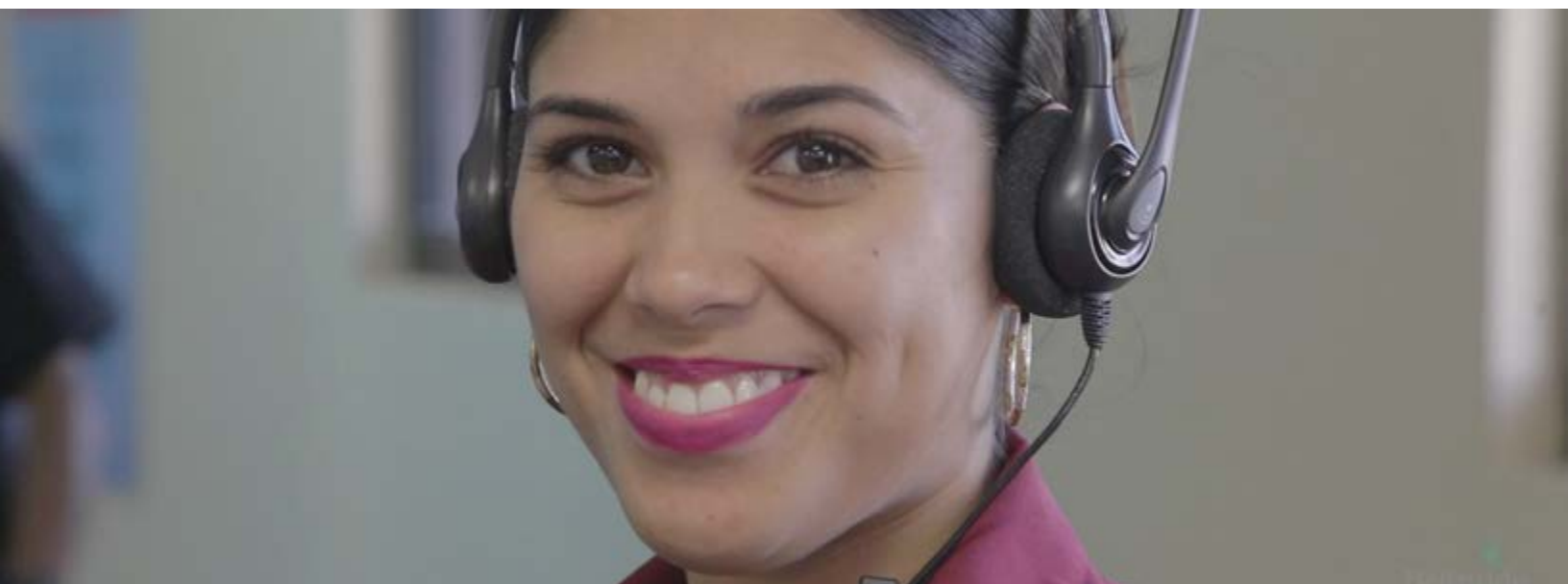




Belize

Offshore Outsourcing

Trade and Investment Prospectus



CONTENTS

COUNTRY PROFILE..... 3

1.1 INTRODUCING BELIZE

1.2 GENERAL COUNTRY PROFILE

1.3 MACRO ECONOMIC INDICATORS

1.4 GOVERNANCE AND PEOPLE

OFFSHORE OUTSOURCING SECTOR OVERVIEW 6

2.1 GENESIS OF OUTSOURCING IN BELIZE

2.2 OUTSOURCING SECTOR IN BELIZE

2.3 OUTSOURCING SERVICES COMPOSITION

2.4 MAP OF BELIZE IN THE VALUE CHAIN

VALUE PROPOSITION 8

3.1 PRO BUSINESS INVESTMENT DESINATION

3.2 SUMMARY OF COMPETITIVE ADVANTAGES

3.3 CRITICAL SUPPORTING FACTORS

TRADE AND INVESTMENT OPPORTUNITIES..... 15

4.1 TRADE OF SERVICES IN BELIZE

4.2 INVESTMENT OPPORTUNITIES

4.3 TURNKEY INVESTMENT OPTIONS

INVESTMENT INCENTIVES 20

GOVERNMENT INCENTIVES OVERVIEW

5.1 FISCAL INCENTIVE PROGRAM

5.2 EXPORT PROCESSING ZONE PROGRAM

5.3 COMMERCIAL FREE ZONE (CFZ) PROGRAM

5.4 QUALIFIED RETIRED PERSONS (QRP) PROGRAM

BELTRAIDE SUPPORT SERVICES 22

6.1 INVESTMENT & TRADE SUPPORT SERVICES

OUTSOURCING SERVICE PROVIDER DIRECTORY 23



COUNTRY PROFILE

1.1 INTRODUCING BELIZE

Bordered by Mexico in the North, Guatemala in the West, and the Caribbean Sea in the East, Belize is a unique, vibrant country in Central America whose British colonial history strongly links it to the Caribbean. It consists of hard-working, diverse, friendly, bilingual (with English being the official language), and well-educated workforce that bolsters an economy focused on growth. Quite the popular tourist destination for its eco-friendly, pristine natural resources, Belize's rich soil, year-round tropical climate, and long coast line creates an attractive and sustainable climate to foster niche products and services that cater to niche markets, such as adding values deriving from nature.

The Government of Belize's commitment to the country's niche-oriented development model has supported the expansion of business in the Tourism, Agriculture, Agro-processing, Light Manufacturing, Aquaculture, Energy and Offshore Outsourcing sectors amongst others. Both Belize's goods and services sectors continue to grow and diversify and with progressive development policies and this trend is expected to continue into the future.

1.2 GENERAL COUNTRY PROFILE*

CAPITAL CITY:	BELMOPAN
LAND AREA:	8,867 Square Miles
LANGUAGE:	English (<i>Official Language</i>) / Spanish (<i>commonly used as Secondary Language</i>)
POPULATION:	387,879 (<i>2017 estimates</i>)
LABOR FORCE:	164,900 (<i>2017 SIB</i>)
LITERACY RATE:	82.7% (<i>UNESCO</i>)
SEASONS:	Dry season (<i>December to May</i>) / Wet season (<i>June to November</i>)
TIME ZONE:	Belize observes Central Standard Time (CST) all year
TEMPERATURE:	Yearly average temperature of 84° F (29°C)
CURRENCY:	Belize Dollar (BZD)
EXCHANGE RATE:	BZD\$2 = USD\$1



1.3 MACRO ECONOMIC INDICATORS

	2012	2013	2014	2015	2016
Population and Employment					
Population (thousands)	169.5	173.9	178.5	183.2	188.0
Employed Labor Force (thousands)	63.4	65.7	67.3	69.1	73.5
Unemployment Rate as at April (%)	72	5.9	5.6	5.1	4.0
Income					
GDP at Current Market Prices (USD Million)	1,573.9	1,624.3	1,717.6	1,720.8	1,741.6
Per Capita GDP (\$, Current Market Prices)	4,643.6	4,669.9	4,812.7	4,697.7	4,631.7
Real GDP Growth (%)	1.9	0.7	2.1	0.5	-0.4
Sectoral Distribution of Constant 2000 GPD (%)					
Primary Activities	7.0	7.3	7.1	6.2	4.7
Secondary Activities	8.6	7.7	7.5	7.5	7.3
Services	30.2	30.2	30.1	30.7	32.1
US Dollars	Source: Central Bank of Belize – Annual Report				

*NOTE: The Statistical Institute of Belize's preliminary Gross Domestic Product estimates for the second quarter of Year 2017 showed that, during the three months from April to June of this year, the country's overall level of economic activity increased by 1.1 percent when compared to the same period in Year 2016. Overall, Belize is experiencing a steady rebound in its economic growth.

1.4 GOVERNANCE AND PEOPLE

POLITICAL SYSTEM

Belize achieved full independence on September 21, 1981. It is a member of the Commonwealth, the Caribbean Community (CARICOM), the United Nations (UN), the Nonaligned Movement, the Organization of the American States (OAS) and the Association of Caribbean States. Belize also has diplomatic relations with many countries.

The Government of Belize operates on the principles of Parliamentary Democracy, based on the Westminster System. The country is a sovereign, democratic state. The Executive Branch comprises of A Prime Minister and a Cabinet, while a thirty-one member elected House of Representatives and a twelve member appointed Senate form a Bicameral Legislature. Her Majesty Queen Elizabeth II is the constitutional Head of State, represented in Belize by a Governor General who must be a Belizean.

The Cabinet consists of a Prime Minister, other Ministers and Ministers of State who are appointed by the Governor General on the advice of the Prime Minister, the person commanding the support of the majority party in the House of Representatives.

The Senate consists of 13 Senators plus the President of the Senate. The Senators are appointed by the Governor General as follows: six on the advice of the Prime Minister, three on the advice of the Leader of the Opposition, one member on the advice of the Belize Council of Churches and the Evangelical Association of Churches, one on the advice of the Belize Chamber of Commerce and Industry and the Belize Business Bureau, one on the advice of the National Trade Union Congress of Belize and the Civil Society Steering Committee, and one on the advice of non-governmental organizations (NGOs) in good standing (recently added).

The Speaker of the House of Representatives and the President of the Senate are elected either from among the members of these Houses (provided that they are not Ministers), or from among persons who are not members of either House.

PEOPLE

Belize is a melting pot of many races. The main ethnic groups that account for a large percentage of Belize's population include the Mestizos, Creoles, Garifunas, East Indians, and Kekchi, Mopan and Yucatec Mayas. Other ethnic groups that account for a small percentage of the population include German and Dutch Mennonites, Chinese, Arabs and Africans. There are also expatriates from Canada, Europe and the United States that are currently residing as retirees in Belize.

