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Connecting small and medium-sized enterprises (SMEs) to international value chains, and helping them to enhance their competitiveness are key to generating growth and will be an important element in meeting the United Nations Global Goals.

Supporting SMEs is at the heart of our mandate at the International Trade Centre (ITC) and Trade Promotion Organizations (TPOs) play an important role in making this happen.

Increasingly TPOs are integrating both a trade and investment focus in their work which is meeting the growing demand from SMEs to reflect this nexus in their activities.

Developing linkages between TPOs is an important part of knowledge sharing and the development of expertise. This 2015 Directory of Trade Promotion Organizations provides an opportunity for this connection and is a tool to build a strong network of TPOs worldwide.

I invite you to discover the network in this TPO Directory, and look forward to meeting you at the 2016 World TPO Network Conference and Awards in Morocco.

Updating the Directory regularly means continuously strengthening the TPO support behind SMEs worldwide by maintaining and enhancing a global network of trade and investment support institutions that regularly share best practices and innovations, for example during the World TPO Network Conference and Awards, in order to help SMEs grow internationally.

I invite you to discover the network in this TPO Directory, and look forward to meeting you at the 2016 World TPO Network Conference and Awards in Morocco.
Africa
Director: Khemnou Boukhalfa  
Address: PO. Box 191 Hassen Badi El Harrach, Route nationale No. 5, Cinq Maisons - Mohammadia, Alger  
Tel.: +213 21 52 12 10  
Fax: +213 21 52 11 26/21 52 14 85  
b.khemnou@algex.dz  
www.algex.dz

Mandate: Export development  
Number of in-country offices: None  
Number of foreign representative offices: None  
Target clients: Micro, small, medium, large enterprises

Core services provided:  
Export promotion events in the country or abroad, target market access conditions, market analysis, business opportunities’ information

Key sectors:  
Agriculture, agribusiness, appliances, chemical industry, pharmaceuticals
Benin
Benin Agency for Trade Promotion
ABePEC

Director General: Robert R. Akinde
Address: P.O. Box 1254 Cotonou, 1 Place du souvenir, Cotonou
Tel.: +229 21 30 13 20/21 30 13 97
Fax: +229 21 30 04 36
abepecmail@yahoo.fr
www.abepec.bj

Mandate: Export development, export promotion, import development, investment promotion
Number of in-country offices: None
Number of foreign representative offices: None
Number of staff: 34
Number of client companies: 400
Target clients: Micro, small, medium, large enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, export promotion events, training and advisory, market analysis, target market access conditions

Key sectors:
Agriculture, energy, water, health, infrastructures
Burkina Faso
Export Promotion Agency of Burkina Faso
APEX-BURKINA

Director General: Amidou Barry
Address: Avenue de l’UEMOA,
P.O. Box 01 BP389, Ouagadougou 01
Tel.: +226 25 31 13 00/01
Fax: +226 25 31 14 69
info@apexb.bf
www.apexb.bf

Mandate: Export development, export promotion, investment promotion, tourism
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 54 as of 2014
Number of client companies: 675 in 2014
Target clients: Micro, small, medium, large enterprises

Core services provided:
Business opportunities’ information, target market access conditions, export promotion events, training and advisory

Key sectors:
Food, livestock, leathers and skins, gum arabic
President: Hon. Christophe Eken
Address: Bonanjo Rue de la Chambre de Commerce,
P.O. Box 4011, Douala
Tel.: +237 233 42 68 55
Fax: +237 233 42 55 96
siege@ccima.net
www.ccima.net

Mandate: Export development, export promotion,
import development, investment promotion

Number of in-country offices: 11
Number of foreign representative offices: None
Number of staff: 150
Number of client companies: 1,200
Target clients: Micro, small, medium, large,
multinational enterprises

Core services provided:
Business opportunities’ information, export promotion events,
legal and financial assistance

Key sectors:
Commerce, industry, mines and public work, services, crafts
Cabo Verde
Cape Verde Investments
CI

President: Jose Armando Duarte
Address: 5 Rotunda da Cruz de Papa, P. O. Box 89-C, Achada Santo António Praia
Tel.: +238 260 41 10/11
Fax: +238 262 14 88
elisabeth.goncalves@cvinvest.cv
www.cvinvest.cv

Mandate: Export promotion, investment promotion
Number of in-country offices: 3
Number of foreign representative offices: None
Number of staff: 32
Target clients: Medium, large, multinational enterprises

Core services provided:
Business contacts’ provision, target market access conditions, export readiness, strategy formulation and development, investment promotion

Key sectors:
Tourism, fisheries, services, energy, industry of transformation
Gambia Investment and Export Promotion Agency
GIEPA

Chief Executive Officer: Fatou Mbenga Jallow
Address: 757 Banjul, GIEPA House 48 Kairaba Ave, KSMD
Tel.: +220 437 73 77
Fax: +220 437 73 79
info@giepa.gm
www.giepa.gm

Mandate: Investment promotion, export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 21
Number of client companies: 1,000 (2014 estimate)
Target clients: Small, medium, large, multinational enterprises

Core services provided:
Business contacts’ provision, export promotion events, training and advisory

Key sectors:
Cashew nuts, sesame seeds, groundnuts, fisheries, services
Chief Executive Officer: Gideon Boye Quarcoo
Address: P.O. Box M146, Republic House Annex, Tudu, Accra
Tel.: +233 302 68 98 89
Fax: +233 302 67 72 56
gpea@gepaghana.org
www.gepaghana.org

Mandate: Export development, export promotion
Number of in-country offices: 6
Number of foreign representative offices: None
Number of staff: 75
Number of client companies: 200
Target clients: Small, medium, large enterprises

Core services provided:
Export promotion events, training and advisory, business opportunities' information, business contacts' provision, market analysis

Key sectors:
Crafts, pineapples, cashew nuts, mangos, processed cocoa
Guinea Agency for Export Promotion
AGUIPEX

**Director General:** Dobo Beavogui
**Address:** P.O. Box 13, Conakry
**Tel.:** +224 664 27 54 50/620 66 90 95
beadobo@yahoo.fr

**Mandate:** Export development, export promotion, investment promotion, tourism
**Number of in-country offices:** 8
**Number of foreign representative offices:** None
**Number of staff:** 34
**Number of client companies:** 7
**Target clients:** Micro, small, medium enterprises

**Core services provided:**
Tourism promotion, export development, training and advisory, business contacts’ provision

**Key sectors:**
Agriculture, farming, fisheries, industry
Côte d’Ivoire
Association for the Promotion of Exports of Côte d’Ivoire
APEX-CI

Chief Executive Officer: Guy M’Bengue
Address: Building Tropique 3, Mezzanine 1 et 2, Boulevard de la République, Abidjan, Plateau 0
Tel.: +225 20 30 25 30
Fax: +225 20 21 75 76
info@apex-ci.org
www.apex-ci.org

Mandate: Export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 40
Number of client companies: 500
Target clients: Small enterprises

Core services provided:
Business contacts’ provision, lobbying and advocacy,
export readiness, business opportunities’ information

Key sectors:
Agro-food, clothing and textiles, handicrafts, industry, agribusiness
Chief Executive Officer: Ruth Mwaniki
Address: P.O. Box 40247, 1st and 16th floor Anniversary Towers, University Way 00100 GPO, Nairobi
Tel.: +254 20 22 28 53 48
Fax: +254 202 22 85 39
chiefexe@epc.or.ke
www.epckenya.org

Mandate: Export development, export promotion
Number of in-country offices: 3
Number of foreign representative offices: None
Number of staff: 60
Number of client companies: 1,200
Target clients: Micro, small, medium enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, target market access conditions, training and advisory, strategy formulation and development, export promotion events

Key sectors:
Metal and wood manufacturing, food products, commercial crafts, textiles and garments, services
Lesotho
Ministry of Industry, Trade and Marketing
TPU

Department of trade to: To be advised
Address: P.O. Box 747, Maseru 100
Tel.: +266 22 31 26 93
Fax: +266 22 31 26 92
tisetsomokone@live.com

Mandate: Export development, export promotion
Number of offices: None
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 6
Number of client companies: 37 SMMEs plus large companies
Target clients: Micro, small, medium, large enterprises

Core services provided:
Business opportunities’ information, business contacts’ provision,
extport promotion events, lobbying and advocacy

Key sectors:
Wool and mohair crafts, jewellery, textiles, art
President: Rajaonarivelo Herintsalama
Address: Building EDBM, 4th floor, Av Gal Gabriel Ramanantsoa
Antaninarenina Antananarivo 101
Tel.: +261 202 26 05 36
sg@itbm.mg
www.itbm.mg

Mandate: Export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 5
Number of client companies: 156
Target clients: Micro, small, medium enterprises

Core services provided:
Business opportunities’ information,
target market access conditions, training and advisory

Key sectors:
Agribusiness (fruits, vegetables, spices), essential oils, handicrafts,
textiles, information technology
Malawi Investment and Trade Center
MITC

President: Clement Kumbemba
Address: Aquarius House – 1st floor,
Private Bag 302, Capital City, Lilongwe 3
Tel.: +265 177 08 00/77 13 15
Fax: +265 177 17 81
ceo@mitc.mw, enquires@mitc.mw
www.mitc.mw

Mandate: Export development, export promotion,
investment promotion
Number of in-country offices: 2
Number of foreign representative offices: None
Number of staff: 20
Number of client companies: Over 100
Target clients: Small, medium, large, multinational enterprises

