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Mauritius

Study on the Operationalisation of the External Investment Plan (EIP)/EFSD and the Public-Private Dialogue within the SB4A Platform in Mauritius

Mission of the EU TPSDE (Trade, Private Sector Development and Engagement) Facility to Support the EU Delegation to Mauritius

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About the TPSD/E Facility

The TPSDE Facility is an advisory service of the European Commission (EC) managed by the Unit C4 in charge of Trade and Private Sector Development and Engagement within the Directorate General for International Cooperation and Development (DEVCO).
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Disclaimer

This report was drawn up by Dr G. Rajpati and P. Leste, experts deployed by the TPSD Facility at the request of the European Union Delegation to Mauritius. The contents of this publication do not necessarily reflect the official position or opinion of the European Commission. The European Commission, or any other person acting on behalf of the Commission, may not be held liable for the use, which might be made of the information contained in this report.

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TABLE OF CONTENTS

Acronyms and Abbreviations 5

Executive summary 7

1. Constraints of Doing Business in Mauritius 10
1.1 Setting the Context 10
1.2 About the Findings 12
1.3 Views of EU Shareholders & EU Subsidiaries 13
1.4 Highlights of Our Survey among EU Investors 16
1.5 Views of Private Sector in General (Both Local and Foreign Entrepreneurs) 19

2. Proposal for a structure for a Public-Private Dialogue with an improved inclusiveness of EU shareholders/ investors 22
2.1 Objective 22
2.2 Current Structure of Private Sector Organisations 22
2.3 Business Organisations with EU members 23
2.4 List of European Embassies & Consulates 24
2.5 Understanding the Private Sector 25
2.6 Understanding the 'EU' Private Sector 26
2.7 Public Bodies involved in Public-Private Dialogue 28
2.8 Current Private – Public Sector Dialogue 28
2.9 Findings of Our Survey among EU Investors on the dialogue process 29
2.10 Potential Private –Public Sector Dialogue including EU Private representation 30
2.11 Benchmarking in Africa – setting up a Dialogue Platform 31
2.12 Pros and Cons of the different Options 32
2.13 Steps to set up the Dialogue Platform 33

3. European Fund for Sustainable Development instruments for Africa under the EU External Investment plan 36
3.1 Overview of EFSD instruments 36
3.2 Financing for Micro-small and Medium Sized Enterprises (MSMEs) and Agriculture 39
3.3 Sustainable Energy and Connectivity 41
3.4 Sustainable Cities 42
3.6 Local currency financing 44
3.7 How to access the different schemes? 44
3.8 General steps for accessing the instruments from Mauritius 48
3.9 Implementation of the instruments 49

4. Meeting with Stakeholders 51
4.1 Presentation to Stakeholders 51
4.2 2020/2021 National Budget Measures related to Foreign Investment 52
4.3 2020/2021 National Budget Measures related to General Business framework 52
4.4 Discussion with Stakeholders 53

5. Conclusion 56

Annexes 57
Annex 1 - Table of Activities as per revised Terms of Reference (July 2020) 58
Annex 2 - List of EU companies 60

Annex 3 - List of stakeholders participating to EUD Meeting on 7 July 2020 66
Annex 4 - Checklist used for interviewing EU investors 67

Acronyms and Abbreviations

AECID	Spanish Agency for International Development Cooperation
AFD	Agence française de développement (AFD)
AfDB	African Development Bank
AFRITAC	Regional Technical Assistance Center for Southern Africa
AHRIM	Association des Hotels et Restaurateurs de l'Ile Maurice
AMM	Association of Mauritius Manufacturers
BACECA	Building and Civil Engineering Contractors Association
BM	Business Mauritius
BMBC	Belgian Mauritian Business Club
BOI	Board of Investment
CCEB	European Chamber of Commerce in Benin (CCEB)
CCIFM	Chambre de Commerce et d'industrie France Maurice
CDP	Cassa Depositi e Prestiti
CAE	Centre d'Affaires Europeen
CIDB	Construction Industry Development Board
COFIDES	Compañia Española de Financiación del Desarrollo S.A. S.M.E.
CSG	Contributions Sociales Generalisees
EBAR	European Business Association in Rwanda
EBIC	European Business Information Centre (EBIC)
EBRD	European Bank for Reconstruction and Development (EBRD)
EDB	Economic Development Board
EDFI	European Development Finance Institutions
EFSD	European Fund for Sustainable Development
EIB	European Investment Bank (EIB)
EIP	External Investment Programme
EU	European Union
EUBFE	European Business Forum Ethiopia
EUBG	EU Business Group
EUD	European Union Delegation
EUR	Euro Currency
FMO	Netherlands Development Finance Company (FMO)
FX	Foreign Exchange
GBC	Global business companies
IAM	Insurers' Association of Mauritius
ICT	Information and Communication Technology
IFC	International Finance Corporation (IFC)
IRS	Integrated Resort Scheme
KfW	Kreditanstalt Fuer Wiederaufbau (KFW)
MASE	Maritime Security in Eastern and Southern Africa & Indian Ocean
MBA	Mauritius Bankers Association
MCA	Mauritius Chamber of Agriculture
MCCI	Mauritius Chamber of Commerce and Industry
MEXA	Mauritius Exports Association
MRA	Mauritius Revenue Authority
MSME	Micro-Small and Medium Enterprise
OTAM	Outsourcing & Telecommunications Association of Mauritius
PDS	Property Development Scheme

PMO	Prime Minister's Office
PPDF	Project Preparation and Development Facility
REIS	Regional Economic Integration Support
SADC	Southern African Development Community
SB4A	Sustainable Business for Africa
SDGs	Sustainable Development Goals
SE4All	Sustainable Energy for All
SME	Small and Medium Enterprise
TPSD	Trade, Private Sector Development and Engagement
TRF	Trade Related Facility
UCCIOI	Union des Chambres de Commerce et d'Industrie de l'Ocean Indien
USD	United States Dollar
VAT	Value Added Tax
WB	World Bank Group

EXECUTIVE SUMMARY

The EU launched the EU External Investment Plan (EIP) in 2017 with an aim to catalyse international and domestic private sector investment in partner countries and to support them in their effort to meet the Sustainable Development Goals (SDGs). In the context of Mauritius like other African countries, the EU seeks to better target the EIP and to improve outreach of EU cooperation hence making it necessary for EU Delegations and Commission headquarters to establish a structured and sustained dialogue with the local and European private sectors present in partner countries with an aim to identify the most important barriers to private investment and also to prioritise the investment climate reform agenda.

A first mission under the TPSD/EU facility was undertaken from October to November 2018 in Mauritius where a consultant assisted the EU Delegation in providing some information on the EU private sector operating in Mauritius. A second field mission was thereafter deemed necessary to gather additional information on EU companies and on the constraints that they are facing. Two consultants, namely Dr G Rajpati and Pamela Leste were entrusted to conduct the second mission which kicked off on 1 April. The current report addresses the 13 activities listed in the Terms of reference (Annex 1) and is organized into four sections. The initial timeframe agreed has been amended owing to different circumstances, namely the departure of the previous Ambassador and the outbreak of Covid-19 in 2020.

The study involved two phases. Phase 1 was specifically meant at identifying a critical list of EU companies in Mauritius and then proceeding with an assessment of the different constraints they face in conducting business in Mauritius. Using a preliminary list of some 100 EU enterprises (defined as domestic or GBC companies with a substantial EU shareholding or a EU subsidiary) operating in Mauritius, the consultants mapped out the main sectors where European firms are present in Mauritius and how they related to the priority sectors of the Jobs and Growth Compact, namely Fisheries and Aquaculture, Processed Food, Medical Devices/Pharmaceuticals, Jewellery, Financial Services including Fintech, Software / Information Technology Development, Cultural Tourism as well as Renewable Energy. During Phase 1, the consultants also conducted a series of interviews during the month of June 2019 with a sample of European companies registered in Mauritius to better understand their constraints in doing business, the sectors of operations and eventually established a list of representatives of the EU private sector in Mauritius. The sample included operators active in the Global Business sector as well.

Section 1 covers the deliverables of Phase 1, namely activities (v), (vi) and (vii) of the Terms of Reference. It provides an overview of the key constraints faced by EU entrepreneurs. These include, among others, time for setting up and obtaining the different permits, human resources, taxation, the quality of infrastructure or access to finance. Entrepreneurs are overall satisfied with these different factors but encounter nevertheless obstacles in obtaining their permits and visas which they define as bureaucratic. Several issues have been raised with respect to the cost of labour, the skills mismatch or even lower productivity. The small market size represents a constraint to expansion and access to finance especially within commercial banks represents a challenge for the EU entrepreneurs. The tax regime for its part has been attractive at the outset but has changed over time undermining the comparative advantage of Mauritius over Europe.

Phase 2 of the Study focused on setting up the mechanism to establish a dialogue platform connecting the private sector, the European Union and the public sector in Mauritius (under activities (viii) and (ix) of the ToR) relating to the necessity for a dialogue platform connecting the private sector, the European Union and the public sector. This aspect was discussed during the individual consultations and later during a meeting with a sample of EU investors on July 7th, 2020. The objective was to set up guidelines for setting up a regular and structured dialogue with the private sector, the European Union and the public sector as per the SB4A under the EIP. These guidelines were discussed at length with the EUD team including the Ambassador. The two wide options considered were to either set up a new organisation or host the platform within an existing one. The pros and cons indicate that owing to resource constraints, the better option is to favour a soft platform (no new organisation) that will link together the entrepreneurs and the EU Delegation. The few EU business associations in the country include the CCIFM and the Belgian Business Council. The CCIFM is rather well structured and provides an interactive network for French entrepreneurs. The eventual setting up of a committee within Business Mauritius was also considered as it would enable the integration of EU entrepreneurs into the wider business community. The forthcoming setting up of a Centre d'affaires européen or European Business Information Centre at the Indian Ocean Commission represents a good avenue for information sharing among EU entrepreneurs. However, the advocacy role vis a vis the public sector will have to be taken up by a local platform.

During Phase 2 (Section 3 of the report and activity (xi) of the ToR), has been outlined an overview of EFSD instruments approved under the EIP and for which companies operating in Mauritius are eligible. The objective of EFSD instruments is to support Africa and EU neighbourhood countries in reaching the UN Sustainable development goals (SDGs) by 2030. There are some 23 instruments that relate to different categories, namely sustainable energy and connectivity; micro, small and medium sized enterprises (MSMEs) financing; sustainable agriculture, rural entrepreneurs and agri-business; sustainable cities; digital for development. Out of these, there are 10 schemes earmarked for Africa/ Sub Sahara only while the eligibility to 9 others is open to both Africa and EU neighbourhood. Section outlines the different steps regarding how to practically access these instruments in Mauritius.

Section 4 specifically focuses on the consultation between the EU Delegation and EU entrepreneurs (activity x). The findings of the 2019 study were presented and discussed openly. Recent new measures announced by Government such as the schemes for attracting new investment in fields such as technology, pharmaceuticals, innovation were also discussed. While a few improvements in permit process have been noted, recent changes in taxation such as the Solidarity Level and the contributory pension were viewed as increasing the cost of doing business in Mauritius. The outbreak of the corona virus and its uncertain impact on the future of business was also a cause for concern.

The mission is a first step to launching the platform for dialogue and for disseminating information on EFSD instruments for which EU entrepreneurs in Mauritius can be eligible. The structured dialogue should, in the long term, address efficiently information sharing and advocacy towards the public sector with the overall aim of achieving the goals set in the Jobs and Growth Compact.



Section 1
Constraints of Doing Business in Mauritius



1. CONSTRAINTS OF DOING BUSINESS IN MAURITIUS

1.1 Setting the Context

At the outset of the study in April 2019, a list of EU companies was provided to us for review as per activity 2.3(v) of the Terms of Reference of our study. The objective was 'to establish the main sectors in which European firms present in Mauritius operate and how this fits with the priority sectors of the Jobs and Growth compact.'

The list of EU companies, which we understand originates from the Economic Development Board of Mauritius (EDB), contains 2,098 companies with shareholders presumably originating from EU companies. The countries concerned are mostly France (68%) and UK (12%). Belgium, Italy and Germany together account for another 10% of the companies.

Besides the country of origin, the list consists of 3 details only, namely company name, shareholder and business address.

Sample checks were made on the companies on the online MNS portal (an online query tool under the aegis of the Registrar of companies that provides information on company name, shareholders, directors, sector of activity, financial statement for the latest year where disclosed) as well as on relevant companies' websites/ pages where available. This close check revealed a set of constraints or drawbacks as follows:

- Several of the companies have closed already (defunct).
- Several of them do not submit their financial statements.
- Many companies display a low and insignificant turnover and even an operating loss.
- Many shareholders do not display European family names (which suggests that they have become European by naturalisation or marriage).
- Many other companies seem to have European nationals as shareholders but have married a Mauritian national, which explains the reason of their presence in Mauritius.

Even though the Registrar of Companies form makes provision for 'type of certificate', this field is rarely filled which makes it difficult to identify 'de visu' a company which has one or more foreign shareholders.

An assessment of the sectors in which these companies operate is not straight forward and is a tedious task. In general, there are high numbers involved in trading, tourism/ leisure, food selling or finance. The location is varied but the tendency depicted is a higher concentration in *Port Louis, Ebene, Floreal/Vacoas/ Curepipe* as well as *Grand Bay*. While the first 2 regions correspond to business addresses, the other two are more residential areas. There is also a high number of companies located in the region of Tamarin, Flic en Flac and Riviere Noire.

The conclusion is that the list is not very helpful or reliable. While it definitely indicates the presence of EU nationals living in Mauritius, it does not however provide much information on the diversity of companies and sectors involving European investors/ owners. For instance, this list does not include the large and well-known EU companies such as Air France, Transinvest-Colas, Princes Tuna etc.

Table 1: Number of EU companies by country

Country	Number of companies	Country	Number of companies
Austria	12	Italy	88
Belgium	88	Lithuania	1
Bulgaria	1	Luxembourg	28
Croatia	1	Malta	5
Cyprus	28	Netherlands	9
Czech Republic	8	Poland	9
Denmark	8	Portugal	5
Estonia	1	Romania	4
Finland	6	Slovakia	1
France	1,437	Slovenia	4
Germany	51	Spain	23
Greece	4	Sweden	7
Hungary	6	United Kingdom	244
Ireland	19	Total	2,098

Our approach to identifying EU companies hence consisted of first agreeing on the criteria which are: (1) the main or major shareholder should be from an EU country (2) the company is a subsidiary of known company incorporated in Europe (3) the company has a strategic partnership with an EU organisation provided the shareholder/ founder is from the EU (as per the inception report).

We then used our deep knowledge of the country and context to generate a new list. Simultaneously, we have approached the consulates and embassies with a view to further expand our list but the responses were not very positive. It was moreover confirmed to us that there is no known company from Norway, Finland and Sweden but a few from Denmark. Organisations such as the CCI France-Maurice, Business Mauritius and the Belgian Business Club were more collaborative. This allowed us to further consolidate our initial list and we reached, as at end of April 2019, a list of 80 + companies – all sectors included.

This list is annexed. EU companies identified are from Austria, Belgium, Cyprus, Denmark, France, Germany, Greece, Malta, Netherlands, Sweden and UK. Out of these, some 35 companies have been highlighted as belonging to the priority sectors identified in the '*Jobs and Growth Compact for Mauritius*', namely (a) Fisheries and Aquaculture, (b) Processed Food, (c) Medical Devices/Pharmaceuticals, (d) Jewellery, (e) Financial Services including Fintech, (f) Software / Information Technology Development and (g) Cultural Tourism. The Jobs and growth Compact focuses on complementing Government initiatives with a view to move the country to a knowledge-based economy, boost agro-processing and develop sustainable fisheries.

No company was identified in Cultural Tourism yet and a suggestion is made to include *Renewable Energy* in the list. In our opinion this sector is quite promising, with the country relying on only 22% renewable energy so far. The sector has the potential to create jobs, save expenses on fuel or coal import and more importantly on reducing carbon emissions.

The objectives of Phase 1 of the assignment, as per sections (vi) and (vii) of the Terms of Reference (Annex 1) were to hold consultations with EU investors in order to identify the different constraints that they are facing or have faced while doing business.

A checklist was developed for that purpose to run interviews and in parallel a questionnaire was drafted (both French and English) for circulation to the 80+ companies identified to gather their views on their business constraints and perceptions on the business framework.

The key constraints faced are briefly elaborated overleaf. It is important to underline that they pertain to a specific time period up to June-July 2019. Some of these constraints have since been addressed and the 2020-2021 National Budget has moreover made provision for tackling a few of these too.

Priority Growth Sectors in Mauritius



1.2 About the Findings

The Survey among EU shareholders and EU subsidiaries has been carried out over the month of June 2019 with 16 companies' directors (face-to-face or phone) and 13 companies (online questionnaire/ email). Some 100 companies have been targeted but the response is considered as representative of the EU investors community.

The views elicited were both positive and negative with respect to the business climate and environment. This document mainly highlights the constraints faced by the entrepreneurs who have set up a company in Mauritius.

Some of the problems encountered relate to the time that they were setting up. Other problems are issues which are still prevalent to-date. The Consultants have also taken into account the other issues which other entrepreneurs (non-EU) are facing in the country.