LANGUAGE

English is the official language in Belize. Belize is the only English language speaking country in Central America. The local dialect, "Creole" is widely spoken across the country. Spanish is a second

language for many, being taught in primary and secondary schools in order to further develop bilingualism. A majority of the population is bilingual, being fluent in both English and Spanish. Other languages spoken throughout the country include African-based Garifuna, Maya-Kekchi, Maya Mopan, Mandarin and German.

Spanish is spoken as a mother tongue by the majority of the people in the Orange Walk and Corozal Districts, north of Belize and the Cayo District in the west. In the southern Districts: Stann Creek and Toledo, there are people whose first language is Garifuna or Maya.



OFFSHORE OUTSOURCING SECTOR OVERVIEW

2.1 GENESIS OF OUTSOURCING IN BELIZE

As the information technology enabled services become more competitive and globalized amidst escalating costs to outsource in Asia, organizations are quickly looking to re-locate their outsourcing operations to offshore destinations like Belize, which offers equivalent, and in many instances, higher agility and access to new markets, talents and notable cost savings. The Offshore Outsourcing sector, in particular, has been recognized as one of the niche priority sectors to lead Belize's socio-economic growth by the Government of Belize and its stakeholders.

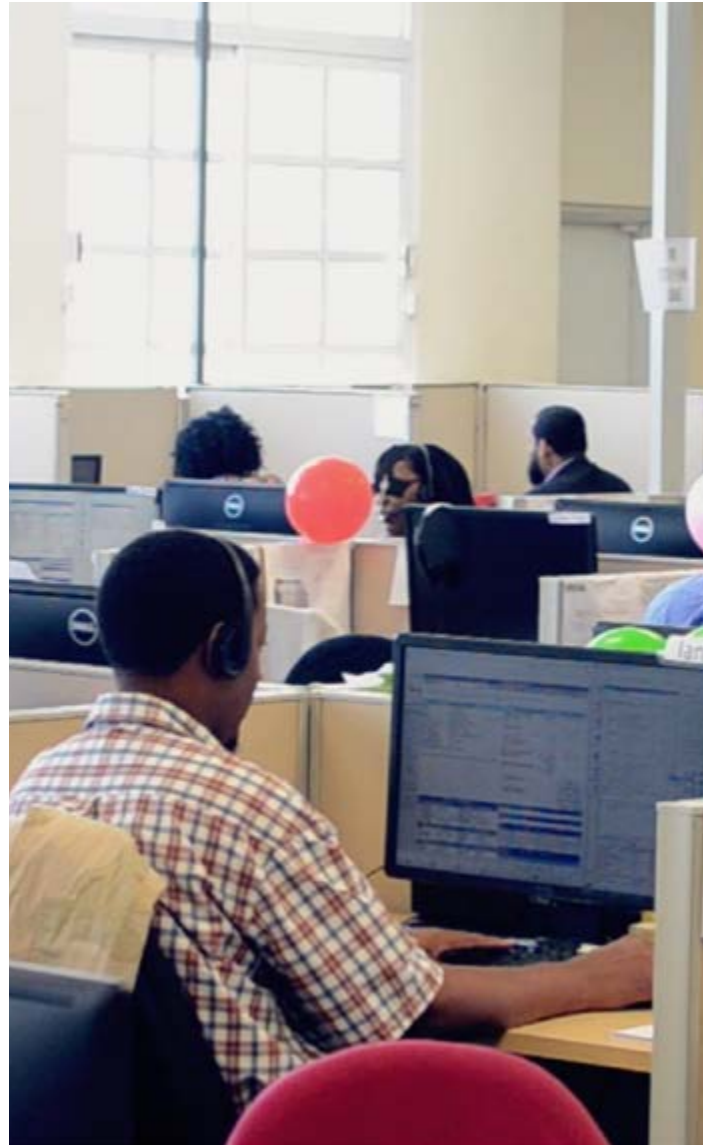
Over the past few years, the Offshore Outsourcing sector has experienced tremendous growth of over 80%, which started with only one (1) contact center in Year 2005 to over 21 active outsourcing operations presently employing over 2,768 employees crossing varying tiers in the value chain. Meanwhile, various operations of diverse sizes are underway along with several investments in the exploratory or planning stages.

2.2 OUTSOURCING SECTOR IN BELIZE

Though a young player in the global outsourcing industry, Belize's Offshore Outsourcing sector is on a strong growth trajectory owing to the advantages of a talented population, natural flair of a service based economy, a competitive business environment, world class telecom infrastructure, specialized incentives, and strong active government support. Assessing at the supporting factors, Belize has been recognized as a great value destination due to its high workforce availability, salaries that are 60-80% lower than US locations and low attrition rates of less than 5%.

Belize City, the largest city in Belize, is the hub for outsourcing activities and also home to some of the largest Business Process Outsourcing (BPO) operators which offer a range of services including, voice/non-voice customer support, sales, data processing, and documentation services. It has been observed also that cities and villages such as, Ladyville, Belmopan, San Ignacio, Corozal and Orange Walk are some of the other emerging destinations of opportunity.

In particular, Belize has an established BPO sector that has been registering considerable growth over the past few years, alongside active government support with a national BPO Development Strategy which was concluded in Year 2013, and continue to foster investments in the sector's infrastructure, labor pool and ecosystem. The existing employee base of 2,768 agents is expected to grow exponentially in the upcoming years. With call center wages as low as US\$2.25 at entry level and US\$5.00 to 6.00 at supervisory levels, Belize offers one of the most competitive cost to value quotients in the Latin America and Caribbean region.



2.3 OUTSOURCING SERVICES COMPOSITION

Over the years, outsourcing service providers have diversified from Business Process Outsourcing (BPO) into new service areas including Information Technology Outsourcing (ITO), and Knowledge Process Outsourcing (KPO). Currently, outsourcing service providers in Belize offer various of I.T. services including technical support, software development, programming, web design, data processing and e-marketing. Professional services also continue to remain at the forefront of trade in services as various organizations and developments benefit from the myriad of cost effectiveness and competitive advantages that Belize has to offer in this sphere. Some of these professional services include: legal, financial accounting, auditing, taxation, architectural, engineering, virtual management, business consulting and research and development.

In particular, the following provides a summary of the BPO driven services presently in Belize:

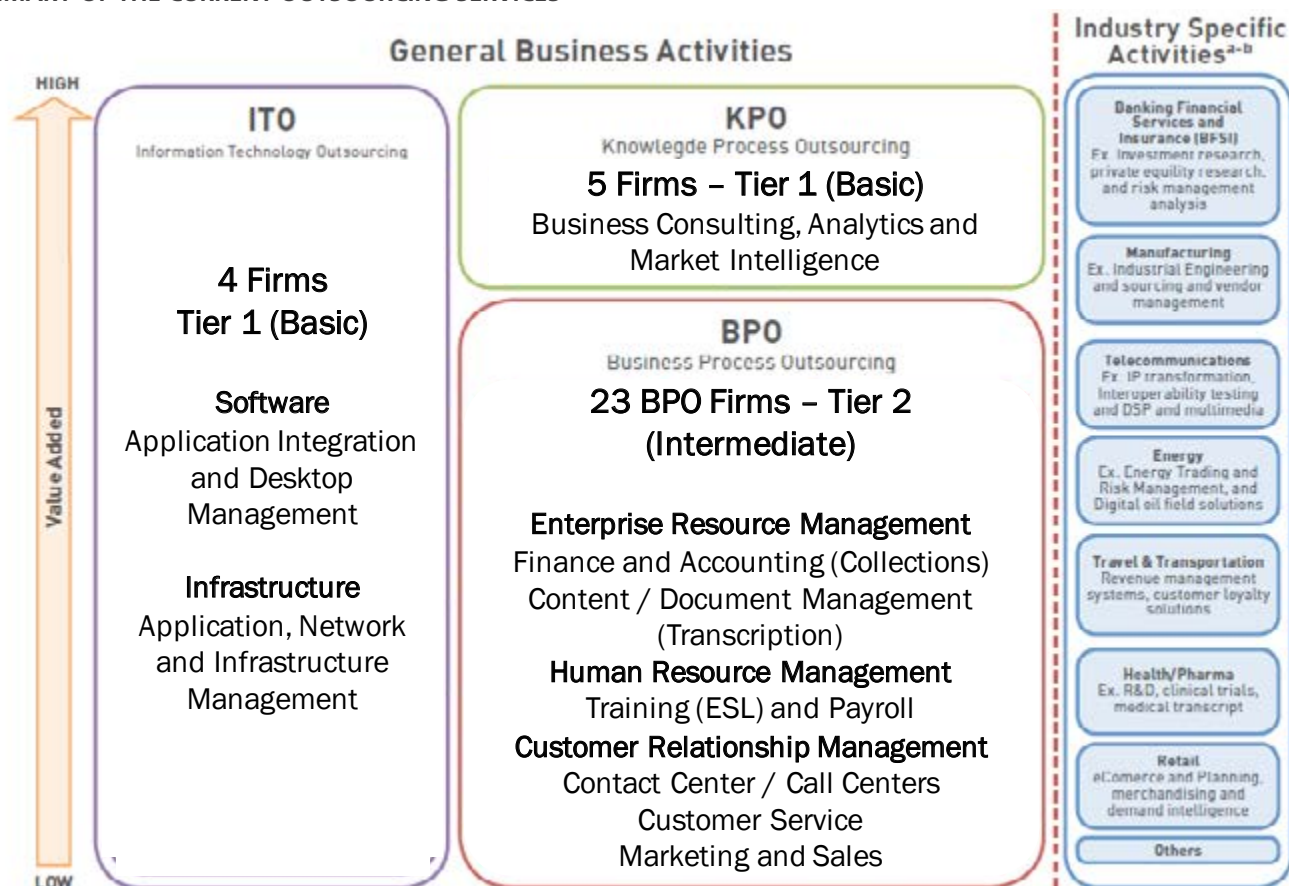
Customer Service	Collections and Transactions	Quality Assurance, Sales
Telemarketing Technical Support	Inbound/Outbound Calls and Sales	Email/Chat Support
Dedicated Agent Inbound Service	Business Processes & Back office outsourcing	Software Development
Remote Infrastructure Management and Security Operations Center	Online and Offline Business Data Entry	Lead Generation
	Medical Record Preparation	Medical Transcription
Virtual Office	New Product Launch	
Sales Generation	Credit Card Validation & Processing	

On a parallel note, the following provides a summary of the industries / sectors presently serviced by the outsourcing operations in Belize. The possibilities to stretch beyond these industries / sectors are endless.