Core services provided:
Investment promotion, export promotion events

Key sectors:
Oil seeds, sugar
Export Promotion Agency of Mali
APEX-MALI

Director General: Abdoulaye Sanoko
Address: Ex-Building Air Afrique, Quartier du Fleuve, Bamako, P.O. Box E1079
Tel.: +223 20 22 11 44/20 22 11 45
Fax: +223 20 22 11 45
asanokojr@yahoo.fr

Mandate: Export development, export promotion
Number of in-country offices: 3
Number of foreign representative offices: None
Number of staff: 11
Target clients: Small, medium, large enterprises

Core services provided:
Business opportunities’ information, export promotion events, legal and financial assistance, lobbying and advocacy

Key sectors:
Fruit and vegetables, handicrafts, livestock and by-products, non-timber forest products, processed agro-products
Enterprise Mauritius

Chief Executive Officer: Arvind Radharkrishna
Address: 7th floor, St James Court St Denis Street, Port Louis
Tel.: +230 212 97 60
Fax: +230 212 97 67
info@em.intnet.mu
www.sourcemauritius.com/

Mandate: Export promotion, export development
Number of in-country offices: 1
Number of foreign representative offices: 3
Number of staff: 28
Number of client companies: 240
Target clients: Small, medium, large enterprises

Core services provided:
Export promotion events, strategy formulation and development, training and advisory, market analysis, business contacts' provision

Key sectors:
Textiles, fresh produce, agro-processed foods (including rum), seafood, jewellery
Morocco
Moroccan Center for Export Promotion - Maroc Export

Managing Director: Zahra Maafiri
Address: 5, Sidi Belyout, 20000 Casablanca
Tel.: +212 522 30 22 10
Fax: +212 522 30 17 93
info@marocexport.ma
www.marocexport.gov.ma

Mandate: Export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 100
Number of client companies: 750
Target clients: Small, medium, large enterprises

Core services provided:
Export promotion, market analysis, business contacts’ provision, business opportunities’ information, training and advisory, strategy formulation and development, export promotion events, lobbying and advocacy

Key sectors:
Agri-food and seafood, textiles and leather, new information and communications technology and offshoring, pharmaceutical industry, automobile industry and electronics
Nigeria
Nigerian Export Promotion Council
NEPC

Chief Executive Officer: Olusegun Awolowo
Address: P.O. Box PMB 133, Garki, Abuja,
Plot 424, Aguiyi Ironsi Street, Maitama, Abuja
Tel.: +234 92 91 09 66
ceo@nepc.gov.ng, enquiry@nepc.gov.ng, info@nepc.gov.ng
www.nepc.gov.ng

Mandate: Export development, export promotion
Number of in-country offices: 16
Number of foreign representative offices: 2
Number of staff: 355
Number of client companies: 1,530
Target clients: Small, medium, large, multinational enterprises

Core services provided:
Business contacts’ provision, training and advisory,
export promotion events, lobbying and advocacy

Key sectors:
Services, agriculture, consumer/industrial goods,
solid minerals, packaging
Senegal
Senegalese Export Promotion Agency
ASEPEX

Director General: Dr. Malick Diop
Address: Immeuble Barsalam - 2ème étage
Avenue Cheikh Anta Diop
Dakar Peytavin
Tel.: +221 338 69 20 21
asepex@asepex.sn
www.senegalexport.com/fr
www.asepex.sn

Mandate: Export development, export promotion
Number of in-country offices: 2
Number of foreign representative offices: None
Number of staff: 32
Number of client companies: 150
Target clients: Micro, medium, large enterprises

Core services provided:
Export promotion events, export readiness, business contacts’ provision, business opportunities’ information

Key sectors:
Agriculture and agribusiness, fisheries and seafood sector, textiles, handicrafts
Seychelles Investment Board
SIB

Chief Executive Officer: Rupert Simeon
Address: P.O. Box 116, Caravelle House, Victoria, Mahe
Tel.: +248 4295500
Fax: +248 4225125
info@sib.gov.sc
www.sib.gov.sc

Mandate: Investment promotion, investment facilitation and policy advisory
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 14
Number of client companies: 450
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Lobbying and advocacy, export promotion events, business contacts’ provision, business opportunities’ information, target market access conditions

Key sectors:
Tourism, retail/wholesale, financial services, property development, fisheries
Chief Executive Officer: Raymond K. Gbekie
Address: O.A.U. Drive, Tower Hill, Freetown, Sierra Leone
Tel.: +232 25 33 28 63
info@sliepa.org
www.sliepa.org

Mandate: Export development, export promotion, investment promotion, tourism
Number of in-country offices: 3
Number of foreign representative offices: None
Number of staff: 27
Number of client companies: 30
Target clients: Small, medium, large, multinational enterprises

Core services provided:
Business contacts’ provision, investment promotion, business opportunities’ information

Key sectors:
Agriculture, fisheries, tourism, mining, manufacturing
United Republic of Tanzania

Tanzania Trade Development Authority
TANTRADE

Director General: Jacqueline Mneney Maleko
Address: 5402, Mwl. J. K. Nyerere Trade Fair Ground, Kilwa Road, Dar es Salaam
Tel.: +255 222 85 02 38
Fax: +255 222 85 02 39
info@tantrade.or.tz
www.tantrade.or.tz

Mandate: Export development, export promotion
Number of in-country offices: 2
Number of foreign representative offices: None
Target clients: Small, medium, large enterprises

Core services provided:
Market analysis, business contacts’ provision, training and advisory, export promotion events, business opportunities’ information, target market access conditions

Key sectors:
Horticulture (fresh fruits and vegetables), leather, leather products and textiles, honey and beeswax, commercial crafts, spices
Tunisia
Export Promotion Centre
CEPEX

President: Abdellatif Hamam
Address: P.O. Box 225, Centre Urbain Nord, 1080 Tunis Cedex
Tel.: +216 71 23 24 17
Fax: +216 71 23 25 09
rapidcontact@tunisiaexport.tn
www.cepex.nat.tn

Mandate: Export development, export promotion
Number of in-country offices: 2
Number of foreign representative offices: 9
Number of staff: 200
Number of client companies: 3,000
Target clients: Small, medium, large enterprises

Core services provided:
Market analysis, training and advisory, legal and financial assistance,
investment promotion, business opportunities' information

Key sectors:
Manufacture of the following: textiles and clothing,
food products, mechanicals, electric
and electronic equipment, construction products
Executive Director: Elly Twineyo Kamugisha
Address: 5th Floor, Conrad Plaza, Plot 22 Entebbe Road, P. O. Box 5045, Kampala
Tel.: +256 (0) 414 23 02 50
Fax: +256 (0) 414 25 97 79
info@ugandaexports.go.ug
www.ugandaexports.go.ug/en

Mandate: Export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 26
Number of client companies: 1,122
Target clients: Small, medium, large, multinational enterprises

Core services provided:
Legal and financial assistance, export promotion events, business contacts’ provision, training and advisory, business opportunities’ information

Key sectors:
Coffee, horticulture, services (education, information and communications technology and health), manufacturing
Chief Executive Officer: Sithembile P. Pilime
Address: P.O. Box 2738, 904 Premium Close, Mount Pleasant Business Park, Harare
Tel.: +263 436 93 36 41
Fax: +263 436 92 44
info@zimtrade.co.zw
www.zimtrade.co.zw

Mandate: Export development, export promotion
Number of in-country offices: 2
Number of foreign representative offices: None
Number of staff: 18
Number of client companies: 150
Target clients: Small, medium, large enterprises

Core services provided:
Business contacts’ provision, market analysis, training and advisory, export promotion events, lobbying and advocacy

Key sectors:
Clothing, agriculture inputs/equipment (engineering), horticulture, processed foods/beverages, building materials
Americas
Anguilla Chamber of Commerce and Industry
ACOCI

**President:** Keithley F. T. Lake
**Address:** P.O. Box 321, Anguilla Chamber of Commerce and Industry, The Valley
**Tel.:** +1 264 497 28 39
**Fax:** +1 264 497 38 80
info@anguillachamber.com & acoci@caribcable.com
www.anguillachamber.com

**Mandate:** Export promotion, import development, investment promotion, tourism
**Number of in-country offices:** 1
**Number of foreign representative offices:** None
**Number of staff:** 3
**Number of client companies:** 150
**Target clients:** Micro, small, medium enterprises

**Core services provided:**
Business opportunities’ information, promotion of tourism, lobbying and advocacy, business contacts’ provision

**Key sectors:**
Tourism services, retail import, small business enterprises, financial services, real estate
Argentina

Fundación Exportar

Director: Lic. Leonardo Boto
Address: Paraguay 864 (C1057AAL),
Ciudad Autónoma de Buenos Aires
Tel.: +54 11 41 14 77 00
Fax: +54 11 41 14 77 18
www.exportar.org.ar

Mandate: Export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 104
Number of client companies: 10,912
Target clients: Micro, small, medium enterprises

Core services provided:
Market analysis, export readiness, strategy formulation and development, export promotion events

Key sectors:
Industry, foods, wines, cultural property, primary properties
Brazil

Brazilian Trade and Investment Promotion Agency
APEX-BRAZIL

President: David Barioni Neto
Address: SBN Quadra 02, Lote 11, Ed. Apex-Brasil, Brasília, CEP70040-020
Tel.: +55 61 3426 0202
apexbrasil@apexbrasil.com.br
www.apexbrasil.com.br

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: 9
Number of staff: 290
Number of client companies: 10,789
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Market analysis, business opportunities’ information, training and advisory, export promotion events, investment promotion

