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# *ABEF Newsletter December 2021 Issue*



**ABEF President 2021-2023 Mr. Karl Spencer**  
General Manager at Community First Co-operative Credit Union

*Photo courtesy JR Designs*

*Happy Holidays from the Antigua & Barbuda Employers' Federation!*

Dear members,

I take this opportunity to wish you a joyous yuletide season. For the past seventy (70) years the Federation has enjoyed the privilege of having the support of the business community and we take this opportunity to thank all our members and associates for their continued patronage.

The last two years have been quite unique in not only our country's history but that of the world at large. We have faced unprecedented times as it relates to ensuring the proper maintenance of not only our physical health but also our financial, mental and spiritual. At such a time like this the Federation is forever indebted to its members who continue to ensure the economic viability of our country.

As we close the chapter on this calendar year let us not forget those who would have started the year with us but have left us too soon. Let us not forget to be each other's keeper. Let us not forget to be the voice of reason where unreasonableness abounds and lastly let us not forget to work together today for a better tomorrow.

Wishing you all the very best for 2022 and beyond.

.....  
Mr. Karl Spencer  
President



*Public Holidays 2022*

New Years' Day	Saturday	January 1 <sup>st</sup> , 2022
Good Friday	Friday	April 15 <sup>th</sup> , 2022
Easter Monday	Monday	April 18 <sup>th</sup> , 2022
Labour Day	Monday	May 2 <sup>nd</sup> , 2022
Whit Monday	Monday	June 6 <sup>th</sup> , 2022
Carnival Monday	Monday	August 1 <sup>st</sup> , 2022
Carnival Tuesday	Tuesday	August 2 <sup>nd</sup> , 2022
Independence Day	Tuesday	November 1 <sup>st</sup> , 2022
Sir V.C. Bird Sr. Day	Friday	December 9 <sup>th</sup> , 2022
Christmas Day	Sunday	December 25 <sup>th</sup> , 2022
Boxing Day	Monday	December 26 <sup>th</sup> , 2022

**Note:**

*Sundays, Christmas Day and Good Friday are observed as Common Law Holidays*

*26<sup>th</sup> & 27<sup>th</sup> December 2022, will be celebrated as Public Holidays*

*5 "Must Include" Items for your Crisis Management Plan by Melissa Agnes*

I often get asked the following question: What should we include in our organization's crisis management plan?

The following are 5 elements I highly recommend should be included within any organization's crisis management plan or playbook.

1. **Activation guidelines:** Not all incidents and issues escalate to crisis level. And while your crisis preparedness program should scale across all types of issues and crises, your crisis plans or playbook is meant to only be activated when an issue escalates – or has the potential to escalate – to crisis level. The first section within your playbook should define the criteria and provide your team with the tools and information they need to make this determination in the heat of the moment. Some elements you may want to incorporate into this section include:

- Definition of a crisis – whether in the broader sense of the term or by narrowing in and defining certain specific crisis scenarios
- The crisis management levels that all incidents should be categorized into
- Internal escalation protocol (s)
- Specific impacts that you want your team to consider when determining the level of an incident.

2. **Detailed action plans:** Your action plans are basically a crisis management check list for your crisis team. They ensure that no important task gets forgotten or overlooked when things get hectic. When creating your action plans, you'll want to identify the tasks and action items that each department would need to undertake and accomplish within the first 24-48 hours of a crisis occurring. Your action plans can be departmental (this is always my recommendation) and should:

- Be prioritized – list them out in the order you want them to be checked off
- Designate an allotted timeframe for completion – try to be as realistic and yet as timely as possible
- Designate a clear "owner" for each task – someone needs to own each action plan (for example your department heads may own their respective departmental action plans), as well as each task. These are the people (within your governance) who are responsible for ensuring the item's completion
- Include a place for team members to keep notes and document progress for each action item, within each action plan.

Tip: If you list out your top 5-10 most likely crisis scenarios, this will go a long way in helping you identify the most important action items for each department or team member.



