

**VCCI**  
**50 YEARS**

**SIDE BY SIDE WITH ENTERPRISES  
INTEGRATION & DEVELOPMENT**

## LETTER OF CONGRATULATIONS

TO ALL MEMBERS AND THE ENTIRE STAFF  
OF VIETNAM CHAMBER OF COMMERCE AND INDUSTRY

*Dear comrades and friends,*

On behalf of the Party and State leadership, I would like to send best wishes to all members and the entire staff of the Vietnam Chamber of Commerce and Industry (VCCI) on the 50th anniversary of its establishment.

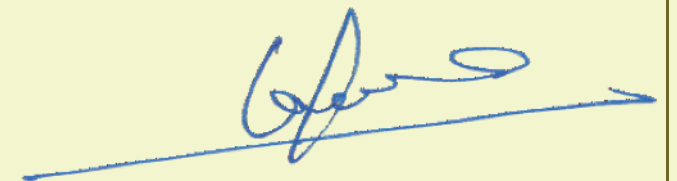
For the past half of a century, especially in recent years, VCCI has indeed supported enterprises and made great efforts to fulfil its tasks of representing the business community, advising the Party and State, contributing to the cause of doi moi (renovation), improving the investment and business climate, promoting trade and investment, supporting enterprises to develop and integrate. VCCI has been at the forefront of supporting small and medium-sized businesses, developing association networks, building harmonious labour relations, and promoting corporate social responsibility towards sustainable development. The Party and State appreciate and praise such efforts and activities of VCCI.

The economy and the business community are making an effort to accelerate restructuring to successfully promote the cause of national industrialisation and modernisation. I hope that VCCI, as a social and professional organisation representative of the business community, business associations, employers and entrepreneurs, will continue to uphold its tradition of solidarity, dynamism, creativity, actively take part in this process and fulfil all tasks entrusted it by the Party, State and the business community.

Wish you great success.

Best regards!

*Hanoi, April 18, 2013*



**TRUONG TAN SANG**  
PRESIDENT OF THE SOCIALIST REPUBLIC OF VIETNAM

# FOREWORD

## HALF A CENTURY FOR THE DEVELOPMENT OF BUSINESS COMMUNITY

On April 29, 1960, the Standing Committee of the Government Council of the Democratic Republic of Vietnam approved the guidelines for the establishment of the Chamber of Commerce of the Democratic Republic of Vietnam. After nearly 3 years of active preparation, on March 14, 1963, the first Congress of the Chamber of Commerce was held in Hanoi with the participation of 93 organisations and original members, mainly importing and exporting companies. The Congress adopted the Charter and elected the Administrative Committee to direct the operations of the Chamber. The Congress results and the Charter were ratified by the Government Council in Decision 58-CP dated April 27, 1963, signed by Prime Minister Pham Van Dong and April 27, 1963 went into the history of the economy and business community as the founding date of the Vietnam Chamber of Commerce and Industry (VCCI).



For half a century, in spite of numerous changes and difficulties, and in all circumstances, VCCI has made significant contributions to the development of the Vietnamese economy, business community and entrepreneur force.

The first period from 1963 to 1975 witnessed VCCI's organisational construction and operation in the time of war. At that time, VCCI primarily performed two important tasks: Promoting trade and investment and promoting the relations of Vietnamese enterprises and economy with other countries; and taking part in the legal and political struggle against economic encirclement and embargo.

In the second period from 1975 to 1982, after southern Vietnam's liberation, VCCI took over the Saigon Chamber of Commerce and Industry, set up the Ho Chi Minh City Branch and expanded operations across the country, but VCCI was still operated under the subsidy mechanism.

In the third period from 1983 to 1992, VCCI gained financial and operating autonomy as the country adopted the market economy.

In the fourth period from 1993 to now, VCCI has become a national agency with the representative role of protecting the legitimate rights and interests of and supporting the Vietnamese business community operating in market mechanism-perfecting conditions and deepening international economic integration. During this period, VCCI has made robust changes in organisation and operation to meet growing requirements of the economy and the business community. VCCI has expanded the network of branches and representative offices in many localities and established close relationships with domestic and international business associations and related organisations to expand its operations and influences. VCCI has admitted nearly 11,000 direct members and over 100,000 indirect members of various economic sectors. VCCI has also established close cooperative relations with nearly 200 international partnership organisations to support enterprises to reach out to the global market. VCCI is an active member of the International Chamber of Commerce (ICC), the Confederation of Asia-Pacific Chambers of Commerce and Industry (CACCI) and ASEAN Chambers of Commerce and Industry (ASEAN-CCI) and international and regional employer federations.

