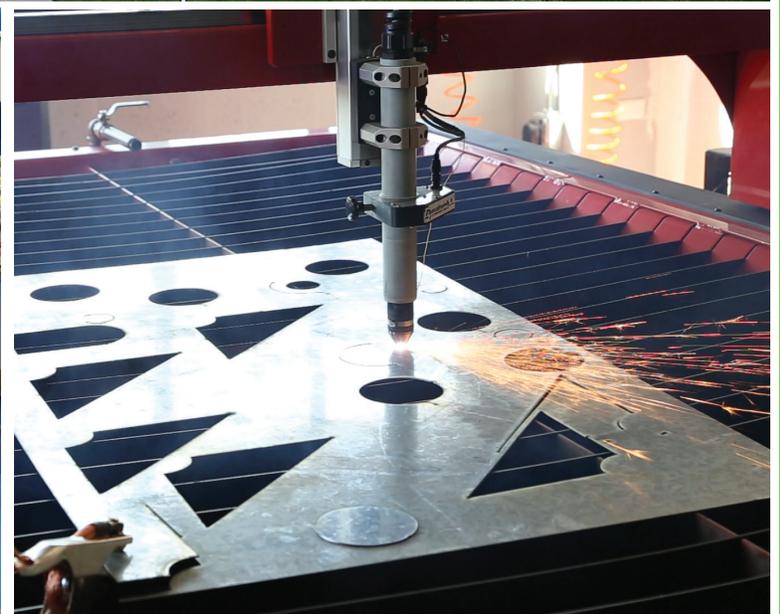




Eco-Industrial Development Company of Tobago Ltd

# TENANT HANDBOOK

INVEST | WORK | PROSPER



# WELCOME

The Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd takes great pleasure in welcoming you as our tenant at Cove Tobago!

E-IDCOT has prepared this Tenant Handbook to assist in making your onboarding process and your occupancy at Cove Tobago, as comfortable and rewarding as possible.

This Handbook is designed to acquaint you with the policies, practices and procedures at Cove Tobago and serves as your ongoing reference document for questions and services pertaining to your leased space at the Park.

This Handbook in no way amends the provisions of your Lease Agreement. In the event of a conflict between the information in this Handbook and your Lease Agreement, the provisions in your Lease Agreement must take precedence.

Should you have any further questions or require further assistance with regard to your assigned premises or land space, please feel free to contact the Park Maintenance & Administration Department at 1 868 635-2683/660 2683 or email [park.manager@e-idcot.co.tt](mailto:park.manager@e-idcot.co.tt).

We look forward to partnering with you in a mutually rewarding relationship.



# CONTENTS



The Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd	3
Cove Tobago	4
Tenets of Cove Tobago	5
Built Development Zone	6
Multi-Producer Units (MPUs)	7
Factory Shells	8
Land Spaces	9
Fees	10
Payments	10
Utilities	11
Parking Facilities	12
Maintenance and Use of Common Areas	12
Facilities Management Services	13
Support Services and Amenities	14
Planned Developments	14
Constraints and Restrictions	15
Construction Activities	18
Emergency/Evacuation Procedures and HSSE Requirements	19
Addressing Breaches	20
Key Contacts: Emergency and Essential Numbers	21
Other Useful Contact Information	22
Corporate Social Responsibility (CSR)	23



# ABOUT E-IDCOT

**The Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd** was established by the Tobago House of Assembly (THA) in 2009, as a wholly-owned, private Limited Liability Company. E-IDCOT was formed as one of the executing agencies responsible for driving economic development and transformation in Tobago, in furtherance of the goals and objectives of the THA's Comprehensive Economic Development Plan (CEDP).

The core mandate of E-IDCOT is to facilitate the development and diversification of the Tobago economy beyond tourism, through the environmentally sustainable production of goods and services on the island, ensuring alignment with the branding of Tobago as *"Clean, Green, Safe and Serene"*.

To fulfill its mandate, E-IDCOT will develop, promote and manage several Eco-Industrial Parks in Tobago, the first of which is Cove Tobago.

# COVE TOBAGO

Cove Tobago is the flagship project of the Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd and is one of the first Eco-Industrial Parks in the Caribbean. This fully secured Park embraces the philosophy of sustainable development and spans 56.6 hectares (140 acres), of which 28.3 hectares (70 acres) are identified for tenancy of leased land. Additionally, the Park is fully outfitted with all the necessary infrastructure to accommodate new and expanding businesses, within our target industry clusters.

Cove Tobago offers –

- Fully serviced land
- Built spaces
- Easy access to affordable utilities
- ICT infrastructure
- Professional support

Cove Tobago began its life from a study done by the Savonetta Group on “*Development Opportunities for Tobago using Natural Gas 1998*”, as a result of the discovery of oil and gas in Tobago’s water. The establishment of an Eco-Industrial Park was a critical element of the overall strategy to diversify Tobago’s economy away from its overdependence on tourism, through the location, growth and development of environmentally sustainable local, regional and international businesses.