Key sectors:
Textiles and clothing, ornamental rocks, machinery and equipment, footwear, personal care
Canada

Canadian Trade Commissioner Service (TCS)
Department of Foreign Affairs, Trade and Development (DFATD)

Deputy Minister of International Trade: Christine Hogan
Address: TCS Enquiries Service (BCI),
125 Sussex Drive, Ottawa, ON, K1A 0G2
Tel.: +1-61 39 44 99 91
Fax: +1-61 39 96 97 09
enqserv@international.gc.ca
www.tradecommissioner.gc.ca
www.international.gc.ca

Mandate: Export development, export promotion, import development, investment promotion, innovation, science and technology
Number of in-country offices: 5
Number of foreign representative offices: 161
Number of staff: Over 900
Number of client companies: 12,000 clients for 2013-14
Target clients: Medium enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, strategy formulation and development, export promotion events, investment promotion, training and advisory

Key sectors:
Aerospace, agriculture and processed foods, automotive, chemicals, consumer products, defence and security, education, financial and insurance services, fish and seafood, forestry and wood products, industrial machinery, information and communications technology, infrastructure, life sciences, mining, ocean technologies, oil and gas, professional services, sustainable technologies, tourism, transportation, wine, beer and spirits
Chile

Export Promotion Directorate
PROCHILE

**Director:** Roberto Paiva  
**Address:** Teatinos 180, Santiago  
**Tel.:** +56 22 82 7 51 00  
**Email:** mastudillo@prochile.gob.cl  
**Website:** www.prochile.gob.cl

**Mandate:** Export development, export promotion, tourism, investment promotion

**Number of in-country offices:** 16  
**Number of foreign representative offices:** 53  
**Number of staff:** 410  
**Number of client companies:** 4,916 (2014)  
**Target clients:** Small, medium enterprises

**Core services provided:**  
Market analysis, business opportunities’ information, business contacts’ provision, training and advisory, strategy formulation and development, export promotion events

**Key sectors:**  
Agriculture, industry, services
President: Maria Claudia Lacouture Pinedo
Address: Calle 28 # 13A - 15 Floor 35-36, Bogotá
Tel.: +57 (1) 560 0100
Fax: +57 (1) 606 75 86
mlacouture@procolombia.co
www.procolombia.co

Mandate: Export promotion, investment promotion, tourism, country brand, custom-built programmes to adapt products for international demand
Number of in-country offices: 8
Number of foreign representative offices: 26
Number of staff: 472
Number of client companies: 7,007 domestic companies and 6,975 foreign companies
Target clients: Micro, small, medium, large, multinational enterprises, tourism wholesalers, multilatinas

Core services provided:
Market analysis, business contacts provision, business opportunities information, target market access conditions, investment promotion, export promotion events, promotion of tourism, legal and financial assistance, lobbying and advocacy

Key sectors:
Agribusiness, manufacturing, services
Centre for the Promotion of External Trade and Foreign Investment
CEPEC

General Director: Roberto Verrier Castro
Address: Calle 10 No. 512 e/31 y 5a Ave., Playa, La Habana
Tel.: +537 214 43 40/214 43 45
sic@mincex.cu
www.cepec.cu

Mandate: Investment promotion, export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 25
Number of client companies: 200
Target clients: Small, medium enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, training and advisory, investment promotion, export promotion events

Key sectors:
Industry, services, agriculture, food, biotechnology and pharmaceutical
Dominica

Dominica Export Import Agency
DEXIA

General Director: Gregoire Thomas
Address: 173, Bayfront, 00152, Roseau
Tel.: +767 448 27 80/34 94/5
Fax: +767 448 63 08
dexia@cwdom.dm
www.dexiaexport.com

Mandate: Export development, export promotion, import development, trade facilitation
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 28
Number of client companies: 20
Target clients: Micro, small, medium, large enterprises

Core services provided:
Market analysis, business opportunities' information, export promotion events

Key sectors:
Agriculture, manufacturing, services, non-governmental organizations, consumer goods
Ecuador

Institute for the Promotion of Exports and Investments
PRO ECUADOR

Executive Director: Julio Antonio Ruales García
Address: Av. Francisco de Orellana
Edificio World Trade Center, Torre A piso 16
Tel.: +593 42 59 79 80
info@proecuador.gob.ec
www.proecuador.gob.ec

Mandate: Export promotion, investment promotion
Number of in-country offices: 6
Number of foreign representative offices: 31
Number of staff: 264
Number of client companies: 4,221
Target clients: Micro, small, medium, large enterprises

Core services provided:
Market analysis, business opportunities’ information, target market access conditions, training and advisory, investment promotion, export promotion events

Key sectors:
Fishery, aquaculture (seafood), agribusiness and fresh products, cocoa and derivatives, flowers, processed food
El Salvador

Export & Investment Promotion Agency of El Salvador
PROESA

President: William Granadino
Address: Edificio D’Cora, bulevar Orden de Malta, urbanización Santa Elena, Antiguo Cuscatlán, La Libertad
Tel.: +503 25 92 70 00
Fax: +503 25 92 70 69
info@proesa.gob.sv
www.proesa.gob.sv

Mandate: Export promotion, investment promotion, export development, public-private partnerships promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 77
Number of client companies: 700 (investment related)
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Business contacts’ provision, target market access conditions, export readiness, training and advisory, investment promotion, export promotion events

Key sectors:
Tourism, energy, light manufacturing, offshore business services, specialized textiles and clothing, food and beverages, agribusiness, services, clothing industry, pharmaceutical industry
Haiti

Centre for Trade Support and Promotion
PROMOCOM

Executive Director: Undrick Céus
Address: 22, Village des Orchidées, Rte de Frères Prolongée, Pétion-Ville
Tel.: +509 37 11 88 98
Fax: +509 33 26 90 90
promocom@hotmail.com
www.promocomhaiti.org

Mandate: Export development, export promotion, import development, investment promotion, joint venture
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 6
Number of client companies: 36
Target clients: Micro, small, medium, large enterprises

Core services provided:
Market analysis, business contacts provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, export and tourism promotion, legal and financial assistance, lobbying and advocacy

Key sectors:
Fisheries, aquaculture (seafood), agribusiness and fresh products, cocoa and derivatives, flowers, processed food
Jamaica Promotions Corporation
JAMPRO

President: Diane Edwards
Address: 18 Trafalgar Road, Kingston 10, Jamaica, West Indies
Tel.: +1 876 978 77 55
Fax: +1 876 978 43 41
info@jamprocorp.com
www.jamaicatradeandinvest.org

Mandate: Export development, export promotion, investment promotion, linkages between investment and local producers
Number of in-country offices: 2
Number of foreign representative offices: 2
Number of staff: 78
Number of client companies: 851
Target clients: Small, medium, large enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, training and advisory, strategy formulation and development, export promotion events, lobbying and advocacy

Key sectors:
Agriculture, agro- and food processing, business process outsourcing, manufacturing, creative industries
Chief Executive Officer: Francisco González
Address: Camino a Santa Teresa No. 1679, Col. Jardines del Pedregal, Del. Álvaro Obregón, P. O. Box 01900, México, D.F.
Tel.: +52 55 5447 7000
promexico@promexico.gob.mx
www.promexico.gob.mx

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 29
Number of foreign representative offices: 48
Number of staff: 381
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, investment promotion, export promotion events

Key sectors:
Automotive, aerospace, agribusiness, construction and infrastructure, health
Executive Director: Javier Chamorro Rubiales  
Address: Km.6.5 Carretera a Masaya,  
4to piso Edificio COBIRSA II, Managua  
Tel.: +505 22 52 76 90  
Fax: +505 22 77 32 99  
info@pronicaragua.org.ni  
www.pronicaragua.org

Mandate: Export promotion, investment promotion, investment climate promotion  
Number of in-country offices: 3  
Number of foreign representative offices: 1  
Number of staff: 49  
Number of client companies: 650  
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:  
Market analysis, business contacts' provision, business opportunities' information, target market access conditions, investment promotion, export promotion events

Key sectors:  
Agribusiness, food processing, light manufacturing, services (knowledge process outsourcing, business process outsourcing), textiles and apparel
**Paraguay**

Commission for Export Promotion and Tourism
REDIEX

**Director:** Dr. Victor Bernal  
**Address:** Av. Mcal. López 3333 c/ Dr. Weiss, 1892 Asunción  
**Tel.:** +595 216 16 30 28  
**Fax:** +595 216 16 30 34  
info@rediex.gov.py  
www.rediex.gov.py

**Mandate:** Export development, export promotion,  
investment promotion, tourism  
**Number of in-country offices:** 1  
**Number of foreign representative offices:** 2  
**Number of staff:** 40  
**Number of client companies:** 2,000  
**Target clients:** Small, medium, large enterprises

**Core services provided:**  
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, investment promotion, export promotion events, lobbying and advocacy

**Key sectors:**  
Food, autoparts, textiles, information and communications technology, logistics and infrastructure
Peru

Peruvian Exports & Tourism Promotion Organization
PROMPERÚ

Executive Director: Aracelly Laca
Address: Calle Uno Oeste 050, Edificio MINCETUR, Piso 14, Urb. Corpac, San Isidro, Lima 27
Tel.: +511 616 73 00
sae@promperu.gob.pe
www.promperu.gob.pe

Mandate: Export development, export promotion, country image promotion, tourism
Number of in-country offices: 7
Number of foreign representative offices: None
Number of staff: 362
Number of client companies: 4,064
Target clients: Micro, small, medium, large enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, export readiness, strategy formulation and development, training and advisory, export promotion events, promotion of tourism