VCCI took the lead in studying and popularising President Ho Chi Minh ideology among enterprises and entrepreneurs (2003); coordinated with business associations to propose that the Prime Minister take October 13 as Vietnam Entrepreneurs' Day, gave the message "Entrepreneurs - peacetime soldiers"

to inspire entrepreneurial spirit in the society, and presented the Thanh Giong Cup, Golden Rose Cup, Corporate Social Responsibility Award and other prestigious awards to honour outstanding Vietnamese entrepreneurs. VCCI made important contributions to building viewpoints, policies and legal foundations concerning the Vietnamese business environment, based on the generation of favourable conditions for the development of enterprises and entrepreneurs, by taking part in the construction and organisation of the Law on Enterprises (1999, 2005), the Law on Investment (2005), the Resolution of the fifth Congress of the Party Central Committee (Tenure IX) on Private Economy and Resolution 07-NQ/TW of the Politburo on International Economic Integration. VCCI also made proposals, recommendations, guidelines and schemes for WTO, FTA and TPP negotiations, international treaties and other important policies of the Party and the State. Most notably, VCCI proposed initiatives and directly compiled a scheme to submit to the Politburo for issuing the Resolution on "Building and promoting the role of Vietnamese entrepreneurs in the period of industrialisation, modernisation and international integration" - the first ever document of the Party and the State which confirms the roles of entrepreneurs, and the viewpoints, policies and solutions on entrepreneur force development together with the working class, peasants and intelligentsia in the new context.

In addition to building and implementing Scheme 30 on administrative reform initiated by the Government, VCCI studied, announced, supported and advised provinces and cities to improve provincial competitiveness index ratings, create emulative movements, and enhance the quality of economic governance and administrative reform of local authorities to better serve business activities of citizens and enterprises.

VCCI reseraches and punlishes Annual Business Report and other regular reports about businesses. VCCI also chaired and co-chaired many important, prestigious policy dialogue forums on major economic and business affairs in Vietnam like the Annual Meeting between the Prime Minister and Business Executives (in collaboration with the Office of Government), Vietnam Economic Forum (in collaboration with National Assembly's Economic Commission and the Vietnam Academy of Social Sciences), and Vietnam Business Forum - VBF (in coordination with government agencies, IFC, WB and VBF Consortium - a group of domestic and foreign business associations). Many important business executive forums were also successfully organised in Vietnam by VCCI such as APEC CEO Summit, ASEAN - EU Business Summit, Global Summit of Women, ABAC Meeting, ASEAN BIS, ASEAN BAC Meeting, etc. And, VCCI also hosted many business forums attended by leading CEOs, the heads of state and heads of governments from many countries in the world.

In trade and investment promotion and business support, VCCI takes the lead in building a network of small and medium enterprise support centres in the country and in foreign countries. The Start and Improve Your Business (SIYB) Programme – a joint effort between VCCI and the International Labour Organisation (ILO) – is being deployed in most provinces and cities in the country, which has been seen as the earliest and largest training support programme of international standard for private businesses in Vietnam. Business Administration Training Programmes with INSEAD (European Institute of Business Administration – one of the world's largest and most prestigious business schools) with EuroCham, and with the Keidanren (Japan) are top-rate advanced business training programmes in Vietnam held very early by VCCI with the hope of shaping governance thinking and skills for large enterprises in Vietnam.

VCCI has hosted many big trade and investment promotion activities to bring Vietnamese exports to the world and bring foreign investment projects into Vietnam. Business delegations accompanying the Party and State leaders on State visits to foreign countries and attending business forums, Vietnam Days, dialogues, seminars and conferences in foreign countries, organised by VCCI in the framework of such visits, are practical national-level promotion activities to introduce the country, the people and the economy of Vietnam.

With respect to building corporate culture and corporate social responsibility, VCCI established the

Bureau for Employer Activities (1997), Employers Council of Vietnam (2008) and Office for Business Sustainable Development (2006) and a series of information, consulting, training and business support activities to build harmonious labour relations and promote corporate social responsibility.