Debt/Financial	Education
Energy Deregulation	Remote Management
Consumer Products	Telecom
Auto Warranty	Auto Insurance
Medical Supplements	Club Membership
Travel & Vacation Ownership	Communication & Media Services
Real Estate	Supply Chain
Insurance	Healthcare and Medical

2.4 MAP OF BELIZE IN THE VALUE CHAIN*

A SUMMARY OF THE CURRENT OUTSOURCING SERVICES



SOURCE OF THE VALUE CHAIN MODEL:

Gereffi, G. and K. Fernandez-Stark (2010), "The Offshore Services Value Chain: Developing Countries and the Crisis", in O. Cattaneo, G. Gereffi, and C. Staritz (eds), Global Value Chains in a Postcrisis World. A Development Perspective. Washington, D.C.: The World Bank.

OUTSOURCING SECTOR VALUE PROPOSITION

3.1 PRO BUSINESS INVESTMENT DESINATION

Belize's natural assets, progressive development policies, pro-business investment climate, and long-time democratic stability have created an ideal destination for investors seeking a sustainable harbor amidst the waves of global economic hardship. The Government of Belize is wholly committed to supporting the country's niche-oriented development model, while preserving the country's distinctiveness and fostering investor confidence.

Belize has been a strong and resilient economy that has experienced positive growth during the peak of the economic recession and has generally outperformed countries in the Caribbean region. The country is considered a regional breadbasket and is geographically positioned as the bridge between Latin America and the Caribbean .

Belize has performed relatively well in regards to inflows of Foreign Direct Investment (FDI). As a testimony to the global reach and effectiveness of Belize as an investment destination, Belize ranked 5th in terms of Foreign Direct Investment inflows totaling to 8.6% of GDP (2014) in comparison to Latin America and the Caribbean (LAC), which represents a 48% increase totaling at US\$ 141 million. FDI Intelligence's "Caribbean and Central American Countries of the Future 2015/2016 Ranking" also has Belize in the top 10 in the "Best FDI Strategies" and "Cost Effectiveness" categories attesting to Belize's innovative FDI attraction efforts and increasing competitiveness. In the same vein, the International Monetary Fund (IMF) anticipates Belize's output growth at 3.0% in Year 2017 - further re-affirming the progressive outlook in the productive sector.



**Belize ranked FIFTH in FDI
INFLOW: compared to LAC**

ECLAC



**Belize ranked top TEN in
COST EFFECTIVENESS**

FDI Intelligence



**Belize ranked top TEN in BEST
FDI STRATEGIES**

FDI Intelligence



**Belize with projected Output
Growth of 3.0%**

IMF

3.2 SUMMARY OF COMPETITIVE ADVANTAGES

- **Neutral English Accent** – the only Central American country with English as the official language and offers a young and adaptable workforce.
- **Bi-Lingual Language Skills** – the only Central American and Caribbean country with truly bi-lingual capabilities (English and Spanish).
- **Cultural Affinity** – labor force is influenced by U.S. media, trends and customs with historical affinity to the Commonwealth system as well.
- **Time Zone Advantage** – Belize mirrors U.S. Central Standard Time (CST).
- **Competitive Salaries** – agents cost 60% to 80% less than average U.S. location.
- **Stable Currency** – Belize Dollar (BZD) fixed at 2 to 1 against U.S. Dollar (USD).
- **Telecom Infrastructure** – reliable telecom infrastructure using two main fiber optic hubs (ARCOS & TELMAX) and a third to come with high redundancy rates nationally.
- **Stable Environment** – one of the most stable Political, Social and Professional Business Environments in Central America.
- **Ease of Employment** – easy availability of work permits for non-residents and expatriates and requiring no visa for U.S., Canada, EU and the Caribbean Community.
- **Geographic Proximity** – within 2 to 4 hours of direct flights from key U.S. cities while also being situated in Central America with links to the Caribbean region.
- **Strong Government Support** – Offshore Outsourcing is identified as a priority sector with support of a national BPO strategy alongside subsidized training
- **Incentive Programs** – Multiple incentives including Free Repatriation of Profits, Dividends and Capital.
- **Regional Integration** – Belize is signatory to multiple Free Trade Agreements, and Double Taxation Avoidance Agreements including Regional Trade Agreements and Partial Scopes with the EU, Caribbean Community (CARICOM) and Central America.
- **Top Tourist Destination** – prime Tourist / Retirement Location in the Central American and the Caribbean region.
- **International Connectivity** – Belize offers direct flights from Dallas, Houston, Denver, Charlotte, Atlanta, New Jersey, Chicago, Fort Lauderdale, Miami, Toronto, Cancun, and London as well as connectivity to Central America.



Bi – Lingual Language Skills and Cultural Affinity



Time Zone Advantage



Proximity & International Connectivity



Stable Currency



Competitive Investment Incentive Programs



Skilled Labour Force



Regional Integration through multiple Trade and Investment Agreements



Stable Environment & Strong Government Support

3.3 CRITICAL SUPPORTING FACTORS

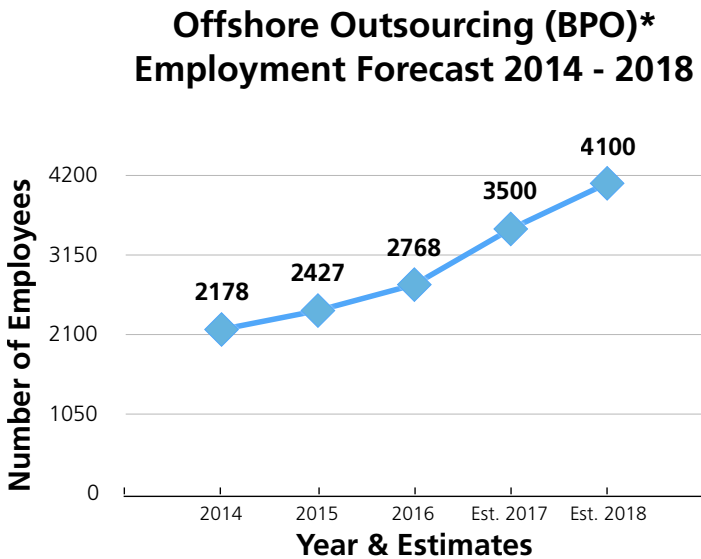
A. TALENT POOL

Belize's young talent pool and their skills are unique for the Latin America and the Caribbean Region. The availability of labor would depend on the particular skillsets necessary for the operation of the company. Belize offers high standards of education, high levels of skills availability, easy and cost-effective recruitment, and proven track records on staff loyalty combined with realistic staff costs.

Belize boasts a young talent pool with unique proficiency in the Latin American and Caribbean region. A significant portion of the government of Belize's budget is placed on developing educational skills and programs to have a skilled labor force.

Around 41.9% (153,689) of the total population of Belize forms the core of the labor force with a median age of 21, one of the lowest in the region. This provides an abundant pool of young trainable talent.

The Offshore Outsourcing Services sector employment base currently consists of approximately 2,768 employees and is expected to grow exponentially as highlighted in the graph below.



EDUCATED PEOPLE

Over 5,000 graduates are churned annually from the Universities and Junior Colleges also offering high quality secondary and vocational education. Most of these graduates hold business related degrees such as Management and Accounting. The University of Belize bi-annually graduates an average of 500 students to supply the labor pool consistently.

*SOURCE: BELTRAIDE 2016 End of Year Assessment Report on Offshore Outsourcing



UNIVERSITIES AND COLLEGES IN BELIZE

Established in 2000, the University of Belize has 400 academic staff and 4,000 undergraduates. It is an English-speaking multi-locational institute committed to excellence in higher education, research and service for national development. Most relevant to companies, the University of Belize has faculties of Education and Arts and Management and Social Sciences.

Established in 2003, Galen University has 400 undergraduates. It is a privately administered tertiary institution offering its own degrees, as well as accredited US degrees from the University of North Carolina at Wilmington. The University of West Indies also has an Open Campus in Belize that offers various tertiary level degree options.

TRADE AGREEMENTS

Belize also offers its private sector access to a number of international trade agreements across multiple geographic regions enabling global market access and talent pool of various regional:

1. Caribbean Community (CARICOM)

Belize is a Member State of the Caribbean Community (CARICOM), which includes 15 Member States – Antigua and Barbuda, Bahamas, Barbados, Belize, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Suriname, and Trinidad and Tobago.

The objectives of the Community, identified in Article 6 of the Revised Treaty of Chaguaramas, are: to improve standards of living and work; the full employment of labor and other factors of production; accelerated, coordinated and sustained

economic development and convergence; expansion of trade and economic relations with third States; enhanced levels of international competitiveness; organization for increased production and productivity; achievement of a greater measure of economic leverage and effectiveness of Member States in dealing with third States, groups of States and entities of any description and the enhanced coordination of Member States' foreign and foreign economic policies including enhanced functional cooperation.