Key sectors:
Agribusiness, fisheries and aquaculture, garments, manufactured goods, services, tourism
Santa Lucia
Saint Lucia Trade Export Promotion Agency
TEPA

Director: Jacqueline Emmanuel-Flood
Address: CP5524, Trade Export Promotion Agency,
2nd Floor Hewanorra House, Pointe Seraphine, Castries
Tel.: +1758 468 22 86
Fax: +1758 452 46 06
info@tepa.org.lc
www.tepa.org.lc

Mandate: Export development, exports promotion,
trade facilitation, trade information
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 11
Number of client companies: 157
Target clients: Micro, small, medium enterprises

Core services provided:
Business opportunities’ information, target market access conditions,
export readiness, training and advisory

Key sectors:
Agriculture and food, health and wellness, fashion and clothing,
music and entertainment, arts and craft
Chief Executive Director: Antonio Carámbula Sagasti
Address: Rincon 518/528, Montevideo 11 000
Tel.: +598 29 15 38 38
Fax: +598 29 16 30 59
info@uruguayxxi.gub.uy
www.uruguayxxi.gub.uy

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 40
Number of client companies: 913
Target clients: Micro, medium, large, multinational enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access, export promotion events

Key sectors:
Services, industry, construction and infrastructure, energy, agribusiness, global services
Asia and the Pacific
Afghanistan
Export Promotion Agency of Afghanistan
EPAA

Chief Executive Officer: To be advised
Address: 2nd Street She Aqrab Road, Kabul 1006
Tel.: +93 202 50 48 37
info@epaa.org.af
www.epaa.org.af

Mandate: Export promotion
Number of in-country offices: 18
Number of foreign representative offices: None
Number of staff: 56
Number of client companies: 500
Target clients: Micro, small, medium enterprises

Core services provided:
Target market access conditions, export readiness, market analysis, training and advisory, strategy formulation and development, export promotion events

Key sectors:
Carpets and handicrafts, natural herbs and medicinal plants, dry fruit and nuts, fresh fruit and vegetables, marble and gemstones
Armenia Development Fund

**Acting Executive Director:** Arman Khachaturyan  
**Address:** 9th floor, 5 Mher Mkrtchyan Street, Yerevan 0010  
**Tel.:** +374 10 57 01 70  
**Fax:** +374 10 57 01 70/207  
info@ada.am  
www.ada.am

**Mandate:** Export development, export promotion, investment promotion, tourism

**Number of in-country offices:** 1  
**Number of foreign representative offices:** None  
**Number of staff:** 40  
**Number of client companies:** 300  
**Target clients:** Medium, large, multinational enterprises

**Core services provided:**  
Business contacts’ provision, business opportunities’ information

**Key sectors:**  
Manufacturing, professional services, information and communications technology, financial services, logistics and warehousing
Chief Executive Officer: Bruce Gosper
Address: Level 23 Aon Tower, 201 Kent Street, Sydney NSW 2000
Tel.: +61 293 92 20 00
Fax: +61 293 92 20 24
info@austrade.gov.au
www.austrade.gov.au

Mandate: Tourism, export development, export promotion, investment promotion, international education promotion
Number of in-country offices: 11
Number of foreign representative offices: 81
Number of staff: 1,032 as of 30 June 2014
Number of client companies: 6,608 from 1 July 2013 to 30 June 2014
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, investment promotion

Key sectors:
Agriculture and food and agribusiness services, advanced manufacturing, services and technology, mining equipment, services and technology, tourism, education
Azerbaijan

Azerbaijan Export and Investment Promotion Foundation
AZPROMO

Head: Rufat Mammadov
Address: Baku Business Centre, 32 Neftchilar ave, AZ 1000, Baku
Tel.: +994 125 98 01 47/48
office@azpromo.az
www.azpromo.az

Mandate: Export promotion, investment promotion
Number of in-country offices: None
Number of foreign representative offices: 6
Number of staff: 30
Number of client companies: 100
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, training and advisory, investment promotion, export promotion events

Key sectors:
Food industry, agriculture, production of construction materials, chemical industry, information technology
Chief Executive Officer: HE Kamal bin Ahmed Mohammed
Address: 7<sup>th</sup>, 8<sup>th</sup>, 12<sup>th</sup>, 13<sup>th</sup> and 16<sup>th</sup> floor Seef Tower,
P.O. Box 11299, Manama Bahrain
Tel.: +973 17 58 99 99
Fax: +973 17 58 99 00
marketing@bahrainedb.com
www.bahrainedb.com

Mandate: Investment promotion
Number of in-country offices: 1
Number of foreign representative offices: 6
Number of staff: 126
Number of client companies: 629
Target clients: Medium, large, multinational enterprises

Core services provided:
Market analysis, business’ contacts provision, business opportunities’ information, target market access conditions, investment promotion, export promotion events, promotion of tourism, legal and financial assistance, lobbying and advocacy

Key sectors:
Manufacturing, professional services, information and communications technology, financial services, logistics and warehousing
**Vice-Chairman and Chief Executive Officer:** Shubhashish Bose
**Address:** 1, Kawran Bazar (2nd, 4th Floor & 9th Floor), TCB Building, 1 Hatirjheel Link Rd 2, Dhaka 1215
**Tel.:** +88 02 55 01 34 20, +88 029 14 48 22 24, Ext. 110
**Fax:** +88 029 11 95 31
info@epb.gov.bd; vc@epb.gov.bd
www.epb.gov.bd

**Mandate:** Export development, export promotion, investment promotion, tourism

**Number of in-country offices:** 7

**Number of foreign representative offices:** None

**Number of staff:** 277

**Target clients:** Micro, small, medium, large, multinational enterprises

**Core services provided:**
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, investment promotion, export promotion events, promotion of tourism, legal and financial assistance, lobbying and advocacy

**Key sectors:**
All manufactured goods, primary products, intermediate products, finished products, services
Bhutan
Export Promotion Division, Department of Trade, Ministry of Foreign Affairs (EPD)

Deputy Chief Trade Officer: Sonam Gyaltshen
Address: P.O. Box 141, Thimphu
Tel.: +975 232 24 07/33 58 66
Fax: +975 232 78 27
sgyaltshen@moea.gov.bt
www.moea.gov.bt

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 6
Number of client companies: 20
Target clients: Medium, large, multinational enterprises

Core services provided:
Business opportunities’ information, training and advisory, export promotion events

Key sectors:
Handicraft, agriculture, manufacturing, mining, manufacturing
People’s Republic of China

China Council for the Promotion of International Trade
CCPIT

Chief Executive Officer: Mr. Jiang Zengwei
Address: 1, Fuxingmenwai Street, Beijing, 100860
Tel.: +86 10 8807 5305
www.ccpit.org.cn

Mandate: Export development, export promotion, import development, import promotion, tourism
Number of in-country offices: 72
Number of foreign representative offices: 17
Target clients: Large enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities information, target market access conditions, training and advisory, strategy formulation and development, investment promotion, export promotion events, promotion of tourism, legal and financial assistance, lobbying and advocacy
Chief Executive Officer: Giorgi Tsikolia
Address: 18 Uznadze Street 0102 Tbilisi
Tel.: +995 322 96 00 10
info@enterprise.gov.ge
www.enterprise.gov.ge
www.tradewithgeorgia.com

Mandate: Export development, export promotion, entrepreneurship development
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 22
Number of client companies: 100
Target clients: Micro, small, medium enterprises

Core services provided:
Market analysis, business contacts’ provision, target market access conditions, business opportunities information, export promotion events, legal and financial assistance, lobbying and advocacy

Key sectors:
Food and beverages, pharmaceuticals, textile industry, plastic processing, paper and packaging
Israel
Israel Export and International Cooperation Institute
IEICI

Chief Executive Officer: Ofer Sachs
Address: 29 Hamered St., Tel-Aviv, 68125
Tel.: +972 35 14 29 29
Fax: +972 35 16 28 10
sabines@export.gov.il
www.export.gov.il

Mandate: Export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 100
Number of client companies: 3,000
Target clients: Small, medium enterprises

Core services provided:
Export promotion events, market analysis, business contacts’ provision, business opportunities’ information, training and advisory, strategy formulation and development

Key sectors:
Homeland security, life sciences, water technologies, agro-technologies, information and communications technology
Executive Chairman: Zhangurazov Borisbiy Ibragimovich
Address: 2nd floor, “Ansar” Business Center,
25 Syganak Street, Astana, 010000
Tel.: +7 71 72 91 90 40
Fax: +7 71 72 91 90 50
info@kaznexinvest.kz
www.kaznexinvest.kz/en

Mandate: Export development, export promotion, investment promotion, coordination of Special Economic Zones
Number of in-country offices: 2
Number of foreign representative offices: 1
Number of staff: 123
Number of client companies: 720
Target clients: Small, medium enterprises

Core services provided:
Market analysis, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, investment promotion, export promotion events

Key sectors:
Mining and metallurgy, engineering, agribusiness and food industry, consumer goods, chemical industry
General Director: Kudabaev Tynchytkbek  
Address: 122, Chui Avenue, 720040, Bishkek  
Tel.: +996 312 90 26 40  
Fax: +996 312 90 26 55  
info@trade.kg  
www.trade.kg

Mandate: Export development, export promotion, trade facilitation  
Number of in-country offices: 1  
Number of foreign representative offices: None  
Number of staff: 33  
Number of client companies: 1,000  
Target clients: Small, medium, multinational enterprises