As a country, Trinidad and Tobago is signatory to numerous bi-lateral, multi-lateral and international trade agreements with countries within Africa, Asia, Europe, Latin and North America. Established investors can therefore expand and grow their businesses. Prospective investors also have the opportunity to progress good business ideas from conceptualisation to profitable commercialisation.



# TENETS OF COVE TOBAGO

Cove Tobago is an Eco-Industrial Park (EIP) in which businesses cooperate with each other and the local community to operate in an environmentally responsible manner. The objective is to achieve increased efficiency and productivity, thus enabling our tenants to be competitive both on a national and global scale.



## TENANTS ARE EXPECTED TO MAKE BEST EFFORTS TO:



**Reduce**  
waste & pollution



**Minimise**  
carbon footprint



**Share resources**  
efficiently



**Achieve**  
sustainability



**Increase economic value –**  
both at Cove Tobago and the island of Tobago as a whole



# BUILT DEVELOPMENT ZONE

The Cove Tobago Built Development Zone currently comprises two (2) Multi-Producers Units and two (2) Factory Shells, named after well-known entrepreneurs of Tobago.

All tenants wishing to lease spaces in the Built Development Zone are responsible for all modifications necessary to execute daily operations. The tenant must request the approval of E-IDCOT to undertake all significant infrastructural changes and installation of external signage. Written confirmation is provided by E-IDCOT upon approval.

Additionally, these spaces are non-transferable and cannot be leased or sublet. Tenants are required to use the units for the purpose for which they were leased and contracted.

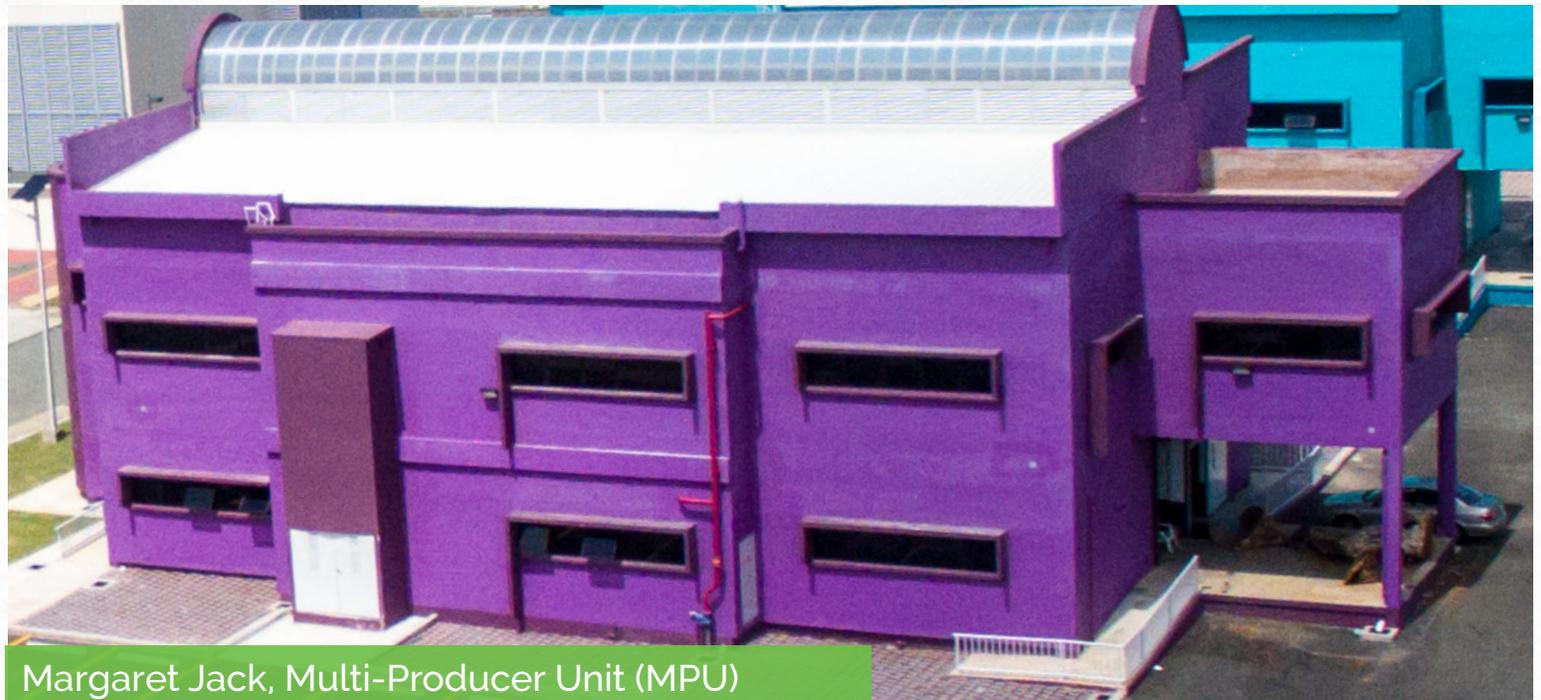
# MULTI-PRODUCER UNITS

Multi-Producer Units (MPUs) are designed to facilitate the manufacturing operations of small businesses. These facilities can be outfitted to meet the operational needs of the tenant. In addition, our MPUs are compliant with local and international standards to facilitate the tenant's need to obtain relevant certifications required to pursue the exportation of their products.