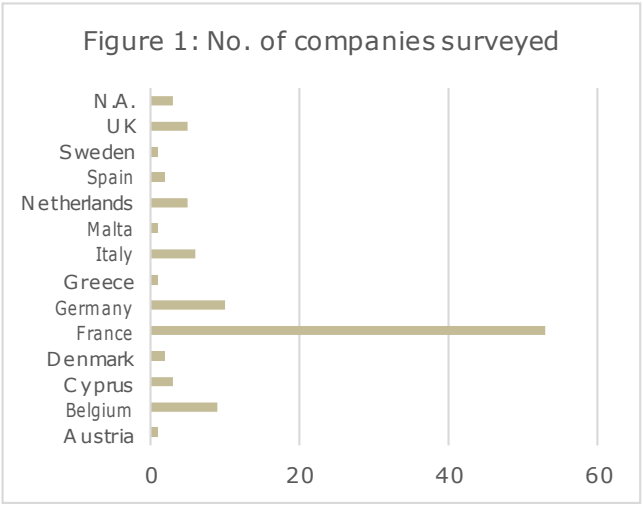
Note

This document presents the 'list of constraints faced by the private sector, including the European companies, for doing business in general terms and in the priority sectors of the Jobs and Growth compact'.

The views are those expressed by the operators consulted and are dissociated from the consultants' own views or own experience.

Some of the constraints have since been effectively addressed by either the authorities or by private service providers.

Figure 1: No. of companies surveyed





1.3 Views of EU Shareholders & EU Subsidiaries

Setting Up



- Several companies encountered no major difficulties.
- There is a requirement to submit applications and documents in hard copies and in person – lack of digitalised services.
- A lot of bureaucracy, multiple forms to fill with different authorities.
- Significant delays in obtaining a reply and additional documents requested
- The e-license system still in development.
- Delay in implementing budget measures.

Expansion



- Small local market restricting the expansion of the company.
- Local market not always ready for innovative products / services (e.g. digital services).
- Decision process in companies is slow (purchasing decision)
- Purchasing power is low in the country.

Human Resources



- Low employee loyalty – resulting in high turnover and continuous recruitment.
- Culture of work in Mauritius is different from Europe – less flexibility, fixed hours, lower productivity.
- Low skills in certain trades requiring significant investment in training
- Education systemin Mauritius does not prepare young people for entrepreneurship.
- There are many accountants but most are generalists.
- ICT curriculum of local universities is not up to the level required on the job.
- Requests for recruiting foreign skilled employees get delayed .
- There are shortages of skills in certain sectors e.g. agriculture, hospitality.
- Meeting requirements for obtaining HRDC funds for training is complex and not practical



Professional Services

- There are many consultants but a few operators have come across professionals who did not advise adequately, resulting in delays in their setting up.

Finance

- Some companies have faced difficulties in obtaining short term credit.
- Medium sized loans too are difficult to obtain from local banks.
- Banks (are perceived to) charge high rates for foreign currency / international transactions.
- Long shipping time and payment prior to shipping results in funds being locked.
- Opening a bank account (at least 2 weeks) is considered as too long.



Property

- It is easier to rent than to purchase property.
- It is not easy to find proper office buildings outside Ebene and Port Louis.
- Delays in getting Prime Minister's Office (PMO) approval to buy land and
- building.
- Restrictions on buying residences – buying in IRS and PDS is expensive and not everyone wants to live in apartments (G+1).
- Residences marketed as luxurious are not really –the quality of materials and building skills are average.



Family Friendliness



Local private schools are expensive.
There are relatively few cultural activities.
Eligibility for applying for nationality is not very transparent.
Procedures for spouses to work are complex.
In case of death, spouses and children are required to leave the country shortly.

Visa/ Permit



There is a quota on the number of foreign workers that a company can recruit.
The spouse of the investor cannot easily get a working permit despite being highly qualified.

Tax

Tax treatment is not always transparent for the operators.
VAT imposition on medical testing is seen as a deterrent – the product is not for sale.

Safety / Security



Loopholes in security/ safety with risks of residences being robbed.
Security cameras and services are expensive.

Infrastructure

Internet lines and tariffs have improved but are expensive compared to other emerging countries.
Electricity is quite expensive (where the activities are energivourous).

Transport



Air flights are expensive.
Short distance flights in the Indian Ocean are an obstacle to business expansion.

Other

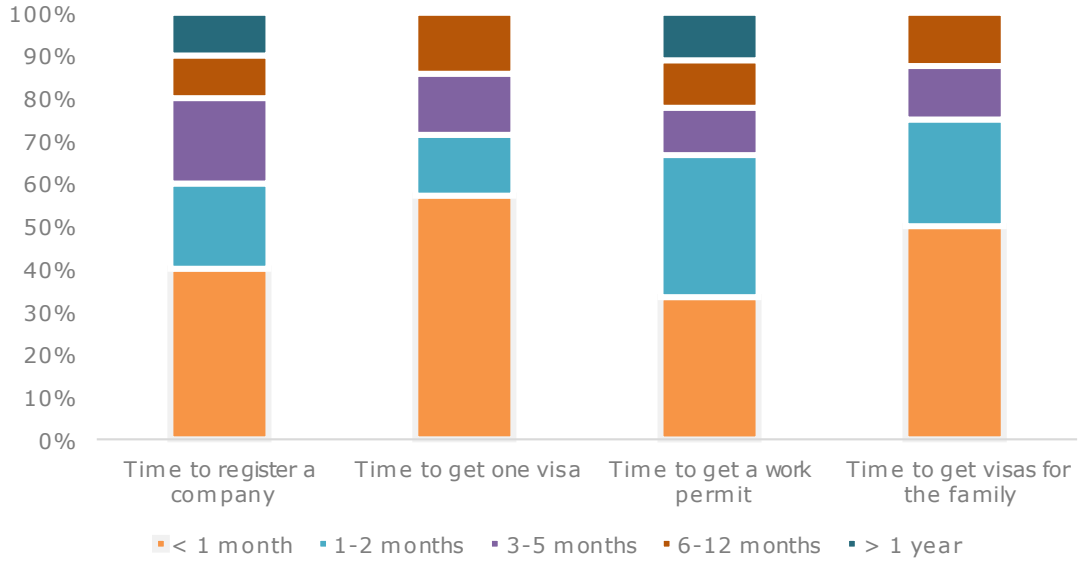
Small companies face more difficulties than larger companies.
The perception is that the larger companies are more closely connected to decision makers and are listened too.

1.4 Highlights of Our Survey among EU Investors

Survey methodology
Two approaches were adopted, one being complementary to the other. Priority was given in a first instance to face-to-face consultations with selected companies that could provide representative views on the issues/ themes surveyed. A diversity of EU origin and sectors was sought.
As regards Global Business Companies (GBCs), management companies mostly were interviewed but there were also offshore companies with local offices and directors.
Additionally, online questionnaires were designed with options for English and French language. Some 100 firms were approached by email to respond to the survey. After a week, follow up calls were made to some 40 companies. The collaboration of the Chambre de Commerce France Maurice (CCIFM) and the Belgian Business Club were also sought to reach out to the French and Belgian business community in Mauritius. Replies were collected anonymously where the participants wished so.

Entrepreneurs were asked a series of question on the time taken to obtain different documents validated.

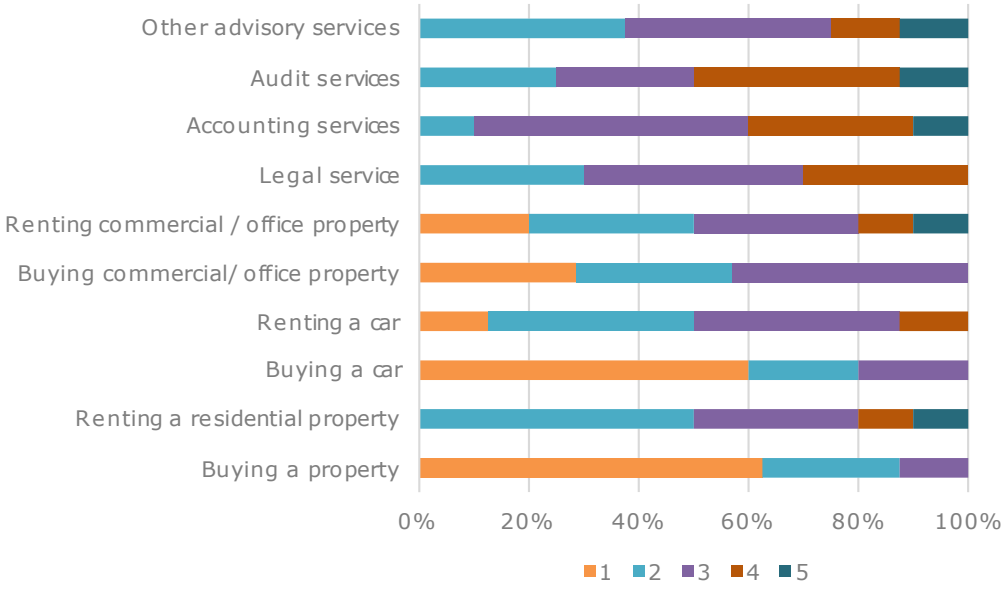
Figure 2 : Time to get different documents



- Company registration was reasonably short. The shortest time is 1 day.
- Obtaining one's own visa took around 3 to 4 weeks
- The time taken to obtain a work permit was from less than 4 weeks for some and up to 5 weeks for others
- Visas for the family took in general from less than 4 weeks for some and up to 5 weeks for others
- According to many investors, procedures were easy, fast and it went smoothly however it was also very bureaucratic

- Entrepreneurs' views were sought about the cost of different services required when setting up in Mauritius. They were also asked to provide their views on the level of these services.

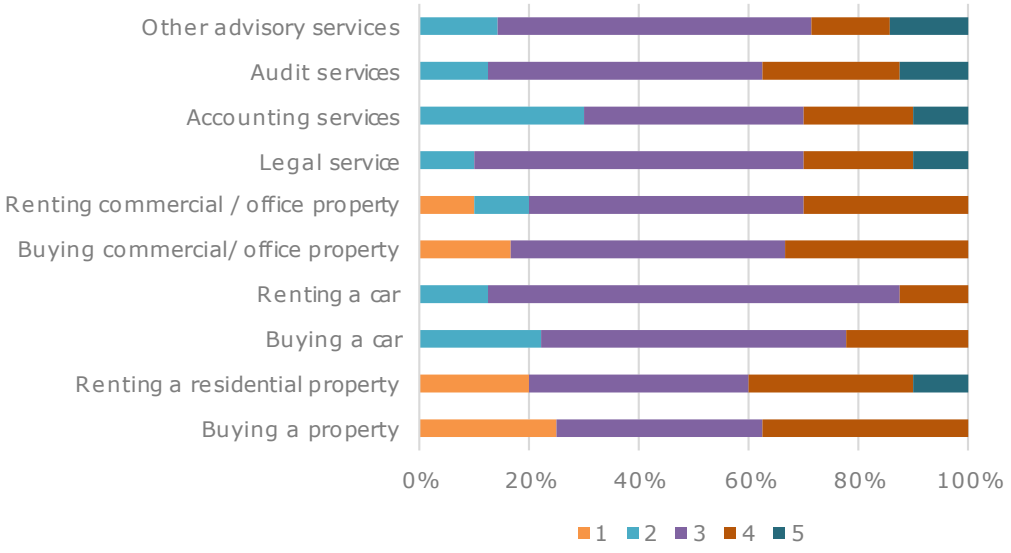
Figure 3: Views on the cost of different services (5 very affordable)



Infrastructure

- Most office buildings are located in Ebene, Port Louis and the Centre. These imply long commuting distances
- Buying residential property is criticised as very costly. There are also several issues with the quality of the construction.

Figure 4: Views on the level of different services (5 very good)



Transportation

- Road transport facilities are satisfactory although roads are very congested.
- Air flights especially in the Indian Ocean region are quite expensive and is an

obstacle to develop regional trade

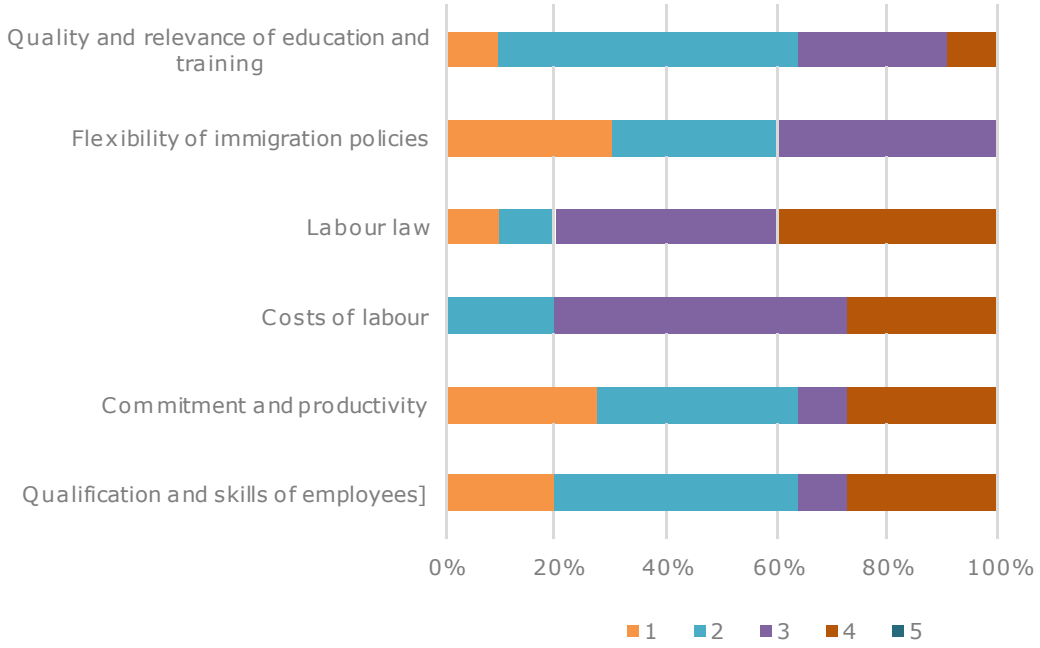
Tax regime

- Tax is mostly reported as good, stable, transparent and predictable. There were a few complaints about the lack of transparency of some application of VAT and CSR.

Labour

- Labour market conditions were lengthily commended upon by EU entrepreneurs.

Figure 5: Views on labour market conditions (5 – very satisfactory)



- Several issues have been flagged regarding the attitude of some employees towards work in general: frequent absenteeism, little loyalty to the company, inflexible working hours culture.
- Company owners face recurring turnover and have to train continuously.
- The education system is very academic, it encourages parrot learning and not enough entrepreneurship. Soft skills are not taught in schools and have to be built up on the job.
- The ICT training level in the country is not always to the level and the employers need to invest further in their training, both locally and abroad.
- Some sectors are facing rising difficulties in attracting quality labour: agriculture, construction, hospitality. Qualified hotel workers are leaving to work on cruise ships etc. There are few people skilled in high tech agriculture. In the construction sector there are too many projects at the same time, which explains the shortage of labour/ skilled labour.
- Some companies have faced difficulties in recruiting from abroad – have to queue up – submitting papers to the different public departments.
- HRDC only funds training sessions involving several compaies but such groupings are not very practical and the needs may be different.

1.5 Views of Private Sector in General (Both Local and Foreign Entrepreneurs)

The Constraints faced by European entrepreneurs are also faced by the larger community of entrepreneurs in Mauritius. An additional list is provided here and constitute issues contained in the Memorandum by Business Mauritius to the Government of Mauritius in 2019 as part of Pre-Budget Consultations.

Natural resources (Energy, water, land)
An appropriate framework is lacking for optimal development (research and development) of the Exclusive Economic Zone, water supply and quality, difficulty in identifying land available for development easily in the absence of an updated digital database, lack of facilities and accompanying measures to make the transition to organic sugar, current renewable energy policy is not in favour of renewable energy, loopholes in long term sustainable water management, little waste sorting by authorities.

Human capital
There are insufficient family friendly work practices, creches are located mostly near homes and not near workplaces, inadequate healthcare services in the public sector, academic syllabus does not match professional requirements, lack of valorisation of manual & agricultural jobs (resulting in dependency on foreign labour), lack of predictability in payroll costs.

Infrastructure
There are weaknesses in security, road safety, low use of taxi meters, high cargo freight rates, no dedicated cargo air freighter to EU, Africa and Asia, connectivity to more hubs required, digital connectivity not competitive.

Corporate Social Responsibility (CSR)
Recent CSR policy with respect to fund allocation, requiring firms to channel 50% or 75% of the funds directly to Government is detrimental to NGOs and inclusiveness. CSR is now viewed as a tax.

Innovation
There is insufficient investment in R&D, fintech and blockchain.
Business & investment climate
There are insufficiently strong standards in local construction industry, low recycling and upcycling incentives, lack of facilities to support SMEs (quality improvement, supply chain, insurance cover, issues in ease of borrowing and cost of borrowing.

Taxation
Several distortions in the tax framework (differential rates, lack of transparency or clarity) prevail.

Environmental vulnerability
There is an uncertainty over the future impact of inland and coastal areas (and impact on tourism, agriculture etc), lack of preparedness plans (with respect to floods, droughts, pests and other risks).

Other business constraints in the business environment known to the consultants include public tenders opacity, sub standards in the construction industry, unfavourable taxation terms, environmental nuisances or food safety issues among others

Public Tenders
Public tenders are not always transparent. At times they seem biased to favour one bidder.
Bidders complain that some companies are systematically favoured on account of their political connection or acquaintance with the party in power.

Quality of workmanship
Construction of buildings is often cited as not meeting satisfactory standards. Luxury villas for instance are regularly confronted to quick wear and tear despite the high price paid by investors.

Taxation
Payment of VAT and VAT returns on a quarterly basis are based on invoices whereas actual payment is most of the time delayed for many businesses as the practice is to provide credit up to 90 days. This situation creates cash flow problems for the companies.

Organic and healthy food
There is no trustworthy mechanism for ensuring that local fresh vegetables are free of pesticides and other chemicals. The absence of traceability and the high fluctuation in prices do not encourage investment in local food production.

Bank loans and credit facilities
Most banks require collateral security for loans which SMEs do not always have. They are not granted overdraft facilities easily either.

