Enhancement</u> <ul style="list-style-type: none"> ✓ Hospitality, Tourism, Culinary, and Events Training Scholarships <p>Contact Details: Person: Membership Associate Telephone: 305.443.3040 Email: membership@caribbeanhotelandtourism.com OR events@caribbeanhotelandtourism.com Website: http://www.caribbeanhotelandtourism.com/</p>	<ul style="list-style-type: none"> ➤ Anguilla ➤ Antigua and Barbuda ➤ Aruba ➤ The Bahamas ➤ Barbados ➤ Belize ➤ Bermuda ➤ Bonaire ➤ British Virgin Islands ➤ Cayman Islands ➤ Curaçao ➤ Dominica ➤ República Dominicana ➤ Grenada ➤ Guadeloupe ➤ Guyana ➤ Haïti ➤ Jamaica ➤ Martinique ➤ Puerto Rico ➤ Saint Barthélemy ➤ St. Kitts and Nevis ➤ St. Lucia ➤ St. Maarten ➤ St. Martin ➤ St. Vincent and the Grenadines ➤ Suriname ➤ Trinidad and Tobago ➤ Turks and Caicos Islands ➤ US Virgin Islands

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OECS Commission	<p>The Competitive Business Unit (CBU) engages in development, expansion and promotion of exports in the OECS through the mobilization of technical and financial support for traditional and emerging sectors and the provision of advice and assistance to member Governments and public sector agencies.</p> <p>Priority sectors:</p> <ul style="list-style-type: none"> - OECS Micro, Small Medium Sized Enterprises (MSMEs) - Manufacturing - Tourism - Services: <ul style="list-style-type: none"> o Creative Industries (Fashion, Music, Handicraft) o Information and Communication Technology (ICT) <p>Focus areas:</p> <ul style="list-style-type: none"> - Export Development - Competitiveness - Entrepreneurship - Innovation - Trade Information <p>Programme Areas:</p> <ul style="list-style-type: none"> - Technical assistance and Capacity Building - Export Promotion and Marketing - Innovative Business Start-ups - Trade Information, Market Research and Intelligence - Institutional Strengthening of Trade Promotion Organizations (TPOs) and Business Support Organizations (BSOs) <p>Activities include:</p> <ul style="list-style-type: none"> - Policy alignment and implementation - Business support and advisory services - Business Audits, Surveys, Business Profiles 	<ul style="list-style-type: none"> ➤ Anguilla ➤ Antigua and Barbuda ➤ British Virgin Islands ➤ Dominica ➤ Grenada ➤ Martinique ➤ Montserrat ➤ St Kitts and Nevis ➤ Saint Lucia ➤ St. Vincent and the Grenadines

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OECS Commission cont'd	<ul style="list-style-type: none"> - Export strategies - Training workshops, seminars and webinars - Acceleration, mentorship and apprenticeship programmes - Trade shows, Market Visits, Study Tours - Collection and dissemination of data and information <p>Contact Details Person: Jacqueline Emmanuel-Flood, Head, CBU Telephone: (758) 455-6400 Email: Jacqueline.flood@oece.int Website: www.oece.int</p>	