

# Community-Based Tourism Business Support Directory

**For the twelve (12) overlapping Caribbean Tourism Organization (CTO) and  
Compete Caribbean Partnership Facility (CCPF) Member Countries  
including Regional Organisations**



**COMPETE  
CARIBBEAN**



Canada

Prepared by Caribbean Tourism Consultant - Kennedy Pemberton,  
with support from participating member countries.

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## Country Specific Appendix – Antigua and Barbuda

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

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Antigua and Barbuda Investment Authority	Provides technical support / guidance to existing and potential small business owners	Enterprise Development Director	(268)481-1000	<a href="mailto:info-abia@ab.gov.ag">info-abia@ab.gov.ag</a>	<a href="https://investantiguabarbuda.org">https://investantiguabarbuda.org</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Community Development Division	Registers community organizations, connects Community Support Organisations / Non-Government Organisations and Government	Director	(268)562-5533	<a href="mailto:Communitydevelopment560@outlook.com">Communitydevelopment560@outlook.com</a>	N/A
Antigua and Barbuda Intellectual Property and Commerce	Registers Companies, Friendly Societies, Business Names, Trademarks, Industrial Designs, Geographic	Registrar	(268)462-3146	<a href="mailto:abipco@ab.gov.ag">abipco@ab.gov.ag</a>	<a href="https://abipco.gov.ag">https://abipco.gov.ag</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Office	Indications, and other types of Intellectual Property				
Antigua and Barbuda Inland Revenue Department	Registers businesses and assesses, collects revenues from taxes licenses, other fees and levies	Commissioner	(268)468-9473	<a href="mailto:revenue@antigua.gov.ag">revenue@antigua.gov.ag</a>	N/A
Antigua and Barbuda Social Security Board	Registers employees /employers for Social Security coverage and provides the active insured with some degree of income security in the event of sickness, maternity, invalidity, retirement or death.	Director	(268)736-3000/1/2	<a href="mailto:socsec@socialsecurity.gov.ag">socsec@socialsecurity.gov.ag</a>	<a href="http://www.socialsecurity.gov.ag">www.socialsecurity.gov.ag</a>

- 3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Antigua and Barbuda Development Bank	Provides medium and long-term development financing to the productive sectors, and micro, small and medium enterprises.	Executive Director	(268)562-5983 / (268) 462-0838	<a href="mailto:info@abdbank.com">info@abdbank.com</a>	<a href="http://www.abdbank.com">www.abdbank.com</a>
Global Environment Facility Small Grants Office	Provides funding and technical support to communities and Civil Society Organizations to bring about environmental benefits through	National Coordinator	(268)783-7286	<a href="mailto:rvspencer@hotmail.com">rvspencer@hotmail.com</a>	N/A

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	community-based initiatives and actions.				
Marine Ecosystems Protected Area Trust	Provides funds dedicated to the protection and maintenance of the environment/natural resources, and activities that help conserve and protect the range of living organisms in the environment.	Programme Officer		<a href="mailto:petra.williams@mepatrustantiguaabarbuda.org">petra.williams@mepatrustantiguaabarbuda.org</a>	<a href="https://mepatrustantiguaabarbuda.org/">https://mepatrustantiguaabarbuda.org/</a>
Antigua and Barbuda Investment Authority	Provides technical support / guidance to existing and potential small business owners (SME) during the application and reimbursement process of the Direct Assistance Grant Scheme for the Caribbean Export Development Agency	Enterprise Development Director	(268)481-1000	<a href="mailto:info-abia@ab.gov.ag">info-abia@ab.gov.ag</a>	<a href="https://investantiguaabarbuda.org">https://investantiguaabarbuda.org</a>
National Authorising Office	Ensures the proper execution of European Development Fund (EDF) projects and programmes in Antigua and Barbuda, through the preparation and submission of project and programme documentation for approval by the EU; supports the conditions for increasing investment and private sector initiative	National Authorising Officer	(268)562-4504	<a href="mailto:anuepaunit@gmail.com">anuepaunit@gmail.com</a>	<a href="http://abepa.gov.ag">http://abepa.gov.ag</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Foreign Affairs, Immigration and Trade	Assists enterprises during the application and reimbursement process of the Direct Assistance Grant Scheme for the Caribbean Export Development Agency and Grant programmes of other regional entities	Project Development Officer	(268)462-1542	<a href="mailto:Juray.roberts@ab.gov.ag">Juray.roberts@ab.gov.ag</a>	N/A

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organisations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Antigua and Barbuda Chamber of Commerce and Industry	Safeguards business interests, shares business experiences, and organizes trade shows, training and events to strengthen members.	Executive Director	(268)462-4575	<a href="mailto:chamcom@can.dw.ag">chamcom@can.dw.ag</a> / <a href="mailto:antiguabrabuda.chamber@gmail.com">antiguabrabuda.chamber@gmail.com</a>	Being worked on
Antigua and Barbuda Association of Small Business Owners	Provides tools, training and support for entrepreneurs and small business owners to Create, Manage and Grow the business of their dreams.	President	(268)734-1084	<a href="mailto:info@PACCSInc.com">info@PACCSInc.com</a>	<a href="http://www.ABASBO.com">http://www.ABASBO.com</a>

- 5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Tourism	Provides capacity building, product definition / development and standards checking, tourism business registration and licensing.	Senior Tourism Officer – Sustainable Tourism  Agro-Tourism Dir.  Tourism Standards Officer	(268)464-5163/ (268)468-4043	<a href="mailto:vashti.ramsey@ab.gov.ag">vashti.ramsey@ab.gov.ag</a>	<a href="http://www.visitantiguabarbuda.com">www.visitantiguabarbuda.com</a>
Antigua and Barbuda Tourism Authority	Provides Marketing support for mainly the Destination and some online marketing support for businesses.	Marketing Communications	(268)562-7600	<a href="mailto:maria.blackman@ab.gov.ag">maria.blackman@ab.gov.ag</a>	<a href="http://www.visitantiguabarbuda.com">www.visitantiguabarbuda.com</a>
Antigua and Barbuda Hotel and Tourist Association	Promotes co-operation amongst member tourism businesses, including engaging government on their behalf, offering training seminars, and helping create sales and or advertising opportunities	Executive Director	(268)462-0374	<a href="mailto:Patrice.simon@antiguahotels.org">Patrice.simon@antiguahotels.org</a>	<a href="http://www.antiguahotels.org/v3/">http://www.antiguahotels.org/v3/</a>



## Country Specific Appendix - The Bahamas

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

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Small Business Development Centre (SBDC)	Assists businesses with their planning and growth strategies; facilitates direct financing to MSMEs and builds a culture of entrepreneurship and innovation with a focus on vulnerable groups.	Davinia Blair (Executive Director)	(242) 604-1051	<a href="mailto:davinia.blair@sbdcbahamas.com">davinia.blair@sbdcbahamas.com</a>	<a href="http://www.sbdcbahamas.com">www.sbdcbahamas.com</a>
Start-Up Bahamas	Assists businesses with the creation of business plans & business license applications, website development, social media management and corporate branding	Mr. Peter Cartwright	(242) 676-2825 (242) 603-2285	<a href="mailto:info@startupbahamas.com">info@start-upbahamas.com</a>	<a href="http://www.startupbahamas.com">www.start-upbahamas.com</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Registrar General Dept.	Administers company name registration and business incorporation	Deidre Clarke-Maycock, Acting	(242) 397-9143-58 / (242) 397-	<a href="mailto:registrargeneral@bahamas.gov.bs">registrargeneral@bahamas.gov.bs</a> or	<a href="http://www.bahamas.gov.bs">www.bahamas.gov.bs</a>



Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
		Registrar	9126	<a href="mailto:regcompanies@bahamas.gov.bs">regcompanies@bahamas.gov.bs</a>	
Dept. of Inland Revenue	Manages business licensing, tax registration and compliance.	Gaynell Rolle – Chief Valuation Officer;  Dexter Fernander-Business Licence Unit	(242) 604-8072	<a href="mailto:businesslicenseinquiries@bahamas.gov.bs">businesslicenseinquiries@bahamas.gov.bs</a>	<a href="http://www.bahamas.gov.bs">www.bahamas.gov.bs</a>
National Insurance Board	Manages social security, employment registration & benefits compliance and assists with social and infrastructural development.	Dr. Nicola Virgill-Rolle, Director	(242) 502-1500		<a href="http://www.nib-bahamas.com">http://www.nib-bahamas.com</a>

- 3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Bahamas Development Bank	Promotes industrial, agricultural and commercial development; and offers small and medium loan financing of economically sound projects.	Dave Smith (Managing Director)	(242) 702-5700	<a href="mailto:info@bdb.gov.bs">info@bdb.gov.bs</a>	<a href="http://www.bdb.gov.bs">www.bdb.gov.bs</a>
Bahamas Agricultural and Industrial Corporation	Provides business monitoring and evaluation services, research and	Mr. Benjamin Rahming (General	(242) 396-3725/6	<a href="mailto:baic@bahamas.gov.bs">baic@bahamas.gov.bs</a> or	<a href="http://www.baic.gov.bs">www.baic.gov.bs</a>

(BAIC)	<p>feasibility studies.</p> <p>Facilitates access to development funding and buyer markets.</p> <p>Aids domestic and international trade and land-leasing at concessionary rates within industrial parks.</p>	<p>Manager)</p> <p>Or</p> <p>Mrs. Debbie Mott-Strachan (Senior Deputy General Manager)</p>	(242) 396-3819	<a href="mailto:debbiestrachan@baic.gov.bs">debbiestrachan@baic.gov.bs</a>	
Bahamas Entrepreneurial Venture Fund Ltd.	Provides financing (\$100K in loan or \$200K in capital funding) to aid small and medium enterprise start-up	Vernita Campbell	242-356-4114	<a href="mailto:info@bahamasventurefund.com">info@bahamasventurefund.com</a>	<a href="http://www.bahamasventurefund.com">www.bahamasventurefund.com</a>
The Investment Group (TIG)	Assists young Bahamian entrepreneurs or persons with existing businesses in need of further capital and provides mentorship, management expertise, operational support and access to their network and contacts to help SMEs with business growth.	Dr. Allen Albury, Managing Director	(242) 394-7777	<a href="mailto:management@investmentgroup.com">management@investmentgroup.com</a>	<a href="http://www.investmentgroup.com">www.investmentgroup.com</a>

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organisations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Bahamas Chamber of Commerce and Employer Confederation	Unites the strength of private businesses to create advantages for members. Provides business advisory services, arbitration	Jeffrey Beckles (CEO)	(242) 322-2145	<a href="mailto:info@thebahamascchamber.com">info@thebahamascchamber.com</a>	<a href="http://www.thebahamascchamber.com">www.thebahamascchamber.com</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	services and opportunities to gain information through discussions on business subjects.				

**5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Bahamas Ministry of Tourism and Aviation	Manages the promotion and development of tourism and aviation, tourism product improvement and publicity and advertisement.  Maintains relations with the Tourism Development Corporation, the Tourism Promotions Boards and Bahamasair, the National Airline of The Bahamas.	Mrs. Joy Jibrilu (Director General)	(242) 302 - 2000	<a href="mailto:tourism@bahamas.com">tourism@bahamas.com</a>	<a href="http://www.bahamas.com">www.bahamas.com</a>
Nassau Paradise Island Promotion Board (NPIPB)	Promotes Nassau and Paradise Island.  Assists its members in achieving higher hotel occupancies/increased room revenues.  Provides statistics and market intelligence on Nassau/Paradise Island.	Fred Lounsberry (Chief Executive Officer)	(242) 322-8381	<a href="mailto:Michael@npi.pb.com">Michael@npi.pb.com</a>	<a href="http://www.nassau-paradise-island.com">www.nassau-paradise-island.com</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Out Island Promotion Board (OIPB)	Promotes the Out (Family) Islands of The Bahamas. Assists its members in achieving higher hotel occupancies & increased room revenues. Provides statistics and market intelligence on the Out Islands.	Kerry Fountain, Executive Director	242 322 1140/50	<a href="mailto:info@boipb.com">info@boipb.com</a>	<a href="http://www.myoutislands.com">http://www.myoutislands.com</a>
Grand Bahama Promotion Board (GBPB)	Promotes Grand Bahama island and assists its members in achieving higher hotel occupancies and increased room revenues.  Provides statistics and market intelligence on Grand Bahama Island.	Ian Rolle, Executive Director	(242) 352-8356	<a href="mailto:info@gbitb.com">info@gbitb.com</a>	<a href="http://www.grandbahamavacation.com">www.grandbahamavacation.com</a>
Tourism Development Corporation (TDC)	Explores linkages and showcases the potential of entrepreneurship within the Tourism Industry.  Helps to build business capacity and encourages Bahamian involvement in the ownership of the tourism business.	Janet Johnson (Chief Executive Officer and Executive Director)	(242) 356-4571  (242) 302-2000	<a href="mailto:jjohnson@bahamas.com">jjohnson@bahamas.com</a>  <a href="mailto:jjohnson@tdcbahamas.com">jjohnson@tdcbahamas.com</a>	<a href="http://www.tdcbahamas.com">www.tdcbahamas.com</a>  Note: Website will be launched officially in the second quarter of 2019.
Bahamas Hotel and Tourism Association	Represents the interests of the country's leading hotels and a large allied membership of companies that support the industry.  Promotes tourism through partnerships, and advocates for member interests to all branches of government.	Suzanne Pattusch (Executive Director)	(242) 502-4200	<a href="mailto:bhta@bahamashotelstourism.org">bhta@bahamashotelstourism.org</a>	<a href="http://www.bhahotels.com">www.bhahotels.com</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Tourism/ Hotel Licensing Department	Manages product and safety standards for all types of guest facilities with oversight of hotel licensing Boards	Mrs. Geneva Cooper, Chief Licensing Officer	(242) 397-2726  (242) 302-2000	gcooper@bahamas.com	www.tourismtoday.com

## Country Specific Appendix - Barbados

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

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Barbados Industrial Development Corporation (BIDC) Incubator and Accelerator Programmes	Provides financial and expert assistance services (e.g. the Barbados Investment Fund and the Special Technical Assistance Program) for entrepreneurs and companies looking to begin operations or to expand their operations	Business Development Officer	(246) 537-2422		<a href="http://www.bidc.com">www.bidc.com</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Corporate Affairs & Intellectual Property Office (CAIPO)	Keeps and maintains a wide variety of business & commercial records necessary for business registration and the protection of Intellectual Property (IP) rights	Corporate Affairs Officer	(246) 535-2401	general@caipo.gov.bb	<a href="http://www.caipo.gov.bb">www.caipo.gov.bb</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Barbados Revenue Authority	Coordinates tax registration and collections from taxpayers in order to contribute to the economic wellbeing of Barbados	Revenue Commissioner	(246) 535-8239	tamis@bra.gov.bb	www.bra.gov.bb
National Insurance Scheme	Manages social security registrations and the collection of social security payments in order to provide employment benefits to insured persons in the future	Director	(246) 431-7400	lna.carrington@bginis.gov.bb	www.bginis.gov.bb

