



# OECS/EDU E-Bulletin

Issue: August 2008

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## Organisation of Eastern Caribbean States - Export Development Unit

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## EDU bids farewell to Team Members

In 2007—2008, the OECS/EDU lost three Business Development Officers (BDOs) in the persons of Beverly Romain-Harry, Christopher Roberts and Joseph Isaac. Beverly, a long time staff member left to further her studies. Chris Roberts and Joseph Isaac moved on to other job opportunities. Valda Laville, a pioneer staff member of the OECS/EDU



Joseph Isaac  
*Business Development Officer*

retired. Featured here are two

of the officers mentioned.

Beverly Romain-Harry  
*Business Development Officer*



Coming soon....

Look out for updates to our website [www.oecs.org/edu](http://www.oecs.org/edu)

## Introducing... Recent Enhancements to the EDU Team

Jennifer Julien-Laudat, *Business Development Officer*

Mrs. Jennifer Julien-Laudat joined the OECS/EDU in July 2008. She comes to the unit with Accounting and Business Management skills. Her most recent employment was with the Dominica Hotel & Tourism Association (DHTA) as the Programme Coordinator for a 3-year EU funded project - DHTA/SHAPE Institutional Strengthening Project. During that period she also served as the DHTA's Executive Director.

Previously, Mrs. Laudat was employed with the Government of the Commonwealth of Dominica attached to the Inland Revenue Division, where she held the position of Comptroller of Inland Revenue (Acting). Mrs. Laudat also has a passion for assisting with community-based organizations. Mrs. Laudat's focus as a Business Development

Officer will concentrate on the Crafts, Furniture, and Garments Sectors.

She possesses a Bachelor's Degree in Accounting from the University of the West Indies (UWI) and a Master's Degree in Business Administration (MBA) obtained at California State University, Fullerton, USA.



## EU-CARIFORUM SERVICES WORKSHOP

by Andrew Satney

I recently attended an EU-CARIFORUM Services workshop in Trinidad towards the end of July. This meeting made some recommendations that I thought I'd share with you.

### BACKGROUND

The Caribbean Export Development Agency (Carib Export) and the CAIC will be leading a mission to Europe from Sept 15—19, 2008 to explore business linkages in the ICT and the creative industry clusters. As a preparatory training exercise CE invited 40 business persons from the Caribbean in the ICT and creative industries clusters to attend a two day training seminar in Trinidad on July 23th and 24th, 2008.

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The Caribbean Export Development Agency, in partnership with the CAIC, and the CRNM, is currently engaged in a BIZCLIM sponsored project which seeks to identify the potential for new business development in CARIFORUM in terms of new exports sales and to find foreign direct investment (FDI) from the EU countries within the framework of the Economic Partnership Agreement (EPA).

There are 4 components to the project:

1. A study of constraints to EU-Caribbean business (COMPLETED)
2. A preliminary study tour to five (5) European countries (COMPLETED)
3. A visit to Europe by up to 30 Caribbean business executives to develop export/investment opportunities (Sept 2008)
4. An EU/Caribbean Business Forum in the Caribbean (Nov 2008)

Our own team member Andrew Satney made a presentation entitled "Regional Capacity for Exporting Professional Services to Europe". All presentations can be viewed on Caribbean Export's website at [www.carib-export.com/CE.CRNM.CAIC/Presentations.htm](http://www.carib-export.com/CE.CRNM.CAIC/Presentations.htm)

Several issues which warranted policy decisions and actions at the national level (in each country) were identified. They included:

- Clear policies on incentives for the creative industries in member states—ex. Waiver of customs and related charges
- Apparent lack of understanding of the relationship between trade policy, market entry and the role of the Ministry of Culture

### Damien Sorhaindo, Business Development Officer

Damien joined the OECS-EDU in July 2008 as a Business Development Officer, having worked for Colgate-Palmolive in various capacities for the past 10 years. He brings with him a great deal of Supply Chain and Industrial Engineering experience.

Most recently, he worked in New Jersey, USA as a Network Operations Associate for Colgate's Global Oral Care Supply Chain where he supported the Supply Chain Operations for Toothpaste and Mouth rinse. Damien joined Colgate at the Dominica Plant (Dominica Coconut Products) in 1998 as a Quality Supervisor, then was subsequently promoted to the Industrial Engineer for the site for several years.

During his 4 year tenure as the site's Industrial Engineer, he was asked to serve as a key member of the CARICOM SAP Implementation Team and power user responsible for the production planning, material management and budget planning modules. It was his significant involvement on this SAP team which led to the successful implementation of this advanced ERP software in Colgate CARICOM in 2004.



Damien holds a BSc degree in Physics and Applied Science from York University in Ontario, Canada and recently completed a full year Supply Chain Management Program in New Jersey.

- Limited communication between the Ministry responsible for culture and creative industries and the Ministry responsible for trade
- Limited information/data about the Services sector in general and the professional services in particular at the national level
- Lack of interaction between trade policy makers and service providers
- Lack of capacity at the national level or lack of knowledge of what the situation is at the national level
- Inadequate representation (High Commissions) in Europe as it related to the Professional Services Trade. This is related to poor marketing of these sectors at the international level
- High cost of telecommunications (voice and Internet) services.

At the service providers' level, the following issues were identified:

- Limited knowledge of the EU market
- Limited knowledge of what exists in the creative industry in the region
- Their own limited capacity
- Language and cultural limitations
- Limited availability of technical experts in the production of films in the CARIFORUM region

For more information, feel free to contact us here at the OECS/EDU

### Lester Riviere, Business Development Officer

Mr. Lester Riviere is an experienced manager with a background in project management, business analysis and management research.

Mr. Riviere's most recent work experience was as an Economic & Trade Policy Analyst with a consortium of business organizations in Dominica. In addition, he also facilitated workshops in relation to trade and business financing.



He was also recruited as a turnaround strategist at a food service organization in Dominica, streamlining its management and administrative procedures and coordinating and supervising the implementation of a financial information system.

Mr. Riviere holds an MBA in Entrepreneurial Management from the University of Central Lancashire in the United Kingdom.

### Darin M. Grell, Information Systems Officer

Darin Grell, joined the team at the OECS/EDU in July 2008. She fills the position of Information Systems Officer. She will be responsible for the overall management of the Information Centre as well as keeping our clients - Internal and External up to date on matters that influence their companies and jobs alike.

Ms Grell's most recent experience as Account Manager for a web software company in Tampa, Florida gave her the opportunity to liaise with clients wishing to maximize the use of the web technology for their businesses.

Ms. Grell holds a Bachelor's degree in Management Information Systems and an Masters in Business Administration (MBA) from the University of South Florida in Tampa, Florida with a focus on Marketing and International Business.

Her interests include market research and the timely collection and dissemination of information to stakeholders. On another note, she is fluent in Spanish. She will have no difficulty keeping the staff and other stakeholders informed on what's going on in the region and the world.