Dormitories
Factories wishing to recruit foreign labour need to show evidence of availability of dormitories fully compliant with the applicable regulations. However, the dormitories are required in advance of the recruitment and with delays in processing of documents, rental expenses are incurred over several months.

Section 2



Proposal for a Structure for a Public-Private Dialogue with an improved inclusiveness of EU shareholders/ investors

2. PROPOSAL FOR A STRUCTURE FOR A PUBLIC-PRIVATE DIALOGUE WITH AN IMPROVED INCLUSIVENESS OF EU SHAREHOLDERS/ INVESTORS

2.1 Objective

The objective is to draw up guidelines for the setting up of a regular and structured dialogue with the private sector, the European Union and the public sector as per the Sustainable Business for Africa (SB4A) platform under the External Investment Programme (EIP).

The platform will have numerous functions, one of which being to communicate useful information to European investors and to speak with one voice to the different authorities as concerns the constraints that they face in doing business in Mauritius.

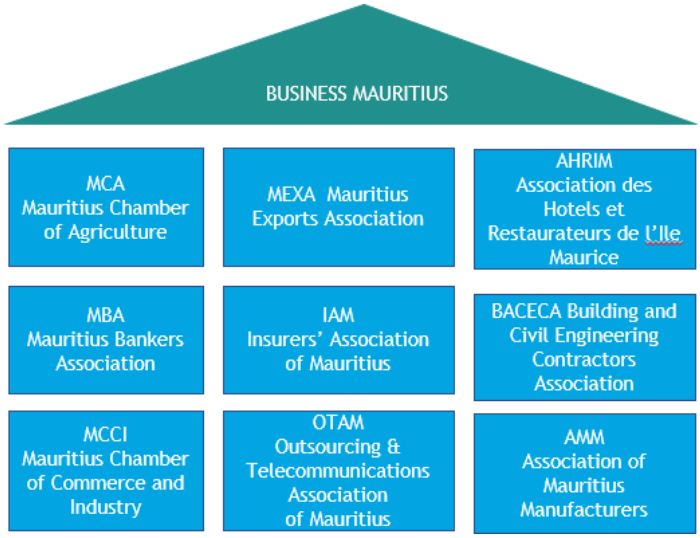
The recommendations have been crafted based on consultations held with a sample of European investors and entrepreneurs in Mauritius while lessons have also been drawn from other practices in the African region.

The options preferred take into account the specificities of the economy of Mauritius, namely its size, the growth sectors, the diversity of European nationalities and existing business networks on the island.

2.2 Current Structure of Private Sector Organisations

The key business organisations of the private sector are listed below, reflecting the diversified economic segments.

Business Mauritius is the Apex Organisation grouping the different 'industry organisations' of the private sector. It results from the merger of the Joint Economic Council and the Mauritius Employers' Federation.



The three strategic goals of **Business Mauritius** are to:

- Engage business in National Economic Development
- Develop a strong Social Capital
- Promote Sustainability and Inclusive Growth

While each organisation caters for a specific sector of economic activity and interact separately with other stakeholders including the public sector, they often make representations through a common platform.

The **Mauritius Chamber of Agriculture** groups the 3 sugar millers, 12 sugarcane estate planters, 13 sugar cane planters, 2 tea millers as well as several commercial firms and individuals having an interest in agriculture.

MEXA was first established to represent the interest of the textile and apparel sector and now overlooks other export-oriented sectors such as sea food, chemicals, jewellery.

AHRIM is a professional association of private operators in the hospitality industry in Mauritius and has for goal to promote viable tourism & hospitality.

MCCI is the oldest private institution that defends commercial and industrial activities, interacting on a regular basis with the public sector.

AMM is a private sector organization that represents the interests of local industry, promoting the Mauritian industry and supporting its transformation.

2.3 Business Organisations with EU members

It has been a difficult task to map the number of EU nationals in Mauritius with a business activity. There are EU nationals who have started a business at one end but there are also Mauritians who have acquired EU nationality through different forms. The most pertinent fact is that there is a growing community of EU investors scattered across different economic sectors and who live permanently in Mauritius.

The two main countries of origin are France and Belgium while other nationalities include German, Italian, Dutch, Spanish (British excluded on account of the forthcoming Brexit).

The two most active organisations with EU members are the Chambre de commerce et d'industrie France Maurice (CCIFM) and the Belgian Mauritian Business Club (BMBC). CCIFM runs a full-time secretariat while BMBC is much more a network.

Chambre de Commerce et d'industrie France Maurice - CCIFM

Set up in 2006, the CCIFM guides its members in setting up and doing business in the country through different support services including networking and information sharing. CCIFM comprises French nationals but its membership is also open to other nationalities.

Belgian Mauritian Business Club (BMBC)

Founded by Etienne Brehain, the Club groups Belgian expatriates who meet regularly to discuss business issues or for social networking.

Another organisation that may be of interest is Cap Business (ex UCCOI).

Union des Chambres de Commerce et d'Industrie de l'Ocean Indien – UCCIOI Now Cap Business Ocean Indien

The UCCIOI collaborates with the different Chambers of Commerce and Industry (Comores, Madagascar, Maurice, Mayotte, La Réunion et Seychelles) and provides economic intelligence to its members through a digital platform, to favour trade of goods and services in the Indian Ocean. In early 2020, UCCOI has been renamed to Cap Business Ocean Indien. The Members are from all islands of the Indian Ocean and count EU nationals as well.

British Council

There is no formal organisation that groups UK nationals but several do relate to the British Council.

The British Council focuses on cultural relations and educational opportunities between UK and Mauritius and has at heart the development of strong partnerships with our country. In the context of BREXIT, this might not be relevant for the future.

Most Embassies and Consulates representing EU countries have been contacted but were not able to provide much information on the number of nationals from the respective EU countries. There are occasional social events organised by the Embassies to which EU nationals attend.

2.4 List of European Embassies & Consulates

Although the Embassies and Consulates do not have a record of EU nationals living in Mauritius, they can become a good network to reach out to EU nationals and particularly investors.

Austria	Consulate of Austria
Belgium	Consulate of the Kingdom of Belgium
Bulgaria	None
Croatia	None
Cyprus	Consulate of Cyprus in Phoenix
Czechia	Consulate of Czech Republic
Denmark	Consulate of the Kingdom of Denmark
England	British High Commission (Brexit)
Estonia	Consulate of Estonia
Finland	Consulate of Republic of Finland
France	Ambassade de France
Germany	Consulate of the Federal Republic Of Germany
Greece	Consulate of Greece
Hungary	Consulate of Hungary
Ireland	Consulate of Ireland
Italy	Consulate of Republic of Italy
Latvia	None
Lithuania	Consulate of Lithuania
Luxembourg	Consulate of the Grand Duchy of Luxembourg

Malta	Consulate of Malta
Netherlands	Consulate of the Netherlands
Poland	None
Portugal	Consulate of the Republic of Portugal
Romania	None
Slovakia	Consulate of the Slovak Republic
Slovenia	Consulate of Sovenia
Spain	Consulate of Spain
Sweden	Consulate of the Kingdom of Sweden

2.5 Understanding the Private Sector

A better understanding of the private sector is through the number of companies and number of persons employed as well as their contribution to the Gross Domestic Product.

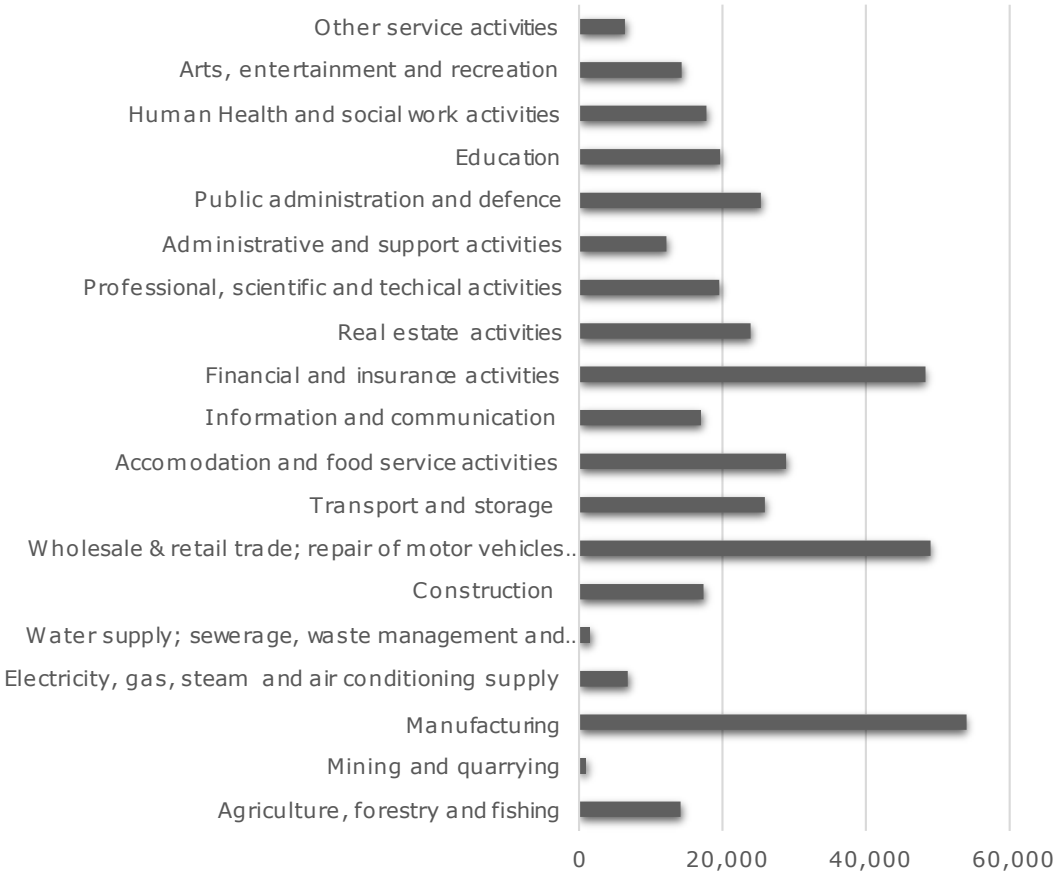
There are currently 573,100 people in employment of whom 29,400 are not Mauritians. The population is estimated at 1,265,577.

At the last survey of enterprises (2013), there were some 173,420 enterprises registered. Small and Medium Enterprises (SMEs) represent 35% of Gross Value Added and 48% of total employment.

- Micro enterprises (Turnover < Rs 2 M and 1-5 employees)– 139,030
- Small enterprises (Turnover Rs 2M to Rs 10 M)– 31,970
- Medium enterprises (Turnover Rs 10 M to Rs 50 M)– 1,190
- Large enterprises (Turnover > Rs 50 M) – 1,230

The private sector is well diverse but is nonetheless dominated by large local conglomerates and listed companies. These include: IBL Ltd, CIEL Group, Air Mauritius, Eclosia, ENL Limited, Mauritius Telecom, The Leal Group and New Mauritius Hotels Ltd.

Figure 6: Contribution of public sector to Gross Value Added – 2017 (MUR Million)



2.6 Understanding the 'EU' Private Sector

Through our surveys and associated data gathering, we were able to map about 100+ companies. Micro companies have not been retained for this exercise. Close to 50% of the companies mapped involve French investment. Other EU nationalities include Belgium, Germany, Netherlands, Italy, Cyprus, Greece, Spain, Denmark, Sweden, Austria. There are a few UK investors present too but with Brexit, they can be put aside.

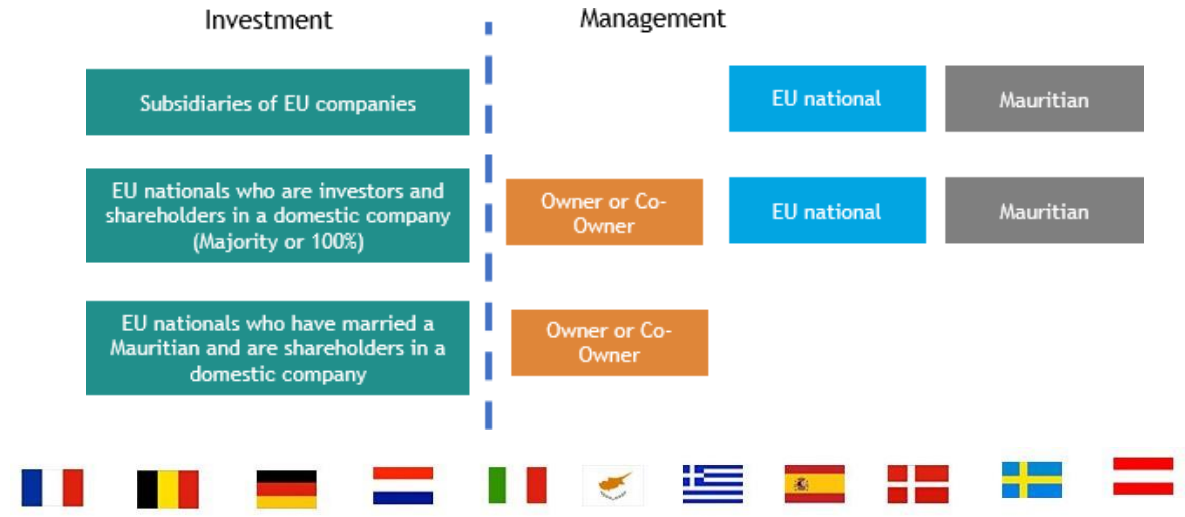
The Turnover varies widely with several large enterprises especially in outsourcing and ICT and also small and micro enterprises. There are very small companies with few employees and also large companies with 100+ employees. A few investors have over time set up more than 2 companies in different fields and also in different countries. While a majority have the status of domestic companies there are also a few Global business companies (GBC). The sectors of activity are quite mixed and include film making, jewellery, renewable energy, banking, digital solutions, human resources, consultancy, management services, food processing among others.

The key factors that led the investors in Mauritius have been 'the family', the 'tropical climate' or the 'attractive taxation regime'. Several entrepreneurs have previously been employed in French subsidiaries and at the end of their contract have decided to set up their own companies and stay in Mauritius. A significant proportion of the investors travel widely, have business operations in other countries and do not reside continuously in Mauritius.

The constraints faced by EU entrepreneurs and investors are discussed in Section 1 of this document.

Our consultations and other exchanges with EU shareholders have shown that there are different categories of investment and of management. In agreement with the EU Delegation in Mauritius, three sets of criteria have been established. First there are subsidiaries of EU companies who have outsourced part of their operations in Mauritius or have opened up subsidiaries to serve the local market and the region. These can include EU nationals as general managers or can include Mauritians also.

The second category comprises EU nationals who have invested in a domestic company which they own 100% or which they co-own but have at least 50% of the shares. The owner or co-owner can at times be the general manager/ CEO or may choose to employ an EU national or a Mauritian to run the company. The third type of EU company is where an EU national has married a Mauritian and has decided to set up a domestic company. Most of the time, the EU national is the major shareholder and the CEO.



2.7 Public Bodies involved in Public-Private Dialogue

Economic Development Board (EDB)

The EDB was set up in January 2018 as the merger between the Board of Investment, Enterprise Mauritius and the Financial Services Promotion Agency. It is entrusted with several functions including the provision of strong institutional support for strategic economic planning, of promoting Mauritius as an attractive investment and business centre or for facilitating inward and outward investment and ensuring a conducive business environment.

The EDB operates under the aegis of the PMO. It consults regularly business operators with respect to its mandate for business facilitation and increasingly interacts with the private sector since the set up of the national e-licensing platform.

Mauritius Revenue Authority (MRA)

The MRA has for function to administer and collect taxes due in Mauritius. It is expected to run an effective and efficient revenue-raising system. It is in regular contact with private businesses which are regular contributors. The latter also make representations to the MRA with respect to taxes paid or refunds due.

Taxes include income tax (PAYE), business income, corporate tax (levied on profits, interest, royalty, dividends and rent), VAT, customs (import/ export/ excise duties), gambling taxes, advertising fees etc. The MRA operates a taxpayer education and communication department too.

Prime Minister's Office (PMO)

The PMO is responsible for a wide range of services including the delivery of residence permits and visas, citizenship application, property acquisition by non citizens, apostille of national certificates, passport issue to Mauritians born abroad. Under the current Government, the PMO also handles finance and economic development.

Different Ministries

Interactions between private sector operators and different ministries take place with respect to sector-specific concerns e.g. Tourism, Agriculture, Manufacturing, Real Estate. While the EDB will handle most requests from new investors, existing operators would generally channel their issues to relevant ministries for appropriate action.

2.8 Current Private – Public Sector Dialogue

The first EU-Mauritius Political Dialogue was held in 2011 and subsequent ones in following years.

> The EU counts some 40 years of partnership with Mauritius. EU/ EC has been financing several Government or Public projects, most recent ones being under the 11th European Development Fund (National Indicative Programme) with a total allocation of EUR 9.9 million for Tertiary Education sector, Research and Innovation (EUR 7.9 M) and Technical Cooperation Facility (EUR 2 million). Specific projects funded include the National Electronic Licensing System of Mauritius. The 11th EDF NIP is now devoted to the health sector following a request received by the Government of Mauritius in April 2020 as a result of the COVID-19 outbreak.

As regards private projects, these have included among others the MCCI Technology Transfer Platform. In addition, there have been several social projects where civil society has been the beneficiary. The focus of the last call for projects under 'Europe Aid' was Women (Gender) and Climatic Change. However, the EUD has not had much interaction with the private sector in general and neither with EU investors (domestic companies, offshore companies or EU subsidiaries).