Every year, VCCI directly takes part in compiling and contributing ideas to 40 draft laws, organises over 300 conferences and workshops on legislation and policy, organises over 1,000 training courses for more than 60,000 businesses, receives above 300 foreign business delegations and 12,000 foreign entrepreneurs visiting Vietnam, organises nearly 100 delegations for over 4,500 enterprises to visit and survey foreign markets and seek business and investment opportunities, hosts nearly 600 workshops, seminars and business meetings for over 80,000 businesses, provides direct information for about 60,000 businesses, and grants over 500,000 of certificates of origin (C/O) for exports and other commercial documents. These are enormous workload relative to the size and modest financial resources of VCCI.

Looking back on the 50-year development history, we can be proud of the enormous and significant contributions generations of VCCI staffs have made to the cause of doi moi (renovation), to the development of economy and business community. VCCI has been bestowed the First-Grade Ho Chi Minh Order, First-Grade Independence Order, First-Grade Labour Order, and many other noble honours. VCCI is rated by the International Chamber of Commerce (ICC) as one of the most dynamic chambers of commerce and industry in developing countries.

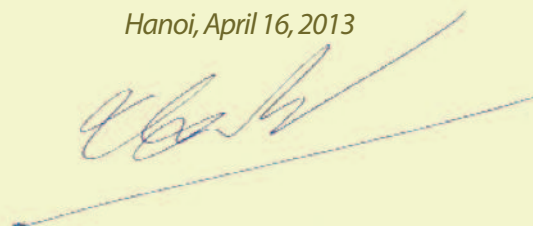
However, we also see that, on the unprecedented road where there are no available models for us to follow and in the context of economic transition with many local characteristics, VCCI cannot avoid all shortcomings and imperfections. There are a lot of things we want to do but we cannot do. The voice of the business community and the policy advisory of VCCI for many important economic issues of the country are not strong enough. The interaction with business associations is not enough. Some trade and investment promotion activities lack of professionalism. The functions of representing employers and supporting the construction of harmonious labour relations fall short of expectations in some aspects. And, generally speaking, to meet what the business community and the economy require, VCCI has to try more.

The economy and business community are entering a new stage of development where the requirement for a modern and sustainable structure becomes vital. And, VCCI is no exception to that requirement. Upholding the tradition of solidarity, dynamism and creativity, we hope that our VCCI will move towards the calibre and standard of a modern chamber of commerce and industry, and a powerful political, social and professional organisation representative of the business community and entrepreneur force, capable of fulfilling all tasks assigned by the Party, the State and the business community.

On the 50th anniversary of VCCI establishment, I, on the behalf of VCCI leadership, would like to thank State and Party leaders for continuous guidance and support for VCCI operations in the past time, thank the business community and organisations for constant companionship and cooperation with VCCI, and thank VCCI staff members, from generation to generation, for their wholehearted devotion and effort for VCCI.

Thank you very much again!

*Hanoi, April 16, 2013*



**VU TIEN LOC, PH.D**

CHAIRMAN AND PRESIDENT

VIETNAM CHAMBER OF COMMERCE AND INDUSTRY

## PART 1

# 50 YEARS GROWING WITH THE COUNTRY



# CHAPTER 1

## 50 Years of Construction and Development



At the VCCI's 5th Congress, the Central Committee of the Communist Party of Vietnam gives VCCI the banner "VCCI active, creative linking businesses for their integration and sustainable development"

### IMPORTANT TASKS

The Chamber of Commerce of the Democratic Republic of Vietnam then had the functions and tasks:

1. Establishing relations and transactions with foreign trade and economic organisations and businesses; assisting Vietnamese businesses in their transactions with foreign partners and vice versa.
2. Assisting Vietnamese and foreign partners in business promotion and marketing.
3. Granting certificates of origin to Vietnamese export items and certifying other documents for Vietnamese and foreign businesses.
4. Settling disputes by negotiation or arbitration as requested by parties concerned in the implementation of contracts.
5. Organising product exhibitions in Vietnam and participating in international trade fairs.
6. Publishing economic bulletins, trademark magazines and taking other measures to promote Vietnamese exports and assisting Vietnamese businesses in foreign markets.

