

# HOW WE HELP YOUR BUSINESS



L'expérience de l'avenir



**MCCI**

THE MAURITIUS CHAMBER  
OF COMMERCE AND INDUSTRY

HOW WE HELP  
YOUR BUSINESS



# ACHIEVE SUCCESS

The Mauritius Chamber of Commerce and Industry (MCCI) takes pride in its long and illustrious history. Founded on 25 January 1850, it is the oldest not-for-profit private sector institution in Mauritius. Through colonialism, Independence, early economic diversification and accelerated trade liberalisation on the international front, the MCCI has outstandingly faced the daunting challenges to support the trading and business community in its quest for sustainable success.

Over its long existence, the MCCI has always strived to reinvent itself and gone from strength to strength to remain relevant and consistent in its mandate, i.e. working for the benefits of entrepreneurs while significantly contributing to the economy. The institution lives up to its Mission Statement which is: "To serve and promote the interests of the business community in playing a leading role in the economic development of Mauritius".

The MCCI is ideally structured to provide a wide array of services through dedicated resources across the business spectrum : Trade facilitation, Economic analysis, Trade negotiations, Advocacy, Advisory services, Networking, Arbitration and Market intelligence. Its membership is divided into eight main groups representing the major sectors in Mauritius: Industry, Commerce, Financial Services, Tourism, Logistics, ICT, Property Development and other Business Services.

The MCCI also has a very dynamic international mandate in its capacity as participant in international trade talks, as part of a wide network of peer organisations and as the local focal point of the private sector for international development agencies and foreign countries.

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HOW WE HELP  
YOUR BUSINESS

ADVOCACY



1 SPEAK  
OUT

Regarded as a preferred dialogue partner for policymakers on various business and economic development issues, the MCCI is the leading voice for business in Mauritius and at regional and international level.

## HOW WE HELP YOUR BUSINESS SPEAK OUT

The MCCI serves as a most vital link between business and government. The institution has a core mandate to advocate for pro-business policies that will enable business to grow in a conducive environment.

Advocacy is at the heart of the MCCI's mission to serve the business community. Government needs a strong private sector counterpart to work with and deliver appropriate responses to challenges facing the economy and the business community. The MCCI advocacy work helps legislators, policymakers and public administrators appreciate and act on the concerns, needs, expectations and aspirations of the business community.

The MCCI has a forceful lobbying and advocacy role to ensure that the interests of the business community are given due consideration in pertinent government decisions. The MCCI interacts with authorities extensively in many joint public/private sector forums and committees to promote and defend the agenda of the business community in a large array of strategic, tactical and operational matters. These interfaces provide the institution with the appropriate channels to influence the design and development of pro-market policies and legislations.

The MCCI is represented on the boards of several public bodies and high-powered committees and by virtue of which it makes a meaningful contribution to business facilitation initiatives aimed at improving the business environment.

## RESOURCEFUL PRIVATE SECTOR MOUTHPIECE

The MCCI is a resourceful private sector mouthpiece. It conducts advocacy activities on the strength of a broad multidisciplinary knowledge base. The institution is well-organised and structured so that it can contribute to many areas of policy-making, trade negotiations and regulatory framework.

Besides defending and promoting the interests of the business community, the MCCI also looks at the wider economic development context of the country. Its views on sustainable development, fiscal and monetary policies, industrial development, energy policy, and on national and international trading environment are well formulated, based on thorough research, and well-appreciated by the relevant stakeholders. The MCCI is a well-respected and well sought-after policy dialogue partner for Government and many other prominent public institutions as well as for many international development agencies.

The advocacy work of the MCCI is not restricted to the local scene. It forms part of all national negotiating teams participating in multilateral, regional and bilateral trade talks. The MCCI ensures that the interests of the business community are taken on board.

*“The MCCI has a forceful lobbying and advocacy role to ensure that the interests of the business community are given due consideration in pertinent government decisions”.*

## PLAIDOYER STRATÉGIQUE

Porte-parole du monde des affaires et partenaire du dialogue des pouvoirs publics sur les enjeux du commerce et de développement, la MCCI est très respectée au niveau local, dans la région comme à l'international.

Lien vital, ouvert et transparent entre les entreprises et les pouvoirs publics, la MCCI s'engage dans un rôle de défenseur d'intérêts stratégiques. Ce lien aide à créer un environnement propice à l'entrepreneuriat, au développement et à la croissance économique. Pour cela, la MCCI s'appuie sur l'expérience, notamment une

connaissance précise des politiques élaborées et des mesures prises au fil des années.

La MCCI entretient d'excellents rapports avec les pouvoirs publics au sein de diverses instances mixtes.

Cela lui vaut les accès requis pour peser sur la définition des politiques favorables au dynamisme du marché.

**« À travers la MCCI, la communauté des affaires a sa voix au chapitre dans l'élaboration des politiques nationales. »**



HOW WE HELP  
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ADVISORY



# 2 GUIDE THROUGH INTRICACY





Due to its extensive knowledge and network at the local level and on the international scene, the MCCI is uniquely poised to provide sound business advice to entrepreneurs and help them stay ahead of competition.

## HOW WE HELP YOUR BUSINESS GUIDE THROUGH INTRICACY



The MCCI provides advisory services to members of the business community as part of its mission to defend and promote the interests of the business community. Sound advice helps avoid disruptions in business operations and promote an environment whereby all the players abide by the rules of the game. The MCCI offers advice on the legal and administrative aspects of business undertakings namely, setting up of business entities, business facilitation, domestic trade policies and competition, international trade and intellectual property rights, among others.

The institution also supports market development efforts by assisting members of the business community in finding new export markets and advises on how to access them.

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## REPRESENTATION ON BOARDS AND COUNCILS

The advisory work of the MCCI cuts across a wide range of disciplines and helps promote healthy competition in Mauritius and also fosters the country's reputation as a safe place to do business.

The MCCI is represented on some 40 boards, committees and councils, whereby it provides advice and insightful guidance on policy-making and implementation on a range of issues affecting business activities, as well as safeguarding the interests of the business community. These include organisations like the Information and Communication Technologies Advisory Council, the Mauritius Ports Authority, the Mauritius Standards Bureau, the Joint Economic Council and the Mauritius Employers' Federation.