Moreover EU has made commitments over several regional programmes and projects such as the funding of the setting up of the IMF's AFRITAC South; the MASE Programme - a key strategic initiative to promote maritime security in the Eastern and Southern African and Indian Ocean region; Switch Africa Green, the SADC Trade Related Facility (TRF), the SADC Regional Economic Integration Support (REIS), the SADC Project Preparation and Development Facility (PPDF) or still the Coastal, Marine and Island Specific Biodiversity Management in the Eastern Southern Africa- Indian Ocean Region.

About the EU Delegation in Mauritius

The Delegation ensures the representation of the European Union (EU) to the Republic of Mauritius and to the Republic of Seychelles, and the conduct of the relations with the Indian Ocean Commission (IOC).

Its objectives include among others:

- Ensuring the follow-up of EU policies in all sectors.

- Promoting and defending the values and interests of the European Union.

- Ensuring the implementation of EU Development policy in line with the European Consensus on Development.

- Ensuring compliance with EU and international aid coordination policies - in particular the "2030 Agenda for Sustainable Development", comprising a set of 17 Sustainable Development Goals (SGDs) and facilitates partnership agreements with EU financial institutions.

2.9 Findings of Our Survey among EU Investors on the dialogue process

During the month of June 2019, a sample of EU shareholders operating from Mauritius were interviewed, providing an opportunity to discuss over different issues relating to doing business with a focus on the constraints that they face/ faced.

On the dialogue process, EU investors view positively the proposal for a permanent public-private sector dialogue. Their wish is to have more information and more forum where such information is shared.

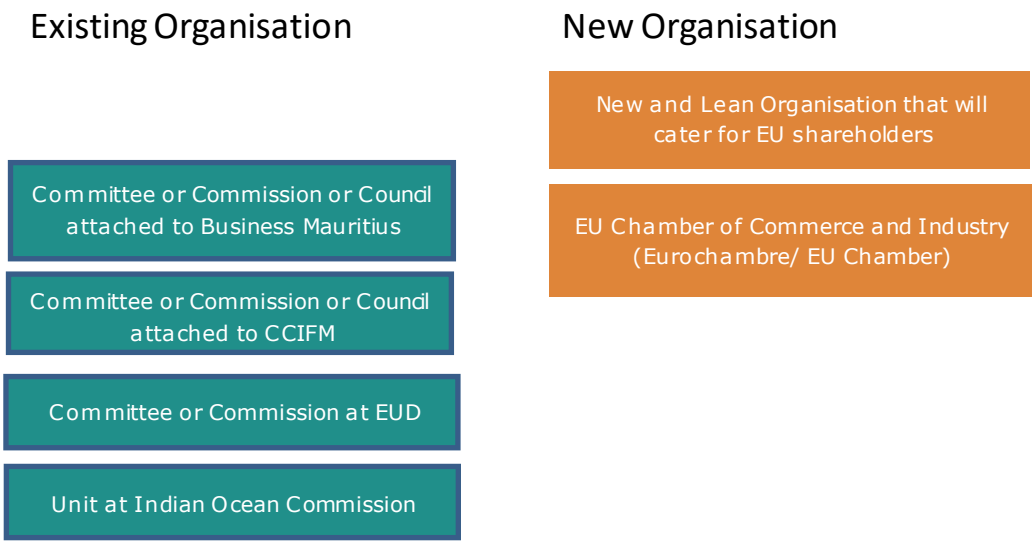
The opinions expressed indicate that information on investment incentives or even on changes in the business framework is not communicated in a timely or relevant manner to the wider business community. Investors rely on public administration and published documents for their different applications but encounter delays due to missing or incomplete documents (through lack of communication).

In pre-budget consultations, representations are made once every year and repeatedly on the same issues but some never get addressed by Government, leading to less interest in lobbying for further changes or even disinvestment in the country. The organisation that the investors have been in contact with is mostly the EDB and rarely the embassies of their countries or the EU Delegation.

2.10 Potential Private –Public Sector Dialogue including EU Private representation

Our consultation process has led us to conclude that there are 2 main options for structuring the dialogue. First, advantage can be taken of the existing organisations and try to set up a committee or commission or council. This would be most efficient. Examples suggested include the EDB, Business Mauritius, CCIFM or EUD. The second option is to have a totally new but lean organisation that can cater for EU investors/ shareholders.

The two main options considered and discussed in our consultations were (1) a platform set up within an existing organisation grouping business operators and (2) the setting up of a new structure to take care of the dialogue platform and conduct other ancillary tasks.



Each option has its own advantages and drawbacks which are outlined here.

Existing Organisations	New Structure/ New Organisation
▪ Choosing an existing organisation saves on costs ▪ There is a consensus that the organisation should be a private one, which would exclude EDB or EUD ▪ The organisation should be open to all EU nationalities also ▪ Rather than creating a committee or commission or council, EU shareholders should be invited to join Business Mauritius and/or its member organisations	▪ Opting for a new organisation can better serve the interests of EU investors ▪ This Association should then be affiliated to Business Mauritius ▪ On the other side, this would involve a cost structure even if lean ▪ There is not a critical mass to justify a new organisation, EU shareholders / investors will be loaded with too many memberships

Consensus will have to be reached on what will meet the expectations of a majority of EU investors. Mainstreaming EU companies into the current private sector has been suggested as a most effective pathway by Business Mauritius for example, pointing out that several of the constraints faced by EU investors are similar to local investors.

On the other hand, EU investors may apprehend that their specific concerns are not effectively addressed. A totally new structure will entail costs while there is no visibility on the number of 'members' and their contributions.

2.11 Benchmarking in Africa – setting up a Dialogue Platform

EU Business Groups (EUBGs) have been set up in various countries and have been supported by the EU.

The 6 steps recommended are as follows:

1) Needs Assessment
2) Conceptualise
3) Allocate resources
4) Door-to-door approach
5) Official set-up
6) Medium Term Strategy

For benchmarking purpose, the cases of a few African countries have been looked at, namely Rwanda, Tanzania, Ethiopia (East Africa) and also Benin in West Africa[1].

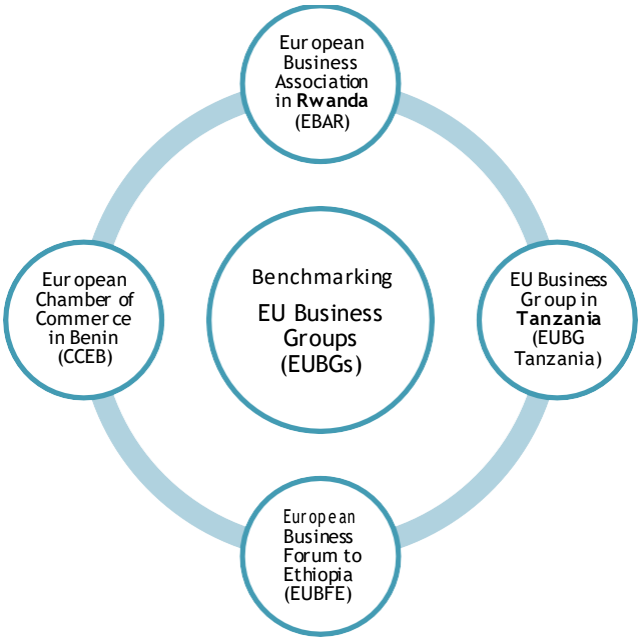
The European Business Association in **Rwanda** (EBAR) was set up in 2016 but still remains an informal network of European entrepreneurs despite attempts at registering as a non-profit association. The committee involves 10 business owners who are all volunteers.

The EU Business Group in **Tanzania** (EUBG Tanzania) was created in 2015 and is a very active group with over 100 European members who participate regularly in public-private dialogue. It has established partnerships with key private sector organizations and run different working groups to cater for specific business issues. The EUBG is financed through membership subscription (differentiated by size/number of employees) and is financially sustainable. The recruitment of an executive secretary was instrumental in growing membership in the first years.

In **Ethiopia**, the European Business Forum to Ethiopia (EUBFE) was created in 2012 and groups today some 100 European companies. It interacts closely with the EUD and the Ethiopian Government through a Technical committee. Initial activities have been financed by BizClim (ACP_EU Business Climate Facility) which enabled the mapping of EU investments a study of constraints faced by these companies and a study of the business climate.

[1] *Rwanda Support Support to the establishment of the European Business Association, TPSD Facility Provisional Report, May 2019*

Another example is **Benin** where an European Chamber of Commerce (CCEB) was set up in 2015 and evolved later into Eurocham Benin with a well organised governance structure consisting of an executive director, an executive committee and regular services offered to its members.



Mauritius is in a different situation given the relatively low number of European entrepreneurs concerned. A vast majority of them is of French nationality and a EU Chamber of Commerce will overlap with the exiting functions of the Chamber of Commerce of Industry France-Maurice. The working language should also be one that provides comfort to the investors.

2.12 Pros and Cons of the different Options

Hereunder are the pros and cons identified for each option.

Committee or Commission or Council attached to EDB	Pros: It is an existing organisation Cons: It may not focus effectively on EU interests
Committee or Commission or Council attached to Business Mauritius	Pros: It is an existing private organisation Cons: It may not focus effectively on EU interests
Committee or Commission or Council attached to CCIFM	Pros: It is an existing organisation grouping French nationals Cons: It may not address the interest of other EU nationals effectively
Committee or Commission at EUD	Pros: It is an existing organisation focusing on EU affairs

	Cons: It may not have the human resources to effectively handle the dialogue platform
Unit at Indian Ocean Commission	Pros: It is an existing organisation with a regional focus Cons: It serves other islands of the Indian Ocean too
New and Lean Organisation that will cater for EU shareholders	Pros: It will focus on EU interests Cons: It will involve high costs and may duplicate the functions of existing organisations.
EU Chamber of Commerce and Industry (Eurochambre/ EU Chamber)	Pros: It will focus on EU interests Cons: It will involve high costs and may not have a critical mass membership-wise.

Discussion with the EU Delegation in Mauritius indicates that the forthcoming Centre d'affaires europeen (CAE) or European Business Information Centre (EBIC) could serve as a platform for promoting public-private dialogue effectively.

It will moreover give a regional dimension to the activities of the Centre and will be able to effectively communicate on the EU External Investment Programme and reach out to a higher number of European investors and entrepreneurs having their operations in the African region.

2.13 Steps to set up the Dialogue Platform

In the context of Mauritius, the needs assessment and the discussion with stakeholders have carried out by the current consultants together with EUD and the EU Business Community. The consensus has been to 'attach' the dialogue platform to an existing business organisation.

Option A – Business Mauritius

Business Mauritius has suggested a phased approach where in the short term (that is for a period of 6 months) a Working Group can be set up and thereafter be converted into a Commission within Business Mauritius. Business Mauritius currently runs three commissions respectively overseeing Economic Development; Social Capital; Sustainability and Inclusive Growth.

EU businesses will be encouraged to register as members of BM and to participate in all business debates at their convenience and their interests will definitely be represented in various fora.

Option B – Centre d'Affaires Européen / European Business Information Centre

The setting up of a European Business Information Centre (EBIC)[2] has been proposed in the IOC region with a view to address the dissemination of business intelligence from the EU to the IOC region and vice versa. It is expected that the Centre will create more networking and matchmaking between entrepreneurs in the region and those in the EU, and hence foster more economic opportunities between the IOC region and the EU.

The European Business Information Centre (EBIC) for the Indian Ocean region will be set up in one of the IOC Member State and will cover the entire region. It has been suggested that it could be hosted by an institution that is a business intermediary organisation like a chamber of commerce. Among the different functions identified for the EBIC is the Setting up of a permanent dialogue platform with the private sector in the region, in line with the requirements for the Sustainable Business for Africa (SB4A) proposal within the EIP. The Centre will also respond to enquiries from institutions, SMEs, individuals and media on EU business topics; act as an entry point for European entrepreneurs interested in doing business with the region among others.

The expected role of the Dialogue Platform (Option A or B or other) is to promote/provide to the members:

- Exchange of information
- Networking
- Advocacy and Lobbying
- Investment Facilitation
- Promote EU technical know how transfer

The different aspects that need to be taken into account are:

a. The Platform should be open to EU investors and entrepreneurs from different sectors and of different European countries.
b. Operation costs of the platform can be funded by membership fees payable by EU members and where possible through donor funds.
c. The Technical assistance that the organisation can provide to EU investors.
d. Possible partnerships and sponsorships, for instance, with existing business organisations (CCIFM, Belgian Business Club, Embassies economic missions etc).
e. Communication to EU entrepreneurs (including tools and channels).

The above structure takes into account the number of EU enterprises (small), time constraints of the entrepreneurs and the leanest but yet most effective platform for facilitating EU investment and entrepreneurship.

[2] https://ec.europa.eu/transparency/regdoc/rep/3/2019/EN/C-2019-7496-F1-EN-ANNEX-5-PART-1.PDF



Section 3

European Fund for Sustainable Development Instruments for Africa under the EU External Investment Plan



3. EUROPEAN FUND FOR SUSTAINABLE DEVELOPMENT INSTRUMENTS FOR AFRICA UNDER THE EU EXTERNAL INVESTMENT PLAN

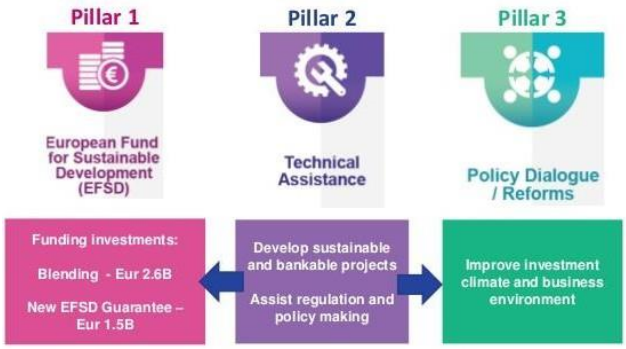
3.1 Overview of EFSD instruments

Launched in 2017, the External Investment Plan of the European Union (EU EIP) is an initiative aiming at attracting more investment in Africa and in the EU neighbourhood. The EIP is meant to promote inclusive and sustainable development, creating opportunities for decent jobs that focus on young people and women. The EIP targets Africa and EU neighbourhood countries.

The EIP is made of three innovative elements, namely:

- A 3-pillar approach (European Fund for Sustainable Development (EFSD), Technical Assistance, Investment Climate) to improve conditions for investments and good governance;
- One web portal to submit requests in a transparent and efficient manner; and
- A guarantee mechanism to reduce investment risk.

The objective of EFSD instruments is to support Africa and EU neighbourhood countries in reaching the UN Sustainable development goals (SDGs) by 2030. The EIP rests on financing, expertise and dialogue. The provision of guarantees in new sectors aims at lowering the risk for SMEs or in new sectors such as green energy.





Pillar 1 targets at improving the quality of investments/ the portfolio investment from financial institutions as well as from government or private investors. On average the private sector accounts for 90% of jobs in developing countries and it is underlined that SMEs represent 66% of full time employment.

Pillar 2 aims at developing bankable projects in partner countries. Much of the technical assistance is directed at improving the business climate. It supports the implementation of Pillars 1 and 3.

Pillar 3 is about the promotion of a conducive investment climate which includes addressing the constraints to investment such as governance, rule of the law, infrastructure and logistics, access to finance, investment incentives or even climate-related risks. These constraints require proper investigation in the different countries.

A first set of investment windows of the EIP are: sustainable energy and connectivity; micro, small and medium sized enterprises (MSMEs) financing; sustainable agriculture, rural entrepreneurs and agri-business; sustainable cities; digital for development. It is not clear if new sectors might be considered where relevant to the needs of the recipients.

This document provides a snapshot of the different EFSD instruments available under the EIP with a particular focus on those targeting Africa.

There are 23 different schemes which are managed by regional and international Financial Institutions. Besides 4 schemes that target EU neighbourhood, there are 10 schemes earmarked for Africa/ Sub Sahara only while the eligibility to the 9 others is open to both Africa and EU neighbourhood. The schemes provide a blending of different instruments, the principal ones being guarantees, debts and equity.

The schemes are classified into five categories – (1) MSMEs & Agriculture, (2) Sustainable Energy & Connectivity, (3) Sustainable Cities, (4) Digitalisation and (5) Local Currency.

EFSD schemes can be accessed through a number of financial institutions, listed below.

AECID	Spanish Agency for International Development Cooperation (**AECID**)
AFD	Agence française de développement (AFD)
AfDB	African Development Bank
CDP	Cassa Depositi e Prestiti (CDP)
COFIDES	Compañia Española de Financiación del Desarrollo S.A. S.M.E. (COFIDES)
EBRD	European Bank for Reconstruction and Development (EBRD)
EDFI	European Development Finance Institutions
EIB	European Investment Bank (EIB)
FMO	Netherlands Development Finance Company (FMO)
IFC	International Finance Corporation (IFC)
KfW	Kreditanstalt Fuer Wiederaufbau (KFW)
WB	World Bank Group



In the context of European investors and entrepreneurs based in Mauritius, it will be necessary to guide the EU enterprises as to which scheme best suit them and the relevant procedures to follow to avail of these schemes to submit their requests.

The pages overleaf provide an insight into each of the schemes. Some of the schemes have been adjusted in May 2020 (with funds increased or focus amended i.e. 'revamped') to best assist entrepreneurs in coping with the Covid-19 situation.