Belize has also signed on to the CARICOM Single Market and Economy (CSME) comprising of 13 member states and a combined population of approximately 6 million people, (12 million once Haiti is included). The Single Market component of the CSME entered into force on 1st January 2006.

The CARICOM Single Market and Economy is intended to benefit the people of the Region by providing more and better opportunities to produce and sell goods and services, and to attract investment.

The main objectives of the CSME are: full use of labor (full employment) and full exploitation of the other factors of production (natural resources and capital); competitive production leading to greater variety and quantity of products and services to trade with other countries. It is expected that these objectives will in turn provide improved standards of living and work and sustained economic development.

As a regional grouping, CARICOM has negotiated and entered into several bilateral trade agreements, namely:

1. CARICOM-Dominican Republic Free Trade Agreement
2. CARICOM-Costa Rica Free Trade Agreement
3. CARICOM-Venezuela Trade and Investment Agreement
4. CARICOM-Colombia Trade, Economic and Technical Cooperation Agreement
5. CARICOM-Cuba Trade and Economic Cooperation Agreement

CARICOM is also pursuing other partnership agreements including:

6. CARICOM-MERCOSUR negotiations
7. CARICOM-Canada negotiations
8. CARICOM-USA negotiations

2. Economic Partnership Agreement (EPA)

The Economic Partnership Agreement (EPA) is an establishment between CARIFORUM (Member states of CARICOM and the Dominican Republic) states and the 27 member states of the European Union for reciprocal (two-way) trade signed on the 16th day of December 2007.

The objective of this agreement is to contribute to the reduction and eventual eradication of poverty, promote regional integration, economic cooperation and good governance.

This agreement was negotiated under four technical negotiating groups:

1. Market access
2. Services and investment
3. Trade related issues
4. Legal and institutional issues

The EPA promotes the gradual integration of the CARIFORUM states into the world economy, improving the CARIFORUM states' capacity in trade policy and trade related matters. It also supports the conditions for increasing investment, and strengthens the existing relations between the Parties on the basis of solidarity and mutual interest.

EPA contains a strong development component with clear links to development aid for adjustment and modernization of CARIFORUM economies. It grants CARIFORUM States considerable concessions in market access for both goods and services. Products originating in the CARIFORUM States shall be imported duty free into the European Community. In addition to expanding its exports of goods and services, the EPA also provides investment opportunities to private sector in CARIFORUM.

B. LABOR COST*

The following depicts the minimum wage in Belize:

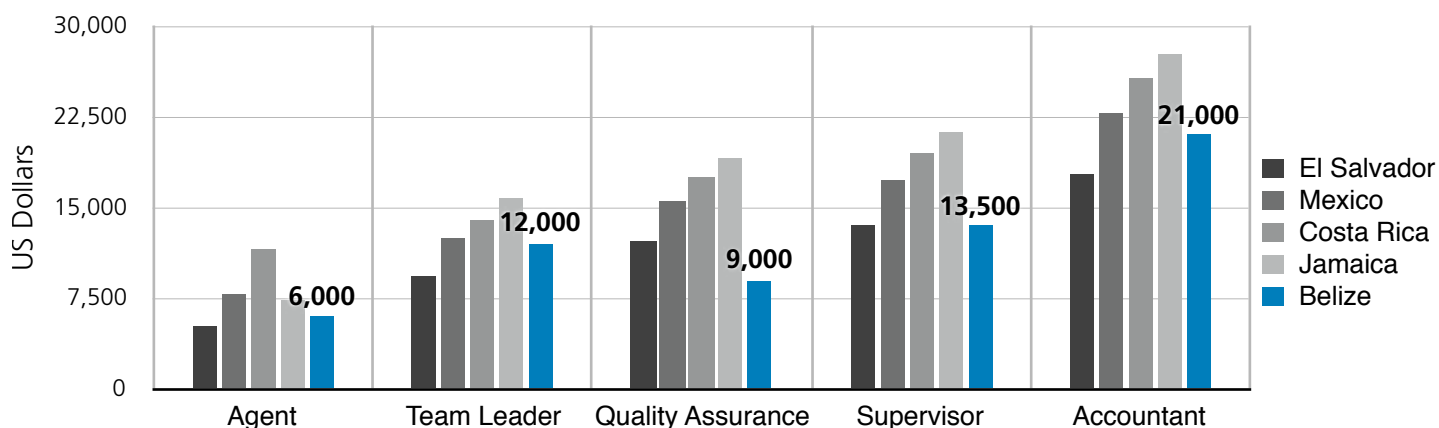
- All manual workers except those engaged in agriculture, or agro industry, or export oriented industry – BZD \$3.30 an hour e.g. construction worker, security guards.
- All manual workers engaged in agriculture, agro-industry, export-oriented industry – BZD \$3.30 an hour e.g. farm workers, workers at sewing factory.
- Shop Assistants who are employed where liquor is sold and consumed – BZD \$3.30 an hour e.g. waitresses.
- Shop Assistants employed in shops where liquor is not sold and consumed – BZD \$3.30 per hour e.g. gas stations, dry good stores.
- Domestic workers employed in private homes – BZD \$3.30 per hour.
- Domestic workers employed in boarding houses, guest houses, hotels, and other public establishments – BZD \$3.30 per hour.
- Bona fide students who may be employed outside of school hours or during school vacation in premises covered by the Shops Act – BZD \$3.00 per hour.

*NOTE: Workers who possess a certificate or additional training tend to negotiate their wages. 1 USD = 2 BZD (Pegged)
(Source: Ministry of Labor)

COMPARATIVE VIEW

With call center wages averaging as low as USD \$2.50 at entry level and USD \$5 to \$6 at supervisory levels, Belize offers one of the best cost to value quotients in the Latin America and Caribbean region.

Average Cost of Labor



ATTRITION RATE

Belize offers an excellent availability of young, native English-speaking talents with superb customer service skills. With an average annual attrition rate of 5% in BPO operations, Belize offers a distinct competitive advantage in labor stability and in recruitment employment and training costs. Jamaica and Costa Rica follow with 17% and 18% respectively. El Salvador follows with an attrition rate of 26%. Mexico however, has a very high attrition rate of 55%.

National Rankings	El Salvador	Mexico	Costa Rica	Jamaica	Belize
BPO Agent Attrition Rate (%)	26%	55%	18%	17%	5%
SOURCE: World Economic Forum, World Bank, Statistical Institute of Belize					

C. RECRUITMENT AND TRAINING SUPPORT

Companies have full and easy access to the extensive range of vocational training and advisory services provided by the Belize Training and Employment Center (BTEC), a technical unit under BELTRAIDE. BTEC offers a highly attractive package of talents training support which are customized to meet investors' specific needs to foster growth.

TRAINING

THE BELIZE TRAINING AND EMPLOYMENT CENTRE (BTEC)

BTEC is a technical unit of BELTRAIDE which is tasked with providing demand-based training to meet investors' specific needs, including the Offshore Outsourcing sector. As an example, BELTRAIDE, through BTEC, has been known for its track records in delivering BPO job preparedness training (also known as the Bridge to Employment).

Trainees on Bridge to Employment training course are given the fundamental BPO skills necessary to meet the company's recruitment profile. This includes soft skills, telephone skills, keyboard skills,

customer service skills and sales skills. Training courses can be designed in conjunction with the needs of the respective company, and are carried out by BTEC with optional full involvement by the company in designing and implementing the courses, including the on-going presence of the company's training and recruitment personnel.

BTEC also offers in-company training, to provide trainees with on-the-job experience. Trainees are monitored closely during the course and the company will be provided with progress reports to help with the final selection for employment.

TESTIMONIAL:

"What I like about the BTEC program is that it involves the stakeholders in the industry to find out the specific needs and challenges that we, the employers, have when we recruit."

John Malic, General Manager, Infotel International Ltd

ADDITIONAL TRAINING SUPPORT SYSTEMS

Additional support training and academic systems available to address specific training requirements include the following:

- A. Spanish Training in Collaboration with University of Belize: The University of Belize has a Regional Language Centre (RLC) that can collaborate with the ITVETs that have evolved from the Centers for Employment and Training to provide language trainings nationally. Currently there is an ITVET in each of the six districts of Belize.

B. National Call Centre Training Institute (projected): The program will aim to ensure local talent is trained as per the international standards to ensure high quality service levels.

C. Certification Program with International BPO Training Institute (projected): the institute will be set up to provide BPO specific skills training to those with basic linguistic skills interested in employment in the BPO sector seeking to be certified.