Caroline Sophia Cowie Multi-Producer Unit (MPU)

This structural steel-framed building is designed for light manufacturing and agro-processing operations. It comprises two (2) levels, with four (4) units on each level. Each unit ranges from 53.2 m<sup>2</sup> (573 ft<sup>2</sup>) to 130.1 m<sup>2</sup> (1,400 ft<sup>2</sup>) and include common services areas such as a service lift, loading bay, welfare and safety facilities and all supporting infrastructure (electricity, telecommunications and water).



Margaret Jack, Multi-Producer Unit (MPU)

Like its sister building, the Margaret Jack MPU was configured as a twin to the Caroline Sophia Cowie MPU. This unit also comprises two (2) levels with four (4) business units on each floor, ranging from 53.2 m<sup>2</sup> (573 ft<sup>2</sup>) to 130.1 m<sup>2</sup> (1,400 ft<sup>2</sup>). All common services and supporting infrastructure are the same as the Caroline Sophia Cowie MPU.

# FACTORY SHELLS

Factory Shells are available to businesses requiring space for manufacturing or other operations, in alignment with the Park's designated activities. Factory Shells will be maintained by E-IDCOT according to the provisions listed in the Lease Agreement. These Factory Shells measure a minimum of 278.71 m<sup>2</sup> (3,000 ft<sup>2</sup>) and some units provide additional office space of approximately 111.5 m<sup>2</sup> (1,200 ft<sup>2</sup>).



Isaac T. Mc Leod Factory Shell

Located at the north-western side of Cove Tobago, this building is ideal for light manufacturing and consists of two (2) units with 278.71 m<sup>2</sup> (3,000 ft<sup>2</sup>) of factory space and 111.5 m<sup>2</sup> (1,200 ft<sup>2</sup>) of office space. The building has been constructed with common services areas such as loading bay, welfare and safety facilities and all supporting infrastructure (electrical, telecommunications and water).



Rufus Phillips Factory Shell

Built as a twin to the Isaac T. Mc Leod Factory Shell, the Rufus Phillips Building is also ideal for light manufacturing and consists of 278.71 m<sup>2</sup> (3,000 ft<sup>2</sup>) of factory space and 111.5 m<sup>2</sup> (1,200 ft<sup>2</sup>) of office space. It has been constructed with all common services, welfare and safety facilities, utilities and amenities.

# LAND SPACES

Cove Tobago offers leased land for tenants who are desirous of constructing their own production facility. All lots have already been prepped for the connection of utilities.

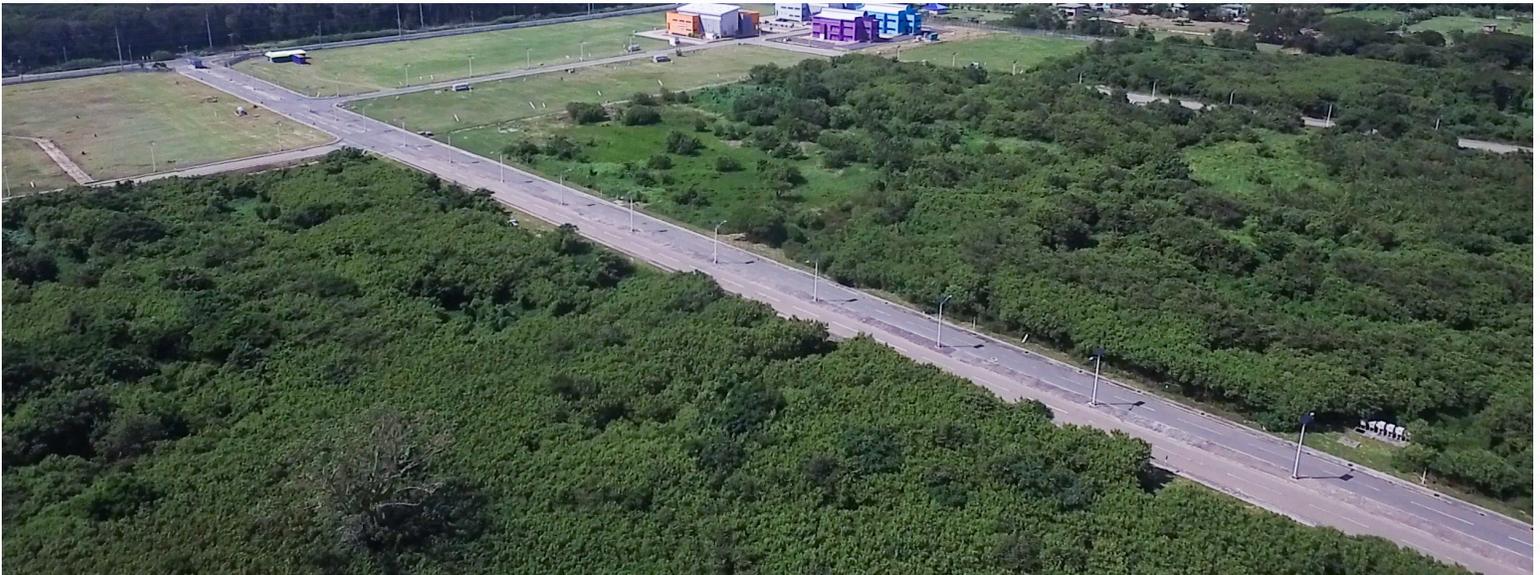


## SCHEDULE OF LOTS

28.3 hectares (70 acres) of the 56.6 hectares (140 acres), have been developed for tenancy and lots are available in varying sizes from:

- Small plots ranging from 743.2 m<sup>2</sup> (8,000 ft<sup>2</sup>) to 2,500 m<sup>2</sup> (26,909.78 ft<sup>2</sup>)
- Medium sized plots between 2,500 m<sup>2</sup> (26,910 ft<sup>2</sup>) to 4,999.9 m<sup>2</sup> (53,819 ft<sup>2</sup>)
- Large plots from 5,000 m<sup>2</sup> (53,820 ft<sup>2</sup>) to 10,000.1 m<sup>2</sup> (107,640 ft<sup>2</sup>)
- Larger spaces can be negotiated.

A standard thirty (30) year agreement is applicable for all land leases.



All buildings constructed on leased land must meet all the rules and regulations stipulated by the relevant statutory bodies, including the Town and Country Planning Division and the Environment Management Authority (EMA). These must also conform to the terms and conditions of the Lease Agreement.

# FEES



<b>Commitment Fee</b>	Equivalent to one (1) month's rent and is payable when the Letter of Intent is signed.
<b>Common Services Fee:</b> <i>Built space</i>	\$2.48 per m <sup>2</sup> / \$0.23 per ft <sup>2</sup> .
<b>Common Services Fee:</b> <i>Land Space</i>	
<b>Over 1.6 hectares / 4 acres</b>	\$1,111.50 per hectare / \$450.00 per acre, per month.
<b>0.4 - 1.6 hectares / 1-4 acres</b>	\$1,235.00 per hectare / \$500.00 per acre, per month.
<b>Less than 0.4 hectares / 1 acre</b>	\$1,482.00 per hectare / \$600.00 per acre, per month.
<b>Security Deposit</b>	Equivalent to one (1) month's lease rent.
<b>Premium</b>	Equivalent to two (2) months lease rent, recoverable and applied to the first two (2) month's rent.
<b>Legal Fees</b>	Stamp Duty and fees associated with the registration of the Lease.

*Please note that these fees are subject to change without prior notice.*



# PAYMENTS

Tenants will be billed on a monthly basis for lease rent and common services fees.

## PAYMENT METHODS

Payments for the lease of facilities and common services for established tenants are due from the date stated on your Lease Agreement and are payable to the Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd. These payments can be made via certified cheque or with the cheque of a registered business. Personal cheques will not be accepted.

All cheques are to be submitted to E-IDCOT's office.

## PENALTIES

As outlined in the Lease Agreement, failure to pay lease rent, or any charges due to E-IDCOT, will attract interest equivalent to the Basic Prime Interest Rate. This will be applied to the period from the date from which the payment was due to the date the outstanding payment is made.

## QUERIES

Any queries related to outstanding fees or methods of payment are to be directed to E-IDCOT's Finance and Administration Department at 635-2683 / 660-2683, or via email at [account.officer@e-idcot.co.tt](mailto:account.officer@e-idcot.co.tt).

# UTILITIES

Cove Tobago is currently outfitted with the following utilities and amenities:

- Water – potable and grey
- Natural Gas
- Road infrastructure and drainage
- Wastewater collection and treatment ponds
- Underground infrastructure for a 12 kVA electricity supply
- Underground infrastructure for the provision of telecommunication services
- Perimeter fencing, security personnel and canine patrols
- Solar street lighting



# PARKING FACILITIES



Within the Built Development Zone of Cove Tobago, parking spaces are allocated based on the size of the space to be occupied by each tenant. These allocations are clearly defined in the Lease Agreement. **All assigned parking will be clearly labelled.**

In accordance to the parking allocation specified in the Lease Agreement, parking passes, which will also serve as a **Park Entry Pass**, will be issued for vehicles belonging to tenants and agents. Land-based tenants will initially be issued three (3) passes.

Additional passes will only be issued upon written request. These passes are to be returned upon the termination or expiration of the Lease Agreement.

**Land-based tenants must include parking spaces within the premises of the leased property to accommodate employees and business operations.** These include warehouse trucks, personal vehicles, company vehicles, etc.

When the allocated spaces are fully utilised, a common parking area will be designated for visitors and for use by tenants.

**No parking will be allowed on the road ways, access areas, entrances and other common areas that will be in use by the other tenants and users of Cove Tobago.**

# MAINTENANCE AND USE OF COMMON AREAS

Common areas are defined as spaces and facilities available to all users of the Park and are not owned by, or assigned to any specific tenant. These include roads, pedestrian ways, forecourts, landscaped areas, sidewalks, sewers, water mains, signs, street lights, telephone ducts, etc. Common areas may also include any other areas authorized by E-IDCOT for use by all tenants and occupiers of Cove Tobago.

Tenants should familiarize themselves with the rules and regulations of the Park, as failure to comply with these guidelines may result in significant financial penalties. Tenants must therefore be mindful of the following:

- Cove Tobago is outfitted with roads and infrastructural development for the use of all tenants. It is therefore the responsibility of all tenants to ensure that their activities do not interrupt or obstruct the flow of traffic or free movement of any person and/or any tenant's business operations;
- Tenants are prohibited from constructing access roadways linking the leased property to the adjoining roads. Approval for such constructions must be acquired in writing from E-IDCOT;
- E-IDCOT is responsible for the maintenance, operating, repairs and/or replacement (where necessary) of the facilities and equipment servicing Cove Tobago;
- Common services provided by E-IDCOT includes - security, garbage disposal and coordination of emergencies.

# FACILITIES MANAGEMENT SERVICES

E-IDCOT reserves the right to enter the leased property at any reasonable time or times, for the purpose of inspecting the space being occupied and its surroundings. Forty-eight (48) hours prior notice will be given to the tenant.



## TENANTS OCCUPYING BUILT SPACES

Locks to the leased property are not to be changed without prior written approval from E-IDCOT. In the event of such an occurrence, the tenant must provide E-IDCOT with a copy of these replacement keys within twenty-four (24) hours.

The tenant is responsible for the maintenance of all occupied building space, plant, machinery and other structures on the leased property. The use of Personal Protective Equipment (PPE), safety devices and equipment on site must comply with statutes relevant to the respective safety devices.

At the end of the tenant’s tenure, the tenant must ensure that the leased built space and all structures on the leased property are left in a clean, orderly and sanitary condition.

## TENANTS OCCUPYING LAND SPACE

The tenant is responsible for the maintenance of all structures on the leased property at the tenant’s own expense.

### REQUESTING MAINTENANCE SERVICES

In instances where tenants require major repairs to built space or land-based infrastructure, a request must be made to the Manager – Park Maintenance and Administration. The request will be logged and a time frame given for resolution.

Periodic updates will be provided to the tenant.

# SUPPORT SERVICES AND AMENITIES



## SECURITY

Providing a safe and secure environment is fundamental to the success of Cove Tobago and its tenants. As such, E-IDCOT has implemented provisions necessary to protect facilities, infrastructure, tenants, visitors and other resources, for the successful operations of Cove Tobago.

The entire perimeter of the Park is fenced with primary security at the entrance to the Park on a 24/7 basis, where standard visitor checks will be conducted. At nights, a canine patrol will be in operation throughout the Park.

Tenants will be responsible for securing their own premises and assets.

## WASTE/GARBAGE DISPOSAL

All tenants must act in accordance with the guidelines established for the garbage disposal system on the Park.

Tenants are required to place solid waste in the designated central location and E-IDCOT is responsible for clearing these centralized bins as required.

The tenant is responsible for the disposal of industrial waste generated from their operations, which should not be placed in the centralized bins.

## CLEANING SERVICES

The cleaning and upkeep of the common areas and facilities in the Built Development Zone is the responsibility of E-IDCOT.

## MAIL SERVICE

Tenants are required to arrange the direct delivery of mail to their office or business location.

## PLANNED DEVELOPMENTS



### AMENITIES

- A convenience store
- A food court
- Conferencing facilities
- A document centre
- Banking facilities



### INFRASTRUCTURE

E-IDCOT will undertake the further development and construction of the Built Development Zone at Cove Tobago. Planned development will include the following facilities -

- Essential Oils Complex
- Animation Training Studio
- Container Handling Port
- Administrative Complex
- Innovation Centre
- Shared Business Centre
- Business Incubators
- Multi - Producer Units (MPUs)
- Five (5) Factory Shells

# CONSTRAINTS AND RESTRICTIONS

All Factory Shells and structures constructed by tenants outside of the Built Development Zone will be done at the expense of the tenant.



## FACTORY SHELLS

Tenants of Factory Shell spaces must adhere to the rules and guidelines outlined in the Lease Agreement. Upon signing the Lease Agreement and taking possession of the Factory Shell to commence business operations, the tenant must not deviate from the mandate and policies of E-IDCOT.

Tenants must ensure that its business practices and operations comply with the requirements of all Statutory Bodies and must uphold the standards required by all municipal safety bodies.

Factory Shells built by E-IDCOT require very little additional construction activity. However, if there is a need to engage in construction activities to facilitate business operation, business expansion or enhancement, approval must be sought from E-IDCOT. The Factory Shell interior spaces may be outfitted with basic utilities and the necessities for business.

Tenants are not permitted to install machinery and/or other equipment, or engage in other activities that may cause permanent damage to the Factory Shells. Any damages caused to the facilities as a result of these or other activities must be repaired or replaced at the tenant's own cost.

Tenants are required to keep the leased space clean and in good sanitary condition, including the disposal of any waste accumulated, at least once per week.



## MULTI-PRODUCER UNITS (MPUs)

The rules governing tenants of MPUs are the same as those occupying Factory Shells. Tenants of MPU spaces must adhere to the rules and guidelines outlined in the Lease Agreement and upon handing over of the leased space for business operations, must not deviate from the mandate and policies of E-IDCOT.

One unique feature of the MPUs is that they contain a common entrance and common areas. All tenants will be issued a key to their respective building, as well as to their assigned units. Security will control access to the Park after standard operating hours.

Tenants of the MPUs are prohibited from using the common areas for storage, operation or the placement of items that may cause nuisance to other tenants or persons.

# CONSTRAINTS AND RESTRICTIONS (Cont'd)

## SITE DEVELOPMENT AND MAINTENANCE - LAND BASED TENANTS

Approved land-based tenants at Cove Tobago must comply with E-IDCOT's standards and those of all Statutory Bodies regarding site development of the leased land.

E-IDCOT reserves the right to suspend or terminate any site development that may not be in accordance with established statutes and regulations. Likewise, other Statutory Bodies can intervene and suspend or terminate site development which contravenes the Statutory Body's guidelines and procedures.



# CONSTRAINTS AND RESTRICTIONS (Cont'd)

## EFFLUENT/WASTE CONTROL



Tenants are required to take the necessary steps to ensure that there are no negative impacts on the surrounding environment as a consequence of any emission, effluent and/or wastes emanating from its operations on the leased property.

Tenants must ensure that all required statutory approvals are obtained prior to the start of operations on the Park.

The terms and conditions of the Lease Agreement stipulate that there should be no effluent, i.e. toxic substance, fuel, chemicals, water, refuse, oil, grease or other liquid, gaseous, solid or other deleterious matter, emanating from, or on the leased property or any buildings structures or equipment or machinery. Any effluents released must be neutralised to the following standards:

- Must not have a biochemical oxygen demand in five (5) days, greater than 50 mg per litre of effluent per day;
- Must not contain suspended solids greater than 50 mg per litre of effluent per day;
- Must not have a pH outside the range of 6 to 9;
- Must not contain any visible traces of oil or grease in quantities more than 10 mg per litre in the effluent;
- Must not be at a temperature not more or less than 3 degrees centigrade compared to the temperature of the surrounding environment;
- Must not cause the water in any drain or water course to be or become poisonous or injurious to life, or cause bodily harm;
- Must not allow the sound level, for an eight (8) hour time weighed average, to exceed seventy (70) decibels at the boundary of the leased property.

Tenants are not to form any refuse dump, rubbish or scrap heap on the leased property, except if is necessary for business. In this instance, such waste must be compiled in a tidy and orderly manner.

Tenants must keep all vacant land of the leased property clean and in good order and remove all rubbish and scrap that may have accumulated on the leased property once per week. These may include: all used tins, cans, boxes, other containers and wrapping material.

Grease or oils must not be allowed to escape or be deposited into the surrounding areas of the leased premises, watercourses, existing or proposed general drainage and/or sewerage system on the premises of Cove Tobago.

Tenants must freeze and bag all grease and oils (or employ any other method acceptable to E-IDCOT), remove all such grease and oils from the compound and dispose of it in a manner acceptable to the Lessor and in accordance with the applicable Local Health and other Statutory Authorities' rules and regulations.

In compliance with the standards set out above, tenants are required to conduct sampling procedures for effluent, at least once during the first week of January, April, July and October of every year of the lease term. The tenant shall also provide E-IDCOT with copies of the reports on each test within thirty (30) days after the tests have been conducted. These reports must include a mitigation plan for addressing non-compliance with the guidelines set out in A to G above.

# CONSTRUCTION ACTIVITIES

All buildings and structures to be constructed by land-based tenants must be approved by the Town and Country Planning Division, the Division of Health Wellness and Family Development, as well as all relevant Statutory and Regulatory Bodies.

In compliance with the Civil Aviation requirements, E-IDCOT therefore requires that all buildings to be constructed at Cove Tobago must remain within the range of thirty-five (35) meters in height, approximately three (3) stories.

Any structure being built must be of appropriate size, allowing for sufficient parking within the leased space, to accommodate the tenant, employees and any vehicular activities required for the operation of the business.

Prior to submission to the Town and Country Planning Division, tenants proposing to undertake building works must submit to E-IDCOT two (2) copies of the proposed elevation drawings and site and floor plans. These will be reviewed for compliance and a response given within three (3) weeks of submission.

## SIGNAGE

Tenants must display the name of the business and the nature of their trade. The display of any signs, picture or advertisement, notice or placard, lettering or decoration whatsoever on any part of the exterior of the leased property is not permitted, unless consent is received from E-IDCOT.

## LANDSCAPING AND GENERAL MAINTENANCE

E-IDCOT is responsible for landscaping and maintaining the verge, i.e. the space between the roadways and the building structures of tenants who have their own structures. The building line set back is 7.5 m and the verge width is 4 m. All land-based tenants are responsible for landscaping and maintaining the leased land space.

E-IDCOT is responsible for landscaping the Built Development Zone, which includes Factory Shells and Multi-Producer Units.



# EMERGENCY / EVACUATION PROCEDURES AND HSSE REQUIREMENTS

Emergency operations on the Park are governed by the Disaster Management Plan and administered by the Disaster Management Committee of E-IDCOT. All tenants must obtain a copy of this Disaster Management Plan and familiarise themselves with the document and required actions in the event of an emergency.

The HSSE practices of the Park will be frequently updated to ensure that persons and property are protected. These will be communicated in writing to each tenant.

E-IDCOT will host quarterly tenant meetings to inform tenants of new policies and activities on the Park. General issues can also be raised and addressed at this forum. While it is not mandatory to attend these meetings, it is strongly recommended that a company representative is present.

Each tenant of Cove Tobago should ensure the following are effected:

- Compliance with the Occupational Safety and Health Act 2004, as amended 2006 and any other relevant legislation
- Compliance with E-IDCOT's HSSE Management System and Policy
- Development and maintenance of a company HSSE Management System and Policy
- Acquisition of the Disaster Management Plan for Cove Tobago
- Acquisition of a Certificate of Environmental Clearance (CEC) from the Environmental Management Agency (EMA), where applicable, prior to undertaking any works
- Compliance with the terms and conditions of the Certificate of Environmental Clearance by all contractors under the purview of the tenant
- Development and implementation of an Emergency Response Management Plan for the leased premises
- Identification and assignment of a Muster Point
- Acquisition of an HSSE specific plan (from the building and construction contractor) which must be approved by E-IDCOT prior to the commencement of any works
- Conduct of a risk assessment to identify potential hazards and job hazard analysis to identify unsafe conditions in order to take the necessary precautions before commencement of work
- Implementation of safe work practices, appropriate to the work being undertaken
- Provision of and stipulation of use of Personal Protective Equipment (PPE) and clothing, as required
- Development and implementation of a Waste Management Plan
- Execution of periodic evacuation drills

All tenants are required to attend the orientation scheduled by E-IDCOT.

In the event of a Park-wide emergency, the Disaster Management Committee of E-IDCOT will be responsible for leading the required coordinated response activities.



# ADDRESSING BREACHES

In the event a tenant fails to observe or perform an established tenant-related covenant as outlined in the Lease Agreement, E-IDCOT has the right of re-entry to the leased property to address this non-compliance.

Should E-IDCOT observe that repairs and/or maintenance works are required on the leased property, notice will be given in writing, specifying the necessary works to be done to the property. The tenant will then be required to execute said works at the tenant's own expense and within a specified time frame.

If E-IDCOT observes that repairs and/or maintenance works are not undertaken on the system employed for the treatment of effluent in a timely manner, notice will be given in writing, specifying the necessary works to be done to the property. The tenant will then be required to execute said works at the tenant's own expense and within a specified time frame.

If the tenant fails to conduct repairs within twenty-eight (28) days after receiving notice, E-IDCOT reserves the right to enter the leased property for the purpose of conducting repair works and the cost attached to those repair works shall be a debt due from the tenant to the E-IDCOT.



# KEY CONTACTS: EMERGENCY AND ESSENTIAL UTILITIES

The Eco-Industrial Development Company of Tobago (E-IDCOT) Ltd

660-COVE (2683) / 635-COVE (2683)  
Extensions – Front Desk: 1221  
Park Management: 1226

## EMERGENCY NUMBERS

Tobago Information Technology Centre

211

Tobago Emergency Management Agency (TEMA)

660 - 7489

Trinidad & Tobago Police Services – Scarborough

639 - 1200

Trinidad & Tobago Police Services – Shirvan Road Police Station

639 - 8888

Trinidad & Tobago Fire Services

639 - 1000 / 639 - 2108

Ambulance / Emergency Health Services (EHS)

639 - 2781 / 639 - 4444

Scarborough General Hospital

660 - 4744

Occupational Safety & Health Administration (OSHA)

623 - OSHA (6742)

## UTILITIES

Trinidad & Tobago Electricity Commission (T&TEC)

Business: 639 - 2541 / 2015  
Emergency: 639 - 2451

Telecommunications Services of Trinidad and Tobago (TSTT)

824-TSTT (8788)

Digicel

Shirvan Road, Tobago: 399 - 9924  
Customer Care - Mobile: 100  
Fixed Line: 399 - 9999  
Digicel Business: Mobile: 600  
Fixed Line: 299 - 6600

Water and Sewerage Authority (WASA)

662 - 2302

National Gas Company of Trinidad and Tobago Ltd (NGC)

639 - 4662 / 639 - 4680



# OTHER USEFUL CONTACT INFORMATION

Customs & Excise Division

Tobago: 639 - 2415  
Trinidad: 625 - 3311

Port Authority of Trinidad & Tobago

Trinidad: 623 - 2901 / 5  
Tobago: 639 - 2668 / 2416

Airports Authority of Trinidad & Tobago (AAT)

Trinidad: 669 - 2288 / 669 - 4880  
Tobago: 639 - 8547 / 639 - 8389

InvesTT

675 - 1989

ExporTT

Head Office: 623 - 5507  
Trade Certification Unit: 625 - 2363 / 625 - 0520  
Tobago: 639 - 4067 / 639 - 2549

Board of Inland Revenue (Tobago)

639 - 4412

Trinidad and Tobago Chamber of Industry and Commerce

Trinidad: 637 - 6966  
Tobago: 639 - 2669

Trinidad and Tobago Postal Service Corporation (TPOST)

669 - 5361

The National Insurance Board (NIB)

625 - 4647

Division of Finance and the Economy

639 - 4412 / 299 - 0771

Division of Community Development, Enterprise  
Development & Labour

639 - 4818

Trinidad and Tobago Bureau of Standards (TTBS)

662 - 8827

The Caribbean Industrial Research Institute (CARIRI)

299 - 0210

Ministry of Trade and Industry

623 - 2931

Information on Business Registration, Import and Export Licences, Work Permit Application, National Insurance Board (NIB) Application, etc. can be found at [www.ttbizlink.gov.tt](http://www.ttbizlink.gov.tt).

For further information and useful links, visit our website – [www.e-icdot.co.tt](http://www.e-icdot.co.tt).



# CORPORATE SOCIAL RESPONSIBILITY

E-IDCOT is committed to the sustainability of the environment, as well as harnessing and nurturing the innovative and entrepreneurial capacity of Tobago, with the objective of enhancing the quality of life for all. The company is especially attentive to its mandate to be a model corporate citizen attuned to the island's brand, "Clean, Green, Safe, Serene", by ensuring that eco-sensitivity and eco-sustainability are fundamental pillars of development at Cove Tobago. Thus, our role extends beyond the provision of efficient and well-equipped facilities for new and expanding businesses.

To achieve this, we have adopted various strategies and have partnered with numerous strategic stakeholders to provide the necessary resources and tools required for the further growth and enhancement of our fledgling entrepreneurs and innovators.

We invite you to design and implement your Corporate Social Responsibility and also look forward to your participation in our CSR strategies and activities.

## BUSINESS INCUBATOR

### COMMUNITY OUTREACH

To achieve its mandate, E-IDCOT will engage communities, with the objective of translating entrepreneurial thought and innovation to commercialisation. Fledgling entrepreneurs on the island will be engaged and relevant training and technical support will be facilitated with the aim of converting entrepreneurial thought to entrepreneurial success stories.

E-IDCOT will foster the creation of an export landscape in Tobago and entrepreneurs will be sensitized to new possibilities and markets to expand their businesses beyond the shores of Tobago.

## INTERNAL ENGAGEMENT

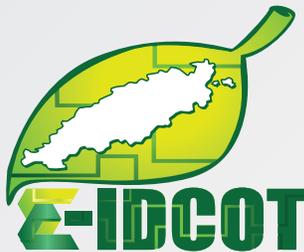
In keeping with its mandate, mission and vision, an internal culture of "practising what we preach" must be evident at Cove Tobago. Employees and tenants must become champions of the sustainability brand of Cove Tobago, with focus on pioneering innovative methodologies for implementation into the Cove Tobago business model, which can also be adopted by other businesses.

## HEALTH AND SUSTAINABILITY

Online vehicles will be leveraged to disseminate practical information geared towards the overall improvement of lives and persons' well being. Such information will include –

- Reduction of carbon footprint
- Waste reduction strategies
- Energy saving tips
- Repurposing
- Reduce, Reuse, Recycle





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