Core services provided:  
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions

Key sectors:  
Garment industry, bottled water, dairy, meat, fruit and vegetables
Chief Executive Officer: YBhg. Dato’ Dzulkifli Mahmud
Address: P.O. Box 50480, Menara MATRADE,
Jalan Sultan Haji Ahmad Shah, 50480 Kuala Lumpur
Tel.: +60 603 62 07 70 77
Fax: +60 603 62 03 70 37
chamber@mongolchamber.mn
www.matrade.gov.my

Mandate: Export development, export promotion
Number of in-country offices: 5
Number of foreign representative offices: 44
Number of staff: 353
Number of client companies: 402
Target clients: Small, medium, large enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, export promotion events

Key sectors:
Electrical and electronics, oil and gas, construction, machinery and maintenance, repairing and overhaul, processed food
Mongolia
Mongolian National Chamber of Commerce and Industry
MNCCI

Director: Oyunchimeg Magvan
Address: Khan-Uul district, Mahatma Gandhi street, MNCCI’s building, Ulaanbaatar
Tel.: +976 11 32 71 76
Fax: +976 11 32 46 20
oyunchimeg.m@mongolchamber.mn
www.mongolchamber.mn

Mandate: Export development, export promotion, import development, investment promotion, tourism, business advocacy, public-private dialogue
Number of in-country offices: 22
Number of foreign representative offices: 2
Number of staff: 220
Number of client companies: 500
Target clients: Micro, small, medium, large enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, investment promotion, export promotion events, promotion of tourism, legal and financial assistance, lobbying and advocacy

Key sectors:
Agriculture (meat, farming), light industry (food, drinks, cashmere, wool, etc.), banking and financing, construction, mining
Director General: Toe Aung Myint
Address: Office No. 3, Ministry of Commerce, Zeya Htarni Road, Nay Pyi Taw
Tel.: +95 067 40 80 18
Fax: +95 067 40 82 56
cio@commerce.gov.mm
www.commerce.gov.mm

Mandate: Export development, export promotion
Number of in-country offices: 17
Number of foreign representative offices: 10
Number of staff: 1,290
Number of client companies: 300
Target clients: Micro enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions
Executive Director: Ishwari Prasad Ghimire  
Address: P.O. Box 825 Kathmandu, Na Tole, Pulchowk, Lalitpur  
Tel.: +977 15 52 58 98/553 26 42  
Fax: +977 15 52 58 98/553 26 42  
info@tepc.gov.np  
www.tepc.gov.np

Mandate: Export development, export promotion  
Number of in-country offices: 3  
Number of foreign representative offices: None  
Number of staff: 72  
Number of client companies: 300  
Target clients: Micro, small, medium enterprises

Core services provided:  
Market analysis, business contacts’ provision, business opportunities’ information, export promotion events, training and advisory

Key sectors:  
Carpets, garments, handicrafts, agriculture (ginger, cardamom, tea and coffee), pashmina
Chief Executive Officer: Peter Chrisp
Address: 100 Willis St. Wellington, Wellington
Tel.: +64 48 16 81 00
Fax: +64 48 16 81 01
info@nzte.govt.nz
www.nzte.govt.nz

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 10
Number of foreign representative offices: 38
Number of staff: 550
Number of client companies: 4,000
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, export readiness, training and advisory, strategy formulation and development, investment promotion, export promotion events

Key sectors:
Primary, food and beverage, agribusiness, specialized manufacturing, information and communications technology/creative/digital/services
Director: Senen Perlada
Address: 1st and 2nd floors, DTI International Building, 375 Senator Gil J. Puyat Avenue, Makati City, 1200
Tel.: +632 465 33 00
Fax: +632 899 01 11
senenperlada@dti.gov.ph
www.emb.dti.gov.ph

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: 28
Number of staff: 74
Number of client companies: 3,000
Target clients: Small, medium enterprises

Core services provided:
Market analysis, business contacts’ provision, target market access conditions, export readiness, training and advisory, strategy formulation and development, export promotion events, lobbying and advocacy

Key sectors:
Food and agro-marine products, design-driven products, consumer and industrial manufactures, certification-enabled (natural, organic, halal, Kosher, etc.), services export (information technology-enabled, business process management sectors, construction, education, knowledge, process outsourcing, etc.)
Chief Executive Officer: Jaehong Kim
Address: 13, Heolleungno, Seocho-gu, Seoul
Tel.: +82 234 60 70 74
Fax: +82 2 34 60 79 08
www.english.kotra.or.kr

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 7
Number of foreign representative offices: 123
Number of staff: 685
Number of client companies: 14,000
Target clients: Small, medium, multinational enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, export readiness, strategy formulation and development, investment promotion, export promotion events

Key sectors:
Information and communications technology industry, knowledge-based services, parts and materials, renewable energy industry
Chief Executive Officer: Abdulaziz Bin Nasser Al-Khalifa
Address: Qatar Development Bank, Grand Hamad Street, Doha
Tel.: +974 44 30 00 00
Fax: +974 44 35 04 33
info@qdb.qa
www.qdb.qa

Mandate: Export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 11
Number of client companies: 123
Target clients: Micro, small, medium enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, export promotion events, legal and financial assistance, lobbying and advocacy

Key sectors:
Food, construction, health, electricity (cables, etc.), plastic
Chief Executive Officer: Aiono Mose P. Sua
Address: Level 3, Fiame Mata’afa Faumuina Mulinu’u II Building, Apia
Tel.: +685 211 71
Fax: +685 215 04
mfat@mfat.gov.ws
www.mfat.gov.ws

Mandate: Export promotion, trade policy
Number of in-country offices: 1
Number of foreign representative offices: 6
Target clients: Micro, small enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, target market access conditions, training and advisory, export promotion events, lobbying and advocacy

Key sectors:
Agriculture, commerce, manufacturing, exporters, business community
Saudi Arabia

Saudi Export Development Authority
SEDA

Secretary General: Ahmed bin Abdulaziz Alhakbani
Address: Arcade Center, Entrance # 1,
King Fahd Road, Olaya, Riyadh 11578
Tel.: +966 118 74 20 00
Fax: +966 118 74 20 02
info@saudiexports.sa
www.saudiexports.sa/en

Mandate: Export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 53
Number of client companies: 400
Target clients: Small, medium enterprises

Core services provided:
Market analysis, training and advisory, export promotion events,
lobbying and advocacy

Key sectors:
Chemicals and polymers, building material, food, packaging,
consumer durables
Sri Lanka Export Development Board (SLEDB)

Chairman and Chief Executive Officer: Bandula Egodage
Address: No. 42, NDB-EDB Tower, Nawam Mawatha, Colombo-02
Tel.: +94 112 30 07 05/11
Fax: +94 112 30 07 15
chairman@edb.tradenetsl.lk
www.srilankabusiness.com

Mandate: Export development, export promotion, export facilitation
Number of in-country offices: 9
Number of foreign representative offices: None
Number of staff: 84
Target clients: Micro, small enterprises

Core services provided:
Market analysis, business contacts' provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, export promotion events, lobbying and advocacy

Key sectors:
Garment sector, rubber-based products, spices and allied products, essential oil, gems, diamonds and jewellery, information and communications technology, business process management
Palestine Trade Center
PALTRADE

Chief Executive Officer: Hanan Taha-Rayyan
Address: Alwatanieh Towers Building 5th floor, Albireh-Ramallah
Tel.: +970 22 40 83 83
Fax: +970 22 40 83 70
info@paltrade.org
www.paltrade.org

Mandate: Export development, export promotion
Number of in-country offices: 2
Number of foreign representative offices: None
Number of staff: 30
Number of client companies: 200
Target clients: Micro, small, medium, large enterprises

Core services provided:
Business opportunities’ information, target market access conditions, export readiness, training and advisory, export promotion events, lobbying and advocacy

Key sectors:
Services, information and communications technology, tourism, business-related services, stone and marble, agribusiness, food and beverages, pharmaceuticals
Chief Executive Officer: Eng. Saed Al Awadi
Address: 3rd floor, Building A, Entrepreneur Business Village, Deira, Dubai
Tel.: +971 44 45 53 33
Fax: +971 44 45 53 55
info@dedc.gov.ae
www.dedc.gov.ae/en

Mandate: Export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: 10
Number of staff: 10
Number of client companies: 1,500
Target clients: Small, medium enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, training and advisory, export promotion events

Key sectors:
Processed food, precious metal and stones, aluminium, plastics, printing and paper
Uzbekistan
SME’s Export Promotion Fund of Uzbekistan
EPF

Executive Director: Mustafaev Jahongir Ibodullaevich
Address: Gafur Gulyam str. No.1, Tashkent
Tel.: +998 712 44 35 29
Fax: +998 712 44 35 28
info@nbu-export.uz
nbu-export.uz

Mandate: Export development, export promotion
Number of in-country offices: 14
Number of foreign representative offices: None
Number of staff: 25
Number of client companies: 2,399
Target clients: Micro, small, medium enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export promotion events, legal and financial assistance

Key sectors:
Textiles, food industry, agriculture, construction materials, furniture
Director: Bui Huy Son
Address: No. 20 Ly Thuong Kiet Street, Ha Noi, 10000
Tel.: +84 439 34 42 60
Fax: +84 439 34 42 60
vietrade@vietrade.gov.vn
www.viettrade.gov.vn/en