RECRUITMENT

Recruitment services can be offered to companies by local recruitment providers. The services generally entail:

- Advising on the composition and placement of job advertisements;
- Advertising through an extensive network of local job centers;
- Issuing application forms;
- Pre-selecting candidates for interview based on the your specified job criteria;
- Arranging job interviews;
- Administering post-interview paperwork;

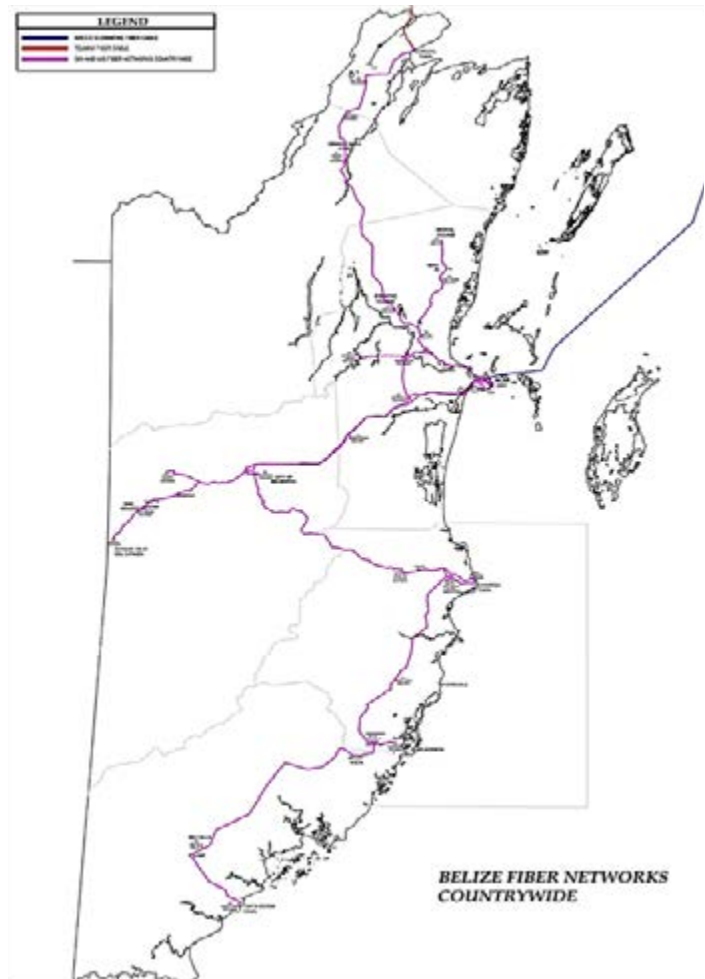
D. TELECOMMUNICATION

Currently, Belize is connected through the Americas Region Caribbean Ring System (ARCOS-1) and TELMAX Fiber Optic Networks with ample redundancy and unmatched uptime. Efforts to increase capacity are being added to the existing network to further improve redundancy and to make the services more cost effective. Belize has also set up a domestic fiber optic network connecting all major cities and towns. The Government of Belize is committed to further reducing telecom tariffs to foster development in the Offshore Outsourcing sector.

Having three (3) main Internet Service Providers, the country enables ample redundancies for operations. All major cities and towns in Belize are privy to fiber optic connectivity.

Belize has also set up a domestic fiber optic network connecting all major cities and towns. An Internet Exchange Point (IXP) has also been placed in Belize City. Belize has three main service providers:

- Belize Telemedia - BTL
- SPEEDNET- SMART
- Broadband Belize - BBL



E. AIR CONNECTIVITY

As a renowned tourist destination, Belize offers a well-developed air transport network consisting of over 28 routes, including regular direct flights to over ten US locations from the Philip Goldson International Airport in Belize City.



F. TAXATION AND INCENTIVES

Both in terms of time and total tax rate (% of profits), Belize offers a competitive pro-business environment in the region. Corporate income tax is at the rock bottom rate of 1.75%, thus enabling companies to retain much more of its profits than would be possible elsewhere.

- There is much more to prospective interests in the Offshore Outsourcing sector of Belize. The Government of Belize has in place an Export Processing Zone incentive program which provides a range of fiscal incentives and tax holiday to qualified applicants. Some of the benefits entail:
- A 20 year tax holiday with option to deduct loss from profits;
- Import duty exemptions – exemptions on imports related to capital expenditure and operations;
- Full repatriation of funds – both capital and profits;
- Exemption on property and land taxes, excise sales, consumption taxes, taxes on trade turnover, foreign exchange and transfer tax;
- Dividend tax exemption in perpetuity;
- No restriction on operating foreign currency bank accounts in Belize and abroad;
- No trade licenses required;

G. ADDITIONAL ASSOCIATED COST

A. ELECTRICITY

As a critical factor keenly assessed by Operators, a country's quality and reliability of electricity is of utmost importance in ensuring the efficiency of operations. The Belize Electricity Limited (BEL) is the primary distributor of electricity in Belize encompassing majority ownership by the Government of Belize (GOB). Its power is generated from diesel generators around the country, renewable sources such as hydro and biomass as well as importation from Mexico. The price is mainly determined by generation cost which averaged 0.18 US\$/KWh in 2016.

The below shows that Belize rates highly with comparator countries on the quality of electricity supply.

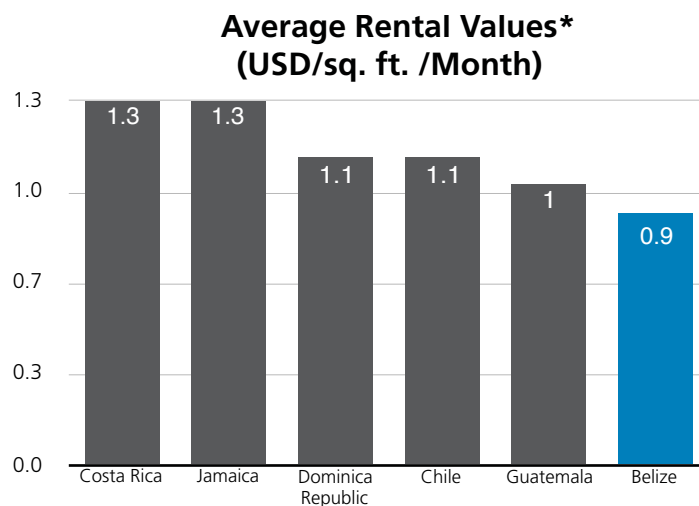
Comparative Electricity Statistics					
	Belize	Costa Rica	El Salvador	Jamaica	Mexico
Electricity production, kWh/capita (rank)	1,265 (N/A)	2,075 (80)	928 (96)	1,904 (84)	2,449 (74)
Quality of electricity supply, rank	88	46	70	81	83
Electricity cost, kwh	0.23	0.12	0.12	0.04	0.11
(Source: World Economic Forum, FDI Benchmark)					

B. REAL ESTATE

The nature of the Offshore Outsourcing Industry requires large amounts of office space with a range of data connections, reliable electricity, sufficient parking and effective transport connections. Due to the real time delivery, data and physically security requirements, Outsourcing operations also require high quality real estate that provides quality office space, backup system for utilities, adequate connectivity, parking, ease of commute etc. At present, Belize has top real estate professionals that promote real estate agencies with vast amount of potential sites for business development, establishment and many other business processes that may arise.

In strengthening relationships with BPO companies, Belize has taken the task to work significantly toward these important requirements to attract more offshore outsourcing companies. The current average office rentals in Belize City vary from USD 700 for 900 sq. ft. per month to USD 920 for 1,200 sq. ft. per month, which makes it a very competitive market in the region. The below chart depicts a comparison of countries on average rental values.

Average Cost of Commercial Space range from USD \$0.50 per sq. ft. to USD \$0.75 without amenities, USD \$1.00 per sq. ft. to USD \$1.50 with amenities.*



Source: OCO Global Offshore Outsourcing Services Industry Assessment, 2016.

TRADE AND INVESTMENT OPPORTUNITIES

4.1 TRADE OF SERVICES IN BELIZE

According to the World Trade Organization (WTO), services account for two thirds of global output, one third of global employment and nearly 20% of global trade. The World Bank has stated that the growth in the services sector, has contributed more to poverty reduction than the contribution of agriculture, and manufacturing. In general, the services sector provides critical support for production and trade in goods in areas including research and design, accounting, transportation and logistics and is essential to improving a country's balance of payment position.

In Belize, services contribute more than 60% of GDP. Between January and June of 2017, the Central Bank of Belize recorded a services trade balance of BZ\$374.2m with inflows at BZ\$575.9m and outflows at BZ\$201.7m. Travel, communication, computer and information services other business services; and government services represents the top four revenue generating services. Noteworthy, is that communication, computer and information services ranks as the second highest generating sector, after travel.

According to the 2016 A.T Kearney Global Services Location Index, the top contenders in the outsourcing market are India, China and Malaysia. Within the region, Brazil, Mexico, Chile, Costa Rica and Columbia rank in the top 20. Central Bank of Belize's statistics in 2016, reflect inflows from BPO services at BZ\$28.7m and from January to June 2017, inflows were at BZ\$13.1m; BPO services is one of the fastest growing service sector in Belize.

Although BPO service is new to Belize and has grown recently due to globalization and ICT advancement induced by service consumption demand, it has been recognized as one of the competitive sectors that has generated substantial revenue benefits to the Belizean economy. The long-term objective is to continue to promote this service sector with an expansion on BPO value-added services.



4.2 INVESTMENT OPPORTUNITIES

The rapid growth in Belize's outsourcing sector has been fueled by new inward investments and re-investments from established companies. Over the years, Belize has demonstrated keen competence in handling customer services and telemarketing operations, inclusive of higher value-added services. In fact, the higher value-added services such as Human Resource Management, Enterprise Resource Management, I.T. and the KPOs are the updated emphases for investment attraction and nurturing by the Government of Belize, backed by well-structured Government incentives and support services.

The following provides a summary of the priority emphases in which the Government of Belize is seeking investments in:

- Business Process Outsourcing (BPO) such as Inbound/Outbound Sales, Telemarketing, Technical Support, Collections and Transactions, Customer Service, Email and Social Media Support.
- Knowledge Processing Outsourcing (KPO) such as Accounts, Business Consulting, IBCs and Trust Facilitation, Quality Assurance, Data Processing, Online Marketing and Virtual Management.
- Information Technology Outsourcing (ITO), including online Gaming, Social Media Management, and IT Tech Chat Support.
- Legal Process Outsourcing (LPO), including Bookkeeping and Billing, Contract Management, Contract Review, Data Analysis and Management, Due Diligence, Intellectual Property (IP) Services, Legal Research and Legal Transcription.
- Belize City is presently the major hub for outsourcing operations in Belize; however, there are local investors and operators seeking to shift the center of focus to other areas, such as: the Capital City of Belmopan, the Western Cayo district, the Northern Towns of Orange Walk and Corozal and in the Southern Towns of Dangriga and Punta Gorda. These emerging locations would enable any potential outsourcing investor to experience the advantage in a growing sector nationwide.

