

The Center for Facilitation of Investments (CFI) is Haiti's national investment promotion agency and the first port of call for investors looking at opportunities in Haiti.

CFI's dedicated and skilled staff is available to support investors throughout the investment process by:

- Providing general and customized information to support the investment location assessment and facilitating access to regulatory authorities;
- Supporting site visits to Haiti by identifying potential investment targets and arranging suitable meetings and introductions that could support the investment decision process;
- Identifying suitable sites; and
- Providing post-establishment support.



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INVESTING IN HAITI'S BPO SECTOR



FOR MORE INFORMATION ABOUT INVESTING IN HAITI CONTACT US:

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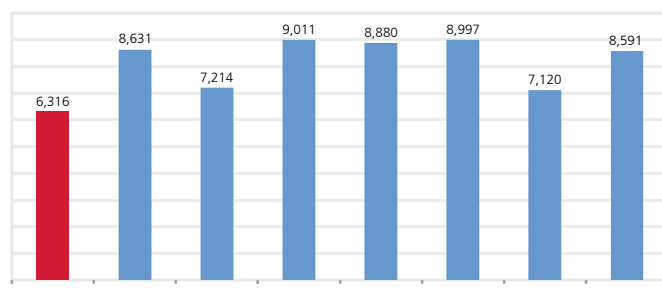


INVESTING IN HAITI'S BPO SECTOR

1 COMPETITIVE, COMMITTED AND ABUNDANT LABOR FORCE

- Haiti's flexible labor pool of English, French and Spanish speakers is the largest in the region, putting Haiti in an excellent position to serve the U.S., Canadian, Latin American and European markets.
- Attractive labor costs: Haiti's salaries and contributions are among the most competitive in the region.
- Existing providers highlight Haiti's low turnover rates (2%) and absenteeism (1%).

COMPARATIVE ANNUAL BPO LABOR COSTS (USD)



Source: Avasant (2014)

HAITI'S TOP UNIVERSITIES

- Université Caraïbe (CUC)
- Université d'État d'Haïti (UEH)
- Université Notre Dame d'Haïti (UNDH)
- Université Adventiste d'Haïti (Haitian Adventist University)
- Centre de Techniques de planification et d'Economie Appliquée (CTPEA)
- Ecole Nationale Supérieure de Technologie (ENST)
- Ecole Supérieure d'Infotronique d'Haïti (ESIH)
- Institut Universitaire Quisqueya Amérique (INUQUA)
- Université Quisqueya (UniQ)
- Université de Limonade

2 MODERN AND ADAPTED INFRASTRUCTURE

- Global connectivity through the Fibralink Extension connecting to the U.S. and 21 Pan-Caribbean/American countries.
- Connection redundancy available.
- Haiti's industrial parks and free zones offer opportunities for custom-built offices and dedicated 24/7 uninterrupted power supply.
- Incubation facilities available with private local firms such as Triangular.



Fibralink Extension of Columbus Networks' undersea cable providing connectivity to Haiti.

HAITI AT A GLANCE

- Currency:** USD 1 = 46.7 Haitian Gourde (HTG) (Avg. Nov. 2014)
- Time zone:** EST (U.S.)
- GDP:** USD 8.459 billion (2013)
- GDP Growth:** 3.6% (Provisional for 2013-2014)
- Inflation:** 5.3% (Provisional for 2013-2014)
- Area:** 27,750 Km²
- Population:** 10.4 million
- Climate:** Tropical



3 GEOGRAPHICAL PROXIMITY AND EASY ACCESS

- Haiti's near-shore location is particularly convenient for companies and customers in prime U.S., Canadian and Latin American markets.
- Managers can reach Port-au-Prince via direct (2 to 5 hour) flights from various cities in the Americas.
- Located in the same time zone as the Eastern U.S. and Canada, making international operations more effective.

4 INVESTOR-FRIENDLY CLIMATE

- High-quality governmental support through the CFI (see back page).
- Among the world's most favorable incentives, with up to 15 years of tax exemption.
- Access to credit from local banks, investment funds and international institutions.

SERVICES AND INDUSTRIES CURRENTLY COVERED IN HAITI:

SERVICE AREAS

- Sales
- Collections
- Customer Support
- Documentation and Digitizing Services

INDUSTRIES / VERTICALS

- ISP's
- Telecom
- Travel
- Hospitality
- Insurance
- Banking

WHO IS INVESTING IN THE BPO SECTOR IN HAITI?

"Located between the world's largest economy (USA) and the emerging economies in South America (e.g. Brazil and Colombia), Haiti is well positioned to benefit from economic growth throughout the region. With French and Creole as its native languages, and Spanish and American English as its adopted languages, 60% of the country's youth are currently trilingual. As a growing economy, Haiti is uniquely placed to be an "emerging destination" for Business Process Outsourcing services. It has one of the world's most competitive labor costs, with an abundance of hard-working and trainable workers. We are a country where education is considered one of the main priorities, we therefore take pride in cultivating our youth, in particular to provide quality customer service.

Haiti has a lot of potential and facilities to provide the best and most reasonable outsourcing services. Furthermore, by choosing Haiti, you make a positive contribution to its economic growth and welfare to the nation."

Pierre Denis, Head of BPO, Digicel Haiti