- 3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Small Business Development Unit in the Ministry of Small Business, Entrepreneurship and Commerce	Undertakes and organises projects aimed at improving small/medium enterprise (SME) competitiveness in order to enable such businesses to survive in the market	The Permanent Secretary	(246) 535-7700	Commerce.ps@barbadosbusiness.gov.bb	<a href="http://www.commerce.gov.bb">www.commerce.gov.bb</a>
Enterprise Growth Fund Ltd (Tourism Loan Fund)	Provides funds that can be used for Agro-tourism financing	Investment Analyst	(246) 547-5900	rcumberbatch@egfl.bb	<a href="http://www.egfl.bb">www.egfl.bb</a>



Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Barbados Industrial Development Corporation - Grant Funding	Improves SME competitiveness in order to enable such businesses to survive in the market through grant funds such as the Technical Assistance Grant (\$5,000) and the Innovative Fund (\$25,000 - \$250,000)	Business Development Officer	(246) 537-2422	mifill@BIDC.ORG	<a href="http://www.bidc.com">www.bidc.com</a>
United Nations Development Programme – Small Grants programme (SGP)	Provides financial and technical support to projects that conserve and restore the environment while enhancing people's well-being and livelihoods	National Coordinator	(246) 467-6011	david.bynoe@undp.org	<a href="http://www.sgpbarbados.org">www.sgpbarbados.org</a>
Barbados Tourism Investment Inc.	Provides details on potential investments to both private sector & Government agencies to help facilitate investment in tourism and hospitality	Chief Executive Officer	(246) 426-7085	btii@tourisminvest.com.bb	<a href="http://www.barbados tourism investments.com">www.barbados tourism investments.com</a>

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organisations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Barbados Chamber of Commerce	Facilitates a welcoming business environment in Barbados and the CARICOM single market to help local businesses prosper and grow	Chief Executive officer	(246) 434-4750	bcci@barbadoschamber.com	<a href="http://www.barbadoschamberofcommerce.com">www.barbadoschamberofcommerce.com</a>
Barbados Coalition and Service	Engages in trade facilitation to encourage and enable service	Executive Director	(246) 429-5357	info@bcsi.org.bb	<a href="http://www.bcsi.org.bb">www.bcsi.org.bb</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Industries	providers to enter new markets through its Export Promotion Unit				
Caribbean Export Development Agency	Provides technical and financial assistance to firms in the CARIFORUM region	Executive Director	(246) 436-0578	info@carib-export.com	<a href="http://www.carib-export.com">www.carib-export.com</a>
Barbados International Business Association	Partners with Government to help develop the international business sector for Barbados and its members, while providing a forum for the exchange of information and ideas	Executive Director	(246) 537-2122	executiveassistant@biba.bb	<a href="http://www.biba.bb">www.biba.bb</a>
Barbados Small Business Association	A Non-profit members body for micro, small and medium enterprises, that provides training, advocacy and business development services	Chief Executive Officer	(246) 228-0162	theoffice@sba.bb	<a href="http://www.sba.bb">www.sba.bb</a>

**5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Barbados Tourism Marketing Inc.	Promotes, assists and facilitates the efficient development of tourism. Also designs and implements marketing strategies for the effective promotion of the tourism industry	Chief Executive Officer	(246) 535-3700	btmiinfo@visitbarbados.org	<a href="http://www.visitbarbados.org">www.visitbarbados.org</a>
Barbados Hotel & Tourism Association	Provides strong advocacy for members, whilst building unity among tourism partners by bringing people, research knowledge and technology together to resolve business challenges	Chief Executive Officer	(246) 622-5041	info@bhta.org	<a href="http://www.bhta.org">www.bhta.org</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Tourism & International Transport	Provides a legal policy framework to guide the sustainable development of the tourism industry (Tourism Development Act)	Permanent Secretary	(246) 535-7500	cadogand@tourism.gov.bb	<a href="http://www.tourism.gov.bb">www.tourism.gov.bb</a>
The Intimate Hotels of Barbados	Provides a welcoming environment for small, independent, indigenously owned hotels and apartments to improve their product and service quality through assistance with marketing and management services	Chairman	(246) 436-2053/622-1517	information@intimatehotelsbarbados.com	<a href="http://www.intimatehotelsbarbados.com">www.intimatehotelsbarbados.com</a>

## Country Specific Appendix - Belize

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

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
<b>Small Business Development Centre</b>	Provides customized needs-based services, to Micro, Small and Medium Enterprises, in order to facilitate competitiveness and export readiness, including capacity building, business planning support, and mentorship	Manager	(501) 223-3195	<a href="mailto:SBDCE@belizeinvest.org.bz">SBDCE@belizeinvest.org.bz</a>	<a href="https://www.belizeinvest.org.bz/sbdcbelize">https://www.belizeinvest.org.bz/sbdcbelize</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
<b>Beltraide</b>	Offers tailored services to local and foreign investors seeking to capitalize on investment and links investors to opportunities, including promotion of investment opportunities, capacity building, and technical assistance	General Manager	(501) 822-3737	<a href="mailto:beltraide@belizeinvest.org.bz">beltraide@belizeinvest.org.bz</a>	<a href="http://www.belizeinvest.org.bz/">www.belizeinvest.org.bz/</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
<b>Belize Intellectual Property Office</b>	Administers the intellectual property system in Belize. The office registers intellectual property and promotes knowledge of intellectual property law in the country	Deputy Registrar	(501) 8221381	<a href="mailto:info@belipo.bz">info@belipo.bz</a> ; <a href="mailto:belipo@btlnet.net">belipo@btlnet.net</a>	<a href="http://www.belipo.bz">www.belipo.bz</a>
<b>Belize Companies &amp; Corporate Affairs Registry</b>	Helps establish businesses and/or companies for local and international investors. The office manages the registration process for all businesses, Companies and Non-Profit Organizations	Deputy Registrar	(501) 822-0421	<a href="mailto:info@belizecompaniesregistry.gov.bz">info@belizecompaniesregistry.gov.bz</a>	<a href="http://www.belizecompaniesregistry.gov.bz">www.belizecompaniesregistry.gov.bz</a>
<b>Income Tax Department</b>	Manages the income tax system. The department assesses and collects income tax, ensures enforcement of tax laws, and provides training and promotes compliance through tax education	Commissioner of Income Tax	(501) 222-4776	<a href="mailto:incometax@itx.gov.bz">incometax@itx.gov.bz</a>	<a href="http://www.incometaxbelize.gov.bz">www.incometaxbelize.gov.bz</a>
<b>Social Security Board</b>	Manages the national social security program. The organization collects contributions, distributes benefits and pensions, ensures compliance with occupation health and safety, and engages in public education	Chief Executive Officer	(501) 822-2163	<a href="mailto:info@socialsecurity.org.bz">info@socialsecurity.org.bz</a>	<a href="http://www.socialsecurity.org.bz">www.socialsecurity.org.bz</a>

- 3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
<b>Development Finance Corporation</b>	Supports the strengthening and expansion of Belize's economy by providing development financing, through loans, to individuals, businesses and organizations	Director	(501) 822-2360	<a href="mailto:info@dfcbelize.org">info@dfcbelize.org</a>	<a href="https://www.dfcbelize.org/">https://www.dfcbelize.org/</a>
<b>Ministry of Investment</b>	Manages policy, laws foreign trade, industrial development, standards, gaming, and consumer protection among others. Its agency services include licensing of gaming businesses, developing and implementing standards, and promoting consumer rights	Chief Executive Officer	(501) 822-2832	<a href="mailto:Ministry.info@itc.gov.bz">Ministry.info@itc.gov.bz</a>	<a href="http://www.itc.gov.bz/">www.itc.gov.bz/</a>
<b>Banco Centroamericano de Integración Económica (BCIE)</b>	Through its PROMITUR program, the bank provides financing through loans as well as technical assistance to MSMEs	President Ejecutivo	(502) 2410 5300		<a href="http://www.bcie.org">www.bcie.org</a>

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organizations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
<b>Belize Chamber of Commerce &amp; Industry</b>	Fosters economic growth and social wellbeing, by promoting and protecting trade by private businesses. It also provides opportunities for networking, training, advocacy, mentorship, marketing, and research among other services	CEO	(501) 223-5330	<a href="mailto:bcci@belize.org">bcci@belize.org</a>	<a href="https://www.belize.org/">https://www.belize.org/</a>

- 5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
<b>Ministry of Tourism</b>	Sets strategic direction on all matters relating to the development of tourism and civil aviation. The organization engages in policy and law development, recreational planning, and facilitation of investments	CEO/ Chief Tourism Officer	(501) 227-2801	<a href="mailto:secretary@tourism.gov.bz">secretary@tourism.gov.bz</a>	<a href="http://www.tourism.gov.bz">www.tourism.gov.bz</a>
<b>Belize Tourism Board</b>	Licenses hotels, tour operators, and tour guides, develops standards for the tourism sector, provides training, develops tourism products, and markets/promotes Belize as a tourism destination	Director of Tourism	(501) 227-2420	<a href="mailto:partners@travelbelize.org">partners@travelbelize.org</a>	<a href="http://www.belize tourismboard.org">www.belize tourismboard.org</a>
<b>Belize Tourism Industry Association</b>	A tourism private sector association which provides marketing and training opportunities and advocates for the interests of its members	Executive Director/ National Secretariat	(501) 227-1144	<a href="mailto:info@btia.org">info@btia.org</a>	<a href="http://www.btia.org">www.btia.org</a>
<b>Belize Hotel Association</b>	Supports the sustainable growth of member hotels and the tourism industry through global marketing initiatives, private and public sector partnerships and training opportunities aimed at improving standards and professional service	Director	(501) 223-0669	<a href="mailto:marketing@belizehotels.org">marketing@belizehotels.org</a>	<a href="http://www.belizehotels.org">www.belizehotels.org</a>



## Country Specific Appendix - Dominica

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

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Invest Dominica Authority (IDA)	Promotes and makes it easy to invest in tourism and industrial activities. Offers support from beginning to end to ensure that your business succeeds.	Ms. Rhoda Joseph - Executive Director	1 767 448 2045	<a href="mailto:rjoseph@investdominica.dm">rjoseph@investdominica.dm</a>	<a href="http://www.investdominica.com">www.investdominica.com</a>
Discover Dominica Authority (DDA)	Develops all aspects of the tourism sector relating to marketing and product development.	CEO/Director or of Tourism – Colin Piper	1 767 255 8221	<a href="mailto:cpiper@discoverdominica.dm">cpiper@discoverdominica.dm</a>	<a href="http://www.discoverdominica.com">www.discoverdominica.com</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Invest Dominica Authority (IDA)	Provides business strategy guidelines and financial incentives to encourage startups.	Ms. Rhoda Joseph - Executive Director	1 767 448 2045	<a href="mailto:rjoseph@investdominica.dm">rjoseph@investdominica.dm</a>	<a href="http://www.investdominica.com">www.investdominica.com</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Companies & Intellectual Property (CIPO)	Administers laws, registers and keeps records in relation to Intellectual Property rights, Companies, Business Names and International Business Companies in Dominica.	Clerk	1 767 266 3358/ 3359	<a href="mailto:cipoclerk@dominica.gov.dm">cipoclerk@dominica.gov.dm</a>	<a href="http://www.cipo.gov.dm">www.cipo.gov.dm</a>
National Development Foundation of Dominica (NDFD)	Provides Business Loans, Technical assistance and Training to the Small & Medium sized enterprise sector.	Cletus Joseph – Manager	1 767 448 3240 / 275 5251	<a href="mailto:ndfd@cwdo.m.dm">ndfd@cwdo.m.dm</a>	<a href="http://www.ndfd.dm">www.ndfd.dm</a>
Dominica Social Security	Manages the national Social Security program including registering employers & employees and collecting payments. The main benefit offered is income protection for the future including sickness, maternity, employment injury, old age, and death.	Janice Jean-Jacques Thomas	1 767 255 8311	<a href="mailto:contact@dss.dm">contact@dss.dm</a>	<a href="http://www.dss.dm">www.dss.dm</a>
Inland Revenue Division	Manages tax registration, the collection of tax payments, and issues tax refunds for amounts overpaid.		1 767 266 3600	<a href="mailto:ird@dominica.gov.dm">ird@dominica.gov.dm</a>	<a href="http://www.ird.gov.dm">www.ird.gov.dm</a>

**3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Dominica Agricultural & Industrial Development Bank (AID Bank)	Promotes linkages to other sectors as well as loan facilities to upgrade the standards structures, and practices of small businesses.	Mrs. Mathilda Jno- Rose – General Manager	1 767 255 9400	<a href="mailto:cs@aidbank.com">cs@aidbank.com</a>	<a href="http://www.aidbank.com">www.aidbank.com</a>
Dominica Association of Industry & Commerce (DAIC)	Promotes the growth of Dominica's Private Sector by helping members deliver products and services that make their businesses more competitive.	Lizra Fabien – Executive Director	1 767 235 1962	<a href="mailto:daic@cwdo.m.dm">daic@cwdo.m.dm</a>	<a href="http://www.dominicachamber.com">www.dominicachamber.com</a>
National Development Foundation of Dominica (NDFD)	Provides Small Business Loans, Technical assistance and Training to the Small & Medium sized enterprise sector.	Cletus Joseph – Manager	1 767 448 3240 / 275 5251	<a href="mailto:ndfd@cwdo.m.dm">ndfd@cwdo.m.dm</a>	<a href="http://www.ndfd.dm">www.ndfd.dm</a>
Dominica Youth Business Trust (DYBT)	Offers coordinated services to strengthen young entrepreneurs, including a 5-day personal development programme, and a 3-day management training programme covering from business start-up/registration to operation (e.g. record keeping).	Ms. Kerry-Ann Remie – Coordinator	1 767 266 3768/ 3956	<a href="mailto:dybt@dominica.gov.dm">dybt@dominica.gov.dm</a>	<a href="http://www.dybt.gov.dm">www.dybt.gov.dm</a>