## ACCOMPAGNEMENT ET CONSEIL

*Réussir en affaires nécessite de disposer d'une large palette de connaissances et de compétences. Du droit commercial à la défense de la propriété intellectuelle, des règles d'une compétition équitable à la protection de la singularité des savoir-faire d'une entreprise, les techniques sont parfois trop complexes et nécessitent une expertise confirmée dans le domaine. La MCCI accompagne et conseille ceux qui en éprouvent le besoin.*

*Des avis judicieux permettent de prendre les mesures appropriées. Ils favorisent l'adoption par tous d'une même règle du jeu. La MCCI guide ceux qui envisagent de créer une entreprise ou ceux qui veulent diversifier leurs marchés.*

*Au vu de la concurrence mondiale, le cadre réglementaire des industries devient de plus en plus complexe, l'innovation est un must et les TIC imposent des méthodes de travail jusqu'ici insoupçonnées. Dans un monde en mutation rapide, la MCCI aide le monde des affaires à adopter les nouveaux modes d'entreprendre et à maîtriser les techniques qui génèrent la réussite.*

**« A travers nos divers pôles d'intervention, nous avons la compétence d'animer des séances d'accompagnement individuelles et collectives sur un ensemble de sujets affectant votre activité. »**

# 3 MASTER INTERNATIONAL TRADE DYNAMICS





Trade liberalisation fuels economic growth, but also poses significant challenges for developing economies like Mauritius. The MCCI has a critical role to play in ensuring that the interests of operators are given due consideration in international trade negotiations.

## HOW WE HELP YOUR BUSINESS

### MASTER INTERNATIONAL TRADE DYNAMICS



The MCCI is part of the national negotiating team that participates in trade talks at bilateral, regional and international levels. Discussions and decisions on preferential market access, rules of origin, sensitive products, schedule of tariff cuts, non-tariff barriers, anti-dumping measures, quota restriction, intellectual property, customs duties and other international trade issues have the hallmark of the MCCI. The MCCI is actively involved and is a forceful private sector voice in the following trade agreements:

#### **COMMON MARKET FOR EASTERN AND SOUTHERN AFRICA**

The COMESA was launched on 31 October 2000 and is now a Free Trade Area. Intra COMESA trade has expanded, with Mauritius benefitting from new market openings and sources of supply in the region.

#### **SOUTHERN AFRICAN DEVELOPMENT COMMUNITY**

The SADC has become a full-fledged Free Trade Area since 2012. Mauritian exports, especially textiles and clothing, have grown significantly under SADC.

#### **WORLD TRADE ORGANISATION**

The WTO is currently in the Doha Development Round or the Doha Development Agenda (DDA) which started in 2001. The WTO offers a multilateral framework for member-countries to discuss a number of trade issues in the context of trade liberalisation at the global level.

#### **AFRICA GROWTH AND OPPORTUNITY ACT**

Under the Africa Growth and Opportunity Act (AGOA), the United States offers preferences to Sub-Saharan Africa with duty-free market access for approximately 7,000 products. Mauritian garments and some other manufactured goods are exported to the US under AGOA.

#### **INTERIM ECONOMIC PARTNERSHIP AGREEMENT WITH EUROPEAN UNION**

Europe remains a major market for our exporters. The MCCI has been involved in the negotiations leading to the Interim EPA which offers duty free access to all our products exported to the EU and also provides a gradual tariff phase-down for imports from the EU.

#### **INDIAN OCEAN COMMISSION**

The Indian Ocean Commission (IOC) is an intergovernmental organisation regrouping countries of the south-western region of the Indian Ocean, namely Comoros, Madagascar, Mauritius, France (for Réunion and Mayotte), and the Seychelles. The objective of the IOC is to promote trade, economic, cultural and political ties in the region.

*The MCCI is part of the national negotiating team that participates in trade talks at bilateral, regional and international levels.*

## **BILATERAL TRADE AGREEMENTS**

Mauritius has a number of trade agreements with many countries on a bilateral basis. The country has signed a Preferential Trade Agreement with Pakistan in 2007, and a Free Trade Agreement with Turkey in 2011. Mauritian entrepreneurs are already tapping into the new exchange opportunities available in Turkey with preferential access. A Preferential Trade Agreement is currently being negotiated with Tunisia.

## **TRIPARTITE FREE TRADE AGREEMENT**

The MCCI is involved in the discussions for the establishment of an enlarged Tripartite FTA with the 26 countries in COMESA, SADC and the East African Community (EAC). The Tripartite FTA aims at creating harmonised rules for trading in the region. The MCCI is currently engaged in negotiations relating to trade in goods, movement of business persons as well as industrial and infrastructure development.

## **LOCAL TRADE ENVIRONMENT**

On the local front, the MCCI has a critical role in positively influencing domestic trade policies. The MCCI gives its views on trade laws and regulations, relating to Competition, Fair Trading, Hire Purchase, Consumer Protection and a wide range of other regulations that govern trade activities.

## **TRADE FACILITATION**

Trade facilitation goes hand in hand with trade liberalisation. The MCCI remains a key force behind initiatives for modernisation and upgrading of trade-facilitating services and systems. These include the GS1 bar-coding system and the Carnet ATA. The MCCI is currently involved in a Single Window project that will allow exporters and importers submit export/import documentation electronically, making trade across borders move faster and at lower costs.

## HOW WE HELP YOUR BUSINESS

### MASTER INTERNATIONAL TRADE DYNAMICS

#### Facilitate your temporary exports

The ATA (Admission Temporaire/Temporary Admission) Carnet is an important international trade instrument that allows customs to be cleared without paying duties on goods that are being temporarily exported. The operation of the ATA Carnet system in Mauritius is entrusted to the MCCI. Mauritius is one of the 73 countries that operate ATA Carnet schemes.

Operators can avail themselves of the benefits of the ATA Carnet when they are taking part in international exhibitions and trade fairs. Their product samples and other exhibits can be exported under the ATA Carnet regime. It is therefore very helpful in overseas marketing campaigns and road-shows. Professionals travelling with their specialist gear on temporary missions can also use the ATA carnet.

The ATA carnet system is a collaboration between the business community and customs authorities in view of facilitating international trade. The World ATA Carnet Council (WATAC) is the body within which the International Chamber of Commerce and the World Chambers Federation manage the International ATA Carnet Guarantee Chain. This comprises the organisations appointed by their respective national Customs to operate the ATA System around the world. The MCCI has been administering the ATA carnet system in Mauritius since 1984.



