

## Invest Saint Lucia Annual Investor Survey 2018



The objective of this exercise is to identify challenges within the business environment which would help guide policy makers to make Saint Lucia an ideal place to do business. Moreover, investment information will assist the government in assessing the economic impact from flows of direct investment.

Please note that the information obtained herein will be treated strictly confidentially. All investment figures will be compiled, analyzed and reported on as clusters or by sector/subsector. Neither your name nor the name of your firm will be used in any document based on this survey.

## Address

Contact Person

Company Name

Address: \_\_\_\_\_

Address: 2 \_\_\_\_\_

City/Town: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## Parent Holding Company

1. What is the name of your parent holding company? (If applicable)

## Investor Profile

2. Country of Origin for Parent Company? (please specify state/County/Providence/Country) (If applicable)

- USA \_\_\_\_\_
- UK \_\_\_\_\_
- Canada \_\_\_\_\_
- Other Europe \_\_\_\_\_
- Caribbean \_\_\_\_\_
- Asia \_\_\_\_\_
- Rest of World \_\_\_\_\_
- Other \_\_\_\_\_

3. Which sector does your company fall into:

- Software/ICT
- Agribusiness
- Tourism
- Financial Services
- Energy
- Mining
- Industrial Goods
- Consumer Goods
- Manufacturing
- Other

Specific Activity (please specify)

4. Principal business activities in Saint Lucia: (Select all that apply)

- Manufacturing
- Research & Development
- Sales & Marketing
- BPO
- Power Generation
- Distribution
- Head Quarters
- Retail
- Wholesale
- Hospitality

Specific activity (Please specify)

5. Total number of employees you currently employ in Saint Lucia as of December 2018?

- <25
- 25-50
- 51-100
- 101-250
- 251-500
- 500+

## Estimated Capital Expenditure

6. What was your estimated **CAPITAL EXPENDITURE (CAPEX)** (USD\$) for the year (2018) in review?

What is the total proposed investment estimate for the entire project?

## Investment Description/Project Details

7. Please give a brief description of the project that was undertaken during the review period.

8. In which district is your investment project located?

- Castries
- Gros Islet
- Anse La Raye
- Canaries
- Laborie
- Micoud
- Soufriere
- Vieux Fort
- Choiseul

## Source of Financing

9. What was your **Source of Financing**:

- Debt
- Equity
- Debt and Equity
- Other

9a. What is the origin of your financing:

- Local
- OECS Region
- Other CARICOM
- International

What country did your financing come from? \_\_\_\_\_

9b. What category does your investment fall into?

- Greenfield (*building new operations from the ground up*)
- Brownfield (*modified/upgraded/expansion*)
- Both Greenfield and Brownfield

## Job Creation

**New Employment (Jobs created as a result of your CAPEX for the period (2018) review period)**

10. Employment impact:

No. of new permanent jobs created:

No. of temporary jobs created (during expansions, construction etc.):

## Expansion/Reinvestment and Obstacles

11. Have you any expansions or reinvestment plans for Saint Lucia in the next 12-24 months?

- Very likely
- Likely
- Somewhat likely
- Not likely
- Not at all likely

If not at all likely, why?

12. What are the principal obstacles your company faces to further expansion and reinvestment in Saint Lucia (Please Select all that apply)?

- Business licenses/permits
- Visas and Immigration
- Land and property
- Utility-Telecommunications
- Utility-Water supply
- Utility-Electricity
- Labour/skills
- Training availability
- Security
- Incentives
- Support for exporting
- Finding local suppliers
- Quality of local suppliers
- Corruption
- ICT infrastructure
- Transportation infrastructure
- Competition from other countries
- Housing
- Education of key staff
- Access to finance
- Customs trade regulations

Please indicate any other obstacles or issues you have encountered in the business environment that prohibit further reinvestment?

## **Business Support for your Investments**

13. Are you aware of the role Invest Saint Lucia plays in investment promotion?

- Aware
- Very aware
- Somewhat aware
- Not at all aware

14. Have you had a meeting or call with Invest Saint Lucia in the last 12 months?

- Yes
- No



15. Which type of business support services or opportunities would be most valuable for your company to further expand and reinvest in Saint Lucia? (Select all that apply)

- Providing general and sector specific information
- Facilitating client visits and providing customized information packages
- Investor Matchmaking
- Introducing investors to local industry
- Familiarization tours and meetings
- Advice on the local business climate
- Business Start-up facilitation
- Identification of suitable sites for business development
- Facilitation of applications and permits (e.g. trade license, incentives, physical planning)
- Navigating the business approvals process
- Liaising with the public and private sector on behalf of investors
- Access to ISL assets for business development
- Legislative and regulatory guidance
- Property and location assistance
- Aftercare client support
- Joint venture opportunities
- Workforce training services
- Immigration and visa services
- Civil service processes

Other support services you would like. (Please specify)

16. Recommendation to Invest Saint Lucia if any was from: [Select all that apply]

- Friend/Colleague
- Previous investors in Saint Lucia
- Business Partner
- Overseas ambassador or consulate office
- Not applicable

Other (please specify)

17. Based on your business experience in Saint Lucia, how likely are you to recommend Saint Lucia as a place for doing business?

- Very likely
- Likely
- Not sure
- Not likely
- Not at all likely

If not likely or not at all likely, please indicate why?

## Investor Expectations

18. Compared with what you expected, how would you rate Saint Lucia as an ideal place to do business? **(Only for first time investors; Please select one option)**

- Better than expected
- Much better than expected
- Just as expected
- Not as good as expected
- Worse than expected

If worse than expected why?

## Influential Factors

19. How influential were the following factors in helping you decide to invest in Saint Lucia?

Factors	Very Influential	Somewhat Influential	Not at all Influential
Market Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequate Infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of doing Business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recommendation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Labor and Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ISL Facilitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of doing Business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Investment Interest

20. Do you plan to invest in another Caribbean Island?

- Very likely
- Likely
- Not sure
- Not likely
- Not at all likely

If very likely and likely, please indicate why?

21. How would you rate your experience with the following key strategic business partners while conducting business in Saint Lucia? **(Please place a tick or X in the appropriate box)**

Factors	Very Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied	Not applicable
Department of Commerce					
Customs					
Immigration					
SLASPA					
Development Control Authority (DCA)					
Inland Revenue Department (IRD)					
National Insurance Corporation (NIC)					
Department of Tourism					
Banking Services					
Invest Saint Lucia					

If very dissatisfied, why?

22. How did you first learn about Invest Saint Lucia? **(For first time investors; Select all that apply)**

- [www.investstlucia.com](http://www.investstlucia.com) (ISL official website)
- Other Internet source or website
- Television ad
- Radio ad
- Newspaper ad
- Magazine ad
- Newspaper article
- Magazine article
- Direct contact from Invest Saint Lucia
- Not applicable

Please specify name (Website, TV Station, Radio Station, Newspaper, Magazine, Article)

23. Any other comments?

*ISL would like to take the opportunity to thank you for your time and kind co-operation!*