**4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organizations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
The Dominica Export Import Agency (DEXIA)	Organises Trade Missions to help small businesses introduce their products to neighbouring islands to drive sales	Gregoire Thomas – General Manager	1 767 448 2780 / 3494	<a href="mailto:info@dexia.com">info@dexia.com</a>	<a href="http://www.dexiaexport.com">www.dexiaexport.com</a>
Dominica Association of Industry & Commerce (DAIC)	Provides opportunities for members to participate in consultations and workshops locally and across the region in order to generate sales in their various businesses.	Lizra Fabien – Executive Director	1 767 235 1962	<a href="mailto:daic@cwdo.m.dm">daic@cwdo.m.dm</a>	<a href="http://www.dominicachamber.com">www.dominicachamber.com</a>
Ministry of Commerce, Enterprise & Small business development	Provides business skills and trainings to clients so that they can better manage and sustain their businesses.	Minister – Hon. Roselyn Paul	1 767 266 3965	<a href="mailto:commerce@dominica.gov.dm">commerce@dominica.gov.dm</a>	<a href="http://www.dominica.gov.dm">www.dominica.gov.dm</a>
Dominica Manufacturers association (DMA)	Represents the interest of Dominica's manufacturers by creating opportunities for the sale and marketing of local products. It also encourages the production of high quality, reasonably priced and regularly available products.	President - Severin McKenzie	1 767 448 3460 / 1 767 245 1294	<a href="mailto:Dmamay2010@yahoo.com">Dmamay2010@yahoo.com</a>	N/A

**5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Tourism & Culture	Creates the enabling environment to grow and expand tourism in a way that that enhances the quality of life for both residents and visitors.	Minister – Hon. Robert Tongue	1 767 266 3497/ 3003/ 3006	<a href="mailto:tourism@dominica.gov.dm">tourism@dominica.gov.dm</a>	<a href="http://www.dominica.gov.dm">www.dominica.gov.dm</a>
Discover Dominica Authority (DDA)	Develops all aspects of the tourism sector relating to marketing and product development. DDA also issues relevant tourism licenses to industry stakeholders.	CEO/Director of Tourism – Colin Piper	1 767 255 8221	<a href="mailto:cpiper@dominica.dm">cpiper@dominica.dm</a>	<a href="http://www.discoverdominica.com">www.discoverdominica.com</a>
Dominica Community Tourism Association Inc. (DCTAI)	Assists diverse small groups that are willing to make a living through tourism. It is also the voice of community tourism groups on island and helps these groups offer services and products visitors want, while improving the quality of life for locals.	Manager – Lester Riviere	1 767 225 7417	<a href="mailto:dctaimanager@gmail.com">dctaimanager@gmail.com</a> / <a href="mailto:dctai@outlook.com">dctai@outlook.com</a>	<a href="http://www.communitytourism.com">www.communitytourism.com</a>
Dominica Hotel & Tourism Association (DHTA)	Provides support by offering training, networking and funding opportunities etc. in order to develop products and services that are presented to visitors.	Executive Vice President – Kevin Francis	1 767 275 7453	<a href="mailto:info@dhta.org">info@dhta.org</a>	<a href="http://www.dhta.org">www.dhta.org</a>

## Country Specific Appendix - Grenada

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

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Grenada Investment Development Corporation	Assists with business enhancement for existing, micro, small and medium sized enterprises (MSMEs) and advocates for policy changes in the enabling environment	Keisha Mitchell Sr. VP/VP Business Unit	473-444-1035	kmitchell@grenadaidc.com	<a href="http://www.grenadaidc.com">www.grenadaidc.com</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Grenada Investment Development Corporation	Assists start-ups with business name registration and provides guidance on tax and national insurance registration	Ronald Theodore CEO	473-444-1035	rtheodore@grenadaidc.com	<a href="http://www.grenadaidc.com">www.grenadaidc.com</a>
Inland Revenue Department	Offers tax administration and taxpayer support Services	Mr. Michael Stephen, Comptroller	1-473-440-1905/0223	mstephen@ird.gd	<a href="http://www.ird.gd">www.ird.gd</a>
National Insurance Scheme	Social Security Services	Dorset Cromwell, Executive Director	1 473 440-3309	dcromwell@nisgrenada.org	<a href="http://www.nisgrenada.org">www.nisgrenada.org</a>

- 3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses, or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Grenada Investment Development Corporation	Provides small business development services and advocates for a supportive, environment for investors to develop and grow business, trade and industries  Also provides guidance/information on loans and alternative funding sources, as well as can develop documents to help access various forms of funding.	Katelyn Brathwaite, Business Development Specialist	473-444-1035	kbrathwaite@grenadaidc.com	<a href="http://www.grenadaidc.com">www.grenadaidc.com</a>

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organizations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Grenada Chamber of Commerce	Provides support to the business community, bringing such together to develop strong local networks, which may result in a business-to-business exchanges.	Petipha Lewis-Smith Exec. Director	440-2937	<a href="mailto:ed@grenadachamber.org">ed@grenadachamber.org</a>	<a href="http://www.grenadachamber.org">www.grenadachamber.org</a>
Grenada Investment Development Corporation	Offers advocacy and options through training programmes for networking.	Natalie Rufin - Business Development Specialist	444-1035	<a href="mailto:nrufin@grenadaidc.com">nrufin@grenadaidc.com</a>	<a href="http://www.grenadaidc.com">www.grenadaidc.com</a>



- 5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Grenada Tourism Authority	Provides technical guidance for new businesses, including proposal reviews, statistical data and surveys. It also issues tourism licenses and offers associated training	Mgr. Product Development & Research  Mgr. Quality Assurance	440-2001	<a href="mailto:khoschtialek@puregrenada.com">khoschtialek@puregrenada.com</a>  <a href="mailto:ahall@puregrenada.com">ahall@puregrenada.com</a>	<a href="http://www.puregrenada.com">www.puregrenada.com</a>  <a href="http://www.puregrenada.com">www.puregrenada.com</a>
Grenada Hotel & Tourism Association	Provides training and support to members	Executive Director	444-1353	<a href="mailto:pancy@gha.org">pancy@gha.org</a>	<a href="http://www.gha.org">www.gha.org</a>
Ministry of Tourism & Civil Aviation	Manages tourism sites, and develops policy to support the development of the sector.	Min. of Tourism	440-0366	<a href="mailto:dr.cmodeste@gmail.com">dr.cmodeste@gmail.com</a>	<a href="http://www.gov.gd/ministries/tourism.html">www.gov.gd/ministries/tourism.html</a>

## Country Specific Appendix - Guyana

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

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
GO-Invest	Promotes and facilitates local and foreign private-sector investment and exports in accordance with the country's approved investment and export strategies.	R Sumner, Senior Investment Facilitation Officer  Kibbyann Chester-Harding	592-613-0455  592 227 0653	<a href="mailto:rsumner@goinvest.gy">rsumner@goinvest.gy</a>  kchester@goinvest.gy	<a href="http://goinvest.gov.gy/">http://goinvest.gov.gy/</a>
Small Business Bureau	Addresses small business challenges including access to funding, management and technical skills. It also encourages small business development, and monitors small business access to the designated 20% of Government's procurement of goods and services	Dr. L Porter or Valrie Grant, Chairperson	592 226-8120-23	Sbb.mob@yahoo.com	<a href="https://sbb.gov.gy">https://sbb.gov.gy</a>
Wilderness Explorers	As the only Destination Management Company in Guyana, Wilderness Explorers provides business advice and guidance as needed	Andrea DeCaires General Manager	592-227-7698	andrea@wilderness-explorers.com	<a href="http://www.wilderness-explorers.com">www.wilderness-explorers.com</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Institute of Private Enterprise and Development (IPED)	Provides loans (maximum: GY\$20M), business advice and training to entrepreneur, micro, small and medium-sized businesses. The mission is to facilitate enterprise development for wealth creation and poverty reduction whilst remaining financially viable.	Ramesh Persaud, Chief Executive Officer	(592) 226 4675, 225 8949 or 226 5913	<a href="mailto:iped@ipedgy.com">iped@ipedgy.com</a>	<a href="http://www.ipedgy.com">http://www.ipedgy.com</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
GO-Invest	Provides investment incentives for businesses upon startup and also when they are ready to expand	R Sumner, Senior Investment Facilitation Officer  Kibbyann Chester-Harding	592 227 0653	<a href="mailto:rsumner@goinvest.gy">rsumner@goinvest.gy</a>  kchester@goinvest.gy	<a href="http://goinvest.gov.gy/">http://goinvest.gov.gy/</a>
Small Business Bureau	Implements programmes and offers services which address major constraints faced by small businesses – access to funding (grants or loans), management and technical skills. It also provides marketing, training and operations support (e.g. research and promotional material design).	Dr. L Porter, CEO or Valrie Grant, Chairperson	592 226-8120-23	Sbb.mob@yahoo.com	<a href="https://sbb.gov.gy">https://sbb.gov.gy</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
The Deeds & Commercial Registry Authority	Manages laws enacted by Parliament relating to Companies, Business Names, Partnerships, Bills of Sale, Trade Unions, Trademarks, Patents and Design, Geographical Indicator and Copyright	Ms. Penelope White Assistant Registrar	592-225-1129 OR 592-226-3083  592-225-4358 or 59-225-4322.	<a href="mailto:deedsregistry@dcra.gov.gy">deedsregistry@dcra.gov.gy</a>  commercialregistry@dcra.gov.gy	<a href="https://dcra.gov.gy/">https://dcra.gov.gy/</a>
Guyana Revenue Authority	Promotes compliance with Guyana's Tax, Trade and Border Laws and regulations, through education, quality service and responsible enforcement programmes	Godfrey Statia – Commissioner General  Ms. Janet Abbensetts Senior Manager	(592) 227-6060 extensions: 1201- 1204		<a href="https://www.gra.gov.gy/">https://www.gra.gov.gy/</a>
Institute of Private Enterprise and Development (IPED)	Provides 11 different loan products (maximum: GY\$20M), business advice and training to potential entrepreneurs, micro, small and medium-sized businesses.	Ramesh Persaud, Chief Executive Officer	(592) 226 4675, 225 8949 or 226 5913	<a href="mailto:iped@ipedgy.com">iped@ipedgy.com</a>	<a href="http://www.ipedgy.com">www.ipedgy.com</a>
National Insurance Scheme	Extends Social Insurance Coverage to all persons between the ages of sixteen (16) and sixty (60) years who earn income either as an employee or self-employed. It provides for the payment of long term, short term and industrial benefits.	Pauline Jones - Alleyne Training Manager  or  Diane Baxter - Public Relations	(592) 225 - 2793 -5		<a href="http://www.nis.org.gy">www.nis.org.gy</a>

**3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses, or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Small Business Bureau	Offers access to funding, management and technical skills. It also promotes policies which encourage small business development, and monitors small business access to the designated 20% of Government's procurement of goods and services	Dr. L Porter or Valrie Grant, Chairperson	226-8120-23	Sbb.mob@yahoo.com	<a href="https://sbb.gov.gy">https://sbb.gov.gy</a>
Institute of Private Enterprise and Development (IPED)	Provides loans (maximum: GY\$20M), business advice and training to entrepreneurs, micro, small and medium-sized businesses. It promotes enterprise development, wealth creation, poverty reduction and financial stability.	Ramesh Persaud, Chief Executive Officer	(592) 226 4675, 225 8949 or 226 5913	iped@ipedgy.com	<a href="http://www.ipedgy.com">www.ipedgy.com</a>
Canadian Executive Services organization (CESO)	Works with individuals, businesses and organizations as clients to determine their needs and the order of short-term assignments required to help them meet their goals.	Ann Persaud  Regional Country Representative		apersaud@ces-o-saco.com	<a href="http://www.ceso-saco.com">www.ceso-saco.com</a>

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organisations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Guyana Chamber of Commerce	Represents the voice of the business community in Guyana and strives to advocate policies, promote trade and investment, connect businesses, and expand member opportunities so that businesses can prosper.	Richard Rambarran, Executive Director	592-226-3519	gccicommerce2009@gmail.com	www.gcci.gy
Small Business Bureau	Allows small businesses to provide samples for showcase and also connects small businesses with various exhibitions and other opportunities to display their product.	Dr. L Porter or Valrie Grant, Chairperson	592 226-8120-23	Sbb.mob@yahoo.com	https://sbb.gov.gy

**5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Department of Tourism	Responsible for National Tourism Policy in Guyana, and gives direction to the tourism sector	Donald Sinclair, Director General	592 219 0025	Dsinclair175@gmail.com	https://www.business.gov.gy/tourism/
Guyana Tourism Authority	Develops and promotes sustainable tourism in Guyana through partnerships that maximize local social, economic and conservation outcomes and improve the visitor experience. The GTA issues licences to	Brian Mullis, Director	592 219-0094-6	brian@guyana tourism.com	www.guyana tourism.com

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	operate for tourism establishments, interior lodges and resorts and tourist guides.				
Wilderness Explorers	As the only Destination Management Company (DMC) in Guyana, Wilderness Explorers provides business advice and guidance as needed.	Andrea DeCaires General Manager	592-227-7698	andrea@wilderness-explorers.com	www.wilderness-explorers.com
Tourism and Hospitality Association of Guyana	Helps drive business professionalism and the delivery of quality service to customers.	Mitra Ramkumar, President  Treina Butts, Executive Dir.	225 0807	<a href="mailto:presidentthag@gmail.com">presidentthag@gmail.com</a>  thag.execdir@gmail.com	www.exploreGuyana.com
Visit Rupununi	Improves and promotes the sustainable tourism offer in the Rupununi through building the ability of local communities and tourism stakeholders. It establishes standards on quality and safety while conserving the nature-based, traditional heritage of the Rupununi; and markets the region as a single destination with a wide variety of offers.	Melanie McTurk Chairman  Candace Phillips Coordinator	+592 772-2227/8	<a href="mailto:Melanie.karanambulodge@gmail.com">Melanie.karanambulodge@gmail.com</a>  visitrupununi@gmail.com	http://www.visitrupununi.com/



## Country Specific Appendix - Jamaica

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

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Jamaica Business Development Corporation (JBDC)	Supports businesses by providing them with business advice, consultancy and training	Customer Service Representative	(876)928-5161-5	<a href="mailto:info@jbdc.net">info@jbdc.net</a>	<a href="http://www.jbdc.net">www.jbdc.net</a>
Social Development Commission (SDC)	Promotes and controls schemes that may directly or indirectly serve the advancement of – sport, social, cultural & economic development – for the people of Jamaica	Customer Service Representative	(876)928-8304	<a href="mailto:sdcsdc.gov.jm">sdcsdc.gov.jm</a>	<a href="http://www.sdc.gov.jm">www.sdc.gov.jm</a>
Technology Innovation Centre (TIC)	Helps businesses become stable and profitable during their start-up or early development phase	Customer Service Representative	(876)970-5505	<a href="mailto:brandmobilizersja@gmail.com">brandmobilizersja@gmail.com</a>	