#### Barcodes make trade work seamlessly

Bar-coding is a critical tool for smooth trading operations. The MCCI, through its division GS1 Mauritius, is the only organisation authorized to issue GS1 bar-code numbers to trade operators in Mauritius. GS1 bar-coding system develops global standards for the identification of goods and services. It is a universal system, providing a common language and a solution for everyone. Bar-coding allows check out efficiencies, efficient inventory management and is increasingly used in product traceability, nowadays a critical requirement in several industries. Because of its ability to provide globally unique identification of trade items, logistic units, parties and locations, the GS1 System is particularly well suited to be used for these purposes. The MCCI encourages Mauritian trade operators to adopt the GS1 bar-code system in view of its numerous benefits. It also provides training on how to maximize the application of the system. GS1 Mauritius has been operating as a division of the Mauritius Chamber of Commerce and Industry since 1994. GS1 Mauritius is a Member Organisation of GS1, a not-for-profit organisation based in Brussels.



## ÉCHANGES PRÉFÉRENTIELS

La MCCI contribue à concilier la vision du privé et celle des autorités gouvernementales en matière de commerce international. Elle appuie la stratégie de diversification des marchés d'exportation des entreprises mauriciennes, et participe activement à des négociations commerciales aboutissant à des accords de partenariat de premier ordre :

### **Marché commun de l'Afrique australe et orientale**

Depuis le lancement du marché commun de l'Afrique australe et orientale, le commerce intrarégional a augmenté de manière significative et a généré de nouvelles opportunités économiques.

### **Communauté de Développement économique d'Afrique australe**

Depuis 2012, la SADC est une zone de libre échange à part entière. Les exportations de Maurice, particulièrement les produits textiles et habillement, ont connu une croissance sensible.

### **AGOA**

Les Etats-Unis offrent à l'Afrique subsaharienne un accès en franchise de droits et de contingent au marché américain à quelque 7 000 produits.

### **Accord de Partenariat économique Intérimaire**

L'Accord de Partenariat économique Intérimaire offre un accès en totale franchise au marché de l'Union européenne. L'APE-I offre une réduction tarifaire graduelle aux importations en provenance de l'Union européenne.

### **Commission de l'océan Indien**

La Commission de l'océan Indien regroupe les Comores, la France/Réunion, Madagascar, Maurice et les Seychelles. Ses actions favorisent les échanges et contribuent à consolider des liens politiques, économiques et culturels dans la région.

### **Accords commerciaux bilatéraux**

Plusieurs accords commerciaux existent entre Maurice et d'autres pays. Un accord préférentiel a été signé avec le Pakistan en 2007, et avec la Turquie en 2011. Les entrepreneurs mauriciens bénéficient de nouvelles opportunités d'accès préférentiel au marché turc. Un accord préférentiel de commerce est en cours de négociation avec la Tunisie.

### **Accord Tripartite EAC-COMESA-SADC**

Les communautés des Etats d'Afrique de l'Est et du Sud, constituées de COMESA, SADC et la Communauté d'Afrique de l'Est tentent de construire le plus vaste marché interrégional du continent. La MCCI est partie prenante des négociations relatives au commerce des marchandises, au mouvement des personnes et au développement industriel.

**« L'accès préférentiel aux marchés est un instrument indispensable à la compétitivité internationale de nos entreprises. »**

HOW WE HELP  
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ECONOMIC ANALYSIS

# 4 FEEL THE PULSE

A person's arm is extended from the right side of the frame, reaching towards the center. The background is a soft, out-of-focus sunset or sunrise, with warm orange and yellow tones transitioning into a cooler purple and blue at the bottom. The overall mood is serene and hopeful.



A forceful advocate of entrepreneurship and innovation, the MCCI is committed to enhancing the productive capacity of enterprises. Providing authoritative analysis of the economic environment is at the core of this endeavour.

## HOW WE HELP YOUR BUSINESS

### FEEL THE PULSE

Economic intelligence is vital for sound decision-making in business. The MCCI helps to shed light on market fundamentals and determine business mood. Businesses in Mauritius welcome such research by the MCCI which helps them better understand the operating environment. The institution turns raw data into information, analysis and insights that it shares with all the stakeholders, and makes recommendations to government on how best to devise and deploy pro-business policies.

The MCCI plays a vital role in processing and disseminating economic information and analysis to members and the wider business community. It helps corporate entities and entrepreneurs make sense of hard macro-economic and micro-economic data and relate same to their operations and development strategies. Businesses in Mauritius look up to the MCCI to have a better understanding of the operating environment and take a broad view of the investment climate and market dynamics.

Against a backdrop of a dynamic and an increasingly unpredictable business environment, the MCCI delivers clear and authoritative views and assessments of the economy, and guides businesses on the way forward. The opinions, analysis and forecasts of the MCCI are based on thorough observations of markets and industry trends and are supported and validated by rigorous econometric modeling, which is part of its in-house expertise.

### BUSINESS CONFIDENCE INDICATORS

The MCCI has established tools and methodologies to interact with its members and the business community to gather market information and views across indus-

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*“The MCCI constantly presses for further economic re-engineering with a view to improving the business climate and building new competitive strengths in global markets”.*



tries. It conducts quarterly surveys to assess the level of business confidence through a synthesized indicator gauging the business sentiment among operators. Policymakers, both Government and the Central Bank, business groups, businesses, the media and other stakeholders look up to these indicators to make an opinion about the prevailing business climate and anticipate trends in business activity.

The MCCI is a key private sector mouthpiece on economic and business matters. As such, it plays a very essential role in sharing the views of the business community to policymakers, legislators, social partners, media and the public at large.

The MCCI is a well-respected and well sought-after policy dialogue partner for government, the Central Bank and also international development and funding agencies such as the World Bank and the Agence Française de Développement (AFD). The MCCI's inputs to policy thinking and design is well acknowledged.

As part of its contribution to national policy formulation, the MCCI makes proposals to the Ministry of Finance and Economic Development in the context of the National Budget.

The MCCI is represented on various committees as part of the institution's collaboration with government bodies.

## HOW WE HELP YOUR BUSINESS

### FEEL THE PULSE

#### CATALYST FOR CHANGE

The MCCI has been and remains a strong proponent and a catalyst for change. It has supported and contributed to structural economic reforms in the economy. The reforms delivered a resilient economy that was able to weather the fierce global economic storms and helped Mauritius regain competitiveness through more agile labour markets, lower taxation, and greater ease of doing business, more open markets and stronger infrastructure.