Mandate: Export promotion, trade and investment promotion
Number of in-country offices: 3
Number of foreign representative offices: 2
Number of staff: 152
Number of client companies: 2,000
Target clients: Small, medium, large enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, training and advisory, export promotion events

Key sectors:
Handicrafts, food, digital content, fresh fruit, seafood
Minister for Agriculture and Irrigation: H.E. Farid Ahmed Mogawar
Address: P.O. Box 2805, Al-Ziraa’a St., Sanaa
Tel.: +967 156 04 62
Fax: +998 712 44 35 28

Mandate: Export promotion
Number of in-country offices: 2
Number of foreign representative offices: None
Number of staff: 5
Number of client companies: 8
Target clients: Micro, small, medium, large enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, investment promotion

Key sectors:
Agricultural products (plant, animal), food
Europe
Albania
Albanian Investment Development Agency
AIDA

Executive Director: Genti Beqiri
Address: Blv. Gjergj Fishta, Pall. Shalvare, Tirana
Tel.: +355 42 25 10 01
Fax: +355 42 25 09 70
info@aida.gov.al
www.aida.gov.al

Mandate: Export development, Export promotion, import development, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 29
Number of client companies: 1,500
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, investment promotion

Key sectors:
Renewable energy, mining industry, manufacturing, agriculture, tourism
Andorra
The Chamber of Commerce, Industry and Services of Andorra
CCIS

Director: Pilar Escaler
Address: C/ Prat de la Creu, 8. Edifici Le Mans Planta Baixa
AD500 - Andorra la Vella
Tel.: +376 80 92 92
Fax: +376 80 92 93
ccis@andorra.ad
www.ccis.ad/en

Mandate: Export development, export promotion, import development, investment promotion, tourism, training
Number of in-country offices: 1
Number of foreign representative offices: None
Number of client companies: Not accounted
Target clients: Micro, small, medium enterprises

Core services provided:
Business contacts’ provision, target market access conditions, training and advisory, investment promotion, legal and financial assistance

Key sectors:
Trade, services, tourism and leisure, retail, construction industry
Advantage Austria

Acting Director General: Karl Hartleb
Address: Wiedner Hauptstraße 63, 1045 Wien
Tel.: +43 59 09 00 41 77
Fax: +43 59 09 00
aussenwirtschaft.leitung@wko.at
www.advantageaustria.com

Mandate: Export development, export promotion, import development
Number of in-country offices: 115
Number of foreign representative offices: 115
Number of staff: 700
Number of client companies: 25,000
Target clients: Micro, small, medium, large enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export promotion events

Key sectors:
All sectors are covered
Belarus
National Centre for Marketing and Price Study
NCMPS

Director: Boris Smolkin
Address: Pobediteley Avenue, 7, 220004 Minsk
Tel.: +375 17 226 81 02
Fax: +375 17 203 91 29
market@icetrade.by
www.ncmps.by/en/

Mandate: Export development, export promotion, import development
Number of in-country offices: 7
Number of foreign representative offices: None
Number of staff: 150
Number of client companies: 36,500
Target clients: Micro, small, medium, large enterprises

Core services provided:
Training and advisory, export promotion events, lobbying and advocacy

Key sectors:
Chemicals and plastics, machinery and equipment, transport equipment, foodstuffs, textiles
Belgium
Belgian Foreign Trade Agency
BFTA

Director General: Marc Bogaerts
Address: 3 Rue Montoyer, 1000 Brussels
Tel.: + 32 22 06 35 11
Fax: + 32 2 203 18 12
info@abh-ace.be
www.abh-ace.be

Mandate: Export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 39
Number of client companies: 22,937
Target clients: Micro, small, medium, large enterprises

Core services provided:
Training and advisory, export promotion events, lobbying and advocacy

Key sectors:
Chemicals and plastics, machinery and equipment, transport equipment, foodstuffs, textile
Bosnia and Herzegovina

Foreign Trade Chamber of Bosnia and Herzegovina
FTC B&H

Director: Nemanja Vasić
Address: Branislava Đurđeva 10, 71000 Sarajevo
Tel.: +387 33 56 62 22
Fax: +387 33 21 42 92
enes.aliskovic@komorabih.ba
nermana.bicakcic@komorabih.ba
www.komorabih.ba

Mandate: Export development, export promotion, tourism, international transport
Number of in-country offices: 2
Number of foreign representative offices: None
Number of staff: 90
Number of client companies: 5,000
Target clients: Small, medium enterprises

Core services provided:
Training and advisory, export promotion events, lobbying and advocacy

Key sectors:
Metal processing, wood and furniture, automotive, food processing, energy and construction
Bulgaria

Bulgarian Small and Medium Enterprises Promotion Agency
BSMEPA

Executive Director: Evgeniy Ivanov
Address: 2-4 Lege Street, 1000 Sofia
Tel.: +359 29 40 79 30
Fax: +359 29 40 79 93
office@sme.government.bg
www.sme.government.bg

Mandate: Export development, export promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 53
Number of client companies: 2,900
Target clients: Micro, small, medium enterprises

Core services provided:
Business contacts’ provision, business opportunities’
information, target market access conditions,
export readiness, export promotion events

Key sectors:
Food and drinks production, information and communication
technology and optics, cosmetics and pharmacy,
industrial technologies, furniture
Cyprus

Ministry of Energy, Commerce, Industry and Tourism
MECIT

Director: Nelly Kouilia  
Address: Ministry of Energy, Commerce, Industry and Tourism, CY-1421, Lefkosia (Nicosia) 
Tel.: +357 22 86 71 23  
Fax: +357 22 76 89 67  
ts@mcit.gov.cy  
www.mcit.gov.cy/ts

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: 11
Number of staff: 90
Number of client companies: Not accounted
Target clients: Micro, small, medium enterprises

Core services provided:
Business contacts’ provision, export promotion events, investment promotion, market analysis, business opportunities’ information, target market access conditions

Key sectors:
Agricultural products, industrial products of agricultural origin, industrial products of manufacturing origin, services, investments
Denmark
Ministry of Foreign Affairs of Denmark - The Trade Council

Under-Secretary for the Trade Council: Susanne Hyldelund
Address: Asiatisk Plads 2, DK-1448 Copenhagen K
Tel.: +45 33 92 05 00
eksportraadet@um.dk
www.um.dk/en/tradecouncil

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: 73
Number of staff: 363
Number of client companies: 4,273
Target clients: Small, medium, large, multinational enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities' information, target market access conditions, export readiness, investment promotion, export promotion events

Key sectors:
Energy and environment, healthcare, industry, fashion and furniture
Head: Hanno Tomberg
Address: Lasnamäe 2, 11412 Tallinn
Tel.: +372 627 97 00
Fax: +372 627 97 01
easas.ee
www.eas.ee

Mandate: Export development, export promotion
Number of in-country offices: 2
Number of foreign representative offices: 9
Number of staff: 270
Number of client companies: 2,345
Target clients: Small, medium enterprises

Core services provided:
Business contacts’ provision, training and advisory, export readiness, target market access conditions

Key sectors:
Business contacts’ provision, business opportunities’ information
President: Markus Suomi  
Address: Porkkalankatu 1, 00180 Helsinki  
Tel.: +358 294 69 51  
Fax: +358 294 69 52 00  
info@finpro.fi  
www.finpro.fi

Mandate: Export development, export promotion, investment promotion, tourism  
Number of in-country offices: 10  
Number of foreign representative offices: 64  
Number of staff: 200  
Number of client companies: 1,438  
Target clients: Small, medium, large, multinational enterprises

Core services provided:  
Business contacts’ provision, business opportunities’ information, export readiness, training and advisory, investment promotion, export promotion events, promotion of tourism

Key sectors:  
Small and medium-sized Finnish enterprises, foreign investors, travel sector enterprises and organizations in Finland, regional development organizations in Finland, public stakeholders
**Chief Executive Officer**: Muriel Pénicaud  
**Address**: 77 Boulevard Saint-Jacques, 75998 Paris  
**Tel.**: +33 140 73 31 23  
**Fax**: +33 140 73 37 75  
www.ubifrance.fr

**Mandate**: Export development, export promotion, import development, investment promotion  
**Number of in-country offices**: 22  
**Number of foreign representative offices**: 80  
**Number of staff**: 1,500  
**Number of client companies**: 15,000  
**Target clients**: Small, medium, large enterprises

**Core services provided**:  
Business contacts’ provision, investment promotion, export promotion events

**Key sectors**:  
New information and communications technology, agribusiness, green industry, cultural industry
Chairman/Chief Executive Officer: Dr. Benno Bunse
Chief Executive Officer: Dr. Jürgen Friedrich
Address: Friedrichstraße 60, 10117 Berlin and Villemombler Strasse 76, 53123 Bonn
Tel.: +49 30 20 00 99-0
Fax: +49 30 20 00 99-812
trade@gtai.de
www.gtai.de

Mandate: Export promotion, investment promotion
Number of in-country offices: 2
Number of foreign representative offices: 49
Number of staff: 318
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Market analysis, target market access conditions, investment promotion, legal and financial assistance
Chief Executive Officer: Stephanos Issaias
Address: 109 Vasilisis Sophias Avenue, 115 21 Athens
Tel.: +30 21 03 35 57 00
Fax: +30 21 03 24 20 79
info@enterprisegreece.gov.gr
www.enterprisegreece.gov.gr

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 2
Number of foreign representative offices: None
Number of staff: 65
Target clients: Small, medium, large, multinational enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, target market access conditions, investment promotion, export promotion events

Key sectors:
Tourism, information and communications technology, life sciences, food and agriculture, construction materials
Iceland
Promote Iceland

Chief Executive Officer: Jón Ásbergsson
Address: Surdagarbar 2, IS-104 Reykjavik
Tel.: +354 511 40 00
Fax: +354 511 40 40
info@islandsstofa.is
www.islandsstofa.is

Mandate: Export development, export promotion, investment promotion, tourism promotion
Number of in-country offices: None
Number of foreign representative offices: None
Number of staff: 28
Number of client companies: 1,000
Target clients: Micro, small, medium enterprises

Core services provided:
Training and advisory, investment promotion, export promotion events, promotion of tourism

Key sectors:
Tourism, energy, fisheries, information technology, food
Director General: Roberto Luongo
Address: PO. Box I – 00144, Via Liszt 21, 00144 Rome
Tel.: +39 065 99 21
pianificazione.strategica@ice.it
www.ice.gov.it

Mandate: Investment promotion, import development, export promotion, export development
Number of in-country offices: 2
Number of foreign representative offices: 78
Number of staff: 820
Number of client companies: 11,531
Target clients: Medium, multinational enterprises

Core services provided:
Training and advisory, investment promotion, export promotion events, lobbying and advocacy

Key sectors:
Agribusiness/food, furniture and design, fashion/jewellery, mechanical equipment, hi-tech
Latvia

Investment and Development Agency of Latvia
LIAA

Director: Andris Ozols
Address: Perses iela 2, Riga, LV-1442
Tel.: +371 67 03 94 00
Fax: +371 67 03 94 01
liaa@liaa.gov.lv
www.liaa.gov.lv

Mandate: Export development, export promotion,
investment promotion
Number of in-country offices: 1
Number of foreign representative offices: 17
Number of staff: 200
Number of client companies: 2,300
Target clients: Small, medium, large enterprises

Core services provided:
Business contacts’ provision, business opportunities’
information, investment promotion, export promotion events

Key sectors:
Engineering industries, food, woodworking,
textiles, life sciences
Managing Director: Mantas Juozas Nocius
Address: A. Goštauto Str. 40A, LT-03163 Vilnius
Tel.: +370 (5) 249 90 83
Fax: +370 (5) 204 58 08
info@enterpriselithuania.com
www.enterpriselithuania.com

Mandate: Export development, export promotion, investment promotion, entrepreneurship, business development (start-ups)
Number of in-country offices: 14
Number of foreign representative offices: 7
Number of staff: 56
Number of client companies: 3,000
Target clients: Small, medium, large enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, export readiness, export promotion events

Key sectors:
Textiles and clothing, wood and wood products’ manufacturing, life sciences, metal and plastic processing, machinery and equipment, manufacturing industry, information and communications technology
Secretary General: Carole Tompers
Address: 19-21, Boulevard Royal, L-2449 Luxembourg
Tel.: +352 24 78 41 16
Fax: +352 22 34 85
info@luxembourgforbusiness.lu
www.luxembourgforbusiness.lu

Mandate: Export development, export promotion, investment promotion
Number of staff: 3
Target clients: Small, medium, multinational enterprises

Core services provided:
Business opportunities’ information, export promotion events
Malta Enterprise

President: David Curmi
Address: MIMCOL, Tigne Point, Sliema
Tel.: +356 25 42 00 00
info@maltaenterprise.com
www.maltaenterprise.com/en

Mandate: Export development, export promotion
Number of foreign representative offices: 1
Number of staff: 5
Number of client companies: 100
Target clients: Medium enterprises

Core services provided:
Training and advisory

Key sectors:
Information and communications technology (software),
engineering and construction-related services,
food and beverages
Executive Officer: Dona Scola
Address: 65 Alexei Mateevici str., Chişinău, MD-2009
Tel.: +373 22 27 36 54
Fax: +373 22 22 43 10
office@miepo.md
www.miepo.md

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 10
Number of client companies: 60
Target clients: Medium, large, multinational enterprises

Core services provided:
Investment promotion, export promotion events

Key sectors:
Agriculture, industry, textiles, information technology, business process outsourcing, furniture
Montenegro

Directorate for Small and Medium Sized Enterprises – Montenegro

Director: Aleksandar Pavicevic
Address: Rimski trg 46, 81000 Podgorica
Tel.: +382 20 40 63 02
Fax: +382 20 40 63 26
direkcija@nasme.me
www.nasme.me

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: None
Number of staff: 15
Target clients: Micro, small, medium enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, training and advisory, export promotion events

Key sectors:
Processing food and beverages, tourism, wood industry
Director: Maarten Smorenburg
Address: Prinses Beatrixlaan 3, 22595 AL The Hague
Tel.: +31 88 602 50 00
Fax: +31 88 602 90 23
info@rvo.nl
www.rvo.nl

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 7
Number of foreign representative offices: 110
Number of staff: 500
Number of client companies: 50,000
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, investment promotion, export promotion events

Key sectors:
Agribusiness, water energy, creative industries, sustainable development, life sciences and health
Chief Executive Officer: Anita Krohn Traaseth
Address: Pb. 448 Sentrum, 0104, Akersgata 13, 0158 Oslo
Tel.: +47 22 00 25 00
post@innovasjonnorge.no
www.innovasjonnorge.no

Mandate: Export development, export promotion, investment promotion, tourism, grants, loans and advisory services to promote entrepreneurship, innovation and growth in companies and clusters

Number of in-country offices: 19
Number of foreign representative offices: 35
Number of staff: 766
Target clients: Micro, small, medium enterprises

Core services provided:
Market analysis, business opportunities’ information, target market access, strategy formulation and development, promotion of tourism, legal and financial assistance

Key sectors:
Maritime, marine, oil and gas, energy and environment, information communications technology
Chairman and Chief Executive Officer: Miguel Frasquilho
Address: Av. 5 de Outubro, 101, 1050-051 Lisboa
Tel.: + 351 217 90 95 00
aicep@portugalgloba.pt
www.portugalgloba.pt

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 10
Number of foreign representative offices: 46
Number of staff: 458
Number of client companies: 13,000
Target clients: Micro, small, medium, large, multinational enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, training and advisory, investment promotion, export promotion events

Key sectors:
Fashion, clothing and shoes, molding industry, food and agribusiness, automotive industries, chemical and medical care
Serbian Investment and Export Promotion Agency

**Director:** Nikola Jankovic  
**Address:** Vlajkovicva 3/V, 11000 Belgrade  
**Tel.:** +381 113 39 85 50  
**Fax:** +381 113 39 88 14  
office@siepa.gov.rs  
www.siepa.gov.rs  
www.doingbusinessinserbia.com

**Mandate:** Export development, export promotion, investment promotion  
**Number of in-country offices:** 1  
**Number of foreign representative offices:** None  
**Number of staff:** 47  
**Number of client companies:** 1,872  
**Target clients:** Small, medium, large, multinational enterprises

**Core services provided:**  
Target market access conditions, investment promotion, export promotion events

**Key sectors:**  
Automotive, food, beverage and agribusiness, information technology, shared services and business process outsourcing, electronic, metal processing
Slovak Investment and Trade Development Agency
SARIO

Director: Róbert Šimončič
Address: Trnavská cesta 100, 821 01 Bratislava
Tel.: +421 258 26 01 00
Fax: +421 258 26 01 09
invest@sario.sk
trade@sario.sk
marketing@sario.sk
www.sario.sk/en

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 3
Number of foreign representative offices: None
Number of staff: 61
Number of client companies: 13,000
Target clients: Micro, small, medium, large multinational enterprises

Core services provided:
Business contacts’ provision, business opportunities’ information, investment promotion, export promotion events

Key sectors:
Automotive, engineering, information and communications technology, electronics, systems structures and components
Slovenia

Public Agency of the Republic of Slovenia for the Promotion of Entrepreneurship, Innovation and Development, Investment and Tourism SPIRIT

Acting Director: Gorazd Mihelič
Address: Dimičeva ulica 13, Verovškova ulica 60, 1000 Ljubljana
Tel.: +386 1 589 85 50 (Dimičeva location), +386 1 589 18 70 (Verovškova location)
Fax: +386 1 589 85 60 (Dimičeva location), +386 1 589 18 77 (Verovškova location)
info@spiritslovenia.si
www.spiritslovenia.si/en

Mandate: Export development, export promotion, investment promotion, fostering entrepreneurship
Number of in-country offices: 2
Number of foreign representative offices: 4
Number of staff: 90
Number of client companies: 4,715
Target clients: Micro, small, medium, large, multinational enterprises (foreign direct investment)

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, investment promotion, export promotion events, promotion of tourism

Key sectors:
Automotive, information and communications technology, electronics, wood and wood processing, food processing, logistics and distribution
Spain

ICEX Spain Trade and Investment

Chief Executive Officer: Francisco Javier Garzón Morales
Address: Paseo de la Castellana 14-16, 28046 Madrid
Tel.: +34 900 349 000
informacion@icex.es
www.icex.es

Mandate: Export development, export promotion, investment promotion, foster foreign direct investment
Number of in-country offices: 31
Number of foreign representative offices: 97
Number of staff: 591
Number of client companies: 15,000
Target clients: Small, medium, large, multinational enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, export readiness, training and advisory, strategy formulation and development, investment promotion, export promotion events, legal and financial assistance, lobbying and advocacy
Sweden