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Companies Office of Jamaica	Fosters trade and commerce through the registration and regulation of businesses	Customer Service Representative	(876)908-4419-26	<a href="mailto:custsupport@orcjamaica.com">custsupport@orcjamaica.com</a>	<a href="http://www.orcjamaica.com">www.orcjamaica.com</a>
Department of Cooperative and Friendly Societies (DCFS)	Assists people to improve their financial and social circumstances, by mutual self-help processes: this assistance is provided through audits, inspections, training and guidance	Customer Service Representative	(876)927-4912	<a href="mailto:info@dcfs.gov.jm">info@dcfs.gov.jm</a>	<a href="http://www.dcf.gov.jm">www.dcf.gov.jm</a>
Jamaica Intellectual Property Office (JIPO)	Provides a central focal point for the coordination of Intellectual Property (IP) in Jamaica and manages the various intellectual property systems e.g. copyrights, trademarks or patents.	Customer Service Representative	(876)946-1300	<a href="mailto:trademarks@jipo.gov.jm">trademarks@jipo.gov.jm</a> <a href="mailto:copyright@jipo.gov.jm">copyright@jipo.gov.jm</a> <a href="mailto:patent@jipo.gov.jm">patent@jipo.gov.jm</a>	<a href="http://www.jipo.gov.jm">www.jipo.gov.jm</a>
Tax Administration Jamaica (TAJ)	Fosters voluntary tax compliance, including tax registration and the collection of revenues due in a fair and efficient manner.	Customer Service Representative	(876)922-5905	<a href="mailto:taxhelp@taj.gov.jm">taxhelp@taj.gov.jm</a>	<a href="http://www.jamaicatax.gov.jm">www.jamaicatax.gov.jm</a>

- 3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses, or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Development Bank of Jamaica (DBJ)	Provides funding and technical assistance to through services like the Voucher for Technical Assistance (VTA), Innovation Grant from New Ideas to Entrepreneurship (IGNITE), and Jamaica Venture Capital Program (JVCP)	Customer Service Representative	(876)929-4000	<a href="mailto:mail@dbankjm.com">mail@dbankjm.com</a>	<a href="http://www.dbankjm.com">www.dbankjm.com</a>
Ministry of Industry, Commerce, Agriculture and Fisheries (MICAFA)	Drives the inclusion of raw agricultural produce to create processed higher value goods. Help is available through the Foundations for Competitiveness & Growth Project (FCGP), and the MSME resources search tool ( <a href="#">Click Here</a> ).	Customer Service Representative	(876)968-7166	<a href="mailto:psecoffice@mica.gov.jm">psecoffice@mica.gov.jm</a>	<a href="http://www.mica.gov.jm">www.mica.gov.jm</a>
Jamaica Social Investment Fund (JSIF)	Mobilises resources and channels these to community-based infrastructure, and social services projects. Ask about the Rural Economic Development Initiative (REDI)	Customer Service Representative	(876)968-4545	<a href="mailto:feedback@jsif.org">feedback@jsif.org</a>	<a href="http://www.jsif.org">www.jsif.org</a>
Rural Agricultural Development Authority (RADA)	Promotes the development of agriculture in Jamaica, as the main engine of economic growth in rural	Customer Service Representative	(876)977-1158-62	<a href="mailto:executive@rada.gov.jm">executive@rada.gov.jm</a>	<a href="http://www.rada.gov.jm">www.rada.gov.jm</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	communities, which enhances the national economy				

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organisations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Jamaica Manufacturers and Exporters Association (JMEA)	Facilitates growth for Jamaica through the expansion of manufacturing and export	Customer Service Representative	(876)922-8880	<a href="mailto:jmea@jmea.org">jmea@jmea.org</a>	<a href="http://www.jmea.org">www.jmea.org</a>
Small Business Association of Jamaica (SBAJ)	Fosters growth and development of businesses and professional groups, and represents the entire small and micro business sector in Jamaica	Customer Service Representative	(876)978-9191	<a href="mailto:info@sbaj.org.jm">info@sbaj.org.jm</a>	<a href="http://www.sbj.org.jm">www.sbj.org.jm</a>
Jamaica Chamber of Commerce (JCC)	Helps members become the drivers of business growth in Jamaica	Customer Service Representative	(876)922-4857	<a href="mailto:info@jamaicachamber.org.jm">info@jamaicachamber.org.jm</a>	<a href="http://www.jamaicachamber.org.jm">www.jamaicachamber.org.jm</a>

- 5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Tourism (MOT)	Enhances and transforms Jamaica's tourism product by ensuring	Customer Service Representative	(876)920-4926	<a href="mailto:info@mot.gov.jm">info@mot.gov.jm</a>	<a href="http://www.mot.gov.jm">www.mot.gov.jm</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	that its benefits flow to all Jamaicans. It implements policies and strategies to further tourism as the engine for the economy				
Tourism Product Development Company (TPDCo)	Facilitates the creation of new products, and the improvement of existing tourism products, in order to enhance visitor experiences and Jamaica's appeal to visitors. It also processes tourism license applications /reviews.	Customer Service Representative	(876)968-3441	<a href="mailto:letusknow@tpdco.org">letusknow@tpdco.org</a>	<a href="http://www.tpdco.org">www.tpdco.org</a>
Jamaica Tourist Board (JTB)	Markets the tourism industry, issues tourism licenses, and helps with product improvement by working with public and private sector partners. This helps to improve and enhance the facilities supporting Jamaica's image as a tourism and travel destination	Customer Service Representative	(876)929-9200-19	<a href="mailto:information@visitjamaica.com">information@visitjamaica.com</a>	<a href="http://www.visitjamaica.com">www.visitjamaica.com</a>
Tourism Enhancement Fund (TEF)	Promotes growth and development in the tourism sector, encourages better management of Jamaica's environmental resources, enhances the tourist experience, and	Administration Manager/ Company Secretary	(876)920-4926-30	<a href="mailto:terrian.oldham@tef.gov.jm">terrian.oldham@tef.gov.jm</a>	TBA

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	funds the sustainable development of the tourism sector				
Jamaica Hotel & Tourist Association	Represents the needs of hotels, other visitor accommodations, as well as most suppliers of goods and services to the tourism industry	Customer Service Representative	(876)926-3635 (876)929-1054	info@jhta.org	<a href="http://www.jhta.org">www.jhta.org</a>
JUTA	An association of transport providers	Customer Service Representative	(876)952-0813 / (876)952-0623 / (876)979-0778	<a href="mailto:info@jutatoursltd.com">info@jutatoursltd.com</a> <a href="mailto:juta@flowja.com">juta@flowja.com</a>	<a href="http://jutatoursltd.com">http://jutatoursltd.com</a>
Jamaica Co-operative of Automobiles & Limousines	An association of transport providers	Customer Service Representative	(876)952-7574 / (876) 952-8277	<a href="mailto:ical@cwjamaica.com">ical@cwjamaica.com</a>	<a href="http://www.jcaltours.com">http://www.jcaltours.com</a>
Association of Jamaica Attractions Ltd	Promotes Jamaican attractions	Customer Service Representative	(876)835-2525	<a href="mailto:ajaljamaica@gmail.com">ajaljamaica@gmail.com</a>	<a href="https://www.caribbeantravel.com/business/other-tours/ajal">https://www.caribbeantravel.com/business/other-tours/ajal</a>
Jamaica Association of Villas and Apartments	Promotes villas and apartments in resort areas	Customer Service Representative	(876)452-1268	<a href="mailto:reservations@javillas.org">reservations@javillas.org</a>	<a href="https://www.javavillas.org">https://www.javavillas.org</a>
Culinary Federation Of Jamaica	Promotes the culinary arts		(876)429-8258	<a href="mailto:acfjamaica2018@gmail.com">acfjamaica2018@gmail.com</a>	

## Country Specific Appendix - St. Kitts and Nevis

Welcome to the MSME Resource Directory for the Hospitality and Tourism Sector in St. Kitts and Nevis.

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Development Bank of St. Kitts and Nevis	Provides practical recommendations and solutions to common and repeat problems for small businesses. (E.g. – Business Plan Support, technical assistance and overdraft assistance)	Business Support Unit - Mrs. Kimmy O'Loughlin Burroughs	869-465-2288	<a href="mailto:info@skn-db.com">info@skn-db.com</a>	<a href="http://www.skndb.com/">http://www.skndb.com/</a>
National Entrepreneurial Development Division (NEDD) of the Ministry of International Trade	Encourages, assists, and promotes the start-up, growth and development of Small Businesses in St. Kitts	Mr. Philip Browne - Director	869-465-1778 or 869-467-1635	<a href="mailto:philip.browne@gov.kn">philip.browne@gov.kn</a>	<a href="http://mitic.ca.gov.kn/">http://mitic.ca.gov.kn/</a>
St. Kitts Investment Promotion Agency	Attracts foreign direct investments and supports the expansion of local investment. It also assists with approval of projects under the Citizenship by Investment programme, investor site visits, application for concessions and aftercare services	Director of Investment of Promotion Stanley Jacobs	869 465-1153	<a href="mailto:office@investstktts.kn">office@investstktts.kn</a> <a href="mailto:promo@investstktts.kn">promo@investstktts.kn</a>	<a href="http://www.investstktts.kn">www.investstktts.kn</a>
Walwyn Consulting	Provides Creative and Innovative Marketing Strategies	Manager - Christine Walwyn	869-466-2821 or 869 662-2257	<a href="mailto:christine@walwynconsulting.com">christine@walwynconsulting.com</a>	<a href="http://www.walwynconsulting.com">http://www.walwynconsulting.com</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Sustainable Development – Department of Physical Planning	Provides information and advice which helps Government and businesses formulate policies and execute plans that help grow the economy	Director - Randolph Edmeade	869-465-2277	<a href="mailto:phyplskb@sisterisles.kn">phyplskb@sisterisles.kn</a>	<a href="https://www.gov.kn/">https://www.gov.kn/</a>
Chamber of Industry & Commerce	Promotes business and community growth and development	Executive Director - Andrew Satney	869-465-2980	<a href="mailto:executive.director@sknchamber.com">executive.director@sknchamber.com</a>	<a href="http://www.sknchamber.com">http://www.sknchamber.com</a>
The Ministry of Finance	Provides information for tax purposes, ensures tax compliance, offers advisory services on matters relating to any proposal or agreement, and determines costs relating to or arising from requests for information	Economist - Josh Kelly	869 467 - 1092		<a href="http://mof.gov.kn/">http://mof.gov.kn/</a>
Small Enterprise Development Unit (SEDU) - Nevis	Provides guidance to prepare business proposals, offers guidance through the business registration process, and gives business monitoring and consultation services	Mrs. Angela Delpeche Senior Business Development Officer and Office Manager	869-469-5521 Ext. 6171, 5171	<a href="mailto:sedu@niagov.co.m">sedu@niagov.co.m</a>	<a href="http://www.nia.gov.kn">www.nia.gov.kn</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Government of St. Kitts and Nevis Inland Revenue Department	Assist its clients achieve voluntary tax compliance through tax registration, tax collections and receiving tax declaration filings.	Customer Service Rep. Ms. Jervin Jeffers	869 465-8485 Ext 3406	<a href="mailto:Jervin.jeffers@sknird.com">Jervin.jeffers@sknird.com</a>	<a href="https://www.skknird.com/">https://www.skknird.com/</a>



Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
St. Kitts and Nevis Intellectual Property (IPOSKN)	Administers the relative laws, and processes applications for granting and administering Intellectual Property Rights (IPRs). It also organizes research studies on IPRs as well as establishes public awareness campaigns while networking with regional and international agencies and organizations	Registrar Ms. Jihan Williams	869 465-3916 Ext 1972	<a href="mailto:ipo@gov.kn">ipo@gov.kn</a>	<a href="https://ipo.gov.kn/">https://ipo.gov.kn/</a>
St. Kitts/Nevis - Social Security Board	Provides both short and long-term cash benefits such as income insurance. There are provisions for registering of employees, self-employed and the voluntary insured	Compliance Representative	869 465-2535 / 2536	<a href="mailto:pubinfo@socialsecurity.kn">pubinfo@socialsecurity.kn</a>	<a href="https://socialsecurity.kn/">https://socialsecurity.kn/</a>
Small Enterprise Development Unit (SEDU) - Nevis	Provides ongoing consultation, and training, as well as guidance through the process of contacting relevant agencies to protect intellectual property , as necessary	Mrs. Angela Delpeche Senior Business Development Officer and Office Manager	869 469-5521 Ext. 6171, 5171	<a href="mailto:sedu@niagov.co.m">sedu@niagov.co.m</a>	<a href="http://www.nia.gov.kn">www.nia.gov.kn</a>
Inland Revenue Department Taxation Services Unit - Nevis	Provides guidance with registering businesses, taxation information, and organises education assistance seminars for small businesses	Jamella Clarke Senior Tax Officer	869 469-5856	<a href="mailto:Jamella.clarke@niagov.co.m">Jamella.clarke@niagov.co.m</a>	<a href="http://www.skn.ird.com">www.skn.ird.com</a>

- 3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses, or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
GEF – Small Grants Programme	Provides grant funding support to government agencies, civil society organizations, private sector companies, and research institutions, to implement projects in recipient countries	National Coordinator Ms. Ilis Watts	869-662-3135	<a href="mailto:lliswatts@unops.org">lliswatts@unops.org</a>	<a href="http://94.126.173.140/web/countries/STK/saint-kitts-and-nevis.html">http://94.126.173.140/web/countries/STK/saint-kitts-and-nevis.html</a>  <a href="https://www.thegef.org/country/st-kitts-and-nevis">https://www.thegef.org/country/st-kitts-and-nevis</a>
National Entrepreneurial Development Division (NEDD) of the Ministry of International Trade	To encourage, promote, facilitate and assist in the establishment, growth and development of Small Businesses in St. Kitts	Director - Mr. Philip Browne	869-465-1778 or 869-467-1635	<a href="mailto:philip.browne@gov.kn">philip.browne@gov.kn</a>	<a href="http://mitica.gov.kn/">http://mitica.gov.kn/</a>
Small Enterprise Development Unit (SEDU) - Nevis	Provides Loans to micro, small and medium businesses, helps improve products and services and sources both funding and technical assistance for small businesses	Mrs. Catherine Forbes	(869) 469-5521 Ext. 6171, 5171	<a href="mailto:sedu@niagov.com">sedu@niagov.com</a>	<a href="http://www.nia.gov.kn">www.nia.gov.kn</a>
Development Bank of St. Kitts and Nevis Nevis Branch - Business Support Unit	Provides loans at low-interest rates for various sectors of small business enterprises. Provides special low interest loan promotions to start new businesses, and offers training and consultation to support growth of small businesses	Ms. Hyacinth Pemberton Manager – Nevis Branch	(869) 469 5416 (869) 469 1311	<a href="mailto:hpemberton@sknbank.com">hpemberton@sknbank.com</a>	<a href="http://www.skndb.com">www.skndb.com</a>