Mauritius maintains its first place in Africa, and ranks 20<sup>th</sup> worldwide in the World Bank Ease of Doing Business Report 2014. The MCCI constantly presses for further economic re-engineering with a view to improving the business climate and building new competitive strengths in global markets.

Members of the MCCI are regular discussants in the business media and help propagate best practice in economic management, whilst delivering the views of the business community on a wide range of economic issues. They often serve as resource persons and panelists in business forums and conferences, and make constructive and valuable contributions to the economic debate.

Fostering industrial development is a very important mandate of the MCCI. The institution takes the view that a robust, modern and prosperous economy cannot exist without a strong manufacturing base. The MCCI is a forceful advocate of industrial entrepreneurship and innovation, and support operators in developing markets both locally and abroad. Industrial growth and diversification remain a key area of focus for the MCCI, and is an ongoing agenda item in policy discussions with government authorities.



## ANALYSE ET PROSPECTIVE

En phase avec les grands enjeux et les préoccupations touchant les entreprises, la MCCI réalise des travaux d'analyse et de prospective économique. Ces exercices donnent lieu à des publications régulières renfermant des informations cruciales sur l'évolution conjoncturelle.

Les études et enquêtes de la MCCI sont fondées sur l'observation des tendances des marchés et de l'industrie, soutenues et validées en interne par de rigoureuses modélisations économétriques. Les entreprises apprécient ces notes de synthèse sur l'environnement productif, le climat d'investissement et les dynamiques de marché.

La MCCI est un partenaire de dialogue des pouvoirs publics et d'organismes étrangers comme la

Banque mondiale et l'Agence française de Développement. Son apport à la définition de politiques est largement reconnu. Le sondage sur la confiance des entrepreneurs effectué sur base trimestrielle est très utile aux décideurs publics, aux entreprises et aux médias.

Reconnaissant qu'une économie prospère ne peut exister sans une base industrielle vigoureuse, la MCCI plaide en faveur d'un entrepreneuriat industriel innovant, condition indispensable au développement des marchés, localement comme à l'exportation.

Maurice demeure à la première place en Afrique, se classant à la 20<sup>e</sup> place mondiale, dans l'édition 2014 du rapport Doing Business, de la Banque mondiale, sur le

degré de réglementation de 189 économies à travers le monde.

**« Les chiffres clés de l'économie sont analysés et déclinés dans une perspective de réflexion stratégique à l'usage des entrepreneurs. »**






# 5 DEVELOP MARKETS



## HOW WE HELP YOUR BUSINESS



We are living in a fast changing world where access to real-time information now constitutes a key competitive advantage.

## HOW WE HELP YOUR BUSINESS

### DEVELOP MARKETS



Information is the lifeblood of an open economy. A thriving business environment depends on the availability of and timely access to vital economic and market data and information. The MCCI, as a key private sector intermediary organisation, plays a useful role in disseminating information for the benefit of all spheres of the economy.

### IMPROVING CROSS-BORDER EXCHANGES

The MCCI collects, analyses and updates data and information on a wide range of themes related to industry, local and international trade, the macro-economy and doing business, amongst others. The MCCI's consolidated database provides vital information on a list of companies by sector, including their contact details, in view to facilitating business contacts and collaboration.

The MCCI also processes international trade statistics and deliver them in very user-friendly formats: Trade figures per product item and category, per country of supply, per country of export, etc.

The MCCI also provides vital information on Customs Duties and Rules of Origins, including those applicable within the various trading blocs such as Southern Africa Development Community, Common Market of the Eastern and Southern Africa, Indian Ocean Commission, etc, and under the various bilateral agreements. It also shares details on HS Codes, quota restrictions and market access, amongst others.

With a view to facilitating trade exchanges, the MCCI disseminates information on import and export procedures to help operators with relevant documentation.

*The MCCI helps operators develop networks and markets, and raise the visibility of their offerings both in Mauritius and in overseas markets.*

## STRATEGIC INSIGHTS

The MCCI also publishes regular updates on economic and trade-related issues so as to keep members of the business community updated on latest developments locally and internationally. The information, insights and views are communicated in multiple formats including the Annual Report, the MCCI News and the MCCI Magazine.

The MCCI helps operators develop networks and markets, and raise the visibility of their offerings both in Mauritius and in overseas markets. It informs members of the business community on commercial and business development opportunities such as identification of business partners, proposals for business partnerships and international trade events.

## VEILLE ÉCONOMIQUE

*L'information transformant nos leviers de croissance, les entreprises deviennent des centres de connaissance. Au moyen d'une veille économique pointue, la MCCI observe les impacts économiques pour en déduire les menaces et détecter les opportunités.*

*Un environnement d'affaires dynamique dépend de la disponibilité, en temps opportun, des informations économiques et des données de marchés les plus pertinentes. La MCCI recueille, analyse, classe et met à jour des données sur une large palette de sujets liés, entre autres, à l'industrie, au commerce domestique et international, à la macro-économie et au monde des affaires en général.*

*Outre son répertoire à jour de contacts par secteur d'activités et*

*par produits, la MCCI retravaille de manière approfondie les données statistiques afin de mieux servir les opérateurs. Ainsi, elle dispose d'une base de données de statistiques commerciales comprenant les produits importés/exportés par pays d'origine et par pays d'exportation, par année et les Top 100 des pays d'importation et d'exportation entre autres. Elle dispose aussi d'une base de données des foires commerciales qui ont lieu dans le monde annuellement.*

**«Le service à la communauté des affaires s'articule aussi autour d'une veille économique stratégique des évolutions commerciales et industrielles.»**

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NETWORKING



# 6 BROADEN HORIZONS

## HOW WE HELP YOUR BUSINESS



Networking is a powerful force in business growth. A key role of the MCCI is to help members connect to each other and find partners both in Mauritius and on the international markets.

## HOW WE HELP YOUR BUSINESS

### BROADEN HORIZONS

Business needs strong networks to grow and flourish. Networks help develop new markets, find new sources of supply, acquire new technologies and ideas, and hire rare expertise. The MCCI facilitates business contacts and provide members of the business community opportunities to find new partners both in Mauritius and abroad, and to raise the level of exchanges.

The MCCI leverages its extensive and strong connections with local, regional and international private and public sector institutions to assist Mauritian businesses in broadening their horizons and finding new partners. On the local scene, the MCCI promotes networking among members of the business community through a number of events and meetings.