In the same vein, there is also the opportunity to build commercial buildings and data tech parks that are outsourcing specific offering incubator and turnkey outsourcing solutions.



4.3 TURNKEY INVESTMENT OPTIONS

The following outlines a list of established companies in the outsourcing sector which are seeking varying forms of participations, such as A.) Joint Venture, C.) Outright Acquisition of Company, and C.) Strategic Partnership. This list is expected to be continuously added and updated on a regular basis.



READY CALL CENTER

Ready Call Center is the pioneer of the call center industry in Belize. It started in June 2005 with sixty (60) employees, and since then RCC has grown to nine-hundred (900) employees making it the largest employer in the country. RCC is a Payment Card Industry (PCI) certified provider specializing in providing a range of Customer Relationship Management (CRM) services to companies in the United States.



CLEAR CALL BELIZE LTD.

Clear Call Belize Ltd. is a fully functional call center offering 24 hour services including inbound and outbound call services, data entry, data processing and quality assurance. They provide high quality, reliable service with an emphasis on transparency and customer service.

Services Offered: Sales, Telemarketing, Technical Support, Customer Service, and Credit Card Transactions.

Contact Person: Nubia Ramirez

Position: Chief Executive Officer- CEO

Company Address: 190 Newtown Barracks, Belize City

Phone: +501-228-0010/0011 or +501-610-0151

Fax: +501-228-0013

Email: nramirez@readycallcenter.com

Website: www.readycallcenter.com

Established: 2005

Industries Serviced: Telecom, Health Care, Energy

Current Seat Capacity: 700

Expansion Potential: 1,100

Investment Interest: Joint Ventures
Mergers & Acquisition

Services Offered: Inbound and Outbound call services (customer service, dispatching, appointment booking, surveys, qualifications, sales, technical support, etc.). Email Response, Online Chat, Remote Surveillance, Audio Transcription, Data Entry.

Contact Person: Ruth Esquivel

Position: Managing Director

Company Address: 109 New Road, Belize City, Belize

Phone: +501-223-0100

Fax: +501-223-0100

Email: ruth@clearcall.bz or info@clearcall.bz

Website: www.clearcall.bz

Established: 2010

Industries Serviced: Education, Medical, Logistics, Trade (Electricians, Plumbers, etc.), Advertising, Utilities, Retail, Business, Banking, Technical Support, Insurance, and Legal.

Current Seat Capacity: 50

Expansion Potential: 125

Investment Interest: Joint Ventures
Mergers & Acquisition



INVICTUS

Invictus is a state of the art Business Process Outsourcing (BPO) and Information Technology Outsourcing (ITO) center that provides partners outstanding 24/7 services and solutions to real world business challenges and customer services goals. The Invictus team will apply continuous process improvement to ensure that you are receiving the most benefit from your investment.

Services Offered:	24/7 Live Customer Care, Appointment setting and management, Billing Solutions, Inbound/Outbound sales, Inbound/Outbound calling services, Call transferring and routing, Order taking and payment processing, Technical support activities, Network Monitoring, Software Development, Architecture, Remote Management Services.
Contact Person:	Mike Phelps
Position:	Chief Executive Officer-CEO
Company Address:	3898 Hummingbird Highway, City of Belmopan, Cayo District, Belize
Phone:	+501-822-0836
Email:	info@invictusbpo.com
Website:	www.invictusbpo.com
Established:	2012
Industries Served:	Financial Services, Consumer Products, Healthcare, High Tech, and Supply Chain.
Current Seat Capacity:	700
Expansion Potential:	700
Investment Interest:	Joint Ventures Mergers & Acquisition



BELIZE VIRTUAL CENTER LTD.

The Belize Virtual Center provides outsourcing services to clients all over the globe. Belize's close proximity to the US and cultural affinity to the US and UK puts BVC at an advantage for companies looking for low-cost nearshore outsourcing support. BVC has established offices in the northern and central districts of Belize with a workforce of very friendly bilingual (English/Spanish) college graduates that are trained and assigned as Virtual Agents to valued customers. Their dedicated virtual agents can be assigned to various projects and manage it properly with quality of service and optimum productivity.

Services Offered:	Sales and Telemarketing, Recruiting, Customer Service, Lead Generation (Insurance, and Energy Projects), Virtual/ Administrative Assistance, Email Marketing, Social Media Management, Dictation & Narration, Appointment Setting, Publishing, Bookkeeping, Report Generation, Customer Service, Email and Web Content Management.
Contact Person:	Janine Montenegro
Position:	Managing Director
Company Address:	5 Jamaica Street, Orange Walk District, Belize
Phone:	+954-900-9844; +11-501-322-2209
Email:	info@belizevirtualcenter.com
Website:	www.belizevirtualcenter.com
Established:	2013
Industries Served:	Remote Management, Energy/ Deregulation, Data Entry, Direct Email Marketing & Research, Education.
Current Seat Capacity:	100
Expansion Potential:	300
INVESTMENT INTEREST:	Joint Ventures Mergers & Acquisition



GLOBAL COM LTD.

Global Com Ltd. is a new uprising call center that has hit the International Market since March of 2014. They have a strong background in Sales and Service, both incoming and outbound calls. Great experience with the North American (including Canada) as well as the British Market. And are already serving several clients generating high and effective leads for business to grow.



SAI INFOSYS LTD.

SAI Infosys Ltd. uses modern state-of-the art technologies to offer not only inbound/outbound customer services but also to provide tech support, chat support and data entry services as well to meet worldwide demands and accommodate differences in time zones. They also offer software development, website development and mobile apps development services.

Services Offered:	Customer Care Support, Telemarketing, Technical Support and Data Entry
Contact Person:	Sabha Badee
Position:	Chief Executive Officer- CEO
Company Address:	Mile 4.5 Phillip Goldson Highway, Belize City, Belize
Phone:	+501-621-5694
Email:	sabbadee@gmail.com
Website:	www.globalcom.bz
Established:	2014
Industries Served:	Automotive Industry, Real Estate Industry
Current Seat Capacity:	32
Expansion Potential:	80
Investment Interest:	Joint Ventures Mergers & Acquisition

Services Offered:	Tech Support, Chat Support & Back Office Support, Data Processing Data Entry, Voice & Non-Voice Processes, Healthcare, Software Development, Website & Mobile Apps Development, Virtual Assistance, Customer Service.
Contact Person:	Kiran Vanjani
Position:	General Manager
Company Address:	1056 Handyside Street, Belize City, Belize
Phone:	+501-624-5156
Email:	saiinfosysbz@gmail.com or info@saiinfosysltd.com
Website:	www.saiinfosysltd.com or www.saiinfosys.net
Established:	2014
Industries Served:	Education, Health, Merchant Cash Advance.
Current Seat Capacity:	25
Expansion Potential:	100
Investment Interest:	Joint Ventures Mergers & Acquisition



SOFTECH DATA CENTERS LTD.

Softech Data Centers is registered as a corporation in the Stann Creek District of Belize and as a Subsidiary company for the Big Creek Group of Companies. Softech currently services a leading provider of hotel accommodations partnering with more than 600,000 hotels and the largest travel agencies worldwide. They specialize in providing travelers access to rooms during sold-out period. Softech Data Centers aims to create an established facility that will remove non-essential business functions and act in an outsourced capacity for medium-sized businesses and larger corporations.

Services Offered:	Inbound/Outbound Service, Help Desk, Up Sell/Cross Sell, Customer Service, Direct Response.
Contact Person:	Shamira Usher & Jeremy Papai
Position:	Managing Director
Company Address:	3 Port Road, Independence Big Creek, Stann Creek District, Belize
Phone:	+501-523-2561; +501-523-2003
Email:	info@softechdatacenters.com
Website:	www.softechdatacenters.com
Established:	2014
Industries Served:	Communication & Media Services, Consumer Products, Insurance & Marketing, Collection, Travel & Vacation Ownership, and Healthcare.
Current Seat Capacity:	25
Expansion Potential:	200
Investment Interest:	Joint Ventures Mergers & Acquisition

CAYE TALKERS LTD.

Caye Talkers is a progressive and innovative Belizean Call Center that primarily services partnerships in the United States by leveraging their leading technology suitable for the in office and "at-home" business models. They strive to exceed customer's expectations with exceptional closing rates and customer service.

Services Offered:	Credit Repair, Credit Rebuilding, Automotive Financing.
Contact Person:	Katherine Meighan
Position:	Vice President
Company Address:	831 Coney Drive Belize City, Belize
Phone:	+501-223-2016 or +501-610-4804
Email:	katherine@cayetalkers.com
Website:	www.cayetalkers.com
Established:	2015
Industries Served:	Financial, Automotive, Telecommunications.
Current Seat Capacity:	105
Expansion Potential:	150
Investment Interest:	Joint Ventures Mergers & Acquisition

INVESTMENT INCENTIVES

GOVERNMENT INCENTIVES OVERVIEW

A variety of investment incentives are offered by the Government of Belize (GOB). These provide investors with the legal framework to engage in economic activities and were developed to grant relief to genuine investors wishing to establish a business in Belize provided their investment proposal meets the approval of the Government of Belize. As a general rule, when assessing investment proposals, GOB focuses on the economic and social benefits to be obtained from the investment, including environmental sustainability. The following provides an overview of the standard assessment guideline:

- Investment should be socially and economically acceptable and legally doable.
- Bring revenue to Government.
- Bring meaningful employment to the country.
- Bring foreign exchange.
- Preserve and possibly enhance the environment and respect the cultural heritage of Belize.

Listed below are the salient government incentive programs and avenues currently in place:

- Fiscal Incentives (FI) Program
- Export Processing Zone (EPZ) Program
- Commercial Free Zones (CFZ)
- Qualified Retired Person's Program (QRP)

5.1 FISCAL INCENTIVE PROGRAM

The Fiscal Incentive Program aims to encourage genuine investment in Belize for both existing and prospective investors through the granting of Customs duty exemptions. The Program provides a legal and fiscal framework to stimulate productive economic activities that will ultimately contribute to the overall development of Belize.

Import Duty Exemption:

- Duty exemption of up to five (5) years for a maximum of fifteen (15) years to companies granted an Approved Enterprise Order.
- Duty exemption may be renewed for a further term of 10 years, or a total of twenty-five (25) years, for companies engaged in agriculture, agro-industrial products, mari-culture, food processing and manufacturing with operations centered on export, and that are highly labor intensive.

Categories:

Several categories of items may benefit from full or partial relief from Import Duty, depending on the nature of the business. Examples of categories that may be approved are:

- Building Materials and Supplies
- Plant, Machinery, and Equipment Specialized Tools (excluding hand tools) Utility and Transport Vehicles
- Fixtures and Fittings

- Office Equipment and Appliances
- Spare Parts for Plant, Machinery & Equipment
- Agricultural Machinery and Supplies
- Raw Materials or other items for the sole use of the approved enterprise.

Who Qualifies?

- A company applying for a development concession must be an incorporated entity under the Laws of Belize.
- Business activities must provide benefits to the economy of Belize.

5.2 EXPORT PROCESSING ZONE PROGRAM

The Export Processing Zone (EPZ) Program is intended to attract both local and foreign investment to boost production for export markets with a focus on services, manufactured goods and non-traditional agricultural products. An EPZ is classified as a non-customs territory of the host state, where export-oriented activities are undertaken in the manufacturing, processing, assembly, and service sectors.

Benefits of EPZs:

- Full import and export duty exemptions;
- Import duty exemption on transport trucks, forklifts, and similar vehicles used exclusively within the EPZ;
- Duty and tax exemption on diesel fuel used for energy generation purposes;
- Exemptions from capital gains tax, property and land taxes, excise, sales and consumption taxes, taxes on trade turnover, General Sales Tax (GST) (applicable for imported goods only), on foreign exchange and transfer tax;
- Tax holiday of up to 20 years with an option to extend and deduct losses from profits following the tax holiday period;
- Dividend tax exemption;
- Opportunity to open foreign currency bank accounts in Belize;
- Opportunity to sell, lease or transfer items, goods and services within an EPZ;
- Exemption from the Supplies Control Act and its regulations;
- No import restrictions on raw materials; No import or export licensing requirement; No trade licenses.

Types of EPZs:

1. Export Processing Zone Developer – a corporation established to administer an export-processing zone. Developers provide factory space, communications, water/sewage networks, power, and any other facilities to assist companies set up promptly.
2. Export Processing Zone Business – a private party that has been granted a Certificate of Compliance and conducts a trade or business including but not limited to manufacturing, commercial, office, warehousing, professional or other export related activities.
3. Special Export Processing Zones – companies on which EPZ

status is conferred wherever they locate to accommodate resource base activities. This is a highly flexible tool enabling companies to operate from convenient locations while enjoying EPZ benefits.

Who Qualifies?

Any private / public party, or group of parties may establish an EPZ business on property it owns or leases within an approved Zone provided it has applied for and obtained a Certificate of Compliance from the Export Processing Zone Committee.

5.3 COMMERCIAL FREE ZONE (CFZ) PROGRAM

The Free Zones Act of 2005 was established to attract foreign investment and provides for various activities including manufacturing, processing, packaging, warehousing and distribution of goods and services. Merchandise warehoused in a CFZ may be sold free of duty wholesale or retail:

- To diplomats of other countries.
- To ships that dock at ports in Belize.
- For direct export whether by sea, air or land.
- For entry into national customs territory (related import duties and taxes become payable upon entry into national customs territory).

Benefits of CFZs in Belize

Duty exemptions available to investors in a CFZ on:

- Merchandise, articles or other goods entering a CFZ for commercial purpose.
- Fuel and goods including building materials, furniture, equipment, supplies and parts required for the proper functioning of the CFZ business.
- Exemption from income tax, capital tax, gains tax or any new corporate tax levied by the Government of Belize during the first 10 years of operation.
- Exemption from such tax for the first 25 years of operation on dividends paid by a CFZ business.
- Imports or exports by a CFZ business do not require an import or export license.
- No restrictions on the sale of foreign currency or transfer of foreign exchange in a CFZ.
- No Government charges and taxes imposed on the use of foreign currency in a CFZ.
- CFZ businesses are allowed to open an account in any currency with any registered bank.
- Income tax deductions on the chargeable income of every developer and CFZ business after the first 10 years of operation.
- CFZ businesses incurring a net loss over the 10 year tax holiday may deduct the loss against profits in the 3 years following the tax holiday period.

Who Qualifies?

Any private or public party or group of parties may establish wholesale or retail businesses on property it owns or leases within a CFZ, provided it has obtained approval from the CEO of the Commercial Free Zone Board of Directors.

5.4 QUALIFIED RETIRED PERSONS (QRP) PROGRAM

A special Retirement Program has been designed specifically for retirees who wish to live in Belize and can prove a permanent and consistent income from investments, pension or any other form of retirement benefit. Successful applicants are granted special Qualified Retired Person's Status (QRP status).

Benefits of QRP Status:

- Exemption from all taxes on income and receipts.
- Exemption from all import duties and taxes on personal effects upon first importation into Belize.
- Exemption from all import duties and taxes every five years on a personal motor vehicle.
- Spouse and children under the age of eighteen included in program.
- Permission to conduct business from within Belize if business activities are carried on mainly outside of the country and are not conducted with Belizeans.

Who Qualifies?

Anyone forty-five years and older can qualify for the program. A person who qualifies can also include his or her dependents in the program. Dependents can only include spouses and children under age of eighteen; however, it can include a child up to the age of twenty-three if enrolled in a university. An applicant must receive a monthly income of no less than US\$2,000.00 through a pension or annuity that has been generated outside of Belize. In order to qualify for the program, all applicants are subject to a background check to be carried out by the Ministry of National Security.



BELTRAIDE SUPPORT SERVICES

6.1 INVESTMENT & TRADE SUPPORT SERVICES BELTRAIDE COMPLIMENTARY SUPPORT



Serving as Belize's Investment Promotion Agency, BELTRAIDE is committed to help prospective and established investors to:

- Secure the requisite business establishment information;
- Meet the key decision makers pertaining to the proposed undertaking;
- Access the intellectual capital that is required to make business happen;

BELTRAIDE builds relationships to make it easier for the investor to build their business, and to enjoy the benefits of one of the most competitive tax regimes in Central America and the Caribbean. Whether you are looking to locate a headquarter or expand an existing business, our team is prepared to provide answers to questions pertaining to site selection, local demographics, labor composition, potential local investors, and available incentives.

BELTRAIDE has a dedicated Division, BelizeINVEST, with emphases on:

- Coordinating participation of local enterprises, and other agencies in relevant trade/investment shows, trade/investment missions, national tours, and other promotional events;
- Developing and executing strategies and activities for increased market access for Belizean products and services;
- Developing, managing, and improving investment, trade and business relationships;
- Continuously seeking potential investment opportunities for Belize;
- Coordinating the development and continuous update of relevant industry information for the ease of information sharing through promotional collateral material;
- Developing standardized promotional/marketing presentations and proposals;
- Analyzing and identifying trade opportunities, by coordinating with the Business and Investment Facilitation Unit (Aftercare Unit) and networking with other important stakeholders;
- Providing facilitation throughout the entire investment experience.

The key to the success of BelizeINVEST, depends on keeping investors satisfied and motivated via its unique business development strategies. BELTRAIDE ensures that each investor receives the support of an experienced team that is dedicated to the business growth of Belize's local industries in the various priority industries. Furthermore, BELTRAIDE strives to create and to leverage market opportunities to enhance the success of the country. BELTRAIDE utilizes its wealth of experience and skills to provide innovative and competitive programs, marketing solutions and operational assistance to every investor.



One of BELTRAIDE's technical units, EXPORTBelize, has a mandate to foster an enabling environment that promotes diversification and competitiveness of Belize's export sector. EXPORTBelize offers its clients customized needs based services in the areas of export development and promotion, but more specifically our efficient and highly knowledgeable team assists local businesses by providing export coaching and mentoring, market facilitation, market research as well as specialized business development trainings.

EXPORTBelize has its core services:

- Ensuring quality and consistency is continuously met by encouraging exporters to benchmark their products and services to international standards.
- Assisting enterprises in acquiring expertise, know-how, finances and systems necessary to enter export markets.
- Identifying export opportunities, viable export markets and potential business partners.
- Promoting Belize products and services locally, regionally and internationally.

EXPORTBelize works actively with their clients to develop a competitive and dynamic export sector founded on quality, innovation and customer orientation.

