

The Arbitration & Mediation Court of the Caribbean

Chancery House

High Street

Bridgetown



June 22 2020

Dr. Sylvia Dohnert
Executive Director
Compete Caribbean Partnership Facility
'Hythe', Welches
Maxwell Main Road
Christ Church
Barbados

Dear Dr. Dohnert,

**Re: Requesting for Funding – More Inclusive Access to
Alternative Dispute Resolution Services**

With support from the Compete Caribbean Partnership Facility (CCPF), the Arbitration and Mediation Court of the Caribbean (AMCC) is strengthening its capacity to provide the region's private sector with greater access to alternative dispute resolution (ADR) services. AMCC's governance arrangements have been strengthened; our visibility is increasing as a result of the ongoing series of knowledge events; and we are in the process of widening our arbitration and mediation panels, improving case management operating procedures, and executing a membership drive.

The aim is to increase access to ADR services for individually owned enterprises of all sizes (including specifically small and medium sized enterprises (SMEs)). The expanded panels, with a larger percentage of Caribbean based members, reduce AMCC's service delivery cost and should assist in making the use of our services more attractive to SMEs. Online ADR service delivery will not only further reduce cost but has become an imperative because of COVID-19 restrictions. We are, therefore, expediting the establishment of online service delivery capacity directed to individually owned enterprises SMEs as the primary beneficiary targets.

Dr. Sylvia Dohnert

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AMCC is requesting funding in the amount of USD 30,000, through a complementary TC, to assist with implementing the significant communication effort required to increase SMEs' awareness of ADR as an effective route for resolving commercial disputes, and the ease with which ADR services can be accessed online. AMCC will provide in-kind counterpart of approximately USD 12,000 representing the time that our Secretary General will contribute to coordinating the implementation of communication activities.

The funding under this new TC will directly contribute to more inclusive access to ADR services for SMEs. We, therefore, look forward to a positive response to this request.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'A.C. Ferreira'.

Andrew C. Ferreira Q.C.

Director

Arbitration and Mediation Court of the Caribbean

cc: Valarie Pilgrim, Business and Innovation Climate Coordinator



Office of the Prime Minister
Belmopan, Belize, Central America

Ref No. CS/GEN/100/2020(05)

19th June, 2020

Dr. Cassandra T. Rogers
Country Representative – Belize
Inter-American Development Bank
Marina Towers
Belize City

**Ref: Letter of Request and Commitment of counterpart for Capacity-building for
Communications and Change Management**

Dear Dr. Rogers:

We refer to the technical cooperation (TC) Leveraging Digital Technology for Improving the Business Climate in Belize (BL-T1110), approved 24 May 2018 and funded through the Compete Caribbean Partnership Facility (CCPF). This TC aims to improve the business registration process and service delivery to the private sector through process reengineering, digitalization of records and legislative reform. Additionally, the Government of Belize (GOB) has approved the consolidation of Belize's local and international registries; a development that has catapulted efforts to work toward a seamless transition into a unified business registry.

It is with this in mind that the GOB requests additional funding, through the new Technical Cooperation (TC) RG-T3684 "Communications and Change Management - Business and Innovation Climate Projects", to support the implementation of communications and change management activities associated with improving business registration in Belize, and that will support the seamless transition into a unified business registry. This transition from two registries to one and from largely manual processes to online service delivery is a major change for both staff of the registries and their clients and needs to be properly managed.

The GOB requests the additional resources, through a new and complementary TC, to execute change management and communication activities that will (i) ensure adequate communications to internal stakeholders on the objectives of the change process; (ii) provide guidance to all categories of end-users on accessing the online services; and (iii) implement change actions aimed at preparing internal stakeholders to function and feel at ease in their new environment and new roles.

This letter serves to notify the Inter-American Development Bank of GOB's interest in accessing support to implement these activities. GOB will provide approximately USD7,500 as in-kind contribution in the form of staff time allocated to the on-the-ground coordination of these activities.

We thank the IDB for the continued support in fostering reform and sustainable development.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ishmael Quiroz', with a horizontal line underneath.