### INTEGRATION AND COOPERATION

With regards to international business, the MCCI regularly organises inbound and outbound buyers-sellers meetings and other prospection activities with a view to facilitating contacts and relationship building. It has a significant role in identifying international trade fairs that are relevant to the Mauritian industry, trade and commerce, and support participation to these commercial events.

The MCCI is a member of the following organisations:

- Indian Ocean Rim Business Forum
- The COMESA Business Forum
- World Chambers Federation / International Chamber of Commerce
- The Association of the SADC Chambers of Commerce and Industry, and
- The Union of Chambers of Commerce and Industry of the Indian Ocean.



It plays an active role in these fora to further and secure the interests of the Mauritian business community and to find new opportunities for regional integration and international cooperation.

The MCCI has also set up Joint Business Councils (JBCs) with several peer organisations in different regions of the world. The JBCs support regional and international

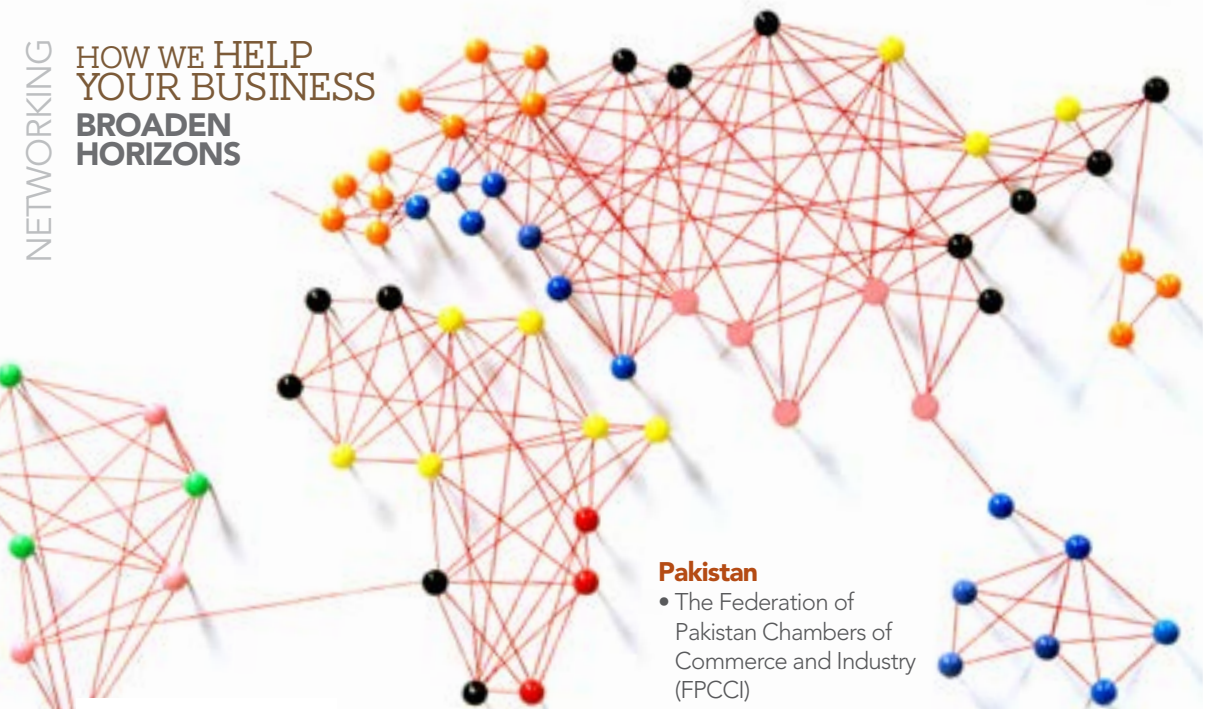
## HOW WE HELP YOUR BUSINESS



*The MCCI leverages its extensive and strong connections with local, regional and international private sector institutions to help Mauritian businesses broaden their horizons and find new partners.*

trade and investment cooperation, and are a vital tool in the context of world trade developments. They are also an excellent platform to address bottlenecks that come in the way of business transactions. These include entry visas, air and sea access, non-tariff barriers and technical standards.

HOW WE HELP  
YOUR BUSINESS  
**BROADEN  
HORIZONS**



Joint Business Councils have been signed with the following organisations :

**Australia**

- Australian Chamber of Commerce and Industry (ACCI)

**China**

- China Council for the Promotion of International Trade (CCPIT)- Beijing China International Economic and Trade Arbitration Commission- Shanghai
- CCPIT Guangdong Sub-Council
- CCPIT Qingdao

**India**

- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Confederation of Indian Industry (CII)
- Tamil Nadu Chamber of Commerce and Industry
- India International Trade Center
- Seafood Exporters Association of India

**France**

- L'Assemblée des Chambres Françaises de Commerce et d'Industrie (ACGCI)

**Pakistan**

- The Federation of Pakistan Chambers of Commerce and Industry (FPCCI)

The MCCCI has also worked out several Memoranda of Understanding (MOU) with the private sector organisations in various countries, as per table below. The MOUs set the framework for business initiatives to take place.

**Djibouti**

- Chamber of Commerce of Djibouti

**Kenya**

- The Kenya National Chambers of Commerce and Industry (KNCCI)

**Madagascar**

- Fédération des Chambres de Commerce, d'Industrie, d'Artisanat et d'Agriculture de Madagascar

**Malaysia**

- The National Chamber of Commerce and Industry of Malaysia
- Malaysian Associated Indian Chambers of Commerce and Industry

**Mozambique**

- Chamber of Commerce of Mozambique



## Réunion

- Chambre of Commerce and d'Industrie de la Réunion
- L'Association pour le Développement Industriel de la Réunion

## Russia

- Chamber of Commerce and Industry of the Russian Federation

## Seychelles

- Seychelles Chamber of Commerce and Industry

## Sri Lanka

- National Chamber of Commerce of Sri Lanka

## Tanzania

- The Tanzania Chamber of Commerce, Industry and Agriculture (TCCIA)

## Thailand

- The Federation of Thai Industries (F.T.I)

## Turkey

- TUSKON - Confederation of Businessmen and Industrialists

## PARTAGE D'EXPERIENCES

*La MCCI s'appuie sur le réseautage pour mettre en permanence ses membres au contact d'une communauté d'entrepreneurs confrontés aux mêmes défis. Aider le monde des affaires à échanger ses préoccupations est une mission clé de l'institution.*