In the implementation of its functions and tasks, the Chamber has expanded trade relations between Vietnam and other countries, especially non-socialist countries, to meet the demand of Vietnamese import and export. Meanwhile, relations with other socialist countries in COMECON in the 1970s and 80s were mainly in annual agreements on economic and technical cooperation, and the main role of the Chamber was to propagate COMECON regulations among Vietnamese economic and trade organisations.

Another important task was to expand economic and trade exchanges to break loose from the trade embargo and seek new markets for future economic and trade expansion.

The Chamber had performed well its role under war conditions, contributing to the market expansion against the trade embargo and laying the foundation for trade and



On December 17, 2011, Party General Secretary Nguyen Phu Trong has a working session with VCCI and businesspeople

On April 29, 1960, the Council of the Government approved the establishment of the Chamber of Commerce of the Democratic Republic of Vietnam. After nearly 3 years of active preparation, on March 14, 1963, the first congress of the Chamber of Commerce was held in Hanoi with the participation of the first 93 member companies mainly involved in the import - export sector. The congress passed its charter and elected the leadership of the Chamber of Commerce.

On April 27, 1963, on behalf of the Government, Prime Minister Pham Van Dong signed Decision No. 58-CP approving the Charter of the Chamber of Commerce of the Democratic Republic of Vietnam. April 27, 1963 went into the history of economics and the business community as the foundation day of the Vietnam Chamber of Commerce and Industry (VCCI).





Prime Minister Nguyen Tan Dung attends the ASEAN-100 Leadership Forum organised by VCCI

economic cooperation with other countries.

In 1975, with the reunification of Vietnam, the Chamber expanded its activities nation-wide not only in foreign trade but also developing industries to rebuild the country after the war. Consequently, in 1982, with the approval of the Prime Minister, the Chamber was transformed into the Vietnam Chamber of Commerce and Industry (abbreviated Vietcochamber and later VCCI), a new stage of its development.

In 1986, the renovation policy opened up a new stage for VCCI and brought new life for economic development. With experiences of dealing with market economies, VCCI was the pathfinder in promoting

trade and investment cooperation with other countries, propagating Vietnamese investment law and attracting foreign partners to do business with Vietnam. At some stage, VCCI was the only channel for foreign trade and investment cooperation and developed key and potential markets such as the USA, Taiwan, South Korea, Japan and Israel. Likewise, VCCI was the first Vietnamese organisation to normalize relations with partners in Peking, China.

With the approval of the government, VCCI established trade and economic cooperation commissions with South Korea (KOTRA) and Taiwan (CETRA).

In 1993, by decision of the government, VCCI was detached from the Ministry of Foreign Trade (Authorised by the Prime Minister), became an independent organisation and convened its Second National Congress and elected its leadership with President, Vice Presidents and Secretary General. With its statute endorsed by the Prime Minister, VCCI has become the representative of the business community, advising the government on trade and investment promotion. In its capacity as the representative of Vietnamese businesses of all economic sectors, VCCI has contributed its part in the development of the socialist-oriented economy in Vietnam, promoting businesses of all economic sectors, improving the business and investment environment, and serving as a strong link between the State and businesses for national economic development.

With their efforts, VCCI leadership and staff have attained important successes in promoting trade and investment, and have become a reliable partner of both businesses and government in the process of regional and international economic integration.

In implementation of its advisory role for the Party and State on urgent issues of economic development, VCCI has reviewed economic activities, import and export, and suggested timely solutions to remove business hurdles, improve the investment environment and accelerate economic renovation. VCCI has also participated in research together with other organisations on policy planning and execution and organised annual meetings between the Prime Minister, related authorities and the business

community.

Regarding trade and investment promotion, VCCI has assisted businesses in increasing competitiveness and market expansion, training human resources, matchmaking and market surveys at home and abroad, settling disputes through the VCCI Arbitration Centre, granting certificates of origin and intellectual property. These activities have greatly helped Vietnamese businesses of all economic sectors in international economic integration.

Another important task is organizing missions for market surveys, both Vietnamese businesses going abroad and foreign businesses visiting Vietnam, in particular, business delegations accompanying Vietnamese leaders visiting other countries and foreign businesses accompanying State visits to Vietnam.

In preparation for regional and international integration, VCCI has organised several training courses, long and short-term, for businesses of all economic sectors nationwide, on world markets and international law and practice.