3.2 Financing for Micro-small and Medium Sized Enterprises (MSMEs) and Agriculture

	Financial Institution	Instrument Title	Instrument Sub-Title	Pre-Covid EUR M	Revamped EUR M	Region	Sector	Type on instrument	Access through
1		Intermediated Lending for MSMEs and Agricultural Businesses	Five guarantees catalysing investment in and support for local businesses in riskier environments			Sub-Saharan Africa EU Neighbourhood	Micro-, small and medium-sized enterprise financing, including agribusiness	Guarantees, loans, quasi-equity, lease	Through lead Financial Institutions, co-investors and local lenders, microfinance institutions, leasing institutions
i	EDFI/AfDB	Joint SME Guarantees for Inclusive Growth and Job Creation		?	?				
ii	EBRD	Financial Inclusion in the Neighbourhood (East and South)		30	115				
iii	EIB	SME Access to Finance Initiative		20	100				
iv	AFD	Agricultural and Rural Finance (AGREENFI)		85	160				
v	IFC	Small Loans and Guarantee Program (SLGP)		42	58				
2	FMO	NASIRA Risk-Sharing Facility	Financing for underserved and displaced entrepreneurs	75	100	Sub-Saharan Africa EU Neighbourhood -Refugees, returnees	All sectors	Portfolio guarantees Debt	Indirectly through local banks, microfinance institutions and other non-banking financial institutions, directly via FMO
3	KfW	African Local Currency Bond Guarantee Program (ALCBGP)	Developing local currency capital markets in Africa	100	70	Sub-Saharan Africa	MSMEs active in selected sectors - renewable energy and energy efficiency - agriculture - waste management and other urban infrastructure - healthcare and education - low-income	Debt	Directly through the ALCB Fund and KfW

										housing - leasing

Financial Institution	Instrument Title	Instrument Sub-Title	Pre-Covid EUR M	Revamped EUR M	Region	Sector	Type on instrument	Access through	Financial Institution
4	AECID/CDP/ COFIDES	InclusiFI	Financial Inclusion Driven by Diasporas	20	60	Sub-Saharan Africa, EU Neighbourhood	Micro-, small and medium-sized enterprises financing	Debt, guarantee, equity, technical assistance	Indirectly through banks in partner countries or lead FIs, directly via the lead FIs
5	EIB	MSME Investment Platform (MIP)	Investing in start-ups and venture capital, and developing sustainable innovative ecosystems	25	40	EU Neighbourhood East and South	Micro-, small and medium-sized enterprises financing	Equity	Interested regional fund managers can approach EIB
6	AFD	FISEA+ SMES and Agribusiness Investment Guarantee	Catalysing investment and support for small and medium-sized businesses in riskier environments	35	35	Sub-Saharan Africa and the Neighbourhood countries	Small and medium-sized enterprise financing, including agribusiness	Loans, equity, mezzanine, guarantees	Directly
7	CDP/AfDB	Archipelagos - One Platform for Africa (ONE4A)	Supporting African SMEs throughout their lifecyde and developing capital markets	30	30	Africa	Small and medium-sized enterprise financing	Guarantee and on-lending schemes	Through CDP and AfDB

3.3 Sustainable Energy and Connectivity

	Financial Institution	Instrument Title	Instrument Sub-Title	Pre-Covid EUR M	Revamped EUR M	Region	Sector	Type of instrument	Access through
8	AFD/EIB/CDP/KfW	European Guarantee for Renewable Energy	Supporting investment in sustainable energy in Sub-Saharan Africa	10	62	Sub-Saharan Africa	Sustainable energy – renewables, energy efficiency	Co-guarantees	Directly through lead FIs
9	AFD	Africa GreenCo	Boosting green electricity generation and financing	28	28	Southern African Development Community	Renewable energy generation	Guarantee	Via GreenCo and AFD
10	AfDB	Room2Run	Helping to raise up to €2 bn in fresh investment for new sustainable energy projects	87	?	Sub-Saharan Africa	Sustainable energy – renewables, energy efficiency and clean cooking	Debt (loans), equity, guarantees	Directly through the AfDB
11	AfDB	DESCO Financing Programme	Bringing 'rent-to-own' solar power kits to thousands of homes	50	?	Sub-Saharan Africa	Solar energy	Debt (receivable financing)	Indirectly through local banks and directly via the AfDB
12	AECID/COFIDES	Renewable Energy Support Programme for Mainly Rural Areas in SSA	Enhancing private investment in sustainable energy	20	20	Sub-Saharan Africa - rural	Sustainable energy – renewables, energy efficiency	Debt cover (on grid) Debt and equity cover (mini/off grid)	Directly through lead Fis
13	EBRD	Sustainable Logistics and Interconnectivity Guarantee (SLIG)	More clean power generation thanks to more certainty for investors	50	?	EU Neighbourhood	Transport and logistics sector	Debt	Indirectly through local banks or directly via the EBRD for project financing structures
14	EBRD / EDFI	Boosting investment in renewable energy	More clean power generation thanks to more certainty for investors	50	50	Sub-Saharan Africa EU Neighbourhood South and East	Renewable energy	Guarantee cover to private investors co-financing (debt or sub-debt)	Via European Bank for Reconstruction and Development (EBRD) Association of European Development Finance Institutions (EDFI)

								alongside EBRD/EDFI	
15	EBRD	Energy Efficiency and Sustainable Cities in EU Neighbourhood	For low-carbon industries, green buildings and sustainable urban development	150	100	EU Neighbourhood	Industry, buildings, municipal sector	Debt	Via the EBRD as lead implementing FI

3.4 Sustainable Cities

Financial Institution	Instrument Title	Instrument Sub-Title	Pre-Covid EUR M	Revamped EUR M	Region	Sector	Type on instrument	Access through
AECID/WB	Resilient City Development (RECIDE)	Making investment in urban infrastructure more compelling	100	100	Sub-Saharan Africa, EU Neighbourhood	Urban infrastructure	Debt, Public Private Partnerships and Land Value Capture transactions	Directly through RECIDE, AECID and The World Bank Group
EIB	Sustainable Cities Investment Fund Platform	Creating resilient and climate-friendly urban infrastructure	37	?	Sub-Saharan Africa, EU Neighbourhood	Urban infrastructure	Investment guarantees into regional investment funds providing loans, equity, mezzanine, guarantees	Interested regional fund managers can approach EIB directly
AFD	European Guarantee to Increase Local Governments' Access to Financing	Developing urban infrastructure and services in African cities	30	30	Africa	Urban infrastructure	Guarantee, loans	Through AFD and indirectly through local banks

3.5 Digitalisation

	Financial Institution	Instrument Title	Instrument Sub-Title	Pre-Covid EUR M	Revamped EUR M	Region	Sector	Type on instrument	Access through
19	EIB/EBRD	Digital Transformation Platform and Broadband Investment Programme	Increasing the use of digital technologies, and widening rural access to broadband	70	?	EU Neighbourhood South and East	Telecom infrastructure and digital services	Debt	Directly via the EIB and the EBRD according to specific project financing structures
20	FMO	FMO Ventures Programme	Empowering entrepreneurs for sustainable development	40	40	Sub-Saharan Africa, EU Neighbourhood	Start-ups, scale-ups offering tech-enabled solutions in: - financial services - renewable energy - agribusiness - education, healthcare - mobility and transport - digital and business infrastructure - e-commerce	Direct and indirect investment (convertibles, (preferred) equity)	Directly through FMO
21	EIB	European Health Guarantee Platform for Africa	Improving healthcare with high-quality health screening labs	80	80	Africa	Health diagnostic services	Health diagnostic services	Directly through the platform, the EIB and the Bill & Melinda Gates Foundation
22	AfDB	Social Impact Fund for Africa (SIFA)	Investing in digital innovation projects with a high social impact	25	?	Sub-Saharan Africa, EU Neighbourhood	MSMEs engaged in digital innovation applied to healthcare, education, agriculture, energy, water and financial inclusion	Equity, quasi equity	Directly: through social impact funds Indirectly: through AfDB

3.6 Local currency financing

	Financial Institution	Instrument Title	Instrument Sub-Title	Pre-Covid EUR M	Revamped EUR M	Region	Sector	Type on instrument	Access through
23	KfW	Local Currency Lending in Sub-Saharan Africa	Unlocking investment for local banks, small businesses, and sustainable energy, and developing capital markets	12.5	?	Sub-Saharan Africa	Sustainable energy and connectivity Micro-, small and medium-sized enterprise financing	Loans, bonds; derivatives (cross currency swaps etc.); guarantees	Loans, bonds: Through lead FIs, local lenders Derivatives: TCX N.V. (Amsterdam). Eligible businesses: - the company has an open FX position and treasury department and is active in the SE4All sector; - the financial institution has an open FX position or provides interbank loans to another financial institution which has a SME clients/SE4All portfolio.

3.7 How to access the different schemes?

As far as eligibility is concerned, the different schemes are open to countries in Africa and in EU Neighbourhood. Each scheme provides different instruments and defines clearly the sector that it supports. It should be noted that SMEs are enterprises employing less than 250 persons.

EU investors and entrepreneurs doing business in Mauritius and in Africa (incorporated in the jurisdiction supported) are eligible to apply for the different instruments. EU investors and entrepreneurs in Mauritius are eligible to a total of 19 different schemes. Mauritian based entrepreneurs are entitled to the same 19 schemes. The request (project description) needs to be addressed to the financial institution overlooking the individual schemes or their designated financial intermediaries. The links to their respective web pages or email addresses are provided below.

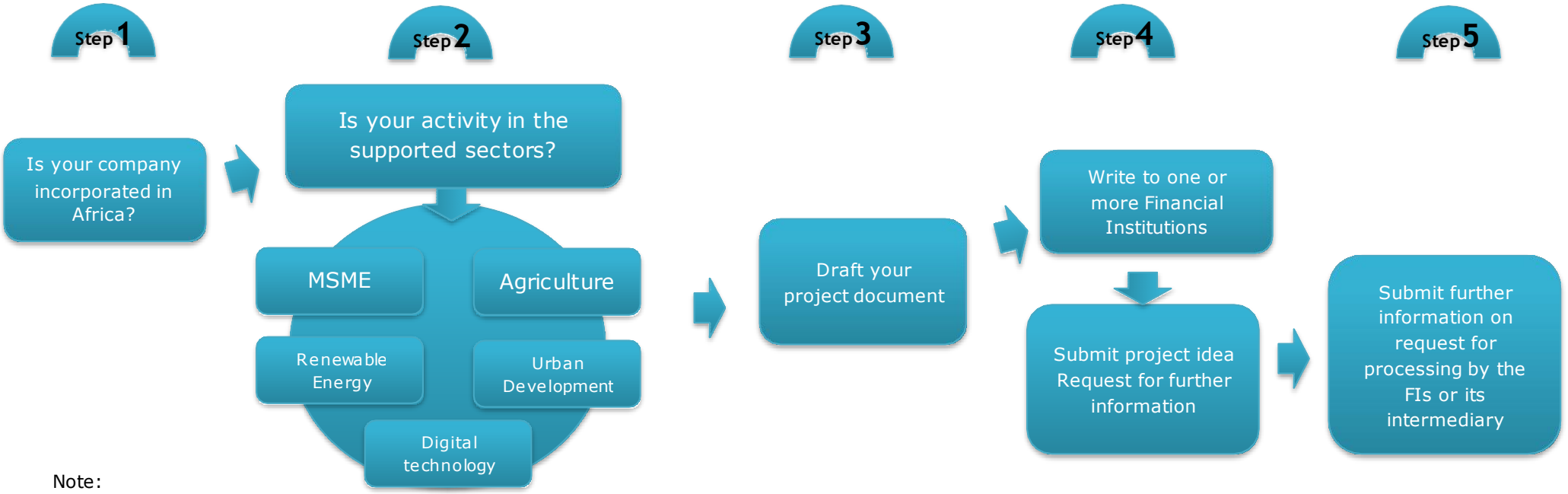
FINANCING FOR MICRO-SMALL AND MEDIUM SIZED ENTERPRISES (MSMEs) and AGRICULTURE	Type on instrument	Link	AECID	AFD	AfDB	CDP	COFIDES	EBRD	EDFI	EIB	FMO	IFC	KfW	WB
Joint SME Guarantees for Inclusive Growth and Job Creation	Guarantees, loans, quasi-equity, lease	edfi@edfi.eu <edfi@edfi.eu> https://www.afdb.org/en/contacts			●				●					
Agricultural and Rural Finance (AGREENFI)	Guarantees, loans, quasi-equity, lease	https://www.afd.fr/en/form/contact-afd		○										
Small Loans and Guarantee Program (SLGP)	Guarantees, loans, quasi-equity, lease	https://disclosures.ifc.org/#/inquiries										●		
NASIRA Risk-Sharing Facility	Portfolio guarantees Debt	https://www.fmo.nl/contact									○			
African Local Currency Bond Guarantee Program (ALCBGP)	Debt	https://www.deginvest.de/Formulare/contact-form_all.html											●	
InclusiFI	Debt, guarantee, equity, technical assistance	centro.informacion@aecid.es https://www.cdp.it/sitointernet/en/modulo_contatti_imprese.page cofides@cofides.es	○			○	○							
FISEA+ SMES and Agribusiness Investment Guarantee	Loans, equity, mezzanine, guarantees	https://www.afd.fr/en/form/contact-afd		●										
Archipelagos - One Platform for Africa (ONE4A)	Guarantee and on-lending schemes	https://www.cdp.it/sitointernet/en/modulo_contatti_imprese.page https://www.afdb.org/en/contacts			○	○								

SUSTAINABLE ENERGY AND CONNECTIVITY	Type on instrument	Link	AECID	AFD	AfDB	CDP	COFIDES	EBRD	EDFI	EIB	FMO	IFC	KfW	WB
European Guarantee for Renewable Energy	Co-guarantees	https://www.afd.fr/en/form/contact-afd https://www.eib.org/en/infocentre/contact-form.htm https://www.cdp.it/sitointernet/en/modulo_contatti_imprese.page https://www.deginvest.de/Formulare/contact-form_all.html		○		○				○			○	
Africa GreenCo	Guarantee	https://www.afd.fr/en/form/contact-afd		○										
Room2Run	Debt (loans), equity, guarantees	https://www.afdb.org/en/contacts			○									
DESCO Financing Programme	Debt (receivable financing)	https://www.afdb.org/en/contacts			○									
Renewable Energy Support Programme for Mainly Rural Areas in SSA	Debt cover (on grid) Debt and equity cover (mini/off grid)	centro.informacion@aecid.es cofides@cofides.es	○				○							
Boosting investment in renewable energy	Guarantee cover to private investors co-financing (debt or sub-debt) alongside EBRD/EDFI	projectenquiries@ebrd.com edfi@edfi.eu						○	○					

SUSTAINABLE CITIES	Type on instrument	Link	AECID	AFD	AfDB	CDP	COFIDES	EBRD	EDFI	EIB	FMO	IFC	KfW	WB
Resilient City Development (RECIDE)	Debt, Public Private Partnerships and Land Value Capture transactions	centro.informacion@aecid.es	O											O
Sustainable Cities Investment Fund Platform	Investment guarantees into regional investment funds providing loans, equity, mezzanine, guarantees	https://www.eib.org/en/infocentre/contact-form.htm								O				
European Guarantee to Increase Local Governments' Access to Financing	Guarantee, loans	https://www.afd.fr/en/form/contact-afd		O										
FMO Ventures Programme	Direct and indirect investment (convertibles, preferred) equity)	https://www.fmo.nl/contact									O			
European Health Guarantee Platform for Africa	Health diagnostic services	https://www.eib.org/en/infocentre/contact-form.htm								O				
Social Impact Fund for Africa (SIFA)	Equity, quasi equity	https://www.afdb.org/en/contacts			O									

3.8 General steps for accessing the instruments from Mauritius

The 5 steps below indicate the process to follow to apply for the different instruments.



Note:

Micro Enterprises: with less than 10 persons employed.

Small Enterprises: with 10-49 persons employed.

Medium-sized Enterprises: with 50-249 persons employed.

Small and Medium sized Enterprises (SMEs): with 1-249 persons employed.

Large Enterprises: with 250 or more persons employed.

3.9 Implementation of the instruments

In the framework of the EFSD, blending is implemented through two regional blending platforms: Africa Investment Platform (AIP, formerly the Africa Investment Facility; AfIF) and the Neighbourhood Investment Platform (NIP, formerly the Neighbourhood Investment Facility; NIF).

Seven guarantee agreements have been signed up April 2020 –

1. FMO's NASIRA Guarantee Facility.
2. CDP and AfDB's Archipelagos Guarantee Agreement.
3. FMO's Ventures Programme Guarantee Agreement.
4. EBRD's Framework to Scale-up Renewable Energy Investments.
5. AECID and World Bank Group's Resilient City Development (RECIDE).
6. KfW's African Energy Guarantee Facility 'AEGF'.
7. EIB's SME Access to Finance Guarantee Agreement.