*Le réseautage favorise la conquête de nouveaux marchés, la découverte de sources d'approvisionnement avantageuses, l'adoption d'idées innovantes et l'acquisition de technologies adaptées.*

*Au plan local, la MCCI favorise le réseautage entre ses membres à travers une large palette de rencontres et d'événements, rapprochant également les représentants du secteur public et ceux du secteur privé.*

*Au fil des années, la MCCI a consolidé ses liens avec des institutions du secteur privé d'une vingtaine de pays par le biais de protocoles d'accord. Des 'Joint Business Councils' ont aussi été signés avec 5 pays afin de mieux structurer le dialogue avec ces institutions, l'objectif principal étant toujours de faciliter le commerce avec leurs pays respectifs.*

*Grâce à son adhésion aux différentes instances internationales, telles que la Chambre de Commerce internationale, le Forum des Affaires du COMESA, celui de la SADC, l'Union des Chambres de Commerce et d'Industrie de l'océan Indien, la MCCI dispose d'un important réseau de contacts. Elle est, de ce fait, partie prenante de toute décision liée*

*au développement régional ou international au niveau des affaires à travers cette coopération.*

**« La MCCI a consolidé ses liens avec des institutions du secteur privé d'une vingtaine de pays par le biais de protocoles d'accord. »**

HOW WE HELP  
YOUR BUSINESS

MCCI BUSINESS SCHOOL



**7 TAP INTO  
JOB-READY  
SKILLS**



A prominent management education institution in Mauritius, the MCCI Business School delivers bespoke high-quality learning that matches industry's manpower needs. The unique teaching culture and curriculum approach help reduce skills mismatch and youth unemployment, whilst promoting mid-career professional development opportunities.

## HOW WE HELP YOUR BUSINESS

### TAP INTO JOB-READY SKILLS

A skilled manpower helps business produce more with less, absorb new technologies and generate innovation for enhanced competitiveness. Training and higher education have for long been a priority focus for the MCCI. The MCCI Business School reflects the Chamber's commitment to developing skills and talents for the industry. It is fully-owned and managed by the MCCI in line with its mandate to help business entities meet their needs for qualified human resources.

The MCCI was the first private sector institution to run a training centre, and has played a pioneering role in promoting private higher education in Mauritius. The learning facility started in 1988, and throughout years and decades, has turned into a full-fledged business school. The MCCI Business School is located in the Ebène Cybercity and is set to become a Centre of Excellence in business education in Mauritius, but also in this part of the world, as it continues to upgrade its infrastructure and teaching resources.

### INTERNATIONALLY-RECOGNISED QUALIFICATIONS

The MCCI Business School nurtures and sustains a unique learning culture that seamlessly blends professional development with academic advancement. The school offers diploma, degree and post-graduate courses in IT, Management, Marketing and International Trade in close collaboration with such French academic institutions as University de Poitiers, Académie de La Réunion, Scienc-espo.aix and Lycée Labourdonnais Ile Maurice.

The school offers a wide choice of diploma, degree and post-graduate programs. These include the BTS Assistant Gestion PME-PMI; BTS Management des Unités Commerciales; BTS Services Informatiques aux Organi-



sations; Licence de Gestion; Master Management International; Master Administration des Entreprises and Les Masters de Sciences Po.

All these courses lead to internationally-recognised professional qualifications as they are validated by the French Higher Education Authority. The thoroughness of the validation process confers a unique value to the qualifications. In addition, the business education curricula are designed around the realities of the world of work and provide students with the skills and attitudes that make their studies more relevant to workplace conditions.

Besides theoretical knowledge, they are imparted with problems-solving skills that bring them closer to ground reality. Furthermore, the courses provide for substantial placement opportunities that seek to capture the benefits of on-the-job learning.

### CATERING FOR PROFESSIONAL ASPIRATIONS

The Business School has a track-record commensurate with its relentless pursue of academic excellence. The MCCI Business School has trained more than 1,750 people at various levels of managerial responsibilities. The MCCI Business School caters for the aspirations of all walks of professional life. Many mid-career professionals and executives have had the opportunity to refresh, re-assess and re-focus their professional lives through its programs. The school also offers part-time courses that allow students to work and study at the same time.

The institution is committed to producing quality professional learning, and is continuously building its capacity to stay ahead of the curve. It has a pool of highly qualified



and experienced full-time lecturers in all disciplines. These resources are backed by visiting lecturers from the partner universities. The Business School has well-equipped lecture rooms and other modern teaching facilities that ensure a comfortable study environment to students.

The MCCI Business School also runs short, practical courses on latest developments in IT and computerised office management for employees, as well as seminars and workshops on trade-related topics such as international trade, shipping documentation, import management and export marketing.

## DES COMPÉTENCES PRÊTES À L'EMPLOI

Créé en 1988, le centre de formation de la MCCI s'est transformé en une vraie Business School, ayant formé quelque 1 750 professionnels, à divers niveaux de compétences managériales. Associé à des partenaires académiques réputés, l'établissement prépare les futures ressources de l'industrie, réduisant les inadéquations de compétences ainsi que le chômage et le sous-emploi des jeunes. Il soutient également le développement professionnel en milieu de carrière.

Ayant pour mission de former des ressources adaptées aux besoins de l'industrie, la MCCI Business School est l'institution pionnière de l'enseignement supérieur privé à Maurice. En partenariat avec l'Institut d'Administration des Entreprises de l'Université de Poitiers, l'Académie de La Réunion et Sciences Po Aix, l'établissement propose des formations diplômantes aux niveaux BTS, Licence et Master. Située dans l'important pôle de croissance de la Cybercité d'Ebène, la MCCI Business School entend être un centre de

formation de qualité d'excellence à Maurice comme dans la région.

Les cours sont sanctionnés par des diplômes validés par l'Etat français, par conséquent reconnus internationalement. Les programmes sont élaborés en fonction des réalités du monde du travail, ce qui confère aux diplômés un excellent degré d'employabilité. Outre les connaissances théoriques, les étudiants acquièrent des savoir-faire pratiques, notamment en recherche de solutions. Les programmes d'études comprennent

des stages en entreprise, ce qui apporte un complément opérationnel à l'apprentissage, offrant de surcroît aux employeurs la possibilité d'identifier leurs futurs collaborateurs.