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organisations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Chamber of Industry & Commerce	Promotes business and community development. Sample services include community group trainings, and small-business assistance	Andrew Satney – Executive Director	869-465-2980	<a href="mailto:executive.director@sknchamber.com">executive.director@sknchamber.com</a>	<a href="http://www.sknchamber.com">http://www.sknchamber.com</a>
National Entrepreneurial Development Division (NEDD) of the Ministry International Trade	Encourages and assists in the start-up, growth and development of small businesses in St. Kitts. Help on offer includes duty-free concessions, and entrepreneur trainings in areas like finance or start-up	Mr. Philip Browne - Director	869-465-1778 or 869-467-1635	<a href="mailto:philip.browne@gov.kn">philip.browne@gov.kn</a>	<a href="http://mitica.gov.kn/">http://mitica.gov.kn/</a>
Eastern Caribbean Central Bank (E.C.C.B)	Offers an Entrepreneurship Course as a guide for persons interested in understanding the fundamentals of operating a successful small business	Corporate Relations Department Advisor - Shermalon Kirby Gordon	1 869 465-2537	<a href="mailto:eccbinfo@caribsu rf.com">eccbinfo@caribsu rf.com</a>	<a href="http://www.eccb-centralbank.org">www.eccb-centralbank.org</a>
Caribbean Development Bank	Helps with small business development through programmes that encourage growth in the creative industries. It also offers loans that allow for poverty reduction and social betterment , as well as encourages the use of technology-based tools	Financial Secretary Hilary Hazel – Ministry of Finance	1 869 467-1088	<a href="mailto:finsec@gov.kn">finsec@gov.kn</a>	<a href="https://www.caribank.org/our-work/programmes">https://www.caribank.org/our-work/programmes</a>  <a href="http://mof.gov.kn/">http://mof.gov.kn/</a>
Small Enterprise Development Unit (SEDU)	Organises training to improve skills and bring small business owners together. It also provides general marketing support	Mrs. Angela Delpeche Senior Business Officer and Office Manager	469-5521 Ext. 6171, 5171	<a href="mailto:sedu@niagov.com">sedu@niagov.com</a>	<a href="http://www.nia.gov.kn">www.nia.gov.kn</a>

**5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Tourism	Sets the overall vision for tourism and directs all tourism policy	Permanent Secretary - Carlene Henry Morton	869-467-1390	<a href="mailto:carlene.henrymorton@stkittstourism.kn">carlene.henrymorton@stkittstourism.kn</a>	<a href="https://www.gov.kn/">https://www.gov.kn/</a>
St. Kitts Tourism Authority	Offers Customer Service Training for tourism-related businesses	Chief Executive Officer - Racquel Brown	869-465-4040	<a href="mailto:Racquel.brown@stkittstourism.kn">Racquel.brown@stkittstourism.kn</a>	<a href="https://www.stkittstourism.kn/destinationskn/">https://www.stkittstourism.kn/destinationskn/</a>
Frigate Bay Development Corporation	Promotes real estate lands, the upkeep of the general area, rental space coordination of the “De Strip” and the “Clubhouse” in the Frigate Bay Area	Manager - Slieh Boncamper	869-465-5776	<a href="mailto:frbdc2015@gmail.com">frbdc2015@gmail.com</a>	
St. Christopher Air & Sea Ports Authority (SCAPSA)	Handles air and seaport services that encompass container and cargo services, berth services for cruise and ferry terminals, as well as home port for various air commercial and air crafts	Chief Executive Officer - Denzil James	869-465-8121	<a href="mailto:Denzil.james@sca spa.com">Denzil.james@sca spa.com</a>	<a href="http://www.scaspa.com/">http://www.scaspa.com/</a>
Urban Development Corporation Ltd.	Provides services in land purchase, business licenses, property tax and Citizenship by Investment in Port Zante	Operations Manager – Keith Phillip	1 869 466-5021	<a href="mailto:stkittsudc@gmail.com">stkittsudc@gmail.com</a>	<a href="http://www.portzante.com/contact-us/">http://www.portzante.com/contact-us/</a>
St. Kitts and Nevis Hotel and Tourism Association	Advocates the development of tourism in the private sector. This is done by providing leadership and creating strategic partnerships for the overall benefit of its members	Ag. Executive Director Tawanna Wigley	1 869 465-5304	<a href="mailto:info@stkittsnevishta.org">info@stkittsnevishta.org</a> <a href="mailto:tawanna.wigley@stkittsnevishta.org">tawanna.wigley@stkittsnevishta.org</a>	<a href="https://stkittsnevishta.org/home">https://stkittsnevishta.org/home</a>
Nevis Ministry of Tourism	Organises customer service training workshops, makes recommendations for tax exemptions to specific tourism related businesses, and assists with registering new business ventures in tourism	Mr. John Hanley Permanent Secretary (Ag)	869 469-0051	<a href="mailto:John.hanley@niagov.com">John.hanley@niagov.com</a>	

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Nevis Tourism Authority	Promotes tourism related business locally, regionally and international, at local events, travel shows, via website and social media	Mr. Greg Phillip CEO	869 469-1042	info@nevisisland.com	

## Country Specific Appendix – St. Lucia

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

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Small Enterprise Development Unit (SEDU)	Supports Micro, Small and Medium Enterprise (MSE) development, in order to boost the ability of businesses to compete. It offers free one-on-one, confidential, and long-term expert assistance, and group training focused on subjects of interest to small businesses	Director	(758) 468 4220	<a href="mailto:barbara.innocent-charles@gov.t.lc">barbara.innocent-charles@gov.t.lc</a>	
Saint Lucia Bureau of Standards (SLBS)	Drives standards development, monitors compliance with standards and certifies products and services as having met existing standards	Director	(758) 4530049	<a href="http://www.slbs.org.lc">www.slbs.org.lc</a>	
National Skills Development Centre (NSDC)	Assists in providing information and training services towards developing a skilled, informed and marketable workforce	Director	1-758-458-1677	<a href="mailto:mail@nsdcslu.com">mail@nsdcslu.com</a>	<a href="http://www.nsdcslu.org/">http://www.nsdcslu.org/</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Inland Revenue Department	Lead agency for Tax collection , facilities the provision of various tax codes, property tax assessment, tax collection and payments	Comptroller of Inland Revenue	758 468 4700		www.irdstlucia.gov.lc
Registrar of Companies and Intellectual Properties	Facilitates the legal registration of companies, businesses, associations	Registrar	758 468 3230	<a href="mailto:Registra.rocip@govt.lc">Registra.rocip@govt.lc</a> Or <a href="mailto:info@rocip.gov.lc">info@rocip.gov.lc</a>	Rocip.gov.lc
National Insurance Scheme	Manages National Insurance (i.e. social security) registrations and payment collections, and provides future income security through benefits including: maternity, retirement, sickness, injury and invalidity payments to insured persons.	Director	Headquarters: (758) 452 2808 Rodney Bay Branch: (758) 452 2808	<a href="mailto:slu-nic@stlucianic.org">slu-nic@stlucianic.org</a>	<a href="http://stlucianic.org/">http://stlucianic.org/</a>

**3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses, or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
BELFUND - James Belgrave Micro Enterprise Development Fund Inc.	Provides access to credit, enterprise training, business support, technical assistance and other support services	Director	(758) 451-6069	belfund.socialtransformation@govt.lc	
Ministry of Culture & Creative Industries	Provides technical support and funding of up to \$20,000.00 XCD to persons in the creative sector wanted to start a business	Creative Industries' Officer	758-468-5391	<a href="mailto:lemmanuel@gosl.gov.lc">lemmanuel@gosl.gov.lc</a>	

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Saint Lucia Development Bank (SLDB)	Provides financing for business projects such as construction/renovation, as well as financing of businesses startup and climate resilience activities.	General Manager	758 4567532	mybank@sldb.lc	Slbd.lc
Invest Saint Lucia	Offers technical/expert help in terms of setting up a business	CEO	758 4573400	info@investstlucia.com	
National Research and Development Foundation	Provides loans for small businesses and certificate-training through the ABE Programme	General Manager	(758) 452 4253	<a href="mailto:nrdf@candw.lc">nrdf@candw.lc</a>	
Project Coordination Unit	Offers skills enhancement training to small businesses through donor funds. For example Under the OECS ORTCP Project, World Bank Funded, vulnerable groups such as market vendors received training to improve their way of doing business	Project Coordinator	758 468 2413	slupcu@gosl.gov.lc	
Department of Sustainable Development , Ministry of Education, Innovation, Gender Relations & Sustainable Development	Serves at the point-of-contact with European Union funding agencies for projects which are climate related. E.g. The Iyanola Project which is looking at building sustainable livelihoods on the North East Coast.	Chief Director for Sustainable Development	758-451-8746 Ext: 5859	aaugustine@de.gov.lc	
Ministry of Economic Planning	Oversees the management of funds from foreign agencies for specific national projects, and provides technical and funding support to projects which aid small businesses.	Permanent Secretary	758 468 2570		



- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organisations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Export Saint Lucia	Provides a range of information and support to local businesses and international buyers. It also helps businesses access export markets around the world.	Director for Client Management , Services Delivery	(758) 468 2145 /2286	info@exportsaintlucia.org	
SEDU	Networking support is provided through the facilitation of trade expos, events and training	Director	(758) 468 4220	<a href="mailto:Barbara.innocent-charles@govt.lc">Barbara.innocent-charles@govt.lc</a>	
Saint Lucia Chamber of Commerce	Provides networking support to registered small businesses through capacity building workshops, expos, conferences, and overseas promotion	Executive Director	(758) 452 3165 / 453 1540	info@stluciacamber.org	
Ministry of Agriculture Under the Sales and Marketing Unit	Provides sales and marketing support for agro-processors and farmers e.g. facilitating linkages between suppliers and buyers in the tourism industry	Sales and Marketing Coordinator	(758) 468 4165	Thaddeus.constaine@govt.lc	

- 5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Tourism, Information Broadcasting , Creative Industries & Culture	Guides the tourism sector and provides Incentives to encourage its development. It also promotes tourism awareness, and skills development to improve the tourism product quality.	Permanent Secretary	(758) 468 4615 or (758) 720 2358	Dps.tourism@govt.lc	

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Saint Lucia Tourism Authority	Markets the Destination globally including promoting Familiarization Tours to overseas Travels Agents	CEO	(758) 458 7101	<a href="mailto:information@stlucia.org">information@stlucia.org</a>	<a href="http://www.stlucia.org">www.stlucia.org</a>
Soufriere Regional Development Foundation	Coordinates promotion and marketing, social and cultural enhancement, skills development, natural and historical asset protection to support tourism activity in Soufriere.	General Manager	(758) 459-7200	<a href="mailto:soufrierefoundation@gmail.com">soufrierefoundation@gmail.com</a>	<a href="http://soufrierefoundation.org/">http://soufrierefoundation.org/</a>
Heritage Tours	Provides sales and marketing support for Heritage Sites as well as Group Public Liability Insurance for site owners	Manager	(758) 458 1454 or (758) 285 6058	<a href="mailto:info@heritagetoursstlucia.org">info@heritagetoursstlucia.org</a>	<a href="http://www.heritagetoursstlucia.org">www.heritagetoursstlucia.org</a>
Saint Lucia Hotel and Tourism Association	Represents the interests and concerns of its members at the level of government. It also promotes its members and their services, and well as highlights tourism's importance through public awareness programmes.	President	(758) 453-1811 or (758) 452-5979 or (758) 285 4443/2	<a href="mailto:slhta@slhta.com/membership@slhta.com">slhta@slhta.com/membership@slhta.com</a>	<a href="http://www.Slhta.com">www.Slhta.com</a>

## Country Specific Appendix – St. Vincent and the Grenadines

Welcome to the MSME Resource Directory for the Hospitality and Tourism Sector in St. Vincent and the Grenadines.

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Centre of Enterprise Development	Offers technical support such as business counselling, and the development of business plans.	General Manager	784-451-2235	<a href="mailto:cedsvg@gmail.com">cedsvg@gmail.com</a>	<a href="http://www.cedsvg.com">www.cedsvg.com</a>
Chamber of Industry & Commerce	Offers business consultations and export assistance.	Executive Director	784-457-1464	<a href="mailto:svgchamber@svg-cic.org">svgchamber@svg-cic.org</a>	<a href="http://www.svg-cic.org">www.svg-cic.org</a>
National Development Foundation	Provides technical development support, and business counselling.	Executive Director Or Financial Controller	784-457-2646	<a href="mailto:ndfsvg@vincysurf.com">ndfsvg@vincysurf.com</a>	<a href="http://www.ndfsvg.org">www.ndfsvg.org</a>

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
CIPO	Assists with registration of business names, and copyrights e.g. trademarks, patents, and related rights. Also offers, incorporation	Registrar	784-456-1516 784-451-2894	<a href="mailto:ciposvg@vincysurf.com">ciposvg@vincysurf.com</a> or <a href="mailto:office.cipo@mail.gov.vc">office.cipo@mail.gov.vc</a>	<a href="http://www.cipo.gov.vc">www.cipo.gov.vc</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	services, liquidation, and amalgamation services.			<a href="#">vc</a>	
National Insurance Services	Registers and collects payments from employers and employees for social security. Benefits offered include sickness, age, employment injury, invalidity, funeral grant, and maternity payments.	Director	784-456-1514	<a href="mailto:nis@nissvg.org">nis@nissvg.org</a>	<a href="http://www.nissvg.com">www.nissvg.com</a>
Inland Revenue Department	Manages tax registration and collection.	The Comptroller	784-457-1493 or 784-456-1111 ext 417	<a href="mailto:svgird@gov.vc">svgird@gov.vc</a>	<a href="http://www.finance.gov.vc">www.finance.gov.vc</a>

- 3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses, or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Centre of Enterprise Development	Offers trade and export support, product development, training, feasibility studies, and help accessing finance.	General Manager	784-451-2235	<a href="mailto:cedsvg@gmail.com">cedsvg@gmail.com</a>	<a href="http://www.cedsvg.com">www.cedsvg.com</a>
Chamber of Industry & Commerce	Offers advocacy & representation, employee/employer training, and advertising opportunities.	Executive Director	784-457-1464	<a href="mailto:svgchamber@svg-cic.org">svgchamber@svg-cic.org</a>	<a href="http://www.svg-cic.org">www.svg-cic.org</a>
National Development Foundation	Provides loans for small to medium businesses, and offers training.	Executive Director  Or  Financial Controller	784-457-2646	<a href="mailto:ndfsvg@vincysurf.com">ndfsvg@vincysurf.com</a>	<a href="http://www.ndfsvg.org">www.ndfsvg.org</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Invest SVG	Helps with business counseling, training, export development support, and accessing funding.	Investment Facilitation Services Manager  Or  Executive Director	784-457-2159	<a href="mailto:info@investsvg.com">info@investsvg.com</a> or sbrowne@investsvg.com	<a href="http://www.investsvg.com/">www.investsvg.com/</a>

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organisations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Centre of Enterprise Development	Hosts networking events such as business expos and forums. It also conducts business development workshops on various topics to improve the skills of business owners.	General Manager	784-451-2235	<a href="mailto:cedsvg@gmail.com">cedsvg@gmail.com</a>	<a href="http://www.cedsvg.com">www.cedsvg.com</a>
Chamber of Industry & Commerce	Hosts inbound Trade Missions, business lunches and forums.	Executive Director	784-457-1464	<a href="mailto:svgchamber@svg-cic.org">svgchamber@svg-cic.org</a>	<a href="http://www.svg-cic.org">www.svg-cic.org</a>
National Development Foundation	Hosts various local exhibitions to highlight local businesses along with business development workshops.	Executive Director  Or  Financial Controller	784-457-2646	<a href="mailto:ndfsvg@vincysurf.com">ndfsvg@vincysurf.com</a>	<a href="http://www.ndfsvg.org">www.ndfsvg.org</a>
Invest SVG	Business counseling, Training, Export development support, Assistance in accessing to funding etc.	Investment Facilitation Services Manager  Or  Executive Director	784-457-2159	<a href="mailto:info@investsvg.com">info@investsvg.com</a> or sbrowne@investsvg.com	<a href="http://www.investsvg.com">www.investsvg.com</a>

- 5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Tourism, Sports & Culture	Offers marketing support, and product development support such as duty-free concessions for refurbishments, improvements and new developments.	Permanent Secretary  Or  Tourism Planner	784-4571502	<a href="mailto:tourism@gov.vc">tourism@gov.vc</a> & <a href="mailto:shintourism.svg@gmail.com">shintourism.svg@gmail.com</a>	<a href="http://www.tourism.gov.vc">www.tourism.gov.vc</a>
SVG Tourism Authority	Leads international & regional marketing, promotion, advertising, soft product development, quality control support. It also licenses stakeholders, offers training and produces tourism statistics as well as publication materials.	Chief Executive Officer	784-456-6222	<a href="mailto:svgta@discoversvg.com">svgta@discoversvg.com</a>	<a href="http://www.discoversvg.com">www.discoversvg.com</a>
National Parks, Rivers & Beaches Authority	Offers Project/proposal writing assistance, training, technical advice & support	Director	784-453-1623	<a href="mailto:npsav1@gmail.com">npsav1@gmail.com</a>	<a href="http://www.nationalparks.gov.vc">www.nationalparks.gov.vc</a>
Bequia Tourism Association	Shares promotional, advertising & general industry information with members.	President of the Association  Office Manager	784-458-3286	<a href="mailto:bequiatourism@vincysurf.com">bequiatourism@vincysurf.com</a>	<a href="http://www.bequiatourism.com">www.bequiatourism.com</a>
Union Island Tourist Board	Shares promotional, advertising & general industry information with members.	Chairman of the Board Or  Office Manager	784-458-8350	<a href="mailto:uniontourism@hotmail.com">uniontourism@hotmail.com</a>	N/A
SVG Taxi Association	Offers training, advocacy, financial assistance and membership incentives such as group insurance coverage.	President	784-457-1807 or 784-528 08894 or 493-9015	<a href="mailto:svgtaxi@vincysurf.com">svgtaxi@vincysurf.com</a> or <a href="mailto:bigpops54@hotmail.com">bigpops54@hotmail.com</a>	N/A

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
SVG Professional Taxi Association	Provides promotion and marketing support, membership incentives such as group insurance, information sharing, and training such as Defensive Driving & Advocacy	President	784-498-2249	<a href="mailto:burginton473@gmail.com">burginton473@gmail.com</a>	Website: N/A  Facebook: SVG Professional Taxi Association

## Country Specific Appendix – Trinidad and Tobago

Welcome to the MSME Resource Directory for the Hospitality and Tourism Sector in **Trinidad and Tobago**.

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:

- 1. Business Planning Support** – agencies that help businesses figure out how to develop business concepts and expand business enterprises. These can help businesses survive during the early days, but also help established businesses grow to serve more customers. This type of support will generally come from Business Labs, Accelerators/Incubators, and Small Business Development Agencies.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
National Entrepreneurship Development Company Limited (NEDCO) [under the Ministry of Labour and Small Enterprise Development (MOLSED) ]	National Integrated Business Incubator System (IBIS) provides: mentoring of entrepreneurs and early stage business start-ups, infrastructural, IT, operational, and financial support. Networking opportunities for local and foreign market access	Enterprise Development Division	(868) 627-0756	<a href="mailto:eddinfo@gov.tt">eddinfo@gov.tt</a>	<a href="https://www.molsed.gov.tt/">https://www.molsed.gov.tt/</a>
FFTS Growing Businesses (FFTS-Fredericks Financial and Technical Services)	Determines business needs and helps develop and implement plans to realize business objectives. Puts systems in place to monitor and control the business in the early stages of business operations	Founder and Business and Project Manager (Ms. Theresa Frederick)	(868) 294-2154	<a href="mailto:fftsbiz@gmail.com">fftsbiz@gmail.com</a>	<a href="http://www.fftsbiz.com">www.fftsbiz.com</a>
Planting Seeds	Builds on entrepreneurial and creative capabilities through a panel of investors / members	Chief Executive Officer (Stephanie Pemberton)	(868) 612-0242	<a href="mailto:info@plantingseedscaribbean.com">info@plantingseedscaribbean.com</a>	<a href="https://plantingseedscaribbean.com/">https://plantingseedscaribbean.com/</a>



Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	that offer vital knowledge and advice to help drive businesses forward.				
Youth Business Trinidad and Tobago (YBTT)	Helps young persons become entrepreneurs by providing mentorship, learning and development opportunities, aftercare support services and funding.	Mr. Shedron Collins	(868) 665-8621	entrepreneur@ybtt.org	<a href="http://ybtt.org/">http://ybtt.org/</a>
Strategic Business & Development Unit, Division of Finance & the Economy (Tobago)	Facilitates specialized training workshops in key areas like intellectual property rights and research. Also connects with Incubator type programs to allow support opportunities for Tobago based entrepreneurs	Division of Finance and Enterprise Development  Ms. Tricia Beckles Manager	(868)639-4412 ext. 3134	<a href="mailto:tbeckles.bdu@gmail.com">tbeckles.bdu@gmail.com</a>  fed.tha.gov.tt  fte.tha.gov.tt	

- 2. Business Startup Support** – agencies that help businesses with the basic and/or legally required business setup tasks. These support agencies facilitate growing the private sector and will provide services like registering your business, guidance on legal requirements (e.g. tax registration/compliance, and social security registration/compliance), and protecting your ideas, products or services (e.g. copyright or trademark registration).

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
National Information and Communication Technology Company Limited (iGovTT)	Assists businesses in the registration process. The steps include name reservation, registering the business name, and identifying the best mechanism to protect the product or idea.	Customer Service Representative (CSR)	(868) 627-5600  (868) 800-8826	<a href="mailto:contactus@igovtt.tt">contactus@igovtt.tt</a>  <a href="mailto:info.ttconnect@gov.tt">info.ttconnect@gov.tt</a>	<a href="https://www.igovtt.tt/">https://www.igovtt.tt/</a>  <a href="https://www.igovtt.tt/ttconnect/">https://www.igovtt.tt/ttconnect/</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Intellectual Property Office (IPO) (under the Ministry of the Attorney General and Legal Affairs)	The local government agency responsible for handling the registration of intellectual property rights. It also makes patent information services available to the public	Procedure Assistant	(868) 625-9972, (868) 625-1907, (868) 627-0706	<a href="mailto:info@ipo.gov.tt">info@ipo.gov.tt</a>	<a href="http://www.ipo.gov.tt/">http://www.ipo.gov.tt/</a>
InvesTT	Serves as the point of access for potential foreign investors and facilitates all requirements, including legal approvals necessary to establish a business including registration of business name, Incorporation of Companies, etc.	Chairman (Phillip Knaggs)	(868) 225-5819 (868) 225-4688	<a href="mailto:info@investt.co.tt">info@investt.co.tt</a>	<a href="http://www.investt.co.tt/how-we-help/">http://www.investt.co.tt/how-we-help/</a>
Ministry of Finance, Inland Revenue Division / Board of Inland Revenue (BIR)	Through the BIR, offers broad policies and programmes for the management of tax laws, as well as overseeing tax registration and the collection of taxes	Chairman	800-8299/623-1211 ext 528/534/532/533	-	<a href="http://www.ird.gov.tt/">http://www.ird.gov.tt/</a>
The National Insurance Board of Trinidad and Tobago	Coordinates the National Insurance System (NIS), which provides protection to over 500,000 insured persons against the economic and social distress, caused by loss of earnings arising out of work-related injuries and other life situations.	Executive Director	1(868) 625-4647	customercare@NIBTT.net  seminars@NIBTT.net	<a href="https://www.nibtt.net/">https://www.nibtt.net/</a>
The Business Development Unit – Division of	Facilitates the process of business start-up by offering expert advice through trainings that	Mrs. Shelly-Ann Baptiste – Manager – Business	(868) 299 – 6903 (Mobile)	<a href="mailto:Sbaptiste.bdu@gmail.com">Sbaptiste.bdu@gmail.com</a>	<a href="http://www.fte.tha.gov.tt">www.fte.tha.gov.tt</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Community Development, Enterprise Development (Tobago)	cater to business needs.	Development Unit	(868) 639 – 4818 (Office)	fed.tha.gov.tt	
Board of Inland Revenue (BIR) - District of Revenue Services (Tobago)	Responsible for the administration and collection of taxes as provided by law. In addition, the Department facilitates the collection of several other rates, taxes and fees, such as liquor licences, examination fees, lease/ground rents, etc.	Revenue Officer,  Clerical Officer,  Front Desk – Customer Service Representative	(868)639-2410 ext 1200-1  (868)639-2538 ext 1214-1216  (868)635-1418 ext 1222  (868) 639-4412 ext. 6700 (Fax)	<a href="mailto:drs@gov.tt">drs@gov.tt</a>	
The National Insurance Board (NIB) (Tobago)	Manages the National Insurance System, registers employees / employers, collects payments and provides protection to insured persons against distress, caused by maternity, sickness, old age, death and other scenarios.	Customer Service Representative	(868)639-5089	customercentre@NIBT.net	<a href="http://www.nibtt.net">www.nibtt.net</a>
Registrar General (Tobago)	Maintains the national archive of births, adoptions, marriages and deaths; records land titles and maintain a register of companies/businesses	Customer Service Representative	(868)635-0858 (868)639-3210 (868)639-1330  (868)639-2628 Fax		

- 3. Business Resource Support** – agencies that help to identify, gather and allow access to funding and guidance from experts. These agencies may help pay some of your business expenses, or provide people/support to help improve your product or service. Low interest loans and grants (money that does not need to be repaid) may also be offered and this type of support will likely

come from Development Banks, Ministries of Trade/Commerce/ Sustainable Development, and Investment Funds/Programmes.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
National Entrepreneurship Development Company Limited (NEDCO)	NEDCO takes small or micro business idea and assists by providing financial support (e.g. loans from (\$250,000 – \$500,000) to help entrepreneurs. Centres are strategically located throughout Trinidad and Tobago to increase client accessibility.	Chief Marketing and Branding Manager (Mr. Roger Lee Aping - Head Office)	(868) 821-5800 ext. 2090 (868) 821-5811 (868)639-1270	rleeaping@nedco.gov.tt contactus@nedco.gov.tt	<a href="http://www.nedco.gov.tt/">http://www.nedco.gov.tt/</a>
Agricultural Development Bank (ADB)	Development financing for agricultural sector for business startup, expansion or rehabilitation of existing projects. Loans are provided for: <ul style="list-style-type: none"> <li>• Purchase of materials and inputs</li> <li>• Construction of farm buildings</li> <li>• Infrastructure development</li> </ul>	Ms. Dawn Daniel	612-0163 ext. 241	adbpos@adbtt.com	<a href="http://www.adbtt.com/">http://www.adbtt.com/</a>
Mayaro Initiative for Private Enterprise Development (MIPED)	MIPED provides small and medium-sized loans to entrepreneurs. It is intended to create sustainable employment and growth through training in Marketing, Accounting and Management.	General Manager (Mr. Rory Jitta)	(868) 360-0909	miped.mayaro@gmail.com	<a href="http://miped.org/programmes">http://miped.org/programmes</a>
European Union (EU) Poverty Reduction Programme Implementation Unit - Regional Micro-	RMPF provides micro-grants to non-governmental organisations, community based organisations and faith based organisations to finance projects to	Regional Coordinator	(868) 625-5665		<a href="http://www.tconnect.gov.tt">http://www.tconnect.gov.tt</a>  (select the “Services

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Project Fund (RMPF)	benefit the poor. Services include micro-business training, capacity-building and institutional support.				for Business” tab; then the NGO option)
The Business Development Unit –  Division of Community Development, Enterprise Development (Tobago)	Oversees the Enterprise Assistance Grant Programme and the Enterprise Assistance Loan Facility	Division of Community Development, Enterprise Development & Labor  Mrs. Shelly-Ann Baptiste – Business Development Unit	(868) 299 – 6903 (Mobile)  (868) 639 – 4818 (Office)	<a href="mailto:Sbaptiste.bdu@gmail.com">Sbaptiste.bdu@gmail.com</a>       fed.tha.gov.tt	<a href="http://www.fte.tha.gov.tt">www.fte.tha.gov.tt</a>
Venture Capital Equity Fund – Division of Finance & the Economy (Tobago)	Offers investment capital starting at \$500,000.00, but has a mandated exit from the business after five (5) years	Division of Finance and the Economy  Ms. Tamara Cowie Manager	(868)639-4412 ext. 2701	tamara.cowie@fed.tha.gov.tt  tobagoventu-recapital.com	<a href="http://www.tha.gov.tt">www.tha.gov.tt</a>
Cooperative Development Division -  Ministry of Labor and Small Enterprise Development & Division of Finance and the Economy (Tobago)	Financing and entrepreneurial support through cooperatives (including Government incentives), and funding for agricultural entrepreneurs, micro, small and medium.	Division of Finance and the Economy Mr. Julien Lewis Co-operative Officer II	(868)639-4412 ext. 3301	fed.tha.gov.tt  fte.tha.gov.tt  julien.lewis@fed.tha.gov.tt	<a href="http://www.tha.gov.tt">www.tha.gov.tt</a>
Strategic Business Support & Development Unit	Offers Programmes and engagements aimed at strengthening entrepreneurs on the island in key aspects of business, including	Division of Finance and Enterprise Development  Mrs. Sandra	(868)639-4412 ext. 3130	fed.tha.gov.tt  fte.tha.gov.tt  Sandra.Atkin	<a href="http://www.tha.gov.tt">www.tha.gov.tt</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	Marketing, Financing, Labeling and Packaging Standards.	Atkins-Robinson Sector Development Officer		s-Robinson@fed.tha.gov.tt	

- 4. Business Networking Support** – organizations that help business owners connect to share ideas, improve skills, and generate sales from present or new customers to grow their businesses. These support agencies may include Chambers of Industry and Commerce, Small Business Associations, Export Development Agencies, and Regional/International organisations.

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
National Export Facilitation Organization of Trinidad and Tobago (ExporTT) (under the Ministry of Trade and Industry)	Builds export capacity of companies' potential exporters, enabling them to meet international standards. Services include capacity building, International Market Access via trade missions and network building; and co-financing of export related costs.	Manager, Export Promotions (Betty Ann Noreiga - Mollineau);  Communications Officer (Jamal Martin)	(868)612-EXTT(3988)	info@exportt.co.tt	<a href="http://www.exportt.co.tt">www.exportt.co.tt</a>
Trinidad and Tobago Chamber of Commerce	Provides networking opportunities for fellow members of the private sector business community. Also offers advocacy services, training and exposure.	Operations Manager	(868) 637-6966	chamber@chamber.org	<a href="http://www.chamber.org.tt">www.chamber.org.tt</a>
Strategic Business Support & Development Unit (Tobago)	Facilitates access to opportunities in external markets via attendance at Trade Shows and other networking and B2B activities.	Division of Finance and Enterprise Development  Mrs. Sandra Atkins-Robinson Sector	(868)639-4412 ext. 3130	fed.tha.gov.tt  fte.tha.gov.tt  Sandra.Atkinson@fed.tha.gov.tt	<a href="http://www.tha.gov.tt">www.tha.gov.tt</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
		Development Officer		d.tha.gov.tt	
Business Development Unit (Tobago)	Supports entrepreneurial development through the provision of business coaching, training mentoring, and outreach projects	Mrs. Shelly-Ann Baptiste Manager – Business Development Unit	868) 299 – 6903 (Mobile) (868) 639 – 4818 (Office)	fed.tha.gov.tt Sbaptiste.bdu@gmail.com	<a href="http://www.tha.gov.tt">www.tha.gov.tt</a>
Chamber of Commerce - Tobago Division	Provides networking opportunities within the private sector business world. Also offers training and exposure	Trinidad & Tobago Chamber of Industry & Commerce – Tobago Division	(868)639-2669 (Office) (868) 639-3014 (Office / Fax)	tobagochamber@chamber.org.tt	<a href="http://www.chamber.org.tt">www.chamber.org.tt</a>
Tobago Agro-Processors Association	Works to improve the standard for processing activities, provides training opportunities and encourages business innovation in Tobago.	Darilyn Smart	(868)310-0612	Darilyn.smart@gmail.com	
Tobago Entrepreneurs (Network)	Connects local businesses through events (e.g. tourism symposiums) to help the private sector expand. Services offered include business & event promotion, sales and marketing, network building, and workshops.	Colours Promotions Media  Kristal Manswell Chairperson	(868)723-5528	tobagoentrepreneurs@gmail.com	
Market Deh! (Tobago)	A Tobago craft and produce Market promoting the best of local food, drink and talented artisans. 'Market Deh' is a monthly peoples market		(868)481-7087	marketdehtobago@hotmail.com	

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	designed to showcase the best of Tobago's local enterprises.				

**5. Tourism Specific Support** – agencies that offer assistance to businesses which directly provide tourism goods and services. These agencies will often include Tourism Boards, Ministries of Tourism, Tourism Associations/groups (e.g. accommodation, restaurants, taxis, tour guides) and other tourism focused business support bodies (e.g. marketing or product development)

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Ministry of Tourism - Investment Facilitation & Monitoring Unit	Offers investment incentives of the legislated and non-legislated type. Legislated assistance includes financial incentives for Accommodation, Ancillary and Transportation projects. Non-legislated help includes Government Loan Guarantee Programme (GLG) and Tourism Accommodation Upgrade Programme (TAUP).	Investment Facilitation Officer	(868) 628-1403/ (868) 624-3151, (868) 624-4792 ext. 541	<a href="mailto:mintourism@tourism.gov.tt">mintourism@tourism.gov.tt</a>	<a href="http://www.tourism.gov.tt">www.tourism.gov.tt</a>
Tourism Trinidad Limited (TTL)	Develops & Markets Trinidad's tourism offering through tourism business development, and destination promotion. It also leads education, awareness building, and cooperation in advancing economic expansion through tourism.	Manager, Manager of Research, Strategy and Marketing (Mr. Ryan D'Arcy); Destination Development Manager (Mrs. Heidi Alert)	(868) 688-4223	<a href="mailto:info@visittrinidad.co.tt">info@visittrinidad.co.tt</a>	Website is currently being designed.



Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Trinidad Hotels Restaurants and Tourism Association (THRTA)	THRTA is the main private sector member representation body for the hotel and restaurant industry. It connects policy makers/implementers (Government), and the private sector.	Office Manager	(868)634-1174/5	info@tnthotels.com	Website is currently being re-designed. Alternative: Facebook: <a href="https://www.facebook.com/TrinidadHotels">facebook.com/TrinidadHotels</a>
Trinidad and Tobago Tourist Transport Services Association (TTTSA)	Works closely with other tourism stakeholders to ensure continuous quality of service and to support one another. It ensures that the membership is trained to operate professionally.	Office Administrative Assistant	(868) 623-4419; (868) 683 - 7934	touristtransport1@flowtrinidad.com	<a href="http://www.ttttsa.com">www.ttttsa.com</a>
Trinidad and Tobago Tour Guide Association (TTTGA)	Works to standardize the service of local Tour Guides and the quality of information being disseminated, to improve service quality and the tourism product. Guide training is also provided.	Committee Members	(868) 725-8674; (868) 325-1143; (868) 761-9984; (868) 359-8821	<a href="mailto:tnttourguide@gmail.com">tnttourguide@gmail.com</a>	<a href="https://tourguidestt.com/">https://tourguidestt.com/</a>
Small Tourism Accommodation Owners of Trinidad and Tobago (STAOTT)	The association is comprised of Bed and Breakfast, Self-catering, and Host homes property owners. It aids in managing, promoting and representing member businesses.	President	(868)344-1435	<a href="mailto:staott3@gmail.com">staott3@gmail.com</a>	<a href="http://www.trinistay.com">www.trinistay.com</a>
Trinidad and Tobago Incoming Tour Operators Association (TTITOA)	Represents its affiliates/members and lobbies for assistance to address their development needs.	President	(868)-633-4733/(868) 633-1403/(868) 753-2775	<a href="mailto:ttitoatnt@gmail.com">ttitoatnt@gmail.com</a>	<a href="http://www.ttitoa.com">www.ttitoa.com</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Piarco Airport Taxi Co-op Society Limited	Provides training to its members in collaboration with the Airports Authority of Trinidad and Tobago and Ministry of Works and Transport	Board Member	669-1689 685-4289	Piarco.taxi@gmail.com	No Website
St. Christopher's Taxi Co-op Society Limited	Offers training to their members and will be adding a tour operator desk to the list of their services	Association Member	624-3560	stchristopher taxicabsociet ylimited@ga mil.com	Website to launch soon
Yacht Services Association of Trinidad and Tobago (YSATT)	Functions include lobbying and liaising with government agencies, encouraging training and providing members with statistics/information pertaining to the yachting industry	Operations Consultant	(868) 634-4938	info@ysatt.com	www.ysatt.com
National Trust of Trinidad and Tobago	Lists and acquires historical properties /lands in order to permanently preserve and retain their natural features, animal, and plant life;	Neisha Ghany	(868) 225-4750	info@nationaltrust.tt	http://nationaltrust.tt/
Alliance of Rural Communities of Trinidad and Tobago	Seeks to support and develop financially independent, community owned Chocolate Businesses & affiliated projects using rural resources, labor & creativity.	Gillian Goddard Kelly Fitzjames	<u>498-6959</u>	thenewruralt@gmail.com	https://www.facebook.com/TheNewRuralTT/
Cocoa Development Company of Trinidad and Tobago Limited (CDCTTL)	Empowers stakeholders by leading and facilitating the development of the fine or flavoured cocoa sector. It seeks to increase production	Gabriella Gonzales	<u>671-1001</u>	info@cdctl.co.tt	<a href="https://www.facebook.com/cocoaddevelopmentcompanytt/">https://www.facebook.com/cocoaddevelopmentcompanytt/</a>

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
	whilst ensuring adherence to international quality standards, leading to improved value and a globally recognized brand				
Division of Tourism, Culture & Transportation	Builds, standardizes and maintains Tobago's tourism product in a manner consistent with the re-positioning strategy for Tobago as a preferred tourist destination.	Customer Service Representative	(868)639-2125 (868)639-4636	info@visittobago.gov.tt	www.visittobago.gov.tt
Tobago Tourism Agency Limited	Drives the rejuvenation and competitiveness of tourism in Tobago. Its core mandate is to lead the (re) development of the island's tourism product and the marketing and (re) positioning of Tobago as a premier island destination founded on the principles of sustainable tourism development.	Ms. Sheena Des Vignes Marketing Coordinator Marketing Unit  Mrs Korice Nancis Director Product Development Unit	(868) 612-8825  (868) 799 - 8199  (868)799-8381	sdesvignes@tobagotourism.org  kaqnancis@tobagotourism.org	tobagoBeyond.com
Tobago Bed & Breakfast Association	Represents the bed and breakfast accommodations on the island.	Kaye Trotman President	(868)799-3655 (868)639-0162	tobagouniquebb@hotmail.com	
T & T Tourism Development Limited Central Administration Services Tobago (CAST)	Manages approvals for tourism project applications with forms available from the Tobago House of Assembly (THA).	Sandra Aliendre Executive Representative (Tobago)	(868)684-7978	saliendre@hotmail.com	
Grant Fund Facility - Ministry of	Caters to locally owned small and medium-sized manufacturing	Customer Service Representative	(868)623-2931 ext.2231		www.tradeind.gov.tt

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Trade and Industry	businesses operating in T&T. Grants are for machinery and equipment by export oriented/import substituting small and medium-sized local manufacturers and agro processors.		(868)639-		
Tobago Hotel, Restaurant and Tourism Association	The private sector representative for the hotel and restaurant industry.	Nicholas Hardwicke - President  Susan Ramrattan - Secretary	(868)480-3949  (868)678-5393	tobagohrta@gmail.com	
Association of Tobago Dive Operators	The main private sector body which represents the islands dive industry.	Sean Robinson President	(868)688-5071	tobagodivespecialist@gmail.com	
Tobago Hotel & Tourism Association	Represents private sector hotel and tourism support businesses.	Chris James President	(868)639-9543	tobagohotel tourismmassoc@gmail.com	www.tobago hotel tourism .com
Tobago Certified Tour Guide Association	Regulates the services of local tour guides as well as the information they disseminate.	Harris McDonald President	(868)304-1840	harris_jungle@hotmail.com	
Tobago Hospitality and Tour Operator Association	Represents Destination Management Companies / Tour Operators	Theodore Greig	(868)678-1838 (868)639-0547	tedsunshine1@gmail.com	
Trinidad & Tobago Incoming Tour Operators Association (Tobago Sub Committee)	Represents Destination Management Companies / Tour Operators	Trevor Akan President	(868)680-7993	infoclassictoursltd@gmail.com	
Tobago Car Rental Association	Represents Car Rental owners	Hollison Baird President	(868)639-2528 (868)684-0979	baridsrental@gmail.com	

Agency	Description of Support Services	Position of Contact Person(s)	Telephone	General Email	Website
Tobago National Maxi Taxi Owners & Drivers Association	Represents private bus service owners	Cloyd Williams President	(868)758-0321	cloydwilliams@live.com	
Windward Taxi Association	Represents taxi service and tour operators	Bindley DeCoteau	(868)355-9696 (868)660-4268	decoteau.karen@gmail.com	
Tobago Taxi Cab Cooperative Society Limited	Represents taxi service and tour operators	Nolton Roberts President	(868)766-6000 (868)639-7042	Taxicoop1@msn.com	
Airport Taxi Services: - Tobago Taxi Cab Assn. - Tobago Taxi Owners & Driver Assn.	Taxi Service	Nolton Roberts  Rollicks John	(868)766-6000  (868)766-0345		
The Tobago Port Taxi & Maxi Drivers Federation of Association	Represents taxi service and tour operators	Cloyd Williams President	(868)758-0321	cloydwilliams@live.com	
Tobago Bridal Association	Represents wedding planning services & events	Jason Radix President	(868)731-0759	tobagobridalassociation@gmail.com Jason_radix@hotmail.com	

## 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
<b>Caribbean Export Development Agency</b>	<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><a href="#">Export Development</a></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><a href="#">Export Promotion</a></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><a href="#">Business Advocacy</a></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><b>Contact Details</b></u> Person: A Bradshaw, Officer in Charge Telephone: (246) 436-0578 Email: <a href="mailto:abradshaw@carib-export.com">abradshaw@carib-export.com</a> Website: <a href="http://www.carib-export.com">http://www.carib-export.com</a></p>	<ul style="list-style-type: none"> <li>➤ Antigua and Barbuda</li> <li>➤ The Bahamas</li> <li>➤ Barbados</li> <li>➤ Belize</li> <li>➤ Dominica</li> <li>➤ Dominican Republic</li> <li>➤ Grenada</li> <li>➤ Guyana</li> <li>➤ Haiti</li> <li>➤ Jamaica</li> <li>➤ St Kitts and Nevis</li> <li>➤ Saint Lucia</li> <li>➤ St. Vincent and the Grenadines</li> <li>➤ Suriname</li> <li>➤ Trinidad and Tobago</li> </ul>

Agency	Description - Business Planning, Resources and Networking Support	Caribbean Countries Covered
<b>Caribbean Development Bank (CDB)</b>	<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><b><u><a href="#">Caribbean Technological Consultancy Services (CTCS)</a></u></b></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><b><u><a href="#">Cultural and Creative Industries Innovation Fund (CIIF)</a></u></b></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><b><u>Contact Details</u></b></p> <p>Person: Director, Projects Department  Telephone: (246) 426-7269  Email: <a href="https://www.caribank.org/contact-us">https://www.caribank.org/contact-us</a>  Website: <a href="http://www.caribank.org">www.caribank.org</a></p>	<ul style="list-style-type: none"> <li>➤ Anguilla</li> <li>➤ Antigua and Barbuda</li> <li>➤ The Bahamas</li> <li>➤ Barbados</li> <li>➤ Belize</li> <li>➤ British Virgin Islands</li> <li>➤ Cayman Islands</li> <li>➤ Dominica</li> <li>➤ Grenada</li> <li>➤ Guyana</li> <li>➤ Haiti</li> <li>➤ Jamaica</li> <li>➤ Montserrat</li> <li>➤ St Kitts and Nevis</li> <li>➤ Saint Lucia</li> <li>➤ St. Vincent and the Grenadines</li> <li>➤ Suriname</li> <li>➤ Trinidad and Tobago</li> <li>➤ Turks and Caicos Islands</li> </ul>

Agency	Description - Business Planning, Resources and Networking Support	Caribbean Countries Covered
<b>Organization of American States (OAS)</b>	<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><b>SBDC Core Services:</b> 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"> <li>• One-on-one, confidential, free and long-term technical assistance.</li> <li>• Group training focused on subjects of interest to small businesses and presented by SBDC staff and private sector professionals.</li> <li>• Market research tailored to the client's needs.</li> </ul> <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><b>Contact Details:</b> Robert McKinley, Associate VP, UTSA Institute for Economic Development   Tel: +1.210.458.2450   E-mail: <a href="mailto:robert.mckinley@utsa.edu">robert.mckinley@utsa.edu</a> Maryse Robert, Director, Department of Economic and Social Development, OAS   Tel: +1.202.370.4584   E-mail: <a href="mailto:mrobert@oas.org">mrobert@oas.org</a> Christopher McNair, Director, Competitiveness and Innovation, Caribbean Export   Tel: +1.246.436.0578   E-mail: <a href="mailto:cmcnair@carib-export.com">cmcnair@carib-export.com</a> Project Website <a href="http://www.SBDCGlobal.com">www.SBDCGlobal.com</a>   General Website <a href="http://www.oas.org">www.oas.org</a></p> <p><b>Country Specific Contact information</b> <a href="http://www.oas.org/en/member_states/default.asp">http://www.oas.org/en/member_states/default.asp</a> (click on the desired country)</p>	<p><b><u>SBDC Project Countries</u></b></p> <ul style="list-style-type: none"> <li>➤ Barbados</li> <li>➤ Belize</li> <li>➤ Dominica</li> <li>➤ Jamaica</li> <li>➤ Saint Lucia</li> </ul> <p><b><u>General Caribbean Countries</u></b></p> <ul style="list-style-type: none"> <li>➤ Antigua and Barbuda</li> <li>➤ Barbados</li> <li>➤ Belize</li> <li>➤ Dominica</li> <li>➤ Grenada</li> <li>➤ Guyana</li> <li>➤ Haiti</li> <li>➤ Jamaica</li> <li>➤ Dominican Republic</li> <li>➤ Saint Kitts and Nevis</li> <li>➤ Saint Lucia</li> <li>➤ Saint Vincent and the Grenadines</li> <li>➤ Suriname</li> <li>➤ The Bahamas</li> <li>➤ Trinidad and Tobago</li> </ul>



Agency	Description - Business Planning, Resources and Networking Support	Caribbean Countries Covered
<b>Inter-American Development Bank (IADB) Group</b>	<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"> <li>1. Technical Cooperation – for knowledge building activities (e.g. training)</li> <li>2. Venture Capital – selectively invests in businesses with the potential to generate transformational impact</li> <li>3. Debt financing – offers a range of debt products (funds that must be repaid) based on company needs</li> <li>4. Events - a space for the exchange of ideas that will spark new projects and ventures.</li> <li>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.</li> </ol> <p><b>Contact Details:</b>  Website: <a href="https://bidlab.org/en/products">https://bidlab.org/en/products</a>  <b>** Also see Compete Caribbean Partnership Facility (below)**</b></p>	<ul style="list-style-type: none"> <li>➤ The Bahamas</li> <li>➤ Barbados</li> <li>➤ Belize</li> <li>➤ Dominican Republic</li> <li>➤ Guyana</li> <li>➤ Haiti</li> <li>➤ Jamaica</li> <li>➤ Suriname</li> <li>➤ Trinidad &amp; Tobago</li> </ul>
<b>Compete Caribbean Partnership Facility (CCPF)</b>	<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"> <li>1. <b>Cluster Operations:</b> initiatives that overcome barriers related to economies of scale and competitiveness.</li> <li>2. <b>Innovations Funds:</b> initiatives aimed at resolving low productivity.</li> <li>3. <b>Technology Extension Services:</b> technical assistance to improve business management processes and production processes.</li> </ol>	<p><b>CCPF Countries</b></p> <ul style="list-style-type: none"> <li>➤ Antigua and Barbuda</li> <li>➤ The Bahamas</li> <li>➤ Barbados</li> <li>➤ Belize</li> <li>➤ Dominica</li> <li>➤ Grenada</li> <li>➤ Guyana</li> <li>➤ Jamaica</li> </ul>

Agency	Description - Business Planning, Resources and Networking Support	Caribbean Countries Covered
<b>Compete Caribbean Partnership Facility (CCPF) cont'd</b>	<p>4. <b>Entrepreneurship:</b> 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 <a href="http://www.ourtourism.onecaribbean.org/CBTtools">www.ourtourism.onecaribbean.org/CBTtools</a></p> <p><b>Contact Details:</b>            Person: Annie Bertrand - Pillar 1 Coordinator            Office: 246-627-8549   Fax: 246-429-8869            Email: <a href="mailto:annieb@iadb.org">annieb@iadb.org</a>            Website: <a href="http://competecaribbean.org/">http://competecaribbean.org/</a></p>	<ul style="list-style-type: none"> <li>➤ St Kitts and Nevis</li> <li>➤ Saint Lucia</li> <li>➤ St. Vincent and the Grenadines</li> <li>➤ Suriname</li> <li>➤ Trinidad and Tobago</li> </ul>

Agency	Description - Business Planning, Resources and Networking Support	Caribbean Countries Covered
<b>Caribbean Tourism Organization (CTO)</b>	<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><b><u>Tools and Knowledge Products (Sustainable Tourism Division)</u></b></p> <ul style="list-style-type: none"> <li>✓ Caribbean Sustainable Tourism Policy Framework (CSTPF)</li> <li>✓ Hazard Management Guide for the Caribbean Tourism Sector</li> <li>✓ Community Tourism Handbook, Diagnostic Tool and Profile template</li> <li>✓ MSME Support Country Resource Guide</li> </ul> <p><b><u>Networking Events (CTO New York)</u></b></p> <ul style="list-style-type: none"> <li>✓ State of the Caribbean Tourism Industry Conference (annually)</li> <li>✓ Caribbean Week New York (annually)</li> <li>✓ Sustainable Tourism Development Conference (every 2 years)</li> <li>✓ Human Resources Development Conference (every 2 years)</li> </ul> <p><b><u>Service Excellence and Sustainable Tourism Recognition</u></b></p> <ul style="list-style-type: none"> <li>✓ <a href="#">Hospitality Assured Caribbean</a></li> <li>✓ <a href="#">Sustainable Tourism Awards</a></li> </ul> <p><b><u>Capacity Building Training Seminars (Human Resources Division)</u></b></p> <ul style="list-style-type: none"> <li>✓ The Successful Taxi Driver Workshop</li> <li>✓ Tourism Education Workshops for Teachers</li> <li>✓ Customer Relations for Frontline Personnel</li> <li>✓ Communicate Like A Pro</li> <li>✓ Effective Crisis Communication</li> <li>✓ Deliver a Dynamic Speech</li> <li>✓ Management of Service Quality</li> <li>✓ Introduction to Dynamic Supervisory Management</li> <li>✓ Management of Sites and Attractions</li> </ul>	<ul style="list-style-type: none"> <li>➤ Anguilla</li> <li>➤ Antigua and Barbuda</li> <li>➤ The Bahamas</li> <li>➤ Barbados</li> <li>➤ Belize</li> <li>➤ British Virgin Islands</li> <li>➤ Cayman Islands</li> <li>➤ Curacao</li> <li>➤ Dominica</li> <li>➤ Grenada</li> <li>➤ Guyana</li> <li>➤ Haiti</li> <li>➤ Jamaica</li> <li>➤ Martinique</li> <li>➤ Montserrat</li> <li>➤ Puerto Rico</li> <li>➤ St. Eustatius</li> <li>➤ St Kitts &amp; Nevis</li> <li>➤ Saint Lucia</li> <li>➤ Sint Maarten</li> <li>➤ St. Martin</li> <li>➤ St. Vincent and the Grenadines</li> <li>➤ Trinidad &amp; Tobago</li> <li>➤ Turks and Caicos Islands</li> </ul>

Agency	Description - Business Planning, Resources and Networking Support	Caribbean Countries Covered
<b>Caribbean Tourism Organization (CTO) cont'd</b>	<p><b><u>Financial Support for Skills Enhancement (CTO Foundation)</u></b></p> <p>✓ <a href="#">Tourism, hospitality, research and language training scholarships</a></p> <p><b><u>Contact Details:</u></b></p> <p>Person: Director of Resource Mobilisation and Development</p> <p>Telephone: (246) 427 5242</p> <p>Email: <a href="mailto:banfields@caribtourism.com">banfields@caribtourism.com</a></p> <p>Website: <a href="http://www.onecaribbean.org">www.onecaribbean.org</a></p>	

Agency	Description - Business Planning, Resources and Networking Support	Caribbean Countries Covered
<b>Caribbean Hotel and Tourism Association (CHTA)</b>	<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"> <li><b>1. <a href="#">Tools and Knowledge Products</a></b> <ul style="list-style-type: none"> <li>✓ Webinars</li> <li>✓ Publications</li> <li>✓ Job Bank</li> <li>✓ Data Center</li> <li>✓ Zika Resource Centre</li> <li>✓ Energy Benchmarking Tool</li> </ul> </li> <li><b>2. <a href="#">Networking Events</a></b> <ul style="list-style-type: none"> <li>✓ Caribbean Hospitality Industry Exchange Forum (CHIEF)</li> <li>✓ Taste of the Caribbean</li> <li>✓ Caribbean Travel Marketplace</li> </ul> </li> <li><b>3. <a href="#">Financial Support for Skills Enhancement</a></b> <ul style="list-style-type: none"> <li>✓ Hospitality, Tourism, Culinary, and Events Training Scholarships</li> </ul> </li> </ol> <p><b>Contact Details:</b>            Person: Membership Associate            Telephone: 305.443.3040            Email: <a href="mailto:membership@caribbeanhotelandtourism.com">membership@caribbeanhotelandtourism.com</a> OR <a href="mailto:events@caribbeanhotelandtourism.com">events@caribbeanhotelandtourism.com</a>            Website: <a href="http://www.caribbeanhotelandtourism.com/">http://www.caribbeanhotelandtourism.com/</a></p>	<ul style="list-style-type: none"> <li>➤ Anguilla</li> <li>➤ Antigua and Barbuda</li> <li>➤ Aruba</li> <li>➤ The Bahamas</li> <li>➤ Barbados</li> <li>➤ Belize</li> <li>➤ Bermuda</li> <li>➤ Bonaire</li> <li>➤ British Virgin Islands</li> <li>➤ Cayman Islands</li> <li>➤ Curaçao</li> <li>➤ Dominica</li> <li>➤ República Dominicana</li> <li>➤ Grenada</li> <li>➤ Guadeloupe</li> <li>➤ Guyana</li> <li>➤ Haïti</li> <li>➤ Jamaica</li> <li>➤ Martinique</li> <li>➤ Puerto Rico</li> <li>➤ Saint Barthélemy</li> <li>➤ St. Kitts and Nevis</li> <li>➤ St. Lucia</li> <li>➤ St. Maarten</li> <li>➤ St. Martin</li> <li>➤ St. Vincent and the Grenadines</li> <li>➤ Suriname</li> <li>➤ Trinidad and Tobago</li> <li>➤ Turks and Caicos Islands</li> <li>➤ US Virgin Islands</li> </ul>

Agency	Business Planning and Resource Support Description	Caribbean Countries Covered
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><b>Priority sectors:</b></p> <ul style="list-style-type: none"> <li>- OECS Micro, Small Medium Sized Enterprises (MSMEs)</li> <li>- Manufacturing</li> <li>- Tourism</li> <li>- Services: <ul style="list-style-type: none"> <li>o Creative Industries (Fashion, Music, Handicraft)</li> <li>o Information and Communication Technology (ICT)</li> </ul> </li> </ul> <p><b>Focus areas:</b></p> <ul style="list-style-type: none"> <li>- Export Development</li> <li>- Competitiveness</li> <li>- Entrepreneurship</li> <li>- Innovation</li> <li>- Trade Information</li> </ul> <p><b>Programme Areas:</b></p> <ul style="list-style-type: none"> <li>- Technical assistance and Capacity Building</li> <li>- Export Promotion and Marketing</li> <li>- Innovative Business Start-ups</li> <li>- Trade Information, Market Research and Intelligence</li> <li>- Institutional Strengthening of Trade Promotion Organizations (TPOs) and Business Support Organizations (BSOs)</li> </ul> <p><b>Activities include:</b></p> <ul style="list-style-type: none"> <li>- Policy alignment and implementation</li> <li>- Business support and advisory services</li> <li>- Business Audits, Surveys, Business Profiles</li> </ul>	<ul style="list-style-type: none"> <li>➤ Anguilla</li> <li>➤ Antigua and Barbuda</li> <li>➤ British Virgin Islands</li> <li>➤ Dominica</li> <li>➤ Grenada</li> <li>➤ Martinique</li> <li>➤ Montserrat</li> <li>➤ St Kitts and Nevis</li> <li>➤ Saint Lucia</li> <li>➤ St. Vincent and the Grenadines</li> </ul>

Agency	Business Planning and Resource Support Description	Caribbean Countries Covered
OECS Commission cont'd	<ul style="list-style-type: none"> <li>- Export strategies</li> <li>- Training workshops, seminars and webinars</li> <li>- Acceleration, mentorship and apprenticeship programmes</li> <li>- Trade shows, Market Visits, Study Tours</li> <li>- Collection and dissemination of data and information</li> </ul> <p><b>Contact Details</b>            Person: Jacqueline Emmanuel-Flood, Head, CBU            Telephone: (758) 455-6400            Email: <a href="mailto:Jacqueline.flood@oecs.int">Jacqueline.flood@oecs.int</a>            Website: <a href="http://www.oecs.int">www.oecs.int</a></p>	