### 5 “Must Include” Items for your Crisis Management Plan by Melissa Agnes Cont’d.

#### 3. Pre-approved crisis communication strategy and messaging:

One of the secrets to successful crisis management is timely, consistent and effective communications with your key stakeholders. Yet timely approvals of communications can be a challenging and daunting task. One of your goals should be to pre-define your crisis communications strategy, and to draft your communications and have them pre-approved by all the right members of your team – to the most extent possible at this point in time. The list of pre-approved communications should include:

- Crisis communication strategy (i.e.: proactive vs. reactive, means of communication, hashtag strategy, etc.)
- Talking points / message points
- Holding statements / First response statements
- Official (written) communications to each stakeholder group
- Frequently asked questions (FAQ)

For more information on drafting your crisis communications, click here [Three Steps to Successful Crisis Communication \(melissaagnes.com\)](https://melissaagnes.com).

**4. Thorough contact lists:** You don’t want to be searching for important contact information when time is of the essence in a crisis. So be sure to include the following contact information within your playbook:

- All contact information for each member of your crisis management team
- All contact information for each crisis team member’s designated alternate
- All contact information for each key stakeholder that you could potentially need to reach directly in the midst of a crisis
- All contact information for any key vendors and third-party consultants/experts that may be required in the midst of a crisis

Contrarily, if you already have a CRM or other systems that contain all of this contact information for one or more stakeholder groups, be sure to:

- Tag the appropriate data for easy reference, access and filtering in the heat of the moment
- Reference the systems in the appropriate places within your crisis plan (i.e.: your action plans)
- Have a hardcopy back-up somewhere (e.g.: the lists I detailed just above) in case your systems go down in a crisis.

However, no matter what type of system you choose to use for your contact lists, don’t forget to keep them updated and kept current!

#### 5. A detailed resource repository

**Antigua & Barbuda Social Security Contribution Increases by quarter percent (¼%) across the board effective January 2022.**

Sector	Employee	Employer	Total Contribution
Private	6¼ %	8¼ %	14½ %
Public	5¼%	8¼ %	13½ %

#### Industrial Relations Corner - Communication:

Employers should be reminded that their employees must be viewed both as individuals and as members of working groups. Personal recognition and development are only one part of the relationship. Systems and procedures in which the group can function successfully are also needed. Good communication between employer and employees leads to understanding. Communication can be formal or informal and the actual methods used will depend largely on the policies of the firm and the information to be communicated. Methods to be used should be clearly defined and understood by both sides.

#### Employer should:

- ◇ Remember that communication is a two-way exercise.
- ◇ Determine appropriate methods of communication.
- ◇ Inform all concerned of the methods to be used.
- ◇ Understand those areas where legislation dictates the information to be considered.
- ◇ Where necessary ensure that staff involved are trained in and conversant with suitable methods of communication.
- ◇ Ensure that all written documents e.g. union agreements, details of pension scheme etc. are readily accessible in comprehensible language to all staff.
- ◇ Check that communication is understood by both sides.



**ABEF TRAINING SCHEDULE 2021 - 2022**

No.	Proposed Training Course	Duration	Dates	Cost Per Person
1.	I've Got The Power	3 hours	October 7, 2021	\$250 members \$300 non-members
2.	Work Life Balance, Harmony & Integration	3 hours	November 23, 2021	\$250 members \$300 non-members
3.	How to Build a more Resilient Business Post COVID-19	3 hours	Jan. 27, 2022	\$250 members \$300 non-members
4.	Labour Relations Phase II	4-10 weeks	Feb. - April, 2022	\$650 per person
5.	Building Better Relationship at Work	3 hours	Feb. 24, 2022	\$250 members \$300 non-members
6.	Leading with Heart: How to motivate, engage and Increase employee productivity	3 hours	March 24, 2022	\$250 members \$300 non-members
7.	Health and Safety Workshop	3½ hours	April 28, 2022	\$250 members \$300 non-members
8.	Accountability in the Workplace	3 hours	May 26, 2022	\$250 members \$300 non-members
9.	Labour Relations Phase I	6 weeks	June 6—July 15, 2022	\$550 members \$650 non-members
10.	How to utilize the Strategic Planning Process to Grow Sales and Productivity	3 hours	July 28, 2022	\$250 members \$300 non-members
11.	Customer Service Workshop	3 hours	August 25, 2022	\$250 members \$300 non-members

NB: Dates and Time subject to change



## ABEF Food Drive 2021

Last August, the Federation collaborated with its membership and embarked on a Food Drive initiative which was well received and deemed successful. We delivered over seventy (70) food bags and toiletries to the needy. As we wind down on our 70th Anniversary celebrations, we saw it prudent to spread more joy during the festive season 2021. We are pleased to report our second food drive was just as successful as the first. The success of the food drive came from the support of our considerate membership.