La MCCI Business School propose aussi des cours à temps partiel, très appréciés des étudiants déjà en situation d'emploi.

**« Sur un marché du travail marqué par une compétition féroce, la compétence est un atout essentiel à l'emploi ».**

HOW WE HELP  
YOUR BUSINESS

MCCI ARBITRATION AND MEDIATION CENTER (MARC)

# 8

## FACILITATE DISPUTE RESOLUTIONS





When disagreements occur over business transactions, alternative dispute resolution methods such as mediation and arbitration provide prompt and cost-effective alternatives to judicial proceedings before State courts. The MCCI Arbitration and Mediation Center invites both private and public organisations to gear up for a modern legal paradigm which delivers real economic benefits.

## HOW WE HELP YOUR BUSINESS FACILITATE DISPUTE RESOLUTIONS

The MCCI Arbitration and Mediation Center or MARC is an internationally-recognised institution for commercial dispute settlement. Arbitration and mediation provide businesses with an efficient alternative dispute resolution channel to settle their disputes with suppliers, customers and partners. A serene marketplace promotes healthy competition and encourages firms to experiment new ideas. MARC is open to both local and foreign entities.

Well-functioning markets need clear and predictable rules, but also robust mechanisms to handle disagreements among market participants. Growth in trade and commerce benefits economic development and create jobs, but also increase the odds of friction. Credible institutions are needed to ensure smooth business transactions across the supply and distribution chains. The MCCI is actively engaged in designing and building such market institutions. MARC offers an efficient, speedy and consensus-seeking extra-judicial channel to solve contentions between operators. The Center operates under the purview of the MCCI's Legal and Business Facilitation Department.

### PREREQUISITE OF A DYNAMIC ECONOMY

The speedy and flexible resolution of business disputes through arbitration and mediation is a prerequisite of a dynamic and enterprising economy. It helps diffuse trade tensions, so businesses can concentrate their resources on their prime purpose in society, i.e. creating wealth for the welfare of the people and rewarding their stakeholders.

Matters in commercial courts are usually very expensive and take years to come to a conclusion. In contrast, the



MCCI Arbitration and Mediation Center provides an institutional framework for business disputes to be heard and settled within a given time frame and budget. Parties to a dispute have the benefits of predictability as they know in advance how long the dispute settlement process will last, and how much it will cost them.

The rules of the MCCI Arbitration and Mediation Center draw on international best practice. The arbitration rules are in accordance with international norms as set out by the International Chamber of Commerce, and the United Nations Commission on International Trade Law, which are the repositories of international best practice in the discipline. MARC has entered into a major partnership Agreement with 'Le Centre de Médiation et d'Arbitrage de Paris'(CMAP) organization ,working under the aegis of "La Chambre de Commerce et d'Industrie de Paris Ile de France ". Furthermore, MARC has Cooperation agreements with peer bodies in several countries including Germany, Australia, France, India and Kenya. It is also a member of the International Federation of Commercial Arbitration Institutions.

Parties resorting to arbitration and mediation look forward to many advantages other than the time and cost factors. Dealings at the MCCI Arbitration and Mediation Center are kept confidential. There is no risk of the matter slipping out in the public domain, causing more stress to the parties and even harming their reputation in the marketplace and in the public opinion.

### ACCESSIBLE, SPEEDY AND FLEXIBLE

There is also a close monitoring throughout the whole process, from the initial request to the final award. Moreover, parties to a dispute can themselves choose



*Parties to a dispute have the benefits of predictability as they know in advance how long the dispute settlement process will last, and how much it will cost them.*

an arbitrator from a panel of eminent local and foreign professionals.

MARC is accessible to all business operators whether local or foreign. The MARC Arbitration and Mediation Rules provide for a flexible, quick and efficient procedure in order to settle any business dispute either in the international or in the domestic field.

The rules shall apply if the parties to the dispute have validly foreseen in their agreement recourse to the MARC. Else, in case of contention, they can adopt a one-off agreement (compromis d'arbitrage) which gives exclusive competence to the Center to settle the case.

MARC is an internationally-recognised forum with extensive know-how and experience in arbitral proceedings. It helps reinforce the country's image of a regional business services hub. The ability to undertake international arbitration and mediation is one of the core brand strengths. On the domestic front, arbitration and mediation facilitate commercial exchanges and support business growth as they help promote visibility and certainty in business transactions.

## SOLUTIONS ADAPTÉES POUR VOS DIFFÉRENDS

*Les divergences en affaires peuvent être résolues par des méthodes telles que la médiation et l'arbitrage. Le « Mediation et Arbitration Center » (MARC) encourage les parties à se prévaloir des avantages reconnus de ce service.*

*Les économies dynamiques nécessitent des règles claires et prévisibles mais aussi des mécanismes fiables pour gérer les différends. Habilitée à connaître des litiges entre contractants mauriciens mais également étrangers, MARC est reconnue internationalement car elle propose de régler les contentieux entre fournisseurs, clients et partenaires commerciaux et ce, de manière efficace.*

*Donner aux entreprises des alternatives face aux contraintes d'un système judiciaire souvent lent et contraignant leur permet d'être plus compétitives. Les standards de MARC s'inspirent des bonnes pratiques internationales, grâce à son partenariat avec le Centre de Médiation et d'Arbitrage de Paris (CMAP), qui travaille sous l'égide de la Chambre de Commerce et d'Industrie de région Paris (CCIP), mais aussi de sa coopération avec des organisations en Allemagne, Australie, France, Inde et le Kenya notamment.*

**« Confidentialité, rapidité, efficacité : Le « Mediation and Arbitration Center » s'inspire des bonnes pratiques internationales pour régler les litiges.»**

HOW WE HELP  
YOUR BUSINESS

TAX REFUND

9

ENHANCE  
TOURIST  
EXPERIENCE



The MCCI provides hands-on solutions to both businesses and end customers. The MCCI Tax Tourist Refund Counter at the Airport helps enhance the shopping experience of foreigners visiting Mauritius, whilst providing merchants with opportunities to expand business.

## HOW WE HELP YOUR BUSINESS

### ENHANCE TOURIST EXPERIENCE



*The partnership between the Mauritius Revenue Authority and the MCCI is in line with the vision to transform Mauritius into a world-class shopping destination.*

The MCCI operates a Tax Tourist Refund (TTR) service on behalf of the Mauritius Revenue Authority (MRA). The service applies to visitors bearing a foreign passport who travel out of Mauritius. They are refunded tax paid on products they have purchased from authorised retail outlets on the Mauritian territory. The service is operated through a Tax Tourist Refund Counter at the departure lounge of the SSR International Airport and on board cruise ships.