VCCI has signed agreements and established cooperation with almost all trade promotion organisations in the world to help Vietnam accelerate international integration and to implement its role in people's diplomacy.

In order to perform its tasks and meet increasing and diversified demands of the business community and the economy, VCCI has accelerated the development of human resources and technical infrastructure. In 1993, when separating from the Ministry of



VCCI confers "Vietnamese Outstanding Entrepreneur" title and Thanh Giong Cup to the Luong Van Can family



In 2011, National Assembly Chairman Nguyen Sinh Hung meets with deputies who are businesspeople

Foreign Trade, the Chamber had only 130 staff, in comparison with the present number of over 1,000. Most of them are young and well trained at home and abroad at university and higher levels, and with one or two foreign languages.

In 1983-1984, the work place was an office of only 600 sq. metres, VCCI now has a network of trade promotion centres throughout the country of over 40,000 sq. metres with offices and branches in Hai Phong, Ho Chi Minh City, Thanh Hoa, Nghe





In 2006, Mr Truong Dinh Tuyen, Trade Minister and Mr Vu Tien Loc, VCCI President receive Mr Pascal Lamy, WTO Director General

An, Da Nang, Vung Tau and Can Tho, together with a building for its staff.

For its website, VCCI has developed network with three units connecting businesses and promoting linkages. To enhance its role, VCCI has expanded membership among businesses, associations and economic organisations, increasing the number from 90 (mainly State-owned enterprises) in 1963-1984 to 100,000 at present including both direct and indirect members from all economic sectors.

Most importantly, on December 9, 2011, the Party Politburo approved the VCCI project “Development of the role of Vietnamese businesses in industrialisation, modernisation and international integration” as Resolution No. 09/NQ-TW dated December 9, 2011. It was the first time since its establishment that VCCI attained such an important resolution, a turning point in acknowledgement of the role of businesses in socio-economic development and national defence, mapping out the development of business community in the new era. After the issuance of the Resolution, General Secretary Nguyen Phu Trong met with VCCI and the Vietnamese business community to discuss its implementation, and reaffirmed the support for sustainable development of the business community. It is a paramount orientation for the development of the Vietnamese business community, and VCCI in particular.

In its 50 years with 5 terms of office – First Congress (1963), Second, Third, Fourth and Fifth respectively in 1993, 1997, 2004 and 2008, with its growth and development, especially in the renovation period – VCCI has been awarded Ho Chi Minh Order First Class, Orders of Independence First Class and several Medals of Labour, Third, Second and First Class, together with many certificates of merit for members and organisations. It is truly a glorious tradition of a non-governmental organisation established by President Ho Chi Minh since 1963.

### VCCI PARTY COMMITTEE WITH THE TASK OF BUILDING THE PARTY

VCCI's success for the past 50 years has been primarily attributed to solidarity, consensus and creativity of the Party, the Party Committee, Standing Committee, VCCI's staff and member companies, with the nucleus of strength being the VCCI Party Committee.

The initial apparatus was very simple with only four Party members. Since the inception, VCCI Party Committee has been trying to intensify its organisation.

From 1983 to 1986, the main task of the Party cell was building up the Party with the specific contents as follows:

- Accelerating Party building by propagandising and educating the masses and good



Former Party General Secretary Le Kha Phieu and VCCI leaders

youths with the will of rising up, perfecting conduct, improving professional levels and foreign languages to admit to the Party and ensure smooth operation of the departments and committees.

- Recruiting new staff to prepare for the upcoming development periods. This work was sped up when the doi moi (renovation) cause started in 1986.

In 1993, the Chamber completed its apparatus with 130 staff, of whom 30 per cent were Party members. To this time, the Chamber had four Party cells affiliated to the Chamber Party Committee which was put under the leadership of the Party Committee of the Ministry of Foreign Trade. The most important task of the Party Committee was to continue developing and building the clean and strong Party and administration. The Party Committee directly led mass organisations, arranged qualified, enthusiastic and responsible Party comrades to lead trade unions, youth unions, and women's unions.

Since being officially named the Vietnam Chamber of Commerce and Industry in 1993, its Party Committee was also split from the Party Committee of the Ministry of Foreign Trade and directly subject to the leadership of the Executive Committee of the Party Committee of the Central Economic Organ Bloc. From 1993 to 2003, the Party Committee of the Central Economic Organ Bloc was constituted by 31 units operating in all ministries, ministerial-level agencies and economic entities.