OUTSOURCING SERVICE PROVIDER DIRECTORY

ARISTON MARKETING LTD/ABC GROUP

Contact Person:	Tony Arzu
Position:	Country Manager
Company Address:	16 Albert Hoy Ave. Belama Ph. 1 Suite #2284, Belize City, Belize
Phone:	+1-866-904-6927
Email:	contact@actionbelizecallcentergroup.com
Website:	www.actionbelizecallcentergroup.com
Established:	2013
Services Offered:	Inbound- Customer Service, Inbound Sales acquisition, Back office, Outbound sales, Outbound lead generation
Industries Served:	Technical Support, Energy, Charity Promotion, Social Media, Education, and Financial.

BELIZE VIRTUAL CENTER LTD.

Contact Person:	Janine Montenegro
Position:	Managing Director
Company Address:	5 Jamaica Street, Orange Walk District, Belize
Phone:	+954-900-9844; +11-501-322-2209
Email:	info@belizevirtualcenter.com
Website:	www.belizevirtualcenter.com
Established:	2012
Services Offered:	Sales and Telemarketing, Recruiting, Customer Service, Lead Generation (Insurance, and Energy Projects), Virtual/ Administrative Assistance, Email Marketing, Social Media Management, Dictation & Narration, Appointment Setting, Publishing, Bookkeeping, Report Generation, Customer Service, Email and Web Content Management.
Industries Served:	Remote Management, Energy/ Deregulation, Data Entry, Direct Email Marketing & Research, Education.
Current Seat Capacity:	100
Expansion Potential:	300

CAYE TALKERS LTD.

Contact Person:	Katherine Meighan
Position:	Vice President
Company Address:	831 Coney Drive, Belize City, Belize
Phone:	+501-223-2016 or +501-610-4804
Email:	katherine@cayetalkers.com
Website:	www.cayetalkers.com
Established:	2015
Services Offered:	Credit Repair, Credit Rebuilding, Automotive Financing.
Industries Served:	Financial, Automotive, Telecommunications.
Current Seat Capacity:	105
Expansion Potential:	150

CLEAR CALL BELIZE LTD.

Contact Person:	Ruth Esquivel
Position:	Managing Director
Company Address:	109 New Road, Belize City, Belize
Phone:	+501-223-0100
Fax:	+501-223-0100
Email:	ruth@clearcall.bz or info@clearcall.bz
Website:	www.clearcall.bz
Established:	2010
Services Offered:	Inbound and Outbound call services (customer service, dispatching, appointment booking, surveys, qualifications, sales, technical support, etc.). Email Response, Online Chat, Remote Surveillance, Audio Transcription, Data Entry.
Industries Served:	Education, Medical, Logistics, Trade (Electricians, Plumbers, etc.), Advertising, Utilities, Retail, Business, Banking, Technical Support, Insurance, and Legal.
Current Seat Capacity:	50
Expansion Potential:	125

GLOBAL COM LTD.

Contact Person: Sabha Badee

Position: Chief Executive Officer- CEO

Company Address: Mile 4.5 Phillip Goldson Highway, Belize City, Belize

Phone: +501-621-5694

Email: sabbadee@gmail.com

Website: www.globalcom.bz

Established: 2014

Services Offered: Customer Care Support, Telemarketing, Technical Support and Data Entry

Industries Served: Automotive Industry, Real Estate Industry

Current Seat Capacity: 32

Expansion Potential: 80

INFOTEL INTERNATIONAL

Contact Person: Fran Feldman

Position: Vice President

Company Address: 190 Newtown Barracks, Belize City

Phone: +501-228-0010/0011 or +501-610-0151

Fax: +501-228-0013

Email: ffeldman@strategiclinkconsulting.com

Website: www.infotellimited.com

Established: 2006

Services Offered: Customer Service, Marketing, Collections and Transaction Processing, Quality Assurance, Dialer Management.

Industries Served: Financial Services Industry

Current Seat Capacity: 180

Expansion Potential: 280

INVICTUS

Contact Person: Mike Phelps

Position: Chief Executive Officer-CEO

Company Address: 3898 Hummingbird Highway, City of Belmopan, Cayo District, Belize

Phone: +501-822-0836

Email: info@invictusbpo.com

Website: www.invictusbpo.com

Established: 2012

Services Offered: 24/7 Live Customer Care, Appointment setting and management, Billing Solutions, Inbound/ Outbound sales, Inbound/Outbound calling services, Call transferring and routing, Order taking and payment processing, Technical support activities, Network Monitoring, Software Development, Architecture, Remote Management Services.

Industries Served: Financial Services, Consumer Products, Healthcare, High Tech, and Supply Chain.

Current Seat Capacity: 700

Expansion Potential: 700

KWT GROUP/CORE COMPANY

Contact Person: Katherine Meighan

Position: Vice President

Company Address: Ladyville Village, Belize

Phone: +1-608-571-1022 Ext. 301

Email: info@corecompanybpo.com

Website: www.corecompanybpo.com

Established: 2016

Services Offered: Call routing & informational services, Customer care, Basic data entry, Invoicing, Email Management, Reference Verification, Online presence management, and Online reviews.

Industries Served: Small Businesses and E-commerce.

Current Seat Capacity: 105

Expansion Potential: 150

ORISTECH BELIZE LTD.**Contact Person:** Tomas Hernan Serrut**Position:** Operations Manager**Company Address:** #5 Hudson Street, San Ignacio Town, Cayo District, Belize.**Phone:** +501-804-0205 or +501-652-8518**Email:** tserrut@oristech.com**Website:** www.oristech.com**Established:** 2014**Services Offered:** Medical Transcription & Voice Recognition Editing, Medical Record Preparation-Sorted Summary and Records.**Industries Served:** Healthcare, Insurance.**Current Seat Capacity:** 70**Expansion Potential:** 95**PROTEL BPO****Contact Person:** Kevin Herrera**Position:** Chief Executive Officer- CEO**Company Address:** 160 Newtown Barracks, Belize City, Belize**Phone:** +501-223-3185/4837 Ext. 11**Email:** info@protelbpo.com or kherrera@protelbpo.com**Website:** www.protelbpo.com**Established:** 2012**Services Offered:** Inbound & Customer Services, Inbound & Outbound Sales, Lead Generation, Live Chat, Email & Social Media Support, Appointment Setting, Virtual Assistant, IVR Services, Back Office Processing.**Industries Served:** Health, Transportation, Insurance, Education, Finance, Merchandizing**Current Seat Capacity:** 200**Expansion Potential:** 300**READY CALL CENTER****Contact Person:** Nubia Ramirez**Position:** Chief Executive Officer- CEO**Company Address:** 190 Newtown Barracks, Belize City**Phone:** +501-228-0010/0011 or +501-610-0151**Fax:** +501-228-0013**Email:** nramirez@readycallcenter.com**Website:** www.readycallcenter.com**Established:** 2005**Services Offered:** Sales, Telemarketing, Technical Support, Customer Service, and Credit Card Transactions.**Industries Served:** Telecom, Health Care, Energy**Current Seat Capacity:** 700**Expansion Potential:** 1,100**SAI INFOSYS LTD.****Contact Person:** Kiran Vanjani**Position:** General Manager**Company Address:** 1056 Handyside Street, Belize City, Belize**Phone:** +501-624-5156**Email:** saiinfosysbz@gmail.com or info@saiinfosysltd.com**Website:** www.saiinfosysltd.com or www.saiinfosys.net**Established:** 2014**Services Offered:** Tech Support, Chat Support & Back Office Support, Data Processing Data Entry, Voice & Non-Voice Processes, Healthcare, Software Development, Website & Mobile Apps Development, Virtual Assistance, Customer Service.**Industries Served:** Education, Health, Merchant Cash Advance.**Current Seat Capacity:** 25**Expansion Potential:** 100

SOFTECH DATA CENTERS LTD.

Contact Persons:	Shamira Usher & Jeremy Papai
Position:	Managing Director
Company Address:	3 Port Road, Independence Big Creek, Stann Creek District, Belize
Phone:	+501-523-2561; +501-523-2003
Email:	info@softechdatacenters.com
Website:	www.softechdatacenters.com
Established:	2014
Services Offered:	Inbound/Outbound Service, Help Desk, Up Sell/Cross Sell, Customer Service, Direct Response.
Industries Served:	Communication & Media Services, Consumer Products, Insurance & Marketing, Collection, Travel & Vacation Ownership, and Healthcare.
Current Seat Capacity:	25
Expansion Potential:	200

THE OFFICE GURUS

Contact Person:	Jaime Reyes
Position:	Country Manager
Company Address:	18 Joseph Andrews Drive, San Ignacio, Cayo District, Belize
Phone:	+501-824-3144 or +501-637-5994
Email:	info@theofficegurus.com or jreyes@theofficegurus.com
Website:	www.theofficegurus.com
Established:	2012
Services Offered:	Customer Service, Data Entry, Lead Verification, Collections, Outbound B2B/B2C, Telesales, Tech Support and Quality Assurance.
Industries Served:	Healthcare, Education, Apparel, Financial Services, and Consumer Services, Food and Beverage, Tech, Energy
Current Seat Capacity:	176
Expansion Potential:	300

TRANSPARENT BPO

Contact Person:	Scott Newman
Position:	Chief Executive Officer- CEO
Company Address:	259 Coney Drive, Belize City, Belize
Phone:	+501-223-0004
Email:	marketing@transparentbpo.com
Website:	www.transparentbpo.com
Established:	2009
Services Offered:	Inbound & Outbound Voice, IVR Service, Web Chat & Email Support, and Data Entry/Back Office Processing & Quality Assurance.
Industries Served:	Online Retail, Collectibles, Health Care, Insurance Claims, and Publications.
Current Seat Capacity:	820
Expansion Potential:	1500



Address:
14 Orchid Garden Street,
City Of Belmopan
Belize

Phone:
(+501)-822-3737

Email:
BELTRAIDE@belizeinvest.org.bz