Business Sweden - The Swedish Trade & Invest Council

Chief Executive Officer: Ylva Berg
Address: World Trade Center, Klarabergviadukten 70, Stockholm
Tel.: +46 858 86 60 00
Fax: +46 858 86 61 90
info@business-sweden.se
www.business-sweden.se/en

Mandate: Export development, export promotion, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: 50
Number of staff: 430
Target clients: Small, medium, large enterprises
Chief Executive Officer: Daniel Küng
Address: Stampfenbachstrasse 85, CH-8006 Zürich
Tel.: +41 443 65 51 51
Fax: +41 443 65 52 21
info@s-ge.com
www.s-ge.com

Mandate: Export development, export promotion, import development, investment promotion
Number of in-country offices: 3
Number of foreign representative offices: 21
Number of staff: 185
Number of client companies: 9,319
Target clients: Small, medium, large enterprises

Core services provided:
Export development, export promotion, import development, investment promotion, market analysis, business contacts’ provision, business opportunities’ information, target market access conditions, strategy formulation and development, export promotion events

Key sectors:
Information and communications technology, life sciences and medical technologies, machinery, electronics and metal (MEM), food, clean technology/energy
United Kingdom of Great Britain and Northern Ireland

UK Trade and Investment
UKTI

Chief Executive Officer: Catherine Raines
Address: 1 Victoria Street, London, SW1H 0ET
Tel.: +44 20 72 15 50 00
enquiries@ukti.gsi.gov.uk
www.uktradeinvest.gov.uk

Mandate: Export development, export promotion, import development, investment promotion
Number of in-country offices: 1
Number of foreign representative offices: 227
Number of staff: 2,581
Number of client companies: 48,000
Target clients: Medium, large enterprises

Core services provided:
Market analysis, business contacts’ provision, business opportunities’ information, investment promotion, export promotion events

Key sectors:
Healthcare, energy, food and drink, creative industries, defence and security
Trade Support Institutions Strengthening Programmes
I hope you find this directory useful. The ITC global database of Trade Promotion Organizations represents the official source of information for trade-related technical purposes and is referred to by organizations such as the World Bank, the World Trade Organization, the United Nations, and regional development banks.

We updated our TPO directory this year to ensure it stays relevant to the global TPO community and to facilitate communication among members of the network.

This TPO Directory is circulated to every organization both in print and online versions to promote the network and to increase the visibility of each TPO member.

In addition, this database serves as the main gateway to the biennial networking event for TPOs - the TPO Network World Conference and Awards.

In the following pages you will find information about this event and the other ITC initiatives designed to improve the managerial and operational performance of trade support institutions.

I would also like to take this opportunity to invite your organization to join our global TPO community by registering on ITC’s Benchmarking platform.

For more information and to register please visit: www.tisibenchmarking.org.

I encourage you to use this resource to develop new partnerships and strengthen old ones and thus help to meet the needs of SMEs around the world.
The ITC AIM FOR RESULTS PROGRAMME
Assess, Improve and Measure the Performance of Trade Support Institutions

AIM for Results builds the capability of trade support institutions to increase the export value of their clients, especially small and medium-sized enterprises (SMEs). Under this initiative, ITC will develop long-term relationships with trade support institutions in order to embed sustainable improvements in terms of efficiency and effectiveness. It is estimated that the path to improvement for each trade support institution will take approximately two to three years and will involve intensive support relationships using customised customized performance-improvement plans.

The AIM process is continuous. It comprises:

- **Assessment:** analysing the effectiveness and efficiency of trade support institutions using ITC’s benchmarking methodology.
- **Improvement:** understanding weaknesses and addressing them through information, capacity building and technical advisory solutions.
- **Measurement:** establishing an effective and right-sized measurement system.

Integral to the project is the enhancement and expansion of ITC’s existing toolset and delivery mechanisms, so that ITC’s assistance to trade support institutions remains up to date, relevant, consistent, flexible and cost-effective.

Find out more here: http://www.tisibenchmarking.org/aim-for-results
The ITC benchmarking programme gives Trade and Investment Support Institutions (TISIs) an independent and objective assessment of their efficiency and their performance in relation to the good business practices of similar organizations. The methodology uses a comprehensive set of benchmark measures, developed specifically for organizations that provide trade development and promotion support. The programme helps these organizations identify areas for improvement so they may increase their impact. It also provides a global learning platform so organizations can compare processes and business practices.

The benchmarking assessment uses a maturity based model of analysis® comprising 225 indicators of performance shaped around four main areas of performance: Leadership and Direction; Resources and Processes; Products and Service Delivery; and Measurement and Results.

TISIs that undergo the benchmarking assessment in partnership with ITC receive a comprehensive, confidential report which includes a detailed analysis of the scores. It provides a detailed analysis of the organization’s strengths and weaknesses. It identifies where the institution is performing well. Includes recommended areas for action, suggests follow-up activities and the benchmarking review also identifies areas where the TPO is performing well and is innovating. These areas may provide material that would be useful to share with other institutions and through the ITC TISI benchmarking platform.

Visit us here:
www.tisibenchmarking.org
ITC BENCHMARKING PLATFORM

The ITC benchmarking programme is supported by an online platform that has a range of tools and functionalities that help users analyse their organization’s performance. Trade Promotion Organizations (TPOs) and Trade and Investment Support Institutions (TISIs) in general can register with a password-protected account that allows them to display and extract - online and in real time - their benchmarking scores across all measures and indicators.

A key feature allows users to generate visual records of its organization’s quantitative and qualitative information. This assists organizations to monitor their institutional performance over the long term.

The platform also hosts a rich library of case studies and best practices, which is constantly updated. The library contains documents on topics such as institutional development, organizational performance and result measurement.

Discover the benchmarking platform here:
www.tisibenchmarking.org
ITC FOREIGN TRADE REPRESENTATION (FTR) PROGRAMME

The ITC Foreign Trade Representation (FTR) programme is aimed at trade representatives, diplomats and managers of overseas trade offices working in developing countries, least developed countries or countries in transition. The FTR events and consultancies focus on four key areas: networks, strategies, services and management.

At the national level, training workshops help participants to learn about tools and methods, share good practices and update the skills of staff posted abroad.

An online version of the FTR programme is available as part of the ITC E-learning academy. Please visit http://learning.intracen.org to access the FTR course.

To find out more about the FTR programme and to access related online resources, please go to: http://www.intracen.org/itc/trade-support/foreign-trade-representation
TPO Network World Conference & Awards

Aicha Pouye (far right), Director Division of Business and Institutional Support, chairs a panel at the 2014 TPO Network World Conference and Awards, Dubai.
The Trade Promotion Organizations’ Network and the TPO Network World Conference and Awards

The TPO Network
The Trade Promotion Organizations’ Network was established to facilitate the dynamic exchange of information and good practices and to collaborate on providing trade and investment services to SMEs, policy makers and other institutional players. The overall purpose of the network is to encourage the continual and mutual improvement of trade and investment support services through online and offline forums.

TPO Network World Conference and Awards
The TPO Network World Conference was first established in 1996 to provide a forum for TPOs around the world to discuss issues and trends that impact their work.

This unique biennial event facilitates:
- Knowledge transfer through the sharing of good practices among TPOs and from respected leaders in the fields;
- Discussions on issues and trends defining the course of activities for national and regional TPOs and the TPO Network as a whole;
- Collaboration between TPOs to strengthen and widen their service delivery.

The TPO Network Awards run concurrently with the TPO Network World Conference. The Awards were introduced in 2004 to facilitate peer recognition of institutional excellence and encourage the sharing of best practices among the TPO network members.

The TPO Network World Conference and Awards is attended by senior representatives of trade support institutions, policy makers and experts involved in trade-related technical support services. You are welcome to join us at the next TPO Network World Conference, which will take place in Marrakech, Morocco, in October 2016.

More information can be found here with an underline and in blue for the print version. the webversion should be linked.

www.tponetwork.net
The event has been hosted by TPOs for TPOs, together with ITC, since 1996:

- The 1st Conference in 1996 in Cartagena, Colombia, addressed the impact of the new multilateral trading system in the wake of the creation of the World Trade Organization (WTO).

- The 2nd Conference in 1998 in Santiago, Chile, followed with a closer look at trade promotion tools. It concluded with a declaration from the 86 participating TPOs of their commitment to promoting free trade in the new international order.

- At the 3rd Conference in 2000 in Marrakech, Morocco, participants addressed the challenges of the digital economy and began to review the challenges of public-private partnerships (PPPs) and impact assessment.

- The turbulent business environment was the theme of the 4th Conference in Beijing, China, in 2002.

- At the 5th Conference in 2004 in St. Julian’s, Malta, participants focused on innovation and practical action as a response to rapid evolutions in global trade.

- The opportunities and challenges for TPOs in global trade were discussed at the 6th Conference in Buenos Aires, Argentina, in 2007.

- The 7th Conference in 2008 in The Hague, the Netherlands, explored key issues for TPOs to remain competitive in the changing international marketplace.

- The 8th Conference in 2010 in Mexico City, Mexico, addressed the theme Building Export Success: Enhancing TPO Impact in a Changing Global Environment.

- At the 9th Conference in 2012 in Kuala Lumpur, Malaysia, participants discussed the innovative practices needed to transform their operations and new services to meet the social and economic challenges of today and the future.

- Participants at the 10th Conference in 2014, Dubai, United Arab Emirates, focused on the role of TPOs in facilitating the internationalization process of SMEs with a specific emphasis on linking trade and investment promotion activities.
FSC is an independent, non-governmental, not for profit organization established to promote the responsible management of the world’s forests.

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