A Special "Thank You" is being sent to Sagicor Life Inc. for their generous contributions to this endeavour. Sagicor's contributions included resources in the form of two (2) team members to assist with packing, bags for packaging the food items, water bottles, plus a monetary donation.

On behalf of the Governing Committee, and Staff of the Federation, we wish to express our profound gratitude to the following companies for their unwavering support throughout this social outreach venture, namely:

- ◇ Abbotts Jewellery Limited
- ◇ Anjo Wholesale
- ◇ Antigua/ Barbuda Airport Authority
- ◇ Antigua Public Utilities Authority
- ◇ AVCO Corporate Services Limited
- ◇ A.S. Bryden & Sons (Antigua) Limited
- ◇ CGI Consumers' Guarantee Insurance
- ◇ Community First Co-operative Credit Union
- ◇ Eastern Caribbean Amalgamated Bank
- ◇ Eastern Caribbean Marina & Boatyard
- ◇ Financial Services Regulatory Commission
- ◇ Food Brokerage Services
- ◇ Geo. W. Bennett Bryson & Co. Limited
- ◇ Global Bank of Commerce
- ◇ Inter Island Sales & Supply Limited
- ◇ Kelcom International (Karib Cable)
- ◇ Kids Unlimited School
- ◇ KFC (Antigua) Limited
- ◇ Outdoor World Limited
- ◇ O.J.'s Bar & Restaurant
- ◇ Pastry's Limited t/a The Epicurean Fine Foods & Pharmacy
- ◇ Sagicor Life Inc.
- ◇ Thomas Watson Enterprises Limited
- ◇ Desai Gomes (National Mortgage & Trust Co. Ltd.)
- ◇ L. Noverly Edwards (Crossroads Centre)

We look forward to doing similar activities in the new year.



**Food bags packed and ready for distribution**  
photo by ABEF Secretariat



**Donation by Financial Services Regulatory Commission, photo by ABEF Secretariat**



**Sagicor Life Inc. contributions**





## ABEF Food Drive images



**Donation to the Happy Project and the Soup Kitchen**



**Donation to the Citizens Welfare Division**



**Donation to the Sunshine Home for Girls**



**Donation to the Bishop John E. Knight Golden Age Home**



**Donation to The Care Project**



**Donation to the Industrial Workshop for the Blind**

*Donations were also made to The Salvation Army. **Not pictured***

*Special thanks and appreciation is extended to Ms. J. Arlene Martin, Executive Secretary & Ms. Louisa Norris, Vice President for making the presentations on behalf of the Antigua & Barbuda Employers' Federation. Also, thanks to Mr. Shawn Maile for capturing the images and Ms. Alison Charles who assisted with the preparation of the packages.*

*We appreciated your time and effort.*

**Photographs by ABEF Secretariat**

## Industrial Relations Corner cont'd

### The Relationship Ends!

At some time, people will want to leave your firm, or you will want them to leave.

There are various ways in which this will happen:

- ◇ An employee will give notice.
- ◇ You will want to dismiss an employee.
- ◇ Where you will temporarily or permanently cease the employment for which the person was employed i.e. redundancy.

It is important for a company to have established policies and procedures to follow at the end of the relationship as in preparation for it.



### *When an employee gives notice the employer should:*

- ◇ Ensure that the procedures are laid down and if necessary, train appropriate staff in the procedures.
- ◇ Conduct an exit interview.
- ◇ Determine the reason for leaving, as this can often give a guide to reasons for staff turnover and/or dissatisfaction.
- ◇ Ensure the employee knows when the relevant documents and any money due will be sent.

### *If an employee is to be dismissed the employer should:*

- ◇ Establish that the disciplinary procedure has been followed.
- ◇ Inform the employee of decision.
- ◇ Be aware of legislation affecting dismissal.
- ◇ Be prepared to receive an appeal from the employee or employee's representative.
- ◇ Ensure that the dismissal is not unfair.
- ◇ Provide a written statement giving the reason for the dismissal within 7 days.
- ◇ If it is dismissal with notice, ensure that the correct period of notice is given.
- ◇ If it is summary dismissal, i.e. without notice, be very sure of the legal position and refer to the company's grievance and disciplinary procedures.