Section 4

Stakeholders Meeting

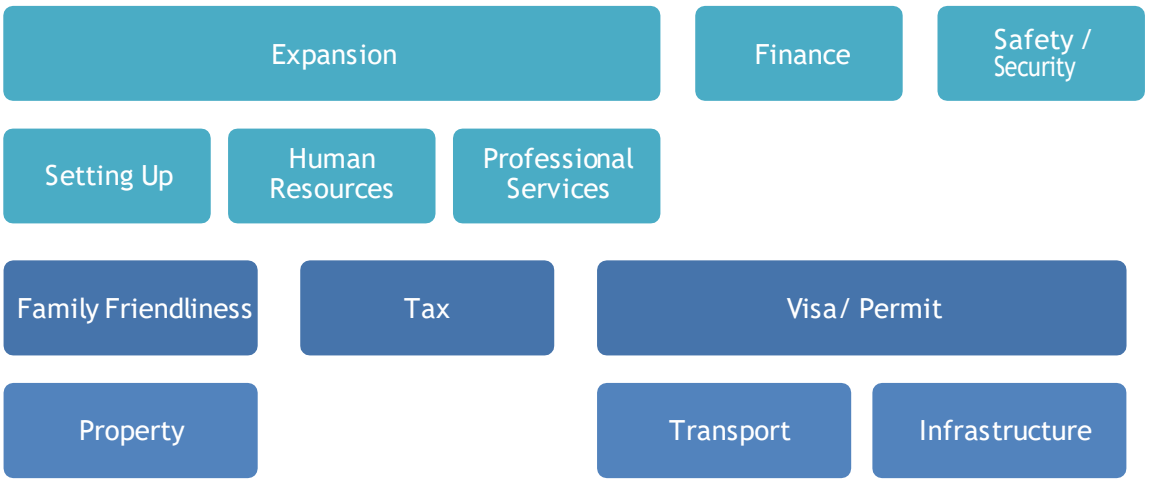


4. MEETING WITH STAKEHOLDERS

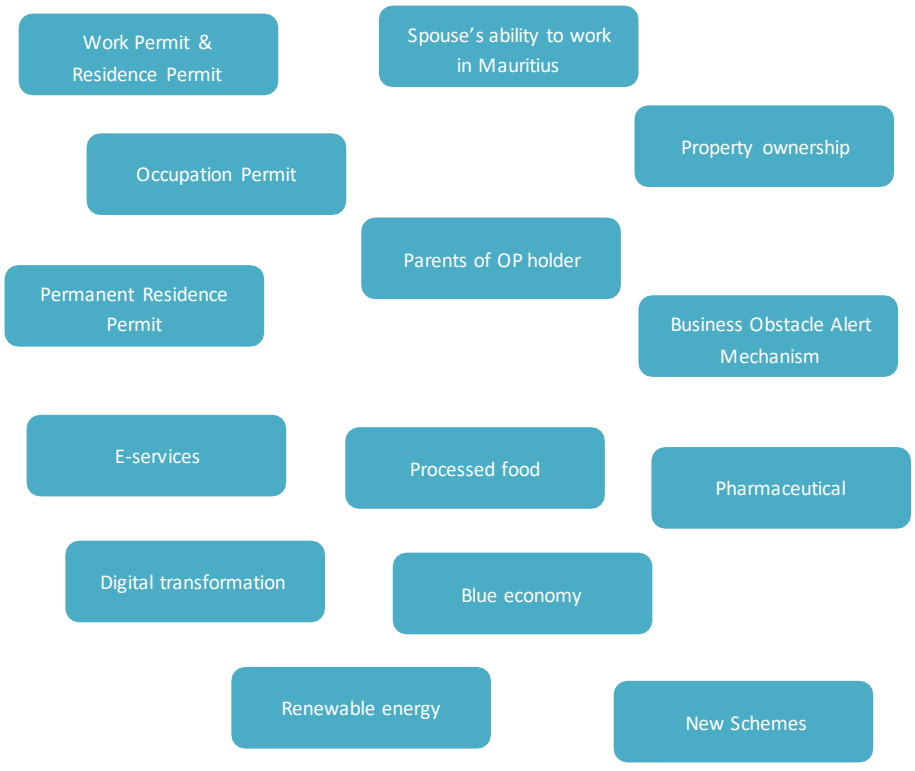
4.1 Presentation to Stakeholders

The EUD held a meeting on 7 July at the Ambassador's Residence where were presented and discussed the findings of the study conducted by the consultants. The discussion mainly addressed the findings of the study conducted in 2019 and the constraints that still prevail today.

Constraints presented and discussed included the following -



An overview of selected measures from the 2020-2021 National Budget was also made providing thereafter the opportunity to the audience to interact actively with the EUD team present.



4.2 2020/2021 National Budget Measures related to Foreign Investment

The National Budget is a much-awaited event every year as it introduces new measures to further improve the business environment and new incentives for expanding the different economic sectors. With respect to foreign investment, a few changes have been brought to the Permits required by investors and would definitely benefit EU entrepreneurs.

The Work permit and Residence permit have been combined into a single permit.

- The Occupational Permit has been extended to 10 years.
- The minimum investment for obtaining Occupational Permit has been reduced from USD 100,000 to USD 50,000.
- Professionals holding an Occupational Permit and foreign retirees holding a Residence Permit are able to invest in other ventures without shareholding restriction.
- The minimum turnover and investment requirement for Innovator Occupation Permit have been removed.
- Minimum investment amount for an investor to obtain the status of Permanent Resident or holder of an immovable property under the existing scheme to obtain the status of resident reduced from USD 500,000 to USD 375,000
- The Permanent Residence Permit has been extended from 10 to 20 years.
- The spouse of a holder of Occupational Permit does not need a permit to invest or work in Mauritius.
- Parents of a holder of Occupational Permit are allowed to live in Mauritius.
- Non-citizens holders of Residence Permit, Occupation Permit or Permanent Residence Permit allowed to acquire one plot of service land not exceeding 2,100 m² for residential purposes within smart cities.
- Setting up of a Business Obstacle Alert Mechanism to address bottlenecks and delays with respect to licences, permits and other clearances.

4.3 2020/2021 National Budget Measures related to General Business framework

The National Budget has introduced several new measures to support business and investment. These are likely to impact positively on investment in priority sectors of the economy of Mauritius. The objective is also to improve the ranking of the country in the Doing Business Ranking and attract growing foreign investment.

E-services

The Corporate and Business Registration Department (CBRD) will become the central repository for all business information and licences through a digital platform. E-services will facilitate business related public service delivery. An Integrated Single Window for Trade will be developed to connect all stakeholders within the port community.

Digital transformation

A new Data Technology Park will be built at Côte d'Or, accommodating highly skilled and specialised centres from additive manufacturing to deep artificial intelligence. It will also host a Carbon Neutral Green Certified Tier 4 Data Centre.

Renewable energy

Several provisions and schemes for renewable energy with a target to reach 40% of the country energy mix by 2030.

Processed food

A comprehensive National Agri-Food Development Programme will be launched including a wide range of incentives to improve food security in the country.

Blue economy

The Mauritius Investment Corporation will provide equity to companies engaged in fishing activities and its value chain. Incentives will be provided for inland aquaculture also.

Pharmaceutical

The Mauritius Investment Corporation will provide equity to companies producing pharmaceutical and medical related products. New legislation (Medical Products Regulatory Authority Act) will be introduced to ensure conformity with international norms.

New Schemes

Introduction of new schemes:

- Smart and Innovative Mauritius Development Scheme.
- Yacht Promotion Scheme.
- Sports Tourism.

4.4 Discussion with Stakeholders

A wide range of topics was brought up for discussion with clarifications provided by the EUD Ambassador where relevant.

The themes are listed below –

- The country can attract more investors from Europe if information is communicated more efficiently to potential investors.
- Delays in processing permits are still being encountered.
- Landing notice for private jets is too long.
- There are insufficient details on the Yacht scheme announced in 2020-21 Budget.
- The country has a slow and complex process for solving corporate or commercial conflicts.
- There is a lack of training of magistrates (no formal training for that purpose, all promoted from state lawyer).

- Regulatory authorities for telecommunication and cable TV operate with sub standards and there is insufficient competition in this sector.
- Latest changes in the Data Protection Act that align the Mauritius Act with EU GDPR were not ratified yet (as at 7 July).
- Mauritius is not on the Data Protection White List.
- Customs cause delays to food products reaching Mauritius.
- Expensive controls (phytosanitary) are required on oil compared to other companies.
- The Euro currency is appreciating against the Mauritian Rupee (high prices, high freight cost).
- Despite high excise duties on wine, several brands of inexpensive imported wine found in supermarkets (causing unfair competition).
- The Redundancy Board is perceived as not efficient.
- There is a shortage of foreign currency in commercial banks.
- Local banks do not provide credit easily to foreign companies.
- There are frequent power cuts in the north.
- Labour laws and their implementation are not conducive to investment.
- Current gratuity obligations make recruitment a costly process in the long run
- Public tenders are not in favour of EU entrepreneurs.
- High cost of registration with the Construction Industry Development Board (CIDB) when participating in public tenders.
- An EU entrepreneur has presented marina projects to the Board of Investment (BOI)/ now Economic Development Board (EDB) but with no positive response so far.

The possibility of having an EU Chamber of Commerce to represent entrepreneurs was also evoked by an entrepreneur.

The EUD underlined that it is more in favour of a soft platform and a reliance on existing organisations rather than setting up a new structure with all costs that it entails.

Recent New Concerns were also discussed briefly -

- EU Black List & Financial Action Task Force (FATF) Grey List.
- Solidarity Levy.
- Restriction to travel to Europe and vice-versa.
- Contributions Sociales Generalisees (CSG).

Entrepreneurs expressed their fears on the EU Black list and its impact on the investment climate, especially with respect to international financial transfers or new investment. The increased taxation level (Solidarity levy and CSG) was also commented as a blocker to further investment

The Ambassador comment4ed on the EU Black List mentioning the link to the Financial Action Task Force (FATF) Grey List. Once the country is removed from the Grey List, the EU can envisage removing it from the Black List that is set to take effect in October 2020.

5. CONCLUSION

The report conveys the findings of a study of the constraints faced by EU entrepreneurs in Mauritius. It provides an insight into preferred options for a most efficient public private dialogue platform. It also outlines the most relevant EFSD instruments to which are eligible EU operators in Mauritius under the EU EIP.

The study has met with several challenges in the absence of an official and reliable list of EU entrepreneurs in the country. There have been delays for multiple reasons including the outbreak of the new corona virus as from March 2020. The collaboration of various organizations including CCIFM and the Belgian Business Council is particularly acknowledged in reaching out to EU entrepreneurs. EU companies for the purpose of the study refer to domestic or GBC companies incorporated in Mauritius. The shareholders are from EU origin or in some instances the companies are subsidiaries of companies that are headquartered in the EU. Public sector bodies were not included.

The exercise constitutes a first mapping of EU companies and provided an opportunity for the consultants to interact actively on several occasions with the entrepreneurs and hence better understanding the obstacles that they meet in doing business. The interviews demonstrated that EU entrepreneurs have settled in the country with their families to take advantage of the business-friendly environment, tropical climate and the social stability.

Nevertheless, there are a few constraints especially in the taxation regime, the labour regulatory framework or access to finance that may impede expansion and slow down further investment. The entrepreneurs as well as the EUD look forward to a more regular communication among all stakeholders that may result in a sound business environment and hence more job creation and economic growth in Mauritius. In a context where the Covid-19 is impacting every society and economy around the world, the implementation of the EIP represents a very valuable form of support to sustainable livelihoods.

ANNEXES

Annex 1 - Table of Activities as per revised Terms of Reference (July 2020)

Annex 2 - List of EU companies

Annex 3 - List of stakeholders participating to EUD Meeting on 7 July 2020

Annex 4 - Checklist used for interviewing EU investors

Annex 1 - Table of Activities as per revised Terms of Reference (July 2020)

			P L	G R	Date
	Activities	No of Working Days			
	Inception Activities				
(i)	Briefing Meeting with EU Delegation in Mauritius & establish a mission agenda				1-Apr 19
(ii)	Review available documentation (list of EU enterprises operating in Mauritius, documentation from first mission) and other documents	3	2.5	0.5	15-Apr 19
(iii)	Briefing meeting with the EU Delegation once the field mission starts, to discuss the EU Delegation expectations of this second mission and establish a mission agenda.				
(iv)	Preparation of Inception report detailing methodology to conduct the assignment.	1	1		17-Apr 19
	Implementation Activities				
	Phase I				
(v)	Using as basis the preliminary list of EU enterprises operating in Mauritius, establish the main sectors in which European firms present in Mauritius operate and how this fits with the priority sectors of the Jobs and Growth compact and its evolution.	8	7.5	0.5	6-May 19
(vi)	To run interviews with a sample of European companies registered in Mauritius to understand their doing business constraints, the sectors of operations and to establish a list of representatives of the EU private sector in Mauritius. The sample should include operators active in the Global Business sector as well.	11	9	2	31 July 19
(vii)	To draw up a list of constraints faced by the private sector, including the European companies, for doing business in general terms and in the priority sectors of the Jobs and Growth compact	4	1	3	
	Total Working Days	27	21	6	

			P L	G R	Date
Activities		No of Working Days			
Phase II					
(viii)	Draw up guidelines for the setting up of a regular and structured dialogue with the private sector, the European Union and the public sector as per the SB4A under the EIP	4	0.5	3.5	
(ix)	Preparation of general presentation on the Mauritius Business Framework. Detailed debriefing of the new EU Ambassador on the project and its findings/outcomes so far	1	1		13 Feb 2020
(x)	Facilitate the consultation between the EUD and some 10 EU entrepreneurs at a (2hr) meeting to be organised by the EUD on July 7th	1.5	1.5		30 June 2020
(xi)	Overview EFSD instruments approved under the EIP for which Companies operating in Mauritius are eligible	1	1	0	
(xii)	Organise De-briefing with EU Delegation to Mauritius to present findings	0.5	0.5		End of May 2020
(xiii)	Preparation & Presentation of draft report	3	2.5	0.5	1st week of June 2020
Total Working Days		11	7	4	

Annex 2 - List of EU companies

Country	Company name	Address	Contact person	Sector	Tel	Email	Website	Remarks (Priority sectors)
Germany	Acoyvis Limited	3rd Floor, Tower A, 1 Cybercity 72201 Ebène, Plaines Wilhems, Mauritius	Susanne Alfs	Management consulting	52503858/ 4641300	susanne.alfs@acoyvis.com	www.acoyvis.com	Financial Services including Fintech
Germany	MARTIN. BEFFERT LTD (Zea Jewelry)	Leclezio Avenue, Moka	Martin Beffert	Jewellery Design	4339262	info@martinbeffert.com	https://martinbeffert.com	Jewellery
Germany	B. W. Necklaces Ltd (Bernd Wilhem)	Atlantis House, first floor Corner Draper and Belle Rose Avenue Quatre-Bornes	Bernd Wilhelm	Jewellery (Gold and diamonds)	-4679245	atelier@berndwilhelm.com	https://berndwilhelm.com	Jewellery
Germany	R&B CAKE STUDIO LTD	Royal Road, Lallmatie (next to Courts, in front of the Police Station), Lallmatie	Romy Ramdass	Bakery & Pastry, Café, Fast Food, Salads & Sandwiches	54484448		http://r-and-b-cake-studio.restaurant.mu/en	Processed Food
Germany	Identical Pictures Ltd	Motorway M2 Pamplemousses, The Vale, 31301	Andreas Habermeyer	Film Making	+230 269 6500	contactmauritius@identicalpictures.com	https://www.identicalpictures.com	Software / Information Technology Development
Germany	NATURE TRAILS LIMITED	Nature Trails Ltd., 159 D Avenue Boundary, Quatre Bornes	Hannelore Riesel	Tourism	4668072	info@naturetrails-mauritius.com	http://www.naturetrails-mauritius.com/en/	
Germany	SINDBAD LTD	KUXVILLE, CAP MALHEUREUX, Mauritius	KUX NICO HANS WILFRED	Tourism	2628836	nico@kuxville.com		
Germany	Quartier Gourmet Ltee	Corner Ave des Capucines / Ave Ylang Ylang, Quatre Bornes	FRIES MICHAEL WILHELM	Food	54401740		http://www.quartiergourmet.com/	Processed Food
Germany	THE FRIENDLY DODO LTD	4 La Chaussee, Port Louis		Tour Operator	57337559	info@inseln-im-indischen-ozean.de	https://mauritius-deutschsprachige-touren.business.site/	
Germany	STUDY WAYS LTD	Ebene Junction Complex, Rue de la Démocratie, Ebene, Quatre Bornes		Education	5797 5803 / 467 9714	info@studyways.org	http://www.studyways.org/studyways.org/mail.php	
Belgium	ADAMAS LIMITED	Mangalkhan, Floreal/Dias Pier, Caudan Waterfront	Stephen P. Denton	Jewellery	6865246	adamas@intnet.mu	http://www.adamasltd.com	Jewellery
Belgium	POPAY (MAURITIUS) LTD	6th Floor, Tower A1 CyberCity, Ebene Mauritius	Pierre Lamboray	Human resources consulting	57754107	pierre.lamboray@popay.be	https://www.popay.net	
Belgium	AREMO LIMITED	St Antoine Industrial Zone, Goodlands	Philip Gotze	Jewellery	2837943	production@aremo-mauritius.com	www.aremo-mauritius.com	Jewellery
Belgium	JAN DE NUL PACIFIC LTD	14th Floor, Hennessy Tower, Port Louis	Christopge Beckers	Sea Dredging	2106997/ 52556909	christophe.beckers@jandenul.com	www.jandenul.com	
Belgium	NATAM LTD	Rajiv Gandhi Road, Goodlands	Wim Dewulf	Floating docks	52554013/ 2838300	natam@intnet.mu	www.natamltd.com	
Belgium	IMPACT PRODUCTION LTD	Camp Benoit, Petite Riviere	Jean Luc Manneback	Events consultant	2331904/ 57290084	jlm@ipg.mu	www.ipg.mu	
Belgium	IPvocate Africa Ltd	Ebene Junction, Ebene	Marius Schneider	Legal (Intellectual Property)	52582360	ms@IPvocateAfrica.com	https://www.ipvocateafrica.com/	

