

2017 Caribbean Hurricane Season

Lessons Learnt The CWC Experience

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FLOW

The C& W Experience - Background



- **Over 150 years experience**
- **Comprehensive Business Continuity Management Framework (ISO2300)**
 - ✓ Natural & Man-Made Disasters Plans
 - ✓ BCM Plans - key operational area
 - ✓ Intra-island infrastructure- fail overs & redundancies
 - ✓ Crisis Management teams - Local & Regional
 - ✓ Documented processes
 - ✓ Annual internal audits/simulations
 - ✓ Emergency communication: Satellite Phones & 2 Way Radios
 - ✓ Decentralized stock
 - ✓ Employee Shelters
 - ✓ Integration with national disaster plans

Then This....

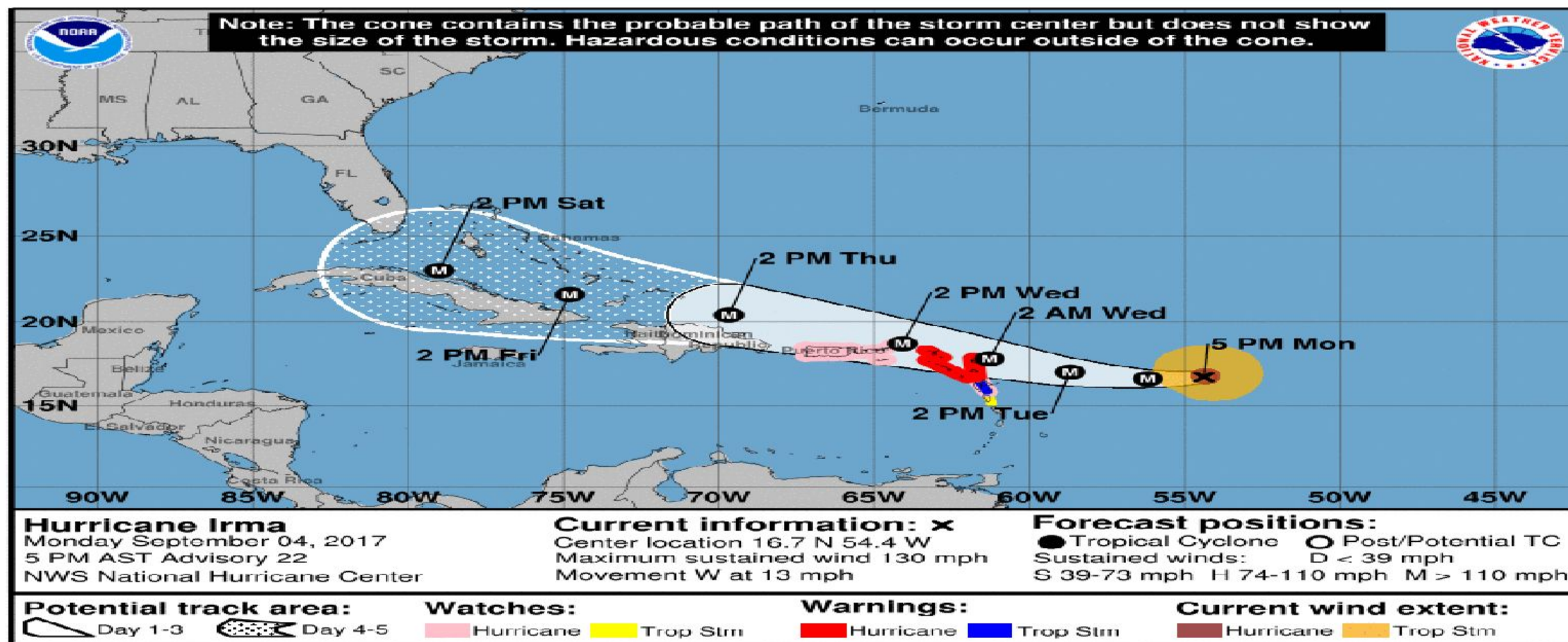
September 5, 2017

Hurricane Irma - Category 5 hurricane

- heads toward the Leeward Islands -185 mph



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HURRICANE MARIA

13th named- Category 5 - Monday September 18th, 2017

Impacted Dominica at approximately 9:35pm wind speeds of 155 mph. then impacted Antigua and Barbuda, Montserrat and St. Kitts and Nevis on September 19th, 2017, Virgin Islands September 19 – 20



2 Cat 5 Hurricanes in One Season

- Hurricane Irma - strongest hurricane ever recorded in the Atlantic Ocean outside of the Gulf of Mexico and Caribbean Sea.
- Hurricane Maria - first Category 5 hurricane to strike the island of Dominica on record.
- **Hurricanes of such intensity occur once every three years in this region on average.**
- **Only in six seasons—1932, 1933, 1961, 2005, 2007, and 2017—has more than one Category 5 hurricane formed.**
- **Only in 2005 have more than two Category 5 hurricanes formed**
- **Only in 2007 and 2017 did more than one make landfall at Category 5 strength.**

Source: National Hurricane Centre

The C& W Experience – Hurricane Irma

BVI IMPACT

Source: CNN



The C& W Experience –Damages sustained...

BVI –Main Damages –External Plant, Poles



The C&W Experience –Damages Sustained

TURKS & CAICOS : MAIN DAMAGES -TOWERS



The C&W Experience- Hurricane Season: 2017

Example of Damages per Island -Periodic Reporting...

BU	No of Total 2G Site	No of 2G Site Partially down	Complete/Partial Down Fault Summary			
			Power	Transmission	Tower Destroyed	
Antigua	40	2	2	10		
Anguilla	23	4	5	1	10	
St. Kitts & Nevis	47	2	4			
British Virgin Islands	41	2	24	14	1	
Montserrat	6			2		
Turks & Caicos	21		18		3	
Total	178	10	53	27	14	

The C&W Experience –Major Challenge

❖ Importation of equipment/supplies into affected islands....

Bureaucratic red tape delayed restoration efforts...

- ✓ Required – Legislation/Agreement with Governments to enable quicker resolution times for importation of telecommunications equipment following a disaster.

The C&W Experience –Lessons Learnt

- 1. Humanitarian needs – Priority**
- 2. Secondary disasters to be considered with impact of major hurricane**
 - Flooding impact – Dominica
- 3. Replacement costs for major infrastructure to be pre-determined**
 - replacement costs of existing infrastructure vs. replacement costs for improved infrastructure
- 4. Closer collaboration with interested parties/major customers**
 - be aware of their needs during a disaster : major customers were given shelter
- 5. More Satellite phones deployment to enable communication when major network down**

Thank you...