In the new context, the operations of the VCCI Party Committee robustly expanded in both operating scale and Party development. Party construction was successfully carried out. As a prestigious Party Committee, the VCCI Party Committee was repeatedly voted the good builder and protector of the Party. Representatives of the VCCI Party Committee were elected to the Executive Committee of the Party Committee of Central Economic Organ Bloc in many terms.

After the third Congress (1997) till April 2003, the Party organisation and the administrative apparatus are basically and comprehensively completed. VCCI's Party organisation was approved by the Secretariat and the Party Central Committee as a





Participants at the VCCI Party Congress

has built up a clean and strong Party organisation in 18 years, from 1993 to 2010. The VCCI Party organisation has been highly appreciated by the Party Secretariat of Central Economic Organ Bloc (previously) and the Central Enterprise Bloc (presently) and granted a lot of titles, honours and certificates of merit from the Party and the State. This is the pride, honour and motivation for every VCCI Party cadre to continue to complete political tasks assigned by the Party and the State in the new millennium.

### VCCI TRADE UNION: FELLOW OF EMPLOYEES

Since its establishment to date, VCCI Trade Union has been gradually growing, confirming its position, as well as uniting, promoting solidarity among its unionists and protecting their legitimate interests. VCCI Trade Union has made a positive contribution to the development of VCCI in particular and the Vietnam Trade Union in general. At present, VCCI Trade Union is directly managing and directing operations of 22 grassroots trade unions with more than 530 unionists, of whom 310 are women, accounting for 58 per cent.

The VCCI Trade Union inspires unionists to be more active, dynamic and creative to fulfil their professional tasks to contribute to the fulfilment of VCCI's political tasks assigned by the Party and the State. The unions at all levels have diverse forms to propagandise and educate political awareness and revolutionary morality for employees and unionists, coordinate with leaders of VCCI subordinate units to motivate and facilitate unionists to learn and practise professional levels and expertise, and step up the patriotic emulation movements of VCCI employees. Typical emulation movements include "Loyal, Creative, Devoted, Exemplary", "Building cultural organisation, working 8 hours of quality and efficiency", "Thrift practising, corruption and waste prevention movement", "Good at social job, responsible at home", "No-smoking workplaces", "Learning and following President Ho Chi Minh's moral example", "Serving the country and the people with all the heart and mind," etc. Emulation movements launched by trade unions are strongly and positively supported and responded to by the employees, and motivate employees to overcome difficulties to fulfil their assigned tasks to contribute to the development of their units. VCCI Trade Union always encourages employees and unionists to improve the quality of advice, study and draft guidelines, policies and laws, especially those related workers and trade union. VCCI Trade Union

effectively examines and monitors the implementation of employee policies, steps up the exercise of grassroots democracy, especially the organisation of employee meetings and annual congresses of working units and enterprises, builds up united and harmonious relationships, and enhances operating efficiency of subordinate units. VCCI Trade Union attaches great importance to unionist



Sports festival held by VCCI Trade Union

grassroots Party unit placed under the direct leadership of the Party Committee of Central Economic Organ Bloc and the Party Committee of the Central Enterprise Bloc till today.

The committee always defines propagation and education of politics and ideologies for Party members, officials and employees as the key task. The Executive Board of the VCCI Party Committee frequently requires Party cells and members to uphold democracy, wisdom and solidarity, and overcome difficulties to fulfil their tasks for the sustainable development of the Vietnam Chamber of Commerce and Industry. It informs and mobilises Party cadres to respond to the "Learning and following President Ho Chi Minh's moral example" movement.

Apart from perfecting the organisational apparatus, the supervision over activities of all subordinate Party units, leaders and cadres is seriously exercised, thus promoting internal democracy and solidarity and rectifying internal shortcomings and weaknesses. The political meeting for the implementation of the Resolution of the fourth session meeting of the Party Central Committee of 11th term organised by the VCCI Party Committee in 2012 raised the spirits of criticism and self-criticism of the VCCI Party Committee and the VCCI staff.

To decentralise activities, the VCCI Party Committee established advisory committees in support of the VCCI Party Committee, like the Personnel Committee, Propaganda Committee, Public Relations Committee, and the Office, and assