



THE PRESIDENT'S REPORT

2016-2017

Overview

2016 has been another year of great challenges and achievements for the MCCI as it continuously reinvents itself to stay relevant to the changing business landscape and the needs of its members. Whether from an advocacy standpoint, trade and business facilitation, evidence-based economic policy formulation and a range of expanded services from GS1, the recently launched e-certificate of origin and our tax-free shopping digital platform, the MCCI has been innovative in the way it delivers its services to members and the business community at large.

Internationally, the focus has been to deepen and broaden our market access through various trade agreements and by working closer with the ICC World Chambers Federation. The Mediation and Arbitration Center is now well anchored to service the business community both locally and regionally and well equipped for any international hearing. We continue to focus on the needs of our members and the recently concluded MCCI stakeholder survey will help us to further improve our service and to better position the MCCI to respond to future needs.

Membership

The MCCI welcomed new members from different sectors of the economy during the past year which again comforts the image of the MCCI as a multi-sectoral organization serving a wide range of business interests.

In its quest to further broaden its membership, the MCCI has also revamped its fee structure to cater for a wider selection of operators in a more rational configuration.

Governance

Internal Audit

The Audit Committee for 2016 was chaired by the Vice-President of the MCCI, Mr. Marday Venkatasamy.

The Audit Committee examined a number of reports submitted by the internal auditor, Ernst and Young, and made appropriate recommendations to the Council to improve processes and procedures regarding financial management and risks.

In this context, a report highlighting the risks at the Tax Tourist Refund Counter at the airport was submitted by the auditors. The other recommendations are currently being implemented by management. An exercise has also been carried out to review the control environment over our entire current IT support infrastructure.

Finance

In the course of 2016, the MCCI has continued to deepen and broaden its service offerings and saw an increased level of activity in its Arbitration and Mediation services. More members are now aware of this service and we are confident that it will become a major source of revenue in the near future. As for the Tax Tourist Refund Counter, we have continued to invest in advertising in terms of Push SMS for inbound tourists, Bill Boards and the distribution of over 100,000 brochures to hotels, tour operators and shopping malls.

The results of the Counter are dependent on the tourist profile visiting Mauritius which is constantly changing.

Overall, the MCCI is showing a positive result for 2016 partly due to an increase in its dividend income received from its associates and main subsidiary company, mainly the MCCI Business School Ltd, which has again completed the year on a very positive note.

In light of the level of services being provided to its members, the membership fees have also been revised for year 2017. In the process, due consideration was given to small businesses and a new band has been introduced for companies with a turnover of up to Rs. 5 Millions.

Benchmarking, an MCCI-ITC joint project

As members are aware, the MCCI conducted a perception survey in December 2016 and January 2017 to assess the perception of members and the business community on the services being provided and their future expectations.

The survey is a follow-up to the benchmarking exercise carried out by the International Trade Centre (ITC), the previous year, to enable the MCCI to compare itself against established international standards of good practice and performance of best in class Trade Promotion Organisations (TPOs) regionally and globally.

The outcome of the benchmarking study resulted in several recommendations, which included the provision of a constant measurement of members' level of satisfaction on its services. The results of the survey are being analysed with the assistance of Mr. Georges Fischer, the Chairperson of the World Chambers Network.

Administration

New Premises

Members will recall that the MCCI had its seat at Royal Street for more than 40 years and following the sale of the said premises, the MCCI was given a six-month notice to vacate and to search for a new location.

A Building Committee, comprising of Council Members and chaired by Mr. Azim Currimjee, was set up to oversee all the activities related to the relocation.

Relocation at Anglo-Mauritius House

Several site visits had been undertaken to look for alternatives and the premises at Anglo-Mauritius House was identified as the best option in terms of location, surface area provided and the financing of certain renovation capital expenditure by the landlords.

The surface area available could accommodate all the staff of the MCCI, which were split into three different locations formerly.

The Building Committee overviewed all the logistics associated with the operation, maintenance, safety and security of the new premises, furnishing and equipment. An internal MCCI team was constituted to successfully execute the relocation plan in its entirety. The entire IT system has also been revamped to cater for the future needs of the organisation while improving significantly the day-to-day workflow of all the staff.

Information campaign

An information campaign was conducted on the MCCI website and in the press to inform Members and the general public on the relocation.

Advocacy

National Economic Policy Orientations

The MCCI continuously endeavours to defend and promote the interests of the business community to play a leading role in the economic development of the country. It contributes to the national economic policy formulation through evidence-based policy advocacy and various representations with public authorities.

Extensive research, relevant findings from the MCCI's economic tools and discussions held through meetings of various MCCI Commissions form the basis of its reports and studies. The MCCI's regular reports include the quarterly Business Confidence Indicator, the Economic Review and the Economic Outlook, which help Mauritian entrepreneurs better assess the economic situation and help them in their decision-making processes. The MCCI publications also provide pertinent inputs to Governmental agencies and other parastatals leading to an informed policy design.

State of the Economy Address

The State of the Economy address is today a firmly established tradition at the MCCI. It is the ultimate platform for the private sector to express its objective appraisal of the economy, emphasize on the impediments to the conduct of business, and highlight the main economic challenges facing our country, whilst acknowledging the potential opportunities and prospects for the economy in the year ahead. It is in the long running tradition of the chamber since the early 1850's to engage with the authorities in a constructive manner as a key non-state actor.

The President's Speech in March 2016 outlined the MCCI's outlook on the economy, with emphasis on the major growth drivers, moving at a much slower pace since the crisis. It was also an opportunity to highlight the importance of the Ease of Doing Business which directly impacts on economic growth.

The Speech also centred on the importance of R&D and Innovation in our quest for sustained economic development and made the case for the provision of a preferential tax regime for innovative enterprises. The vast potential of the life sciences industry as an emerging sector for Mauritius was highlighted.

MCCI Memorandum on the Budget 2016/2017

In its Memorandum for the Budget 2016/2017 to the Ministry of Finance and Economic Development, the MCCI proposed measures to boost the economy. The MCCI Budget Memorandum provided measures for the transformation of our economic model through macro-economic enablers to enhance consumption, boost private investment, diversify our exports, and improve our air and sea connectivity.

Consultative meetings were held regularly with high-level public officials and Hon. Pravind Kumar Jugnauth, Minister of Finance and Economic Development to discuss on MCCI proposals, prior to the Budget Speech.

It is to be noted that most of the core proposals made by MCCI have been taken into consideration in the Budget 2016/2017.

Analysis of the National Budget 2016/2017

The MCCI conducted an analysis of the National Budget 2016/2017 thus allowing the business community to gain a pertinent insight on the challenges facing the economy and the opportunities for development.

The report was presented to the Council Members and members of the different commissions.

Economy Task Force on Budget Implementation 2016/2017

The MCCI has been highly involved in fortnightly meetings of the Sub-Committees on "Manufacturing, Exports & Film Industry", chaired by Hon. A. Gungah, and "SME, Business, Cooperative and Business Facilitation", chaired by Hon. S. Bholah, under the Economy Task Force for the Budget Implementation.

Economic Review 2015

The Economic Review is an MCCI publication which gave an assessment of the global and local economic situation for 2015 covering investment, consumption, exports and imports, business confidence and GDP growth amongst others. The review also provided an outlook of the economic prospects for 2016, both locally and at the global level.

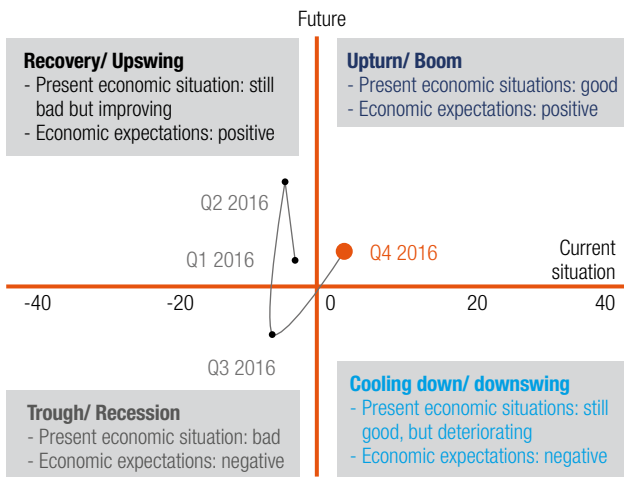
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MCCI Business Confidence Indicator

The MCCI Business Confidence Indicator (BCI) is a leading quarterly business intelligence survey based on an OECD methodology, which allows for an instant estimation of the morale of entrepreneurs in the country.

The BCI reports include, since 2013, an economic barometer, based on a CE-Sifo methodology. At the end of 2016, the economic barometer was situated in the 'upturn' quadrant, reflecting a situation of a better present and positive expectation of the future by entrepreneurs.

Annualised and quarterly GDP Growth forecasts have been added to the BCI publication since the second quarter of 2016. In its latest publication, the MCCI estimates Year-on-Year GDP Growth for the fourth quarter of 2016 to be of 3.9 percent and the annual GDP Growth rate for 2016 is hence estimated at 3.5 percent.



MCCI Economic Outlook

Using a range of econometric techniques, mathematical tools and statistical inferences, the MCCI provides insights to economic operators on the present state of the economy and its future evolution. The MCCI Economic Outlook forecasts growth in GDP, consumption, investment and exports for the years 2016 and 2017. Moreover, inflation and unemployment are forecast for the current and upcoming year. These analyses allow the better gauging of the dynamics of the economy, and complement forecasts from Statistics Mauritius. The MCCI Economic Perspectives 2016/2017, which was published in September 2016, predicted a GDP growth rate of 3.7 percent for the year for Mauritius, a slight increase from the previous year's performance, which was 3.4 percent.

The MCCI further proposed a number of corrective demand and supply side measures for the Mauritian economy.



Presentation of the MCCI Economic Outlook by Dr. R. Padayachy in the presence of Mr. Azim Currimjee and Mr. Raju Jaddoo.

MCCI Commission on Economic Policy & Strategy

In line with its strategic role in the economic development of the country, the MCCI has set up its Commission on Economic Policy & Strategy under the Chairmanship of Mr. Azim Currimjee. The Commission, launched in February 2017, is a unique platform regrouping high-ranking officials from the public sector, MCCI Members representing different sectors of economic activity, and independent policy experts. The Commission aims to address the macro-economic issues facing the economy through a participatory approach to policy-making.



The first meeting of the Commission on Economic Policy & Strategy was held in February 2017.

Brexit

The MCCI has been an active member of the Technical Committee on 'Brexit' set up by the Ministry of Finance and Economic Development (MOFED) following the UK referendum to leave the EU. The committee is tasked with assessing the threats and proposing measures to mitigate the negative repercussions on the local economy.

Accelerated Technology Transfer Platform under Economic Partnership Agreement (EPA)

The MCCI was invited by the Ministry of Foreign Affairs, Regional Integration and International Trade to submit a project proposal for funding under the Economic Partnership Agreement (EPA). In this context, an MCCI proposal for the setting up of a Joint Public-Private Accelerated Technology Transfer Platform in Mauritius was submitted in January 2017 and is under consideration by the Government.

Other Policy Contributions Vision 2030

A report, entitled 'The Knowledge Hub – A Vision 2030 Blueprint for the Mauritian Economy', was prepared and submitted in May 2016 to the Prime Minister's Office with a view to providing insights from the private sector on measures to reduce unemployment, improve education and training and address labour-market challenges. The paper provides a number of proposals to make Mauritius a world class Knowledge Hub by 2030.

Pharmaceuticals

A report, entitled 'Establishing a Pharmaceutical Hub', was prepared and submitted to MOFED in May 2016 in view of the Budget 2016/2017. The paper makes a case for the establishment of a pharma-logistics hub in Mauritius supported by a specialised industrial park and fiscal incentives for the sector.



Freeport

A report, entitled 'Transitioning from a Freeport to a Freezone', was prepared and submitted in October 2016 to the BOI with a view to providing insights from the private sector on the proposed move from a Freeport to a Freezone. The paper gives an overview of the Freeport Sector and provides for a number of proposals including a clustering approach to making Mauritius a completely Freezone economy. The MCCI is also an active member of the Freeport Steering Committee whose objective is to implement this proposed move towards a Freezone.

Industrial Property Rights

An MCCI Position Paper, entitled 'International Exhaustion of IP Rights in Mauritius', was prepared and submitted to MOFED and the Ministry of Foreign Affairs in January 2017 to highlight the concerns of the business community on the planned move towards an international exhaustion of IP Rights in Mauritius in the proposed Draft Industrial Property Bill. The MCCI spelt out the majorly negative economic consequences of such a change on trade, investment and innovation and advocated that Mauritius should continue to follow a national exhaustion of IP Rights.

Other Sectoral Papers

A number of sectoral papers were prepared and submitted to various Ministries throughout the year. In particular, reports were prepared on the Non-Recoverability of Input VAT on Banking Services, the need for demand-side stimulus to the economy, the setting-up of an Accelerated Technology Transfer Platform at the MCCI and the establishment of an Economic Development Board to rationalise institutions and parastatal bodies.

Industrial Development

The MCCI is of the view that a solid industrial base is essential for the Mauritian economy and has been actively involved in defending and promoting the interests of its members involved in the manufacturing sector.

Collaboration with the Association of Mauritian Manufacturers

After more than 20 years, the partnership between the MCCI and the AMM continues to evolve with MCCI support focusing on technical and policy advice over the past year. The MCCI and AMM work in close collaboration on industrial issues and adopt a concerted stance vis-à-vis the public authorities and external market threats.

MCCI Commission on Manufacturing

In its second year now, the MCCI Manufacturing Commission, chaired by Mr. Azim Currimjee, continued to play an important role in its advocacy initiatives for the Industrial Development of the country. The Commission discussed on issues and impediments facing the sector, and brainstormed on proposals which were included in the MCCI's proposals for the Budget. Moreover, a Sub-Committee was set up in April 2016 under the Chairmanship of the President of the AMM, Mr. Sylvan Oxenham, to look at enhancing the performance of the Domestic-Oriented Enterprises.

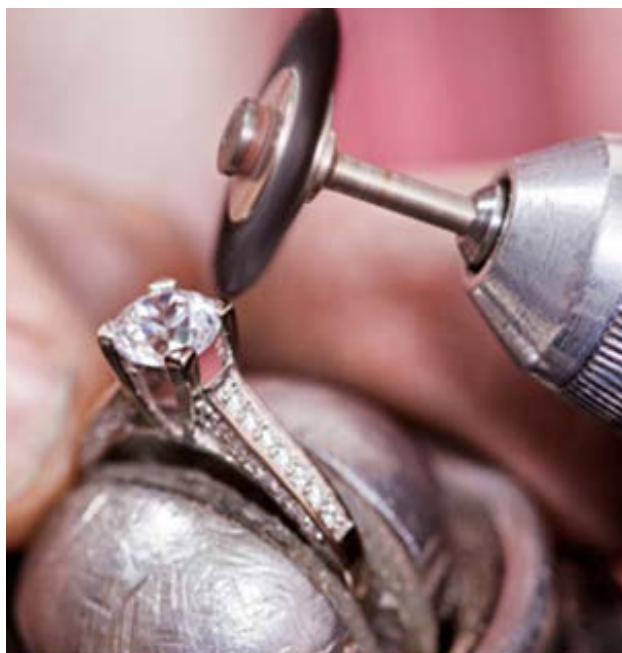
MCCI Commission on Life Sciences

The Commission, chaired by Mrs. H el ene  chevin, has been holding regular meetings to discuss the issues and impediments facing the Life Sciences Industry. Consequently, a first MCCI Policy Paper, entitled 'Boosting the Life Sciences Industry', was submitted to the Prime Minister's Office in April 2016. It is to be noted that a series of proposals made by the Commission were retained in the Budget 2016/2017.

Industrial Issues

Jewellery

As part of the Jewellery Advocacy Council, the MCCI has been extensively involved in the elaboration of a Strategic Roadmap for the sector, which was submitted to the Ministry of Industry, Commerce and Consumer Protection, prior to the Budget 2016/2017.



Support to Enterprises

The MCCI forms part of the coordinating committee on Support to Enterprises to monitor the performance of manufacturing companies which are in a difficult situation and provide remedial solutions. The Committee also identifies challenges faced by the manufacturing sector and prepares recommendations which are submitted to the Minister of Industry, Commerce, and Consumer Protection.

Industrial Waste

The MCCI formed part of a Joint Public–Private Steering Committee for the implementation of an Industrial Waste Assessment Project under the Partnership for Action on Green Economy (PAGE) Initiative. The project, which is piloted by the Ministry of Industry, Commerce and Consumer Protection, in collaboration with United Nations Industrial Development Organisation, involved the capacity building of some 25 enterprises in industrial waste characterisation. In July 2016, a report was submitted to the Committee by the UNIDO Consultants with policy recommendations on the necessary legal framework to manage industrial waste in Mauritius.

Promoting the interests of Industry outside Mauritius

The MCCI participated in various committees and workshops held under SADC, COMESA, and the EPA, amongst others.

SADC Private Sector Task Force on Industrial Strategy Action Plan

The MCCI participated in the first meeting of the SADC private sector, under the Southern Africa Business Forum (SABF), which was held on the 21-22 November 2016. The meeting focused on providing feedback to the SADC Action Plan for Industrialisation and a private sector perspective on the soft-border issues which act as impediment to regional industrialisation.

SADC/SABF Joint Working Groups

Further to the first SADC Private Sector Meeting on Industrialisation, the MCCI has been invited to form part of various regional Southern African Development Community/ Southern African Business Forum (SABF) Working Groups on Soft-Border Issues, Agro-Processing and Pharmaceuticals.



The meeting of SADC/SABF Working Groups was held in November 2016 in Johannesburg.

Trade

Over the past year, the MCCI has been working closely with various Ministries and agencies to defend the interests of economic operators on a wide range of trade policy issues, business facilitation initiatives and trade regulatory matters.

Local Trading Environment

Trade Advocacy

Trade Regulatory framework

As part of its advocacy mandate, the MCCI has been working closely with various Ministries on a number of new trade regulations being drafted namely on trade fairs, consumer protection and import procedures. The MCCI has been consulting and submitting the private sector positions on all the amendments being made to the regulatory framework.

One of the main issues in 2016 was the new legislation on the safety standards and labelling of domestic and electrical appliances. Following extensive consultations held with Members, the MCCI made counter proposals to the government which were included in the regulations. The Ministry also agreed to a request for a moratorium of nine months in the application of the new regulations. An information session was organised in March 2017 to sensitise Members on the provisions of the new regulations where they also engaged with the relevant govt implementing agencies who also made presentations.

Implementation of Budget Measures

The MCCI held consultations with Members on the new measures announced in the Budget 2016/2017, which include the extension of excise duty on sugar sweetened non-alcoholic beverages; the removal of VAT on breakfast cereals; and the introduction of excise duties on household electrical appliances based on energy consumption. In its Budget Memorandum, the MCCI appealed for a smooth transition in the implementation of the new regulations.

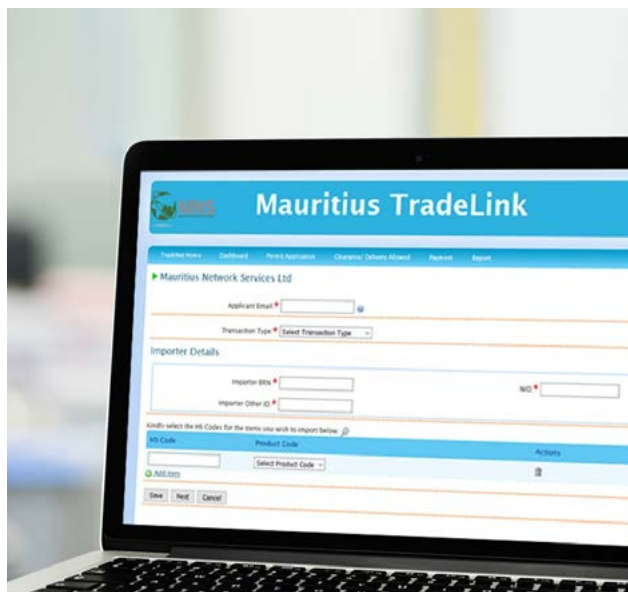
MCCI Commission on Commerce Sector

The Commission on Commerce, chaired by Mr. Charles Harel, met several times during the year and discussions were held on numerous issues, including:

- **Import Permit**
Concerns were raised by Members on the structural bottlenecks and cumbersome procedures for the application and approval of import permits by several government agencies. With the objective of streamlining the procedures for the approval of permits for imports of controlled agro-products, the MCCI made a request for the simplification of procedures to the Ministry of Agro-Industry.
- **Hire Purchase**
Issues raised by Members pertaining to the Hire Purchase activities, mainly regarding the Annual Percentage Rate, were also discussed. Recommendations were made in the Budget Memorandum and submitted to the Ministry of Finance.
- **Levy on sugar content**
A number of anomalies on the application of the 'levy on sugar content' – in particular regarding the application of the levy on natural sugar content in fruit juices, have been highlighted by Members. In its proposals in the Budget Memorandum, the MCCI made a recommendation to amend the definition of sugar in the 'Excise Act' to differentiate between natural sugar and added sugar and proposed that the excise levy be exempted on natural sugar contained in fruit juices.

Trade Facilitation

Over the past years, the MCCI has been playing a leading role in trade and business facilitation. The MCCI has been involved in various steering committees working on the several initiatives such as the 'Mauritius TradeLink' which is the single window platform on online processing of import and export permits and the simplification of procedures for the issue of permits by government agencies.



Single Window – 'Mauritius TradeLink'

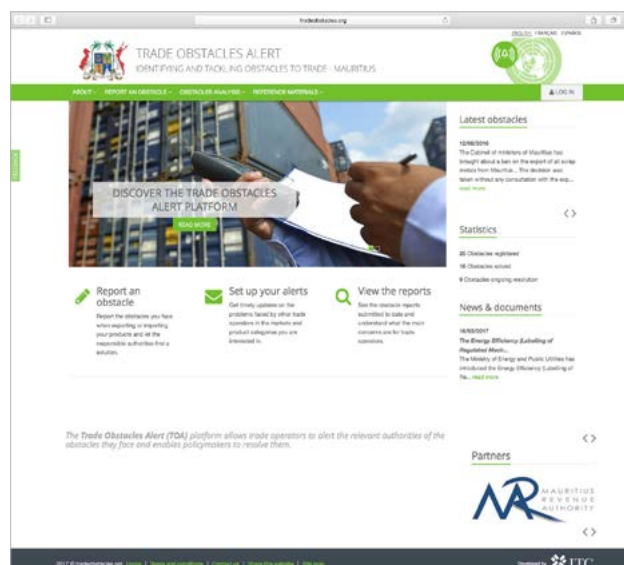
Since 2013, the MCCI has been actively involved in the Steering Committee chaired by the Ministry of Finance and Economic Development to oversee the implementation of a single window for the online application and issue of import permits in Mauritius. The Ministry of Industry, Commerce and Consumer Protection was the first government agency to integrate the Mauritius TradeLink for the online processing of import and export permits. A number of meetings were held with the Ministry and freight forwarders to ensure a smooth transition to the new platform. The MCCI has also collaborated with Mauritius Network Services (MNS) and Mauritius Revenue Authority (MRA) Customs for training operators on how to use the new electronic platform for the submission of import permits.

The Steering has also worked on an action plan to be rolled out in the year 2017 for other government agencies to gradually connect to the system, namely the Ministry of Fisheries and the Ministry of Agro-Industry.

Simplification of import and export permit procedures

As part of the initiative to improve business environment in Mauritius, a high-level committee, chaired by the Deputy Financial Secretary, was set up to identify areas where existing import and export procedures could be rationalised and simplified. It was agreed that a sub-committee comprising of the BOI, MCCI and MRA Customs would work with all the Government agencies to review the procedures for issuing import and export permits and, the list of products subject to control with a view of facilitating trade.

Several meetings were held with different government agencies involved in import and export permits and concrete proposals were submitted to the Ministry of Finance. Proposals included legislative amendments to the import control, plant protection, animal disease and pre-market approval regulations aiming to facilitate trade and improve the business environment.



Trade Obstacles Alert Mechanism

The Trade Obstacles Alert Mechanism (TOAM) has been one of the main trade facilitation projects initiated by the MCCI, in collaboration with the International Trade Centre (ITC) and the Ministry of Foreign Affairs, Regional Integration and International Trade. The TOAM online platform was launched in 2015 for operators to report and monitor non-tariff barriers which they encounter while trading. The platform has been successfully implemented and reported NTBs have been resolved or are in the process of being resolved. Over the last year, the MCCI continued its sensitisation campaign by training the operators on how to use the TOAM platform.

The MCCI has been working with the ITC to explore ways of continuing the collaboration on the TOAM project.

National Price Consultative Council (NPCC)

As a Member of the NPCC, the MCCI has endeavoured to represent and defend the interests of the private sector in the meetings of the NPCC comprising consumer associations and government agencies. A large number of issues were covered, including price control, consumer protection legislation, consumer safety legislation and a price-affixing campaign.

Dwell Time for Cargo

The MCCI was the main private sector institution involved in the National Steering Committee and the Inter-Agency Technical Committee to oversee the Time Release Study which was conducted by MRA Customs and officially presented in January 2017. The Time Release Study is a unique tool and method for measuring time taken by all stakeholders in the processing of imports, exports and in goods in transit and, it also helps identify the bottlenecks. The recommendations of the Time Release Study include, amongst others, a harmonisation of working hours for all agencies involved in the clearance of goods, a reduction in storage period of imported consignments at the port, a regrouping of all clearance agencies under one roof. The Time Release Study will enable the authorities to gauge progress on actions recommended in order to further improve trade.

International Trading Environment Bilateral Trade Negotiations Comprehensive Economic Cooperation and Partnership Agreement (CECPA)

The first meeting on the resumption of discussions on the Comprehensive Economic Cooperation Partnership Agreement (CECPA) between Mauritius and India took place in September 2016. Both countries agreed to revive the discussions for setting up a comprehensive economic agreement which would include trade in goods, trade in services, investment and economic cooperation. On trade issues, the MCCI had consultations with its Members to identify products of export having export potential on the Indian market. The MCCI was also invited to identify areas of collaboration for the private sector with its Indian private sector counterparts.



The first meeting on the resumption of discussions on the CECPA between Mauritius and India, held in Mauritius, was chaired by the Hon. Seetannah Lutchmeenaraidoo.

As part of its mandate, the MCCI has continued its active role in advancing regional trade integration process by pursuing its efforts to facilitate trade in the COMESA and SADC region and assisting exporters in exporting their goods and services.

Turkey-Mauritius Free Trade Agreement (FTA)

The first Joint Committee on the Turkey-Mauritius Free Trade Agreement was held in November 2016. The objective of the Joint Committee was to review the implementation of the FTA and to identify obstacles and bottlenecks that operators were facing on the Turkish market. The MCCI held consultations with its Members prior to the Joint Committee and the issues raised by our exporters were discussed during the meeting. Requests from operators to increase the quota allocation on some agro-industrial products were also submitted to the Turkish side for consideration.



The meeting of the first Joint Committee on the Turkey-Mauritius Free Trade Agreement in November 2016 was held in Mauritius.

Regional Trade Negotiations

As part of its mandate, the MCCI has continued its active role in advancing regional trade integration process by pursuing its efforts to facilitate trade in the COMESA and SADC region and assisting exporters in exporting their goods and services. The focus in trade negotiations have been on the Tripartite and Continental Free Trade Area negotiations.

Tripartite FTA Negotiations

The focus last year in regional trade negotiations were Tripartite FTA for the setting-up a Free Trade Area among COMESA, SADC and EAC countries. Several meetings were held and significant progress has been made in the discussions on rules of origin and other market access issues. It is to be noted that the MCCI has been the only private sector organisation participating in the discussions on the Tripartite FTA and has been coordinating the private sector position on market access issues.

Continental Free Trade Area

The Continental Free Trade Area (CFTA) aims to set up a free trade area among the 54 Member States by 2017 and implement a comprehensive action plan to boost intra-African trade. In 2016, the modalities for the CFTA negotiations were finalised and the negotiations have been launched in February 2017. The MCCI has been involved in working the national positions in the Continental FTA trade negotiations.

Collaboration with the Association Professionnelle des Transitaires

Last year, the MCCI continued its collaboration with the Association Professionnelle des Transitaires (APT) by providing secretarial services to the Association and has been responsible of all the administrative task. The MCCI has been working closely with the APT on several issues of common interest to both organisations including the new procedures for the MCCI electronic Certificate of Origin, E-payment at MRA Customs, implementation of the SO-LAS convention and the single-window project.

Development in Services



Tax Tourist Refund Operations at the Airport

2016 marked the twentieth anniversary of the MCCI Tax Tourist Refund counter, which witnessed the servicing of a record number of tourists since its existence. In terms of transactions, after two record months, namely January and February, the following ten months experienced a lesser number of transactions compared to 2015, despite an increase in the number of tourists visiting the country. The same trend can be noted in the Tax free Shopping (TFS) industry worldwide as compiled by Global Blue.

TFS in Mauritius was badly hit by the consequences of Brexit and the weakening of several currencies like Euro and South African Rand. The way international visitors choose to spend their money is following a constant trend since 2008: less in quantity and less in value. Although the number of tourists visiting our counter has increased fourfold since 2012, the number of transactions has only doubled. 3.3% of tourists visiting Mauritius experienced TFS in 2016 compared to 3.6% in 2015.

The share of Chinese tourists in TFS dropped from 28.6% in 2015 to 26.4% in 2016 due to the 11% drop in tourist arrivals and the softer Chinese spending seen worldwide. On the other hand, our second major contributor in TFS, French tourists, recorded a growth in the number of transactions with their share increasing from 17.5% to 20.1 % year on year. New and additional flights introduced in 2016 such as Turkish Airlines, Lufthansa, and others contributed to a 4% share in TFS.

Operations at the Port

MCCI maintained the handling of both tax tourist refunds and TFS deliveries on board cruise ships. The MCCI is now familiar amidst the cruise ship handlers and agents and its services are more and more solicited by the passengers. This year, the Chamber was present on 25 cruise ships compared to 19 in 2015. MCCI continues to improve its visibility in the port activities of Mauritius.

Marketing of the TTR system / Digital Platform

MCCI continued its efforts to increase its visibility among the tourists and encourage visitors to make more tax-free purchases. More operators were invited to join the digital platform (www.taxfreeshopping.mu), on which there are more than 400 shops registered.

Launched in 2014, the TTR digital platform showcases and promotes shopping malls and tax-free shops in Mauritius.

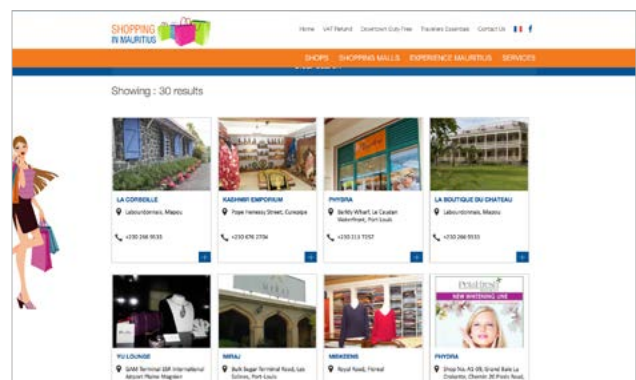
The total number of shops providing Tax Refund Service has also increased from 960 at end December 2015 to 1065 at end December 2016 – showing an 11% increase and a 230 % increase compared to 2013.

The second version of our Tax Refund brochure has seen a much wider circulation with over 100,000 brochures distributed to date including most hotels in Mauritius.

Promotion of Local Crafts

The 'Creative Mauritius' section found on the digital platform of TTR, which aims at promoting local crafts, was launched in September 2016. This section showcases the artistic talents of handicraft operators to tourists visiting Mauritius thereby providing visibility to hundreds of entrepreneurs and creating a new market altogether.

In this context, a Memorandum of Understanding (MOU) was signed between the MCCI and the SMEDA to onboard their members involved in local handicraft.

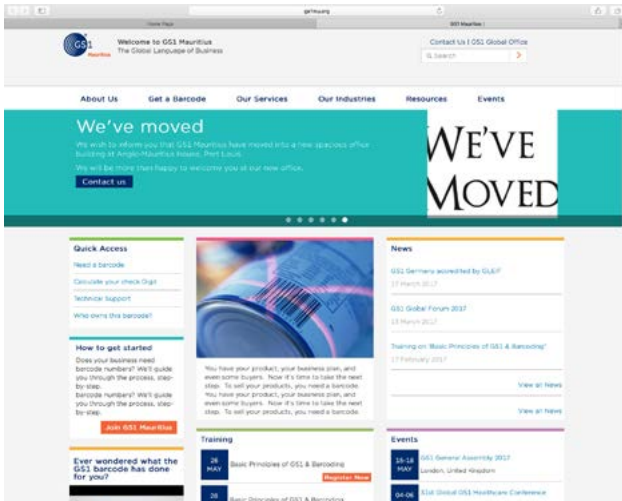


GS1 Mauritius A Separate Legal Entity

To comply with GS1 Global Office policy, a separate legal entity was incorporated in November 2016 and named GS1(MAURITIUS) LTD. This new entity is governed by a Board of Directors comprised mainly of GS1 Members from different sectors including retail, healthcare and print houses. The major objective of GS1(MAURITIUS) LTD is to formulate strategies and proposals to increase the adoption of GS1 standards in not only the retail sector but also in other sectors namely Healthcare, Transport & Logistics and to introduce traceability solutions in the food supply chain.

Launching of GS1 Mauritius website

A dedicated website for GS1 Mauritius was launched on 1 April 2016. This new user-friendly website, designed as per the GS1 Branding guidelines, provides useful information and links on GS1 Barcodes, services and solutions to existing and potential members as well as to stakeholders.



Consolidating relationship with GS1 Mauritius members in various sectors

GS1 Mauritius has continuously provided support and advice to existing operators and to newcomers through tailor-made training sessions. GS1 Mauritius closely guided these operators to respect international requirements pertaining to their industry, namely fulfilling the U.S. Food and Drug Administration requirements, application of Unique and Variable Product Codes. In-house tailor-made trainings have also been conducted to better respond to the needs of companies.



Visibility and Awareness campaigns

During its awareness campaigns to promote the adoption of GS1 standards, GS1 Mauritius focused on apprising potential exporters of 'The Importance of GS1 Barcodes for Exports'. Meetings were also held with various stakeholders including Mauritius Network Services and Mauritius Cargo Community Services Limited to promote the benefits of adopting GS1 Standards in various sectors namely Transport and Logistics and Healthcare.

Following these campaigns, GS1 Mauritius welcomed some 100 additional members.

Benchmarking Exercise

A benchmarking exercise was carried to identify future areas of strategic development. Priority areas earmarked include consultation and advisory services as well as addressing industry challenges, namely traceability and product recall, amongst others. The findings were presented to the GS1 Board of Management. Accordingly, an action plan will be developed.

Fee Structure reviewed

To continuously support SMEs to adopt GS1 Barcodes, the fee structure was reviewed to be aligned with the legal definition of micro, small and medium companies. Consequently, companies in these categories enjoy attractive annual membership fees which provide them with the possibility of barcoding their products at an affordable price to access national and international supply chains.

E-Waste Management System Establishing an E-Waste Management System in Mauritius

Following the signature of a Memorandum of Understanding between the Ministry of Environment, Sustainable Development and Disaster and Beach Management and the MCCI for the setting-up and operation of an E-Waste Management System in Mauritius in February 2016, new developments have taken place.



A consultancy exercise has been jointly commissioned by the MCCI and the Agence Française de Développement (AFD) to assist the MCCI for setting up and operating an economically sustainable and effective E-Waste Management System in Mauritius.

Following consultations held with various stakeholders namely importers, distributors, collectors, recyclers as well as representatives of various public authorities, a number of reports have been submitted and strategies proposed.

Based on the extended producer responsibility strategy, MCCI will set up an Importers' Responsibility Organization (ImpRO), which will be responsible for the setting-up and organisation of the system for collection, transportation, recycling and export of e-waste in Mauritius.

A joint working group, comprising representatives of public and private stakeholders, has been set up to work on the appropriate legislation.

Accordingly, Section 17 of the Finance (Miscellaneous Provisions) Act 2016 has made provision for the amendment of the Environment Protection Act by the setting up of a mechanism for the implementation of projects, schemes, or programmes, related to e-waste management. Furthermore, the introduction of an Advanced Recycling Fee at the importation of electrical and electronic goods announced in the last budget will be effective this year.

The E-Waste Management System is expected to be fully operational this year.

MCCI Arbitration and Mediation Center (MARC)

Appointment of Mr. Neil Kaplan as President of the MARC Court

Following a strategic planning exercise in collaboration with international partners, MARC has started to implement a series of changes in 2016 and 2017 for the setting-up of a new governance structure.

In this context, the MARC team, Mr. Neil Kaplan has been appointed as President of the MARC Court.

Mr. Neil Kaplan has been a full-time practicing arbitrator since 1995. Endowed with a rich experience in the field of arbitration, Mr. Kaplan has been involved in several arbitrations over decades of practice. Called to the Bar of England and Wales in 1965, Mr. Kaplan has practiced as a barrister, Principal Crown Counsel at the Hong Kong Attorney General's Chambers and served as a Judge of the Supreme Court of Hong Kong in charge of the Construction and Arbitration List.



Mr. Neil Kaplan addressing the audience during a seminar organized in Mauritius by the MCCI.

New Governance

The New MARC Governance Structure will strengthen its internal procedures for the management of arbitration and mediation cases. It will be composed of the MARC Court, the MARC Advisory Council and the MARC Permanent Secretariat.

A MARC Advisory Board composed of international experts is also being set up to that effect.

Arbitration cases

In 2016, a total number of 12 arbitration cases, amongst which seven were disputed at international level, have been handled by MARC Permanent Secretariat.

With the implementation of the new MARC Governance Structure, the case-load is expected to increase even more in the next five years as MARC extends its services to the region and beyond.

MARC now also has a dedicated hearing center, with hearing and breakout rooms for arbitral proceedings, and a MARC Documentation Center to provide arbitrators, counsels and the public at large with specialised texts and case law materials on arbitration.

Mediation cases

The MCCI Arbitration and Mediation Center (MARC) conducted its first mediation in December 2016, between the Mauritius Cargo Community Services Ltd. (MACCS) and the Cargo Handling Corporation Limited (CHCL)*. The dispute, which concerned the effective date of the agreement between the parties as to the allocation of maintenance charges related to the upgrading of the IT system of the Cargo Handling Corporation, had remained unresolved for the past four years.

Conferences

'Arbitration: It's Time for Africa! A View from the Arbitral Institutions'

Representatives of major arbitral institutions from around the world gathered on 11 May 2016, to discuss on the development and promotion of arbitration in Africa on the occasion of the MARC Conference 'Arbitration: It's Time for Africa! A view from the Arbitral Institutions'.

The Conference was organised in the wake of the ICCA 2016 Congress and consisted mainly of two panel discussions themed around the questions of how arbitral institutions can better secure enforcement of arbitral awards, and how they can assist in promoting African ADR practitioners.

Speakers included Ms. Lim Seok Hui, CEO of SIAC, Mr. Richard Naimark, Senior Vice President of ICDR, and Mr. Sami Huerbi of ICC Court of Arbitration.

The President of the MCCI, Mr. Azim Currimjee, in the opening speech, highlighted the efforts made by the MCCI during the past years towards developing best practices in the field of business, whether through provision of information, promotion of training services and of ADR methods.

HKIAC -MCCI Seminar on the theme of 'Chinese Colbertism? - A distinct way of doing business in Africa'

The Hong Kong International Arbitration Center (HKIAC) teamed up with MARC on 11 May 2016 for the holding of a talk on the theme 'Chinese Colbertism? - A distinct way of doing business in Africa'.

This event sought to unveil some of the unique opportunities which foreign companies can enjoy when engaging with Chinese investors in international contract and dispute matters with a focus on the successful relationship with Mauritius.

HE Mr Li Li, Ambassador Extraordinary and Plenipotentiary of the People's Republic of China to the Republic of Mauritius delivered the keynote address at this event.

(* Published with the kind authorisation of the Parties)

Cooperation Agreement signed with Australian Center for International Arbitration (ACICA)

A Cooperation Agreement was officially signed between MCCI and ACICA on 10 May 2016 by Mr. Raju Jaddoo, and Mr. Alex Baykitch, President of ACICA, in the presence of Mr. Azim Currimjee, H.E. Ms. Susan Coles, Ambassador for Australia in Mauritius and Seychelles, and Hon. Chief Justice James Allsop.



Panelists at the MARC Conference held in May 2016 on 'Arbitration: It's Time for Africa'

The Cooperation Agreement signed between MARC and ACICA is expected to foster the advancement of arbitration through exchange of information, assistance and cooperation in the appointment of arbitrators, and facilitation regarding mutual use of support services.

The Permanent Court of Hague rules on challenge under Article 12(4)(c) of the International Arbitration Act 2008

In an international arbitration case lodged with in 2016, the Permanent Court of Arbitration of Hague (PCA) has confirmed a decision of MARC with respect to the appointment of the arbitral tribunal.

The challenge was made by one party under Article 12(4)(c) of the International Arbitration Act 2008, which provides that 'where, under an appointment procedure agreed upon by the parties (...) a third party, including an arbitral institution, fails to perform any function entrusted to it under that procedure, any party may request the PCA to take any necessary measures, unless the agreement procedure provides other means for securing the appointment.'

The PCA rejected the challenge and confirmed the decision of the MARC. The challenge is the second one raised by a party to a MARC international arbitration and under the International Arbitration Act 2008, the first one being also in favour of MARC when the Supreme Court of Mauritius ruled in favour of the principle of competence-competence.

MARC Website

MARC's website was launched in February 2017. The website is user-friendly, featuring information on the various services of MARC, as well as on its documentation center, events, and facilities.

The website is accessible at www.marc.mu.

Partnership with Enterprise Mauritius to provide training in Mediation to SMEs

MARC collaborated with Enterprise Mauritius in providing training in mediation to 40 entrepreneurs attending the Go Export Training Programme.

Entitled 'Resolving Business Disputes through Mediation', the aim of the training was to equip SMEs with a basic knowledge of the mediation processing and the various ways to prevent disputes.

MCCI E-Certificate of Origin

As part of its objective to advance trade facilitation, the MCCI has launched an enhanced version of its online system for issuance of Certificate of Origin, with its technical partner, the Mauritius Network Services (MNS), in February 2016. With the new features, the process is fully secured and is streamlined as the delivery of the Certificate of Origin is made at the operators' premises. The new version allows the operators to save time, reduce costs and increase the level of transparency. In this context, MCCI conducted various information sessions to sensitise the business community on the advantages of the new system.

SME Sector

Cooperation with the Ministry of Business, Enterprise and Cooperatives

The MCCI formed part of the panel of assessors for the Mauritius Excellence Award for Cooperatives 2016 (MEAC 2016), held in October 2016. The objective of the Award is to renew the enthusiasm in cooperatives towards improvement, innovation, leadership and sustainability.

In addition, the MCCI is the official private sector partner of the International SME Innovation and Technology Fair scheduled to be held on 12-14 May 2017. The Fair aims to support SMEs' innovative activities and will bring together foreign and local technology providers to share their expertise and skills.

Presentations on Business Facilitation

Several presentations were organized by the MCCI on different business facilitation tools.

Presentations were held through MCCI Afternoon Coffee, an informal presentation around a cup of coffee, on themes such as Lean Methodology and Personal Financial Planning, amongst others.

A Masterclass based on the New EU General Data Protection Regulation, and Cybersecurity, was also organized. The presentation was conducted by Mr. Joseph Carson, Estonia's foremost Industry expert in Centre of Excellence in Cybersecurity, the ESCGS.

In addition, the MCCI Business Club, an exclusive B2B and Networking platform, welcomed Crystal Lagoons who introduced its Innovative Beachfronts to the business community through presentations and virtual reality.

Regional and International Cooperation

Representation

International Chamber of Commerce - World Chambers Federation

In November 2016, the MCCI was elected by over 1200 Chamber Members from more than 125 countries to serve on WCF General Council for a three-year mandate.

The World Chambers Federation, a non-political and non-governmental body, is the backbone of the chamber community, uniting the global network of 12,000 chambers and their business communities. WCF offers a wide range of products and services to help chambers deliver the best possible service to their respective members.

It is an excellent opportunity for MCCI to enlarge its presence and representation on the international platform and identify new services and products that it could offer to its members through such international networking opportunities

COMESA Business Council

During the 6th Annual General Meeting held on 25 November 2016 in Zambia, the MCCI has been elected as 1st Vice-Chair organisation of the COMESA Business Council.

The COMESA Business Council is the formally recognized apex business organization in COMESA, representing private sector interests at the highest levels of decision making in policy.



Union des Chambres de Commerce et d'Industrie de l'Océan Indien (UCCIOI)

The MCCI which is a founder member of the Union des Chambres de Commerce et d'Industrie de l'Océan Indien (UCCIOI) has been participating very actively in the various activities of the Regional Association.

Networking

MCCI Annual Dinner

The MCCI Annual Dinner will be held on 1st April 2016. The Guest Speaker on this occasion will be Mrs. Arancha Gonzalez, Chief Executive of the International Trade Centre.

Incoming Missions Business Delegations

The MCCI welcomed several delegations in 2016:



Turkey

Turkish Exporters Association

A B2B between Mauritian and Turkish business people was organized on Friday 3 June 2016 at Maritim Hotel. The Turkish delegation was led by Mr. Recep Burak Setbas.



Foreign Exchange Relations Board of Turkey (DEIK)

B2B meetings were organized between Turkish delegates and their Mauritian counterparts on 18 August 2016 at the seat of the MCCI. Discussions focused on the array of business scopes available in Turkey and Mauritius that can be exploited by operators.



Pakistan

B2B meetings between Pakistani and Mauritian business people were organized by the MCCI and BOI on 21 October 2016. The event saw the participation of about 15 Pakistani business delegates, led by Mr. S.M. Muneer, Chief Executive of Trade Development Authority of Pakistan (TDAP).



India

The Mauritius-India Business Meet was organised jointly by the MCCI, the Confederation of Indian Industry and the Indian High Commission at Voilà Hotel, Bagatelle on the 6 February 2017.



Seychelles

Mr. Azim Currimjee and Mr. Wilson Nancy, President of the Seychelles Chamber of Commerce and Industry have reviewed the Memorandum of Understanding signed between the two organizations in 2014 during the courtesy visit of the latter at the seat of the MCCI. Provisions are now made for more cooperation between our business people in the tourism sector, training and in the ocean economy.

Courtesy Visits

The MCCI also received the courtesy visits of the following:

Kingdom of Belgium



The ambassador of the Kingdom of Belgium to Mauritius with residence in Tanzania, His Excellency Paul Cartier, paid a courtesy call to the MCCI, on 26 July 2016. He was accompanied by Mr. Ruben Payen from the Honorary Consulate of the Kingdom of Belgium.

Union of Comoros



The MCCI was honoured to welcome a Comorian business delegation, led by HE Mr. Azali Assoumani, the President of the Union of Comoros, on the 14 July 2016.

During his speech, the President expressed the wish that both Mauritian and Comorian operators must strengthen their business partnership to promote trade and investment between the two islands. He also said that the Comoros have advocated a policy of openness to encourage foreign investment.

Republic of Ethiopia



HE Mr. Mustafe Dek Abdisalam, the Ambassador of the Federal Democratic Republic of Ethiopia to Mauritius, with residence in Zimbabwe, accompanied by Mrs. Almaz Gebeyaw, First Secretary of the Embassy, paid a courtesy visit to the MCCI on Wednesday 26 October 2016.

Switzerland



The Honorary Consul General of Switzerland, Mr. Adrian Wehli, paid a courtesy call to the Secretary General of the MCCI, Mr. Raju Jaddoo, on Thursday 27 October 2016 at the seat of the MCCI. He was accompanied by Mrs. Anita Dietiker, Counsellor – Director Swiss Business Hub Southern Africa.

Czech Republic



The new Ambassador of the Czech Republic, H.E. Michal Král (middle), paid a courtesy visit to Mr. Raju Jaddoo, on Friday 11 November 2016. He was accompanied by Mrs. Anna Sykova (far left), Consul at the Embassy of the Czech Republic in Pretoria, and Mr. Gulshan Jugroo (right), Honorary Consul of Czech Republic.

Botswana



Mr. Azim Currimjee, received the visit of a high-level delegation from Botswana, led by Hon. Vincent T. Seretse, Minister of Investment, Trade and Industry on Monday 28th November 2016

The objective of the visit of a high-level delegation from Botswana, led by Hon. Vincent T. Seretse, Minister of Investment, Trade and Industry, was to settle a benchmark for Botswana to enhance its economic development.

Egypt



HE Mrs. Aya Saad Mohamed, Ambassador of Egypt to Mauritius, and Mr. Raju Jaddoo, during her visit to the MCCI on 13th December 2016.

Presentations/Working sessions

The MCCI has also organised various presentations and working sessions with members to enhance their business cooperation with their counterparts.



Conseil Général de Mayotte

A delegation from the 'Conseil Général de Mayotte', led by Mrs. Fatima Souffou, 1st Vice-President of the institution, had a working session with representatives of the MCCI in Port Louis on 8 June 2016.



IORA

Business opportunities available in the IORA region and especially in Iran were discussed during a presentation session held on 29 Sep 2016 at the MCCI.

Mr. Mazdak Rafaty, an expert on foreign investment in Iran and the Gulf countries, unveiled the hidden story usually stereotyped related to investment procedures in Iran. Mr. Firdaus Dahlan, Director of IORA Secretariat, who was also present, delivered a presentation related to the business benefits and challenges that are faced by the IORA countries.

BADEA

A meeting between representatives of the Arab Bank for Economic Development in Africa (BADEA) and members of the MCCI was held at the seat of the MCCI, on 7 December 2016.

The presentation was delivered by Dr. Hesabe Irasoul Abbas Elbashir, Chief, Trade Finance and Private Sector Division of the institution, and by Mr. Wadi Abdurahim Yousuf, Principal Engineering Expert.



COMESA Mauritius National business dialogue

A COMESA business dialogue was organised jointly by the MCCI and the COMESA Business Council on the 17 March 2017 at the Labourdonnais Hotel. The key objective of the Business seminar was to increase awareness on the activities of the COMESA Business Council. It was also the appropriate platform where operators expressed concerns on some of the constraints in doing business within the region.

It was an opportunity for the Vice-Chair of the COMESA Business Council, Mr Azim Currimjee, to highlight the projects of the CBC regarding regional integration.

The meeting was officially launched by Hon. Vishnu Lutchmeenaraidoo, Minister of Foreign Affairs, Regional Integration and International Trade.



Mauritius-Tanzania Trade and Investment Forum

A meeting was held with the Prime Minister of Tanzania, Hon. Kassim Majaliwa, on 23rd March 2017 at the Labourdonnais Waterfront Hotel, Caudan. It was a very good platform for Members of the business community to be apprised of the opportunities which can be explored between Mauritius and Tanzania. The Forum also saw the presence of the Hon. Prime Minister, Mr. Pravind Kumar Jugnauth and Hon. Vishnu Lutchmeenaraidoo, Minister of Foreign Affairs, Regional Integration and International Trade.

Special thanks to the Vice-President of the MCCI, Mr. Marday Venkatasamy, who is also the Honorary Consul of Tanzania in Mauritius to have facilitated the organisation of the meeting.



Outgoing Missions

Pakistan

In the context of the official mission of the President of the Republic of Mauritius to Pakistan in April 2016, a business delegation, including Mr. Raju Jaddoo, and the President of the Mauritius-Pakistan Joint Business Council, Mr. Shehzad A. Ahmed, also accompanied HE Dr. Ameenah Gurib-Fakim, in view of strengthening business relations between the two countries.

Meetings were held with representatives of the private sector organisations of Pakistan during this mission.

South Africa

In the context of the 1st Session of the South Africa-Mauritius Joint Working Committee meeting held in Pretoria on Thursday 1 September 2016, a Memorandum of Understanding was signed between the MCCI and the South African Chamber of Commerce and Industry (SACCI).

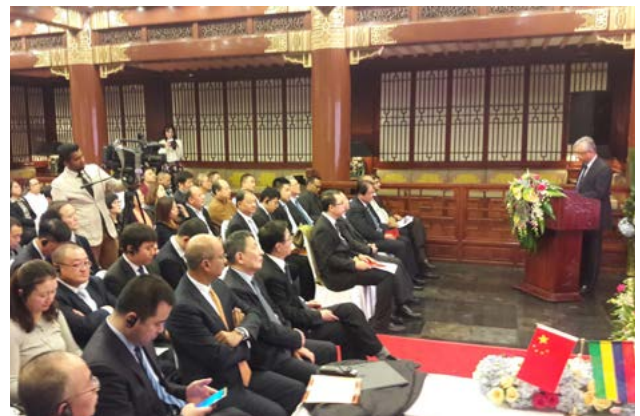


The signing parties: Mr. Alan Mukoki, Chief Executive Officer of SACCI, and Mr. Raju Jaddoo, Secretary-General of the MCCI.

China

A public/private sector delegation was led by the Minister of Finance and Economic Development, Hon. Pravind Kumar Jugnauth to Beijing from 1st to 4th November 2016 in the context of the 10th Sino-Mauritius Joint Economic Commission. The delegates comprised high officials of the public sector as well as leading representatives of the private sector, including the President of the MCCI, Mr. Azim Currimjee.

The mission has culminated into productive realisations in view of strengthening both bilateral and economic ties between the two countries. The signing of two Memoranda of Understanding (MoUs), pertaining to a joint feasibility study on the Mauritius-China Free Trade Agreement to boost trade and investment; and an MoU with regards to reinforcing investment in the Ocean Economy sector respectively, was on the agenda.



Turkey

A Mauritian business delegation, co-led by Mr. Raju Jaddoo, and Mr. Heerun Ghurburrun, Advisor of the Paris Office of BOI, participated in the Turkey-Africa Business Economic Forum (TABEF), which took place from the 2-3 November 2016.

Focusing on the theme "Financing African Investment Projects: Infrastructure, Transportation and Energy", the forum brought together hundreds of participants, including a large number of delegations from the African continent. In the same context, a Mauritius Business Forum was organized by the MCCI, Board of Investment and Foreign Economic Relations Board of Turkey (DEIK), on 1st November 2016 in Istanbul with the aim of apprising business people present of the numerous business scopes available in Mauritius, and also through Mauritius to Africa.

Indonesia

The MCCI participated at the 22nd IORBF, held on 13th of October 2016 in Jakarta, Indonesia.

Recommendations which included the creation of the IORA Comprehensive Economic Partnership Agreement (IORA-CEPA) and IORA Business Travel Card (IBTC) have been submitted to the IORA Council of Ministers.



The 22nd IORBF was attended by participants of both the public and private sectors of IORA member states. Mauritius was represented by Ms. Faeza Ibrahimsah, Manager of the Communications and Promotion Division of the MCCI.

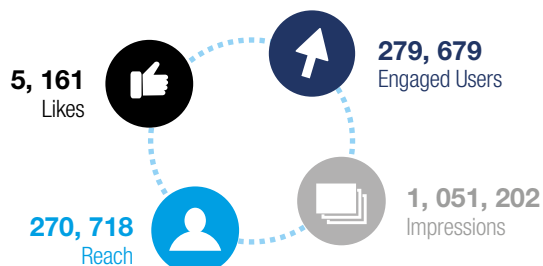
Communications

100% Challenge

The 2016 season of 100% Challenge saw the broadcasting of 24 programs on various themes such as the diversification and globalisation of the agro-industry, blue economy, start-ups, and innovation.

Digital platforms, such as Youtube and Facebook, which were used as a promotion tool, showed that thousands of viewers were reached through the region.

Key Metrics from 100% Challenge Facebook Page



Reach: The number of unique people who have seen the Facebook post
 Engaged Users: The number of unique people who have clicked on, liked, commented, or shared the Facebook post
 Impressions: The number of times a post from your Page is displayed, whether the post is clicked or not

Publications

In its endeavour to project an updated and innovative image to Members of the business community and the public at large, the MCCI has revamped two of its main digital communication tools this year: the MCCI E-News and the MCCI Membership Directory on the website.

The MCCI E-News has been completely redesigned to allow readers to have a smooth reading experience by allowing them to choose and to directly access news that are pertinent to them.

The new design of the MCCI Membership Directory on the website provides more visibility to the brand image of Members. Search options through the directory has also been enhanced to allow the users to have an easier accessibility to appropriate information on the specific company.

MCCI Business School Ltd.



The restructuring of the MCCI Business School, which started three years ago, has set the foundation for a dynamic and modern school that is positioning itself as a centre of excellence in the present tertiary education landscape.

The MCCI Business School has achieved an excellent financial result which comforts the decision of the MCCI to corporatize the school and to create a fully independent entity with an appropriate governance structure.

This year, MCCI Business School has maintained a fair level in student's intake that had more than doubled in 2015.

A Dynamic Academic Structure

Keeping pace in a fast-changing world requires the school to aggressively pursue new opportunities, adapt to new circumstances, while demonstrating distinction in all its academic endeavours.

The MCCI Business School Strategic Plan approved in the course of the year has indeed set out the key objectives for the coming 3 years focusing on the theme: achieving excellence in teaching and learning.

The school has launched a series of initiatives in view of consolidating

and diversifying its academic programme with new courses that are in line with the needs of the business community. The MCCI Business School was thus the first institution to introduce the "Alternance" mode in Mauritius. This programme is linked with the Dual Training Programme of the Government which aims to address the issue of mismatch and unemployability and to facilitate the integration of young graduates in the labour market. A number of BTS programmes are currently being organised in collaboration with private companies and more than 100 students are presently enrolled on the courses while working part time.

The MCCI therefore strongly encourages its members to adopt the "Alternance" model in their recruitment strategy in view of supporting the country's effort to address unemployment among young graduates.

MCCI BS Yearly Enrolment Trend

Moving forward, the MCCI Business School will continue to be guided by its strategic imperatives for teaching and learning:

- The MCCI Business School must be renowned for excellence in teaching and learning, driven by excellence in academic results and job placement.
- The School must recruit the best students and maximize their potential, it must diversify its learning community and emphasize inclusive learning and finally it must maintain its effort to internationalize the learning experience.

Review of 2016

Portfolio of Programmes

The MCCI Business School offers today five mainstream specialisation areas in the 2-year French Higher National Diploma Courses (BTS) in Information Technology, Management, Marketing, Communication and Banking.

In addition to the existing Bachelor course namely, the "Licence de Gestion" which was being offered, the school is now proposing a "Licence de Tourisme" in partnership with the University of Angers which has had a longstanding collaboration with Mauritius through l'École Hotelière, Sir Gaetan Duval.

The MCCI Business School has also added several new Masters courses, namely in Business Administration, Finance and Accounting, International Trade and Economic Intelligence and Strategic Information. It is to be pointed out that the first graduates of the new masters completed their course at the end of last year.

Award of Certificate Ceremony 2016



The MCCI Business School Award Ceremony was held in the presence of Hon. Mrs. Leela Devi Dookum-Luchoomun, and the Ambassador of France, H.E. Mr. Gilles Huberson.

The MCCI Business School's traditional award of certificate ceremony was held on the 6th of March 2017 at the Conference Hall of Cybertower 1 at Ébène Cybercity in presence of the Minister of Education, Scientific Research and Human Resource, Mrs Leela Devi Dookum-Luchoomun, and the Ambassador of France, H.E. Mr. Gilles Huberson.

Marketing of Our Services

The MCCI Business School has pursued its efforts to improve its visibility both locally and abroad through a series of public relations and marketing activities.

The website is constantly being upgraded and the school is much present in the social media with the support of its students.

The MCCI therefore strongly encourages its members to adopt the “Alternance” model in their recruitment strategy in view of supporting the country's effort to address unemployment among young graduates.

Furthermore, the school has been present in several career fairs locally as well as in Rodrigues and Madagascar.

New Avenues and Regional Cooperation

The MCCI Business School has signed an MoU with the Reunion Chamber of Commerce and Industry (CCIR) aiming at reinforcing collaboration with the training unit of the CCIR to benefit from the latter's expertise in new fields, such as sustainable development or renewable energy. The MCCI Business School hopes to devise new courses, certifications as well as tailor-made training to meet new demands from the Business community.

The MCCI Business School has also signed an agreement with the University of Mauritius and the “Association Universitaire de la Francophonie” (AUF), with the support of the Ministry of Education to participate in the restructuring of the “Institut de la Francophonie pour l'Entrepreneuriat” (IFE). The main objective is to establish a Centre of Excellence for Entrepreneurship by promoting an entrepreneurship culture and build up an ecosystem that will serve the country but also the Indian Ocean Region and the African continent whilst promoting regular interactions between the academic world and the business community.

Short Courses

In its efforts to satisfy the growing demand for more professional and specialized training, the MCCI Business School has organized a series of short courses aimed at professionals and non-professionals.

The MCCI Business School was fully involved in driving the course on “Aid for Trade”, organized in collaboration with the Australian High Commission. This event has seen local participation as well as participation from the Seychelles, Mozambique, Madagascar, and Rodrigues.

Ébène Premises and Student Life - A Continuous Effort for Improvement

The MCCI Business School is committed to providing a quality infrastructure in terms of facilities in its school premises.

All the classrooms have been completely refurbished and are today equipped with multi-media projectors. Furthermore, the internet connection has also been upgraded to enable both the lecturers and the students to work more effectively. One of the main priorities of the school is to provide, in a near future, a proper break out area for its students.

Prospects

The MCCI will be embarking on a series of new initiatives regarding its Business School as we continue to help in building capacity and shape the leaders of tomorrow. In 2017, the MCCI Business School will be launching new courses to prepare the youth to better integrate into a technologically driven future.

The Chamber will continue its efforts to develop and support the SME sector and foster innovation through the setting-up of an IP desk and a technology transfer platform. At the level of the region, concrete outputs from initiated projects will see the day, as well as new innovative ventures, in collaboration with funding agencies, will set the pace to further enhance regional development.