Ishmael Quiroz

Executive Director, Economic Development Bank (EDC) in the Office of the Prime Minister

Cc: Valarie Pilgrim, Business and Innovation Climate Coordinator



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22nd June 2020

Dr. Sylvia Dohnert
Executive Director
Compete Caribbean Partnership Facility
'Hythe'
Welches
Maxwell Main Road
Christ Church
Barbados

Dear Dr. Dohnert

Re: Additional Resources to Increase Investment in Communications and Change Management

The Government of Antigua and Barbuda (GOAB) is requesting funding, through the Technical Cooperation (TC) RG-T3684 – “Communications and Change Management - Business and Innovation Climate Projects”, to implement communications and change management activities to complement efforts to establish an electronic one-stop-shop for construction permitting.

GOAB is currently engaged in establishing an electronic one-stop-shop for issuing construction permits with funding from the Compete Caribbean Partnership Facility (CCPF). The one-stop-shop is the first of its kind in Antigua and Barbuda, involves collaboration among several public sector agencies, and changes to their business processes and job content for related staff. This is a major change in the delivery of public services.

Our team and the assigned CCPF officer have agreed that this initiative would significantly benefit from an increased investment in stakeholder communications and managing change. We are requesting support under the new complementary TC, which will ensure adequate communications to explain the reform to and enroll stakeholders, including those in Barbuda; and ensure that staff of the various public sector agencies are adequately prepared to perform their redesigned jobs under the electronic one-stop-shop.

GOAB will provide in-kind counterpart resources to the approximate value of USD7,500 representing time spent by staff supporting the development and implementation of communications and change management plans, and the use of public sector communication channels for dissemination.

We thank you in advance for giving kind consideration to this request.

Your sincerely,

Frederick Southwell
Chief Town & Country Planner

cc: Valarie Pilgrim, Business and Innovation Climate Coordinator



GOVERNMENT OF SAINT LUCIA
Ministry of Finance, Economic Growth, Job Creation
External Affairs and Public Service

Department of Finance

*Correspondence on this matter
should addressed to:*
The Permanent Secretary

**Finance Administrative Centre
Pointe Seraphine
Castries
Saint Lucia, W. I.**

01 July 2020

Dr. Sylvia Dohnert
Executive Director
Compete Caribbean Partnership Facility
'Hythe', Welches
Maxwell Main Road
Christ Church
BARBADOS

Dear Dr. Dohnert

**Request for Support for Improving Communications Management and Change Management - Roll
Out of the Competitiveness Agenda and Action Plan**

The Government of Saint Lucia (GOSL) is requesting funding, through the new Technical Cooperation (TC)- RG-T3684 "Communications and Change Management - Business and Innovation Climate Projects", to implement complementary communication activities associated with the roll out of its Competitiveness Agenda.

The Compete Caribbean Partnership Facility (CCPF) is currently supporting GOSL, through its National Competitiveness and Productivity Council (NCPC), with the development and start of implementation of a Competitiveness Agenda. The current support will lead to competitiveness strategies, an implementable action plan, a financing strategy, and capacity building of key agencies such that they have a more in-depth understanding of policies and strategies for building national competitiveness.

This is the first such initiative for Saint Lucia and the OECS region. To overcome the implementation paralysis normally faced by national strategy documents, GOSL needs to ensure that there is an immediate and smooth transition from the development of the Agenda to its implementation. Implementation will be coordinated by the NCPC but requires the involvement of multiple entities. It is critical that there is sound understanding of the contents of the Agenda and the role of each entity in implementation.

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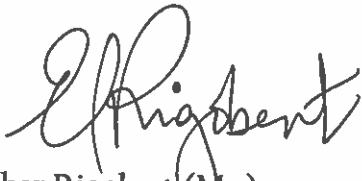
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GOSL is, therefore, requesting additional funding, through a new and complementary TC, to design and implement a communication plan to increase key stakeholder awareness of the Agenda and their roles in its implementation. GOSL is requesting support from CCPF and will contribute in-kind resources, valued at approximately USD7500, which represents staff time and the use of the government's information infrastructure for dissemination.

The funding under the new TC will significantly improve the sustainability of the Agenda. We, therefore, look forward to a positive response to this request.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'ERigobert', with a large, stylized initial 'E'.

Esther Rigobert (Ms.)
PERMANENT SECRETARY

cc: Valarie Pilgrim, Business and Innovation Climate Coordinator