Country	Company name	Address	Contact person	Sector	Tel	Email	Website	Remarks (Priority sectors)
UK	PRINCES TUNA (MAURITIUS) LIMITED	PO Box 131, New Trunk Road, Riche Terre, Port Louis,		Grocery Supplier (Food & Drinks)	2069000	ptm@princesmauritius.com	http://www.princesgroup.com	Processed Food
UK	Middlesex International (Mauritius) Ltd	Coastal Road, 90203, Uniciti, Medine		Education (Tertiary)	4036400	info@mdx.ac.mu	http://www.middlesex.mu	
UK	HSBC BANK (MAURITIUS) LIMITED	La Chaussée, Port Louis		Banking	4038333	global.business@hsbc.co.muhttps://www.hsbc.co.mu/		Financial Services including Fintech
UK	MEDIACOM LTD	2ND FLOOR EMERALD PARK CENTRE TRIANON		Telecommunication (Parabole services)	4038888	parabolemaurice@parabolemaurice.com	www.parabolemaurice.com	Software / Information Technology Development
UK	International Economics Consulting Ltd	Grand Baie Business Park, Suites 207 and 208 Grand Baie	Paul Baker	Consultancy	263 33 24 / 5974 0979	info@tradeeconomics.com / baker@tradeeconomics.com	https://www.tradeeconomics.com/contact/	
France	Proactive HR Services Ltd (Business name: ADECCO (MAURITIUS))	111, First Floor, Moka Business Centre, Moka		Services (HR Solutions)	406 9604/05	florian@adecco.mu contact@adecco.mu	www.adecco.mu	
France	AEROWATT (Mauritius) Ltd	6 AVE DES TRUITES, MORC ANNA, FLIC EN FLAC	Jerome Billerey/ CYRIL OUDIN	Energy services				Renewable Energy
France	AGILEUM LTD	1st Floor, The Factory Building, Vivea Business Park, Saint Pierre	Sylvain DESLANDES	Technology	405 7900	sylvain.m.deslandes@agileum.com	https://agileum.com/fr	Software / Information Technology Development
France	Air France	Rogers Aviation, 5 rue John Kennedy, Port Louis	Annick Leung	Communcation (Flight services)	2026747	anleung@airfrance.fr	https://www.airfrance.com/	
France	ALBIOMA	Belle Vue, Mauritius		Renewable energy provider		contact@albioma.com	http://www.albioma.com/	Renewable Energy
France	LYCEE LABOURDONNAIS	LYCEE LABOURDONNAIS ROCHECOUSTE ST FOREST SIDE MAURITIUS		Education				
France	Analysis Institure of Management	ANALYSIS House, Rue du Judiciaire, Ebène 72201, Mauritius	Nathalie Job	Education	2020055	nathalie@analysis.im info@analysis.im	https://www.analysis.im	
France	ASTEK (MAURITIUS) LTD	Cyber Tower 1, 5th Floor Wing A, Ebene	Reena Seetohul	Software (Mobile apps & Web Development)	4019600	rseetohul@astek.mu	http://www.astek.mu	Software / Information Technology Development
France	AXA ASSISTANCE OCEAN INDIEN LTD	4e étage, White Tulip Building, Avenue des Tulipes, Quatre-Bornes,	Hanjali PERMALLOO-LE ROUX	Outsourcing	206 79 00	hanjali.permalloo@axa-customerservices.com	https://www.axa-customerservices.com/	Software / Information Technology Development
France	BLUE CONNECT LTD	CyberTower 1, Wing A, Ebene, Plaines Wilhems, Mauritius	Vincent Leonardi	IT services & Customer Relationship	404 2700	vleonardi@bluelinkservices.fr	http://www.bluelinkservices.com/en/join-us/mauritius	Software / Information Technology Development
France	BOUIGUE DEVELOPPEMENT (MAURICE) LTEE	Royal Road, Baie du Cap, Mauritius	Cecilia Robert	Buildings (Design & Development)	6221139	cecilia@bouigue-developpement.fr contact@anbalaba.com	https://anbalaba.com/en/	
France	C&H RELATION CENTER LTD	Sayed Hossen Avenue, Phoenix	Chistophe Saragostie	Call Center	5255 0441	csaragosti@altra-systems.com		Software / Information Technology Development
France	CAP RESEARCH LIMITED	Socota Phoenicia, Sayed Hossen Road, Phoenix	Regine Rouzier	Research (Medicine)	4270144	regine.rouzier@cap-research.com contact@cap-research.com	http://www.cap-research.com	Medical Devices/Pharmaceuticals

Country	Company name	Address	Contact person	Sector	Tel	Email	Website	Remarks (Priority sectors)
France	DIRECT RECRUITMENT SOLUTIONS LTD (Business name: CAPFOR (MAURITIUS) / CAPFOR RECRUITMENT (MAURITIUS))	23 Dr Eugène Laurent St, Port Louis	Rajesvari RAMDOO NARASINGAM	Consultancy (HR & Recruitment)	2088090	rnramdoo@capfor.mu		
France	CEPAL DATA LTEE	1er Etage, E43, Ebene Links, Avenue de la Canelle, Ebene City		Data provider & management	4645546	info@cepaldata.com	http://www.cepaldata.com/fr/index.htm	Software / Information Technology Development
France	DPD LASER (MAURITIUS) LTD	Chronopost Mauritius (Head office) Engitech Park – Old Moka road Bell Village, Port Louis	Franz Raybois	Logistics	2121414	nfo@chronopost.mu	http://www.chronopost.co.mu	
France	Transinvest Construction Ltd	Richelieu Branch Rd, COROMANDEL 71625	Bertrand Hanauer	Roads, Civil engineering and building activities, complementary to its roads sector	233-1300	communication@colas.fr	https://www.colas.com/	
France	Consultec Engineering Ltd	1, General de Gaulle Street, Eau Coulee, Mauritius		Engineering services	6700700	info@consultec.mu	http://www.consultec.mu/	
France	Dream yacht Charter		Romuald Caillaud			rcaillaud@dreamyachtcharter.com		
France	EBOP LTD	57 Ebène Mews, Ebene, Plaines Wilhems		Consulting	52585130	emmanuel.adain@ebop.biz	http://www.ebop.biz	Software / Information Technology Development
France	SIKA (MAURITIUS)LTD	Industrial Estate - Plaine Lauzun 11222		Flooring and Roofing	2302128603/21+2302135723	reception.desk@mu.sika.com		
France	EcoVadis (Mauritius) Ltd	Altima Building, Level 6, Ebene, Plaines Wilhems, Mauritius		Buyer & Supplier Solutions (CSR)			https://www.ecovadis.com	
France	UNICITI EDUCATION HUB LTD	Royal Road, Pierrefonds, 90201, Quatre Bornes, Mauritius		Education	4012400	karinav@medine.com	https://www.unicitieducationhub.com	
France	EURO C.R.M.(MAURITIUS) LIMITED	Avenue Mahatma Gandhi, Moka		Telecommunication	4038100	bcontact@eurocrm.com	http://www.eurocrm.com	Software / Information Technology Development
France	CITY SPORT (MAURICE) LIMITEE	Bagatelle, Moka, Mauritius	Dominique Filleul	Clothing and Accessories	468 8429	manager.go.bagatelle@citysport.com		
France	Green Yellow	Beau Plan Business Park, North 4, Pamplemousses	Roland de Rosnay	Energy services	2605050	contact@greenyellow.io	https://www.greenyellow.io	Renewable Energy
France	MCCI BUSINESS SCHOOL LTD	MCCI Business School, MEF-MCCI Building, Ebène Cybercity, 72201 Ebène, Île Maurice		Education	4548950	admin@mccibs.ac.mu	http://mccibusinessschool.org/	
France	Immodir Limited	One Cathedrale Square, Jules Koenig Street, Port Louis		Real Estate & Investment	2161668	marketing@immodir.com	https://www.immodir.com/	
France	INFOMIL (MAURITIUS) LIMITED	Cyber Tower 1, 7th floor, Ebene		Solutions Provider	4648884	apurmessur@infomil.mu	http://www.infomil.mu/	Software / Information Technology Development
France	LAFARGE (MAURITIUS) CEMENT LTD	CYBERCITY MAEVA TOWER FLOOR 10TH EBENE MAURITIUS		Cement manufacture/ trade	4652210	lafarge.mtius@lafargeholcim.com	www.lafarge.mu	

Country	Company name	Address	Contact person	Sector	Tel	Email	Website	Remarks (Priority sectors)
France	LEGRAND (MAURITIUS) LTD	Ken Lee House - 1st Floor, Motorway M3, Riche Terre	Vivien Dufour	Infrastructures electriques et numeriques	59401050 / 249 1400	bureau.maurice@legrandelectric.com	http://www.legrand.mu/	
France	MAUREVA LTD	3rd floor, Orange Tower, Quatre Bornes	Nicolas Boyet	Airline Services	466 6830	contact@maureva.com	https://www.maureva.com/	Software / Information Technology Development
France	MJ Developpement	Siege Social France - 55 Avenue d'Espagne 64600 Anglet	Michael Ruel	Real Estate	+33 5 59 03 13 00 (France)	info@mj-developpement.com; m.ruel@mj-developpement.com	http://www.mj-developpement.com	Real estate development
France	Orange Business Services Mauritius Limited	10th Floor, Cyber Tower 2, Ebene, 72201		Telecommunication	4029400	recruit.mauritius@orange.com	http://www.orange-business.com	Software / Information Technology Development
France	PANACEA PHARMA LTEE	Socota phoenicia business park, Road solferino, Phoenix		Pharmaceutical	4278114	adm@panacea-pharma.com	http://panacea-pharma.com	Medical Devices/Pharmaceuticals
France	POSEIDON UNDERWATER SERVICES LTD	Alamanda Lane Xavier, Casela, Mauritius	Olivier Tayer	Underwater services	57935780	info@poseidon.mu	http://www.poseidon.mu/	
France	SAGEMCOM (MAURITIUS) LTD	14, Morcellement Flamboyants, Old Moka Road, Sorèze, Port Louis		Energy & Communication	286 15 80	secretary@sagemcom-mauritius.com	http://www.sagemcom-mauritius.com/home.html	Software / Information Technology Development
France	SAPMER PREMIUM SEAPRODUCTS	Freeport Zone 8 - Quay D Road, Port-Louis		Fishing	405 9700 / 206 6980	sapmer@sapmer.com	https://www.sapmer.com/	Processed Food
France	SFER Ocean Indien Ltee	13 avenue des Geais, Sodnac, Quatre Bornes	KHADAROO MAHEROON NESSANT	Green energy services (photovoltaic)	4337979	contact@sfer-maurice.org	http://www.sfer.org/	Renewable Energy
France	SODIBUR & CO LTD	Zone 14, M2 motorway, Arsenal	Vincent Hirogoyen	Electrical protection and reprography	249 1965 / 5498 9267	vincent.hirigoyen@sodibur.mu	https://sodibur-maurice.com	Software / Information Technology Development
France	SOMAGS LTEE	Riche Terre, Mauritius		Commercial	2069300	gessen.veeraragoo@somags.mu	https://jumbo.mu/somags	Processed Food
France	THE H FACTORY LTD	4 TH FLOOR, The Axis, Quatre Bornes	Christophe Carlier	Tourism (Marketing)	4893004/54229096	info@christophecarlierconsulting	http://thehfactoryltd.com/	
France	TOTAL MAURITIUS LIMITED	Tromelin St, Port Louis	Jayshree Bhanjan	Petroleum	2075648/ 54979153	Email de la secrétaire du DG: mariechristine.bancilhon@totalmauritius.com	http://www.total.mu/	
France	Vatel	Medine Education Village, Palma Road "B.2", Quatre Bornes	Renaud Azema	Education (Tertiary)	4274363	info@vatel.mu	www.vatel.mu	
France	Viventium Ltee	4 TH FLOOR, The Axis, Quatre Bornes		Properties	4893004		http://viventiumhotels.com/	
Sweden	VALENDOR (MAURITIUS) LTD	60,BALSAMINES ST,COROMANDEL	GUSTAFSSON ANNE PAULA MARJAANA	Laboratory		info@Valendor.se	Other contact known to BDO, Heba JANGEERKHAN-CAPDEVILA	Medical Devices/Pharmaceuticals

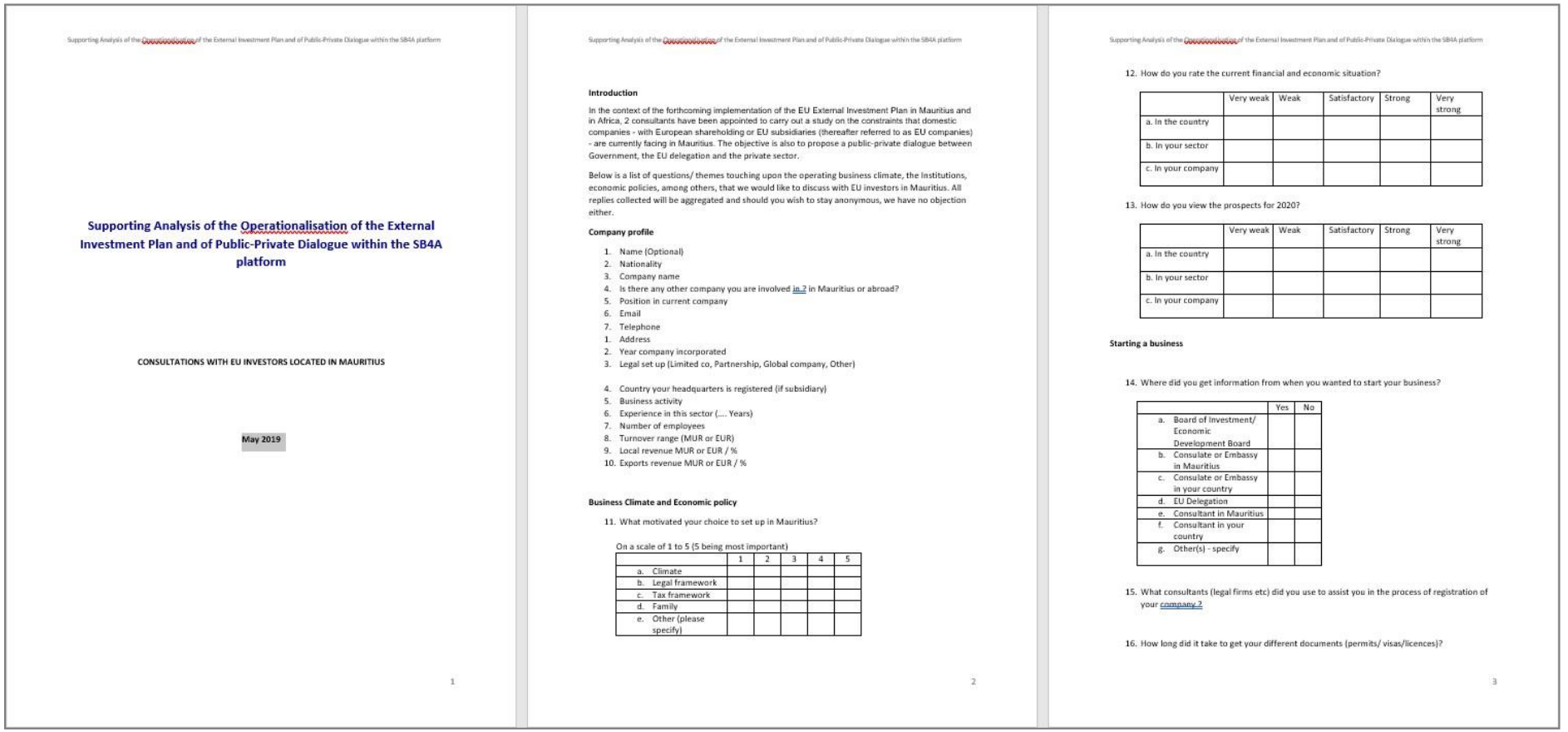
Country	Company name	Address	Contact person	Sector	Tel	Email	Website	Remarks (Priority sectors)
Cyprus	SURFRIGO LIMITEE	Lamarie Cyprius Lane, Vacoas, Mauritius	VARENNE VALERIA	Food	697 0942			Processed Food
Cyprus	PETERSON GAS INTERNATIONAL LTD	44E CYPRUS LANE LECLEZIO STREET CUREPIPE	RETIF ALEXANDRE GERARD	Energy	5723 5005	inforequest@petersongas.international	https://petersongas.international/	
Cyprus	DMS BPO Services Ltd	Cybercity 7th Floor Nexteracom Tower 1	GEORGIOU GEORGE	Call center / Business Process Outsourcing	454 3309 / 57870025	contact@dms-mauritius.com	http://www.dms-mauritius.com/outsourcing-mauritius	Software / Information Technology Development
Greece	AIGAION PELAGOS LTD	OFFICE 231, THE JUNCTION BUSINESS HUB, CALEBASSES BRANCH ROAD, CALEBASSES	KATAPODIS DIMITRIOS	Restaurant	489 8250	wenda.souroop@apave.com		
Malta	SERVIZO (INDIAN OCEAN) LTD	ICT AVENUE 3RD FLOOR	SCHMID GERNOT	Computer consultancy and computer facilities management activities	5898 9825	avinash@servizo.com	http://www.servizo.com/	Software / Information Technology Development
Netherlands	Amicorp (Mauritius) Limited	6TH FLOOR 1 NEXTERACOM BUILDING EBENE	AMICORP NETHERLANDS HOLDING B.V.	Administration & Accounting services	404 0200	mauritius@amicorp.com	https://www.amicorp.com	
Netherlands	ASSELTEC CO. LTD	27 POUDRIERE ST PORT LOUIS	GUNTHER JOSEF	Job Contractor				
Netherlands	BAUER Spezialtiefbau GmbH	4TH FLOOR UNICORN CENTRE, 18N FRERE FELIX DE VALOIS STREET, PORT LOUIS		Construction		BST@bauer.de	https://www.bauer.de/	
Netherlands	ENBO LTD	REMY OLLIER STREET 3RD FLOOR, ROOM 302, RICHARD HOUSE	BOLOGNA VINCENZO	import / export				
Netherlands	Earthwise Centre Ltd	Morcellement Mont Calme, La Route Côtière, La Preneuse Black River	Anneloes Smitsman	Training and coaching	57815870		https://www.earthwisecentre.org	
Austria	VANILLA LINE LTD	Sir William Newton Street c/o ECS Secretaries Ltd, 3rd Floor Labama House	MARTIN DIETER	Sea passenger transport			www.vanillaline.re	
Denmark	BWSC (MAURITIUS) LTD	1st Floor, The Manor House. Corner St. George/De Chaza Streets. Port Louis	ANDERSEN CARL PETER	Project development & Contracting	211 32 98	bwsc@bwsc.dk	https://www.bwsc.com	
Denmark	Damco Logistics (Mauritius) Limited	MFD Building Freeport Zone 5 Mer Rouge Mauritius		Supply Chain Management	206 22 44	charlotte.delran@maersk.com	https://www.damco.com	

