2017 Caribbean Hurricane Season

Lessons Learnt
The CWC Experience

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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
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 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- Hurricane Season: 2017

**Example of Damages per Island -Periodic Reporting...**

<table>
<thead>
<tr>
<th>BU</th>
<th>No of Total 2G Site</th>
<th>No of 2G Site Partially down</th>
<th>Complete/Partial Down Fault Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Power</td>
</tr>
<tr>
<td>Antigua</td>
<td>40</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Anguilla</td>
<td>23</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>St. Kitts &amp; Nevis</td>
<td>47</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>British Virgin Islands</td>
<td>41</td>
<td>2</td>
<td>24</td>
</tr>
<tr>
<td>Montserrat</td>
<td>6</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Turks &amp; Caicos</td>
<td>21</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>178</strong></td>
<td><strong>10</strong></td>
<td><strong>53</strong></td>
</tr>
</tbody>
</table>
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…