The partnership between the MRA and the MCCI in this tax refund operation has been very instrumental in raising the level of tourists and expatriates spending in Mauritius. It is in line with the vision to transform Mauritius into a world-class shopping destination. Tourism is one of the main industries in the Mauritian economy, and Government wants to make shopping another unique proposition to attract more visitors to the island.

The MCCI has plans to develop the service further and provide an even more enriching shopping experience to the customers. The activity has in fact seen fast growth in the past years thanks to the significant efforts deployed by the MCCI to expand the network of retailers, and to promote the service extensively among the target clientele, namely through regular advertising in in-flight magazines and long haul in-flight videos on board of Air Mauritius and through the MCCI outreach programme.

The number of shops offering Tax Tourist Refund service doubled in 2013, thanks to the MCCI outreach programme.

## FAST, EASY AND RELIABLE

Customer convenience is the prime focus of the Tax Tourist Refund service. It helps tourists and other foreigners save time to obtain refund at the MCCI Tax Tourist Refund Counter and also at the Customs check points at the airport.

The tax refund is applicable to purchases from merchants that have the relevant authorisations by the MRA under the Deferred Duty and Tax Scheme (DDTS) and/or the VAT Paid Supplies (VPS) scheme. These shops have a Tax Refund sticker affixed on their windows that enables their identification. To qualify for the refund, the value of purchases must be at least Rs 2,300 (VAT included) per shop. Refund of duty and/or VAT can be made in Euros, US Dollars, South African Rand and British Pounds.

With this facility, tourists have a much wider choice of attractive shopping opportunities than available in airport and/or port duty-free outlets. Furthermore, there is a far greater trickle-down effect of foreigners' spending in the local economy.

On top of the Tax Tourist Refund service, MCCI offers merchants the possibility to sell their products tax free to visitors. The customer collects the goods at the MCCI Tax Tourist Refund Counter just before leaving Mauritius.

## DÉTAXE

*Géré par la MCCI au nom de la Mauritius Revenue Authority (MRA), le guichet de remboursement de la détaxe, à l'aéroport, propose un service facile et rapide à tout voyageur étranger au départ du territoire mauricien.*

*Ce partenariat entre la MRA et la MCCI continue à faire évoluer le marché hors-taxes au profit de la clientèle touristique et des commerces agréés. Ces dernières années, la MCCI a largement étendu le réseau d'enseignes offrant le remboursement de la taxe sur la valeur ajoutée sur les prix des biens achetés par des personnes lors de leur séjour et à être transportés hors de Maurice.*

*Les clients peuvent payer le prix toutes taxes comprises et se faire rembourser la TVA au guichet de la MCCI après*

*le contrôle douanier. Ils peuvent aussi choisir de payer le prix hors-taxe et de ne prendre possession de l'achat qu'à l'aéroport.*

**« La détaxe encourage les dépenses touristiques au profit du commerce et de l'économie. »**

HOW WE HELP  
YOUR BUSINESS

INTERNATIONAL PROMINENCE



# 10

## CONNECT TO THE WORLD

## HOW WE HELP YOUR BUSINESS



Over the years, the MCCI has become the recognized voice of business on the global scene and is regarded as the focal point of choice for the promotion and support of private sector development.

## HOW WE HELP YOUR BUSINESS CONNECT TO THE WORLD

The MCCI plays an energetic role on the international scene as part of its mandate to help members of the business community. It fulfills its role as a key participant in trade talks, as part of a wide network of business intermediary organisations and as the local focal point of the private sector for international development agencies and foreign countries.

Globalisation has brought the international role of the MCCI to greater prominence. The MCCI represents the voice of the private sector in multilateral, regional and bilateral trade negotiations. It forms part of the national negotiating team that participates in trade talks at the WTO, with the European Union, the United States, with regional trading blocs such as the Southern Africa Development Community (SADC) and of the Common Market of the Eastern and Southern Africa (COMESA).

### FOREIGN INSTITUTIONS

Furthermore, the MCCI pursues an international focus on the strengths of its wide networks of peer organisations, Joint Business Councils (JBCs) and other platforms that bring businesses from various countries together and encourage them develop new ventures. The MCCI is a member of the following organisations: World Chambers Federation / International Chamber of Commerce; Indian Ocean Rim Business Forum; the COMESA Business Forum; the Association of the SADC Chambers of Commerce and Industry; and Union of the Chambers of Commerce and Industry of the Indian Ocean.

The MCCI has acquired an international repute since it is regarded by many international funding and development agencies as a prominent development dialogue

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*Globalisation has brought the MCCI to greater prominence on the international scene as a Non-State actor.*



partner. It is a focal contact point for international institutions including the World Bank, the Organisation for Economic Co-operation and Development, the United Nations Industrial Development Organisation, the International Trade Centre, the African Development Bank, the Agence Française de Développement and many other bodies.

The MCCI is the first contact point for foreign organisations and foreign dignitaries, including ambassadors and other visiting diplomats, on matters relating to private sector development. Moreover, it is often invited by development agencies to share its experience and expertise in many international forums.



## NOTORIÉTÉ INTERNATIONALE

Grâce à son professionnalisme, à la qualité de ses services et à sa contribution dans la promotion des affaires, la MCCI jouit d'une notoriété proéminente sur la scène internationale. Elle est une institution très respectée par ses pairs et par les instances internationales.

Ainsi, la MCCI est le premier point de contact pour toute personne étrangère qui souhaite lancer des affaires à Maurice. Elle est aussi un passage incontournable pour des délégations en mission de prospection à Maurice.

Reconnue pour son savoir-faire, la MCCI est souvent sollicitée par les instances internationales telles que l'OCDE, la BAD, l'ONUDI pour intervenir sur des sujets liés au développement économique.

Cette reconnaissance internationale est aussi témoignée par la présence de l'institution dans les réunions de haut niveau traitant des sujets tels que les négociations commerciales internationales. Elle est aussi souvent représentée dans d'autres réunions stratégiques concernant la coopération régionale et internationale.

**« La MCCI est une institution très respectée par ses pairs et par les instances internationales. »**







The Market  
a lovely

JUNDO



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