Country	Company name	Address	Contact person	Sector	Tel	Email	Website	Remarks (Priority sectors)
Italy	L'Artigiano Ltd	Royal Road, Triolet Trou aux Biches Road	Daniela Quaranta et Silvano Marchetto	Italian foodstuff	260 0008 / 5908 2765	boutique@lartigiano-mauritius.com	http://www.lartigiano-mauritius.com	Processed food
Italy	Roots Café	Royal Road, Pointe aux Canonniers	Enrico Tarantino	Restaurant	269 1544			
Italy	Luigi's Co Ltd	Royal Road (Next to Total Gas Station), Grand Baie, Mauritius			2691125			
Italy	ANTONIO MAURER & CO LTD	Bâtiment de l'Aquarium, Route Côtière, Trou aux Biches, Mauritius			2657400 / 59724066	giulia.distefano72@gmail.com		
Italy	DENIM DE L'ILE LIMITED	Royal Road Ile D'Ambre	CACCIA STEFANO					
Italy	NETICON LTD	Office 15, 1st Floor, 1827 Building, Vivea Business Park | St-Pierre	Massimo Salvi	Digital solutions	4339299	massimo.salvi@neticon.mu / a.gunga@neticon.mu	https://www.neticon.it/	Software / Information Technology Development
Spain	SOLAR FIELD LTD		Philippe Esposito	Solar energy		info@dhammaenergy.com		Renewable Energy
Spain	RIU LE MORNE LTD		Carmen Riu and Luis Riu	Tourism	230 650 4209		www.riu.com	
	IQ-EQ	33 Edith Cavell Street, Port-Louis, 11324, Mauritius	Edan Latzelsberger	Management co.	2129800	Edan.Latzelsberger@iqeq.com		
	Ocorian (Mauritius) Limited		Nousrath Bhugeloo	Management co.		Nousrath.Bhugeloo@ocorian.com		
	CITCO (MAURITIUS) LIMITED		Javed Aboobakar	Management co.		jaboobakar@citco.com		
France	Talenteum	3RD FLOOR NASS BUILDING 2 SIR WILLIAM NEWTON STREET QUATRE BORNES MAURITIUS	John Benatouil	Human resources/ Social Bridging	+230 402 4000		https://talenteum.com/	
France	Esokia	5TH FLOOR C & R COURT 49 LABOURDONNAIS ST PORT LOUIS MAURITIUS	Denis Lacour & Michel Pierre Philippe Demari	Web Agency	+230 46 66 36 7	dlacour75@gmail.com	https://www.esokia.com/en	Software / Information Technology Development
France	Aerow ECM World Ltd	Pointe aux Cannoniers (soon La Croisette, Grand Baie)	Olivier Meyer	Information technology		olivier.meyer@aerowecmworld.com		Software / Information Technology Development
France	Expat Blog Limitee	C/o Sanlam Trustees International Limited Labourdonnais Village Mapou MAURITIUS	Julien Faliu	Blogs		julien@expat.com	https://www.expat.com/	
Belgium	Optimum Solutions Ltd	OFFICE 206 EBENE JUNCTION BUILDING RUE DE LA DEMOCRATIE EBENE MAURITIUS	DE DEKEN LUCAS EMILE MARCELLE	Legal services				
France	Obvious Way Ltd	Unit 109 Block A The Junction Business Hub Calebasses MAURITIUS	Catherine Dubreuil-Mitaine	Consultancy		catherine@obvious-way.com		
France	GF INNOVATION LTD	Centre Nautica, Royal Road, Black River,	Spaan-Saulet	Investment				
France	Extension interactive	14 AVENUE DES LATANIERS QUATRE BORNES MAURITIUS	Laurent Montaigne	Digital agency				Software / Information Technology Development
France	Uppwise	85, BON ESPOIR, 30803, PITON MAURITIUS	Michel Juanico			micheljuanico@uppwise.net		
France	Natec Medical Ltd	Maeva Centre Building Silicon Avenue, Ebene Business Park	Vincent Lagarde	Pharmaceutical	4663054	info@natec-medical.com	https://natec-medical.com	Medical Devices/Pharmaceuticals
Belgium	IPvocate Africa Legal Advisers Ltd	Ebene Junction – Rue de la Démocratie – Ebène- Mauritius	Annabelle Thonet or Marius Michael Schneider (German)	Legal services (Intellectual Property)	Tel: +230 466 81 83 – Mob: +230 52 58 23 60	at@ipvocateafrica.com		

Annex 3 - List of stakeholders participating to EUD Meeting on 7 July 2020

Company	Address	Contact person	Sector
Aremo	St Antoine Industrial Zone, Goodlands	Philip Gotze	Jewellery
Natam	Rajiv Gandhi Road, Goodlands	Wim Dewulf	Floating docks
International Economics	Grand Baie Business Park, Suites 207 and 208 Grand Baie	Pablo Quiles	Consultancy
L'Artigiano	Royal Road, Triolet Trou aux Biches Road	Daniela Quaranta & Silvano Marchetto	Italian foodstuff
Aero RW	La Croisette, Grand Baie	Olivier Meyer	Information technology
Uppwise	85, Bon Espoir,30803, Piton Mauritius	Michel Juanico	Advisory
LS Advisors	Pointe aux Canonniers	Jonathann Savigny	Investment/ Advisory
Servizo	ICT AVENUE 3RD FLOOR	Avinash …	Computer consultancy and computer facilities management activities
		Mark & Erica Darabos	Gambling & Advisory

Annex 4 - Checklist used for interviewing EU investors



Supporting Analysis of the Operationalisation of the External Investment Plan and of Public-Private Dialogue within the SB4A platform

Supporting Analysis of the Operationalisation of the External Investment Plan and of Public-Private Dialogue within the SB4A platform

CONSULTATIONS WITH EU INVESTORS LOCATED IN MAURITIUS

May 2019

1

Supporting Analysis of the Operationalisation of the External Investment Plan and of Public-Private Dialogue within the SB4A platform

Introduction

In the context of the forthcoming implementation of the EU External Investment Plan in Mauritius and in Africa, 2 consultants have been appointed to carry out a study on the constraints that domestic companies - with European shareholding or EU subsidiaries (thereafter referred to as EU companies) - are currently facing in Mauritius. The objective is also to propose a public-private dialogue between Government, the EU delegation and the private sector.

Below is a list of questions/ themes touching upon the operating business climate, the institutions, economic policies, among others, that we would like to discuss with EU investors in Mauritius. All replies collected will be aggregated and should you wish to stay anonymous, we have no objection either.

Company profile

1. Name (Optional)
2. Nationality
3. Company name
4. Is there any other company you are involved in ? in Mauritius or abroad?
5. Position in current company
6. Email
7. Telephone
1. Address
2. Year company incorporated
3. Legal set up (Limited co, Partnership, Global company, Other)

4. Country your headquarters is registered (if subsidiary)
5. Business activity
6. Experience in this sector (.... Years)
7. Number of employees
8. Turnover range (MUR or EUR)
9. Local revenue MUR or EUR / %
10. Exports revenue MUR or EUR / %

Business Climate and Economic policy

11. What motivated your choice to set up in Mauritius?

On a scale of 1 to 5 (5 being most important)

	1	2	3	4	5
a. Climate					
b. Legal framework					
c. Tax framework					
d. Family					
e. Other (please specify)					

2

Supporting Analysis of the Operationalisation of the External Investment Plan and of Public-Private Dialogue within the SB4A platform

12. How do you rate the current financial and economic situation?

	Very weak	Weak	Satisfactory	Strong	Very strong
a. In the country					
b. In your sector					
c. In your company					

13. How do you view the prospects for 2020?

	Very weak	Weak	Satisfactory	Strong	Very strong
a. In the country					
b. In your sector					
c. In your company					

Starting a business

14. Where did you get information from when you wanted to start your business?

	Yes	No
a. Board of Investment/ Economic Development Board		
b. Consulate or Embassy in Mauritius		
c. Consulate or Embassy in your country		
d. EU Delegation		
e. Consultant in Mauritius		
f. Consultant in your country		
g. Other(s) - specify		

15. What consultants (legal firms etc) did you use to assist you in the process of registration of your company ?

16. How long did it take to get your different documents (permits/ visas/licences)?

3

a. Your company registered?
b. Your own visa
c. Your work permit
d. Visas for your family

17. Did Government incentives play a role in your choice of starting a business in Mauritius? If so, which one/s in particular.

18. Did you buy land/ property for your business?

19. How were the procedures? Positive feedback and any negative feedback

20. How do you find the cost of? On a scale of 1 to 5 (5 being very affordable)

	1	2	3	4	5
a. Buying a residential property					
b. Renting a residential property					
c. Buying a car					
d. Renting a car					
e. Buying commercial / office property					
f. Renting commercial / office property					
g. Legal service					
h. Accounting services					
i. Audit services					
j. Other advisory services					

21. How are the service standards for the above?
On a scale of 1 to 5 (5 being very good)

	1	2	3	4	5
a. Buying a residential property					
b. Renting a residential property					
c. Buying a car					
d. Renting a car					

e. Buying commercial / office property					
f. Renting commercial / office property					
g. Legal service					
h. Accounting services					
i. Audit services					
j. Other advisory services					

22. Do you have a Membership in local business associations?

Which one(s)?

23. How do you find the following conditions in the labour market?

On a scale of 1 to 5 (5 being very satisfactory)

	1	2	3	4	5
a. Qualification and skills of employees					
b. Staffs' commitment and productivity					
c. Costs of labour					
d. Labour law					
e. Flexibility of immigration policies					

24. How do you find the level of infrastructure in the country?

On a scale of 1 to 5 (5 being very satisfactory)

	1	2	3	4	5
a. Roads					
b. Frequency of flights					
c. Cargo facilities – air and marine					
d. Electricity (supply					
e. Electricity cost					
f. Water supply					
g. Water cost					
h. Waste water management					
i. Overall quality of telecommunication services (Internet access)					
j. Waste Management					

25. How do you find the level of stability in the country?

On a scale of 1 to 5 (5 being very satisfactory)

	1	2	3	4	5
a. Political stability					
b. Economic stability					
c. Price stability					
d. Tax stability					
e. Social stability					

Taxation

26. What taxes does your company pay and at what rate?

27. What is your opinion of the tax level in Mauritius?

Management

Recruitment

28. How many of your staff did you recruit locally?

29. Do you have any foreigners at operations level? At what position? Was it easy to bring them in the company/ in Mauritius?

30. What difficulties did you encounter for the work permit of (a) professional staff (b) low-skilled staff if any?

31. What Corporate Governance Guidelines do you abide to?

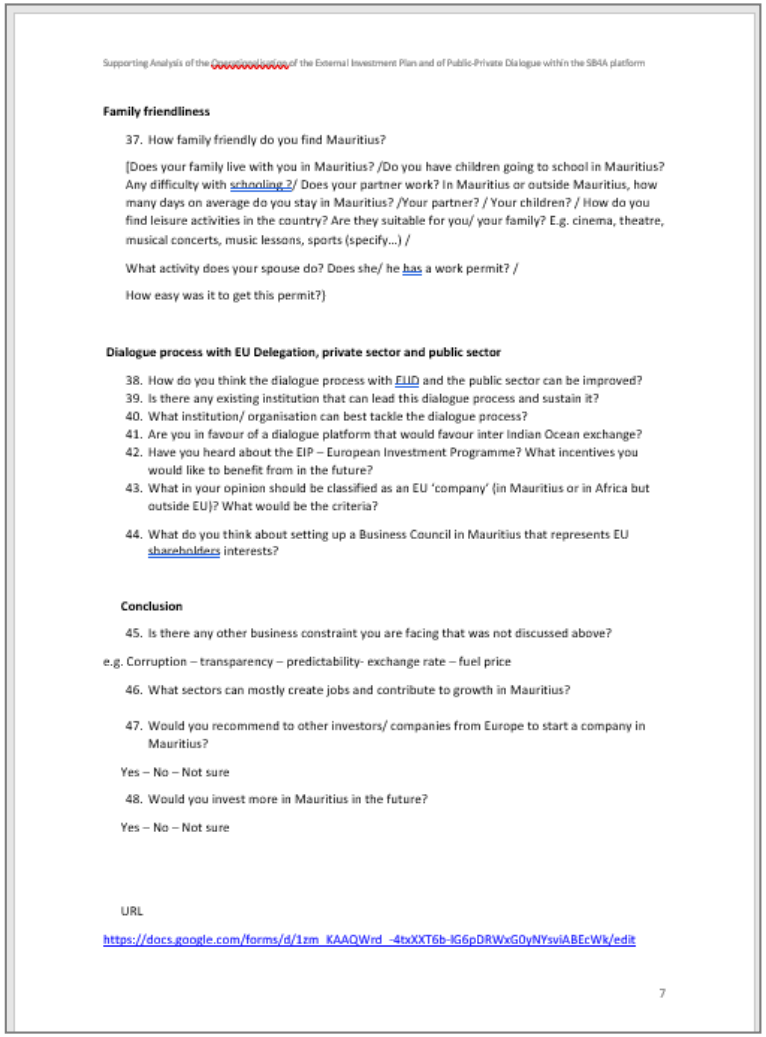
Please elaborate

32. Do you have a sustainability policy for your company?

Please elaborate

Finance

33. Was it easy to open a bank account in Mauritius? Did you have access to credit easily?
34. Do you have a personal bank account in Mauritius? Was it easy to open the account?
35. Did you find investors easily? When setting up? Or when expanding?
36. How do you assess the ease of repatriating profit or capital?



Family friendliness

37. How family friendly do you find Mauritius?

[Does your family live with you in Mauritius? /Do you have children going to school in Mauritius? Any difficulty with schooling ?/ Does your partner work? In Mauritius or outside Mauritius, how many days on average do you stay in Mauritius? /Your partner? / Your children? / How do you find leisure activities in the country? Are they suitable for you/ your family? E.g. cinema, theatre, musical concerts, music lessons, sports (specify…) /

What activity does your spouse do? Does she/ he has a work permit? /

How easy was it to get this permit?)

Dialogue process with EU Delegation, private sector and public sector

38. How do you think the dialogue process with EUD and the public sector can be improved?
39. Is there any existing institution that can lead this dialogue process and sustain it?
40. What institution/ organisation can best tackle the dialogue process?
41. Are you in favour of a dialogue platform that would favour inter Indian Ocean exchange?
42. Have you heard about the EIP – European Investment Programme? What incentives you would like to benefit from in the future?
43. What in your opinion should be classified as an EU 'company' (in Mauritius or in Africa but outside EU)? What would be the criteria?
44. What do you think about setting up a Business Council in Mauritius that represents EU shareholders interests?

Conclusion

45. Is there any other business constraint you are facing that was not discussed above?

e.g. Corruption – transparency – predictability- exchange rate – fuel price

46. What sectors can mostly create jobs and contribute to growth in Mauritius?
47. Would you recommend to other investors/ companies from Europe to start a company in Mauritius?

Yes – No – Not sure

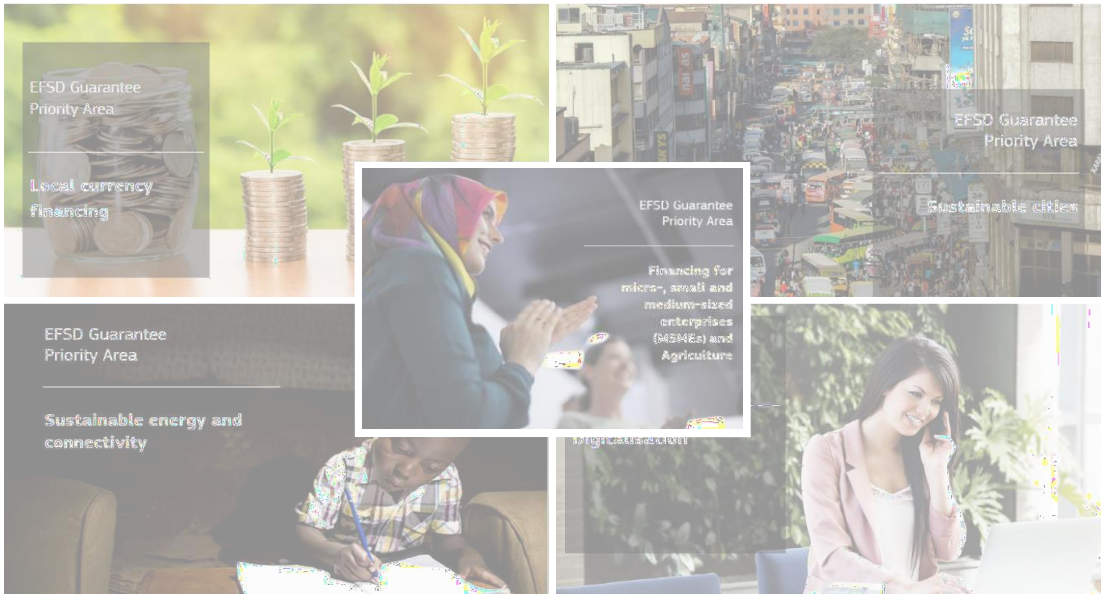
48. Would you invest more in Mauritius in the future?

Yes – No – Not sure

URL

https://docs.google.com/forms/d/1zm_KAAQWrd_-4txXXT6b-lG6pDRWxG0yNYsviABEcWk/edit

7


EFSD Guarantee
Priority Area
Local currency financing
EFSD Guarantee
Priority Area
Sustainable cities
EFSD Guarantee
Priority Area
Financing for micro-, small and medium-sized enterprises (MSMEs) and Agriculture
EFSD Guarantee
Priority Area
Sustainable energy and connectivity