### *Where redundancy is concerned firms should:*

- ◇ Consider "the last-in-first-out" principle.
- ◇ Consider ability and suitability.
- ◇ Consider voluntary separation.
- ◇ Look for alternative employment for employees affected.
- ◇ Contact the trade union if employees are unionized.
- ◇ Compensate employees where applicable.



### **Ask yourself these questions!**

- ◇ Do we have a procedure for finding out why people leave?
- ◇ Do we have a clear redundancy policy which is understood by staff?

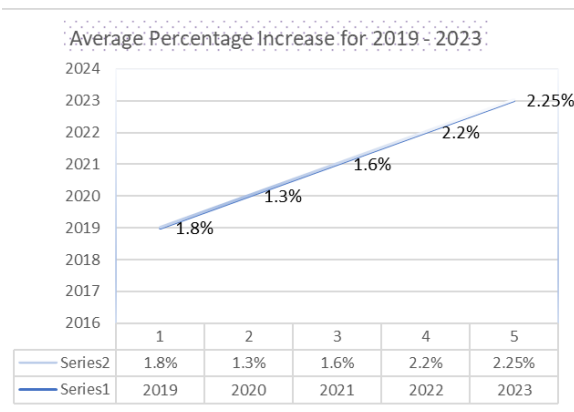


## Negotiations Concluded September - December 2021

No.	Company	Union	Period	%	Year 1	Year 2	Year 3
1.	Caribbean Union Bank (Line Staff)	ABWU	January 2019 - December 2021	3%	0%	1.5%	1.5%
2.	Caribbean Union Bank (Managerial Staff)	ABWU	January 2020 - December 2022	3%	0%	1.5%	1.5%
3.	Community First Co-operative Credit Union (Supervisory Staff)	ABFTU	August 2021 - July 2024	7.5%	2.5%	2.5%	2.5%
4.	Leeward Island Lifestyle Limited	ATLU	June 2021 - May 2023	7%	0%	4%	3%
5.	Sheer Rocks Restaurant	ABWU	December 2019 - November 2022	10.5%	3.5%	3.5%	3.5%
6.	Signature Flight Support	ABWU	May 2021 - April 2023	7.5%	2%	2.5%	3%
7.	Pipers Pharmacy Ltd.	ATLU	December 2020 - November 2023	0%			
<b>* Pipers Pharmacy Contract retained as expiring. Zero percent (0%) increase for the life of the contract</b>							

### Key

ABWU	Antigua & Barbuda Workers' Union
ABFTU	Antigua & Barbuda Free Trade Union
ATLU	Antigua Trades & Labour Union



Salary increases negotiation between September - December 2021

### With Deepest Sympathy

The Antigua & Barbuda Employers' Federation express condolences to the Management & Staff of those companies who would have lost team members during the year. We note the following companies:

- ◇ Antigua & Barbuda Airport Authority
- ◇ Antigua Commercial Bank
- ◇ Antigua Port Authority
- ◇ Board of Education
- ◇ Caribbean Union Bank



We pray God's continued guidance and protection as you mourn the loss of your respective staff member.





## Vision Statement:

To promote and protect the interest of our members and the general administration of employment relations through effective advocacy, collaboration, and social dialogue, by providing value-added services to facilitate an enabling environment for business sustainability and global competitiveness.

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### Visit us on the Web @

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<https://www.facebook.com/abempfed>

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Ms. Alison V. Charles, Administrative Assistant

## Mission Statement:

To be the pre-eminent Employers' Federation by effectively ensuring the viability and success of local and regional businesses to achieve global competitiveness.



### **Hello Members:**

We know that you have a lot going on and this year has been challenging; however, we want to drop you a note to wish you, your staff and your respective families, a blessed and peaceful Christmas Season .

We hope your day will be filled with fun, laughter and amazing surprises.

The Federation feels so blessed to have had the opportunity to be of service to your business in 2021. We look forward to the many new opportunities that await us all.

We encourage you to start thinking Big and planning Bigger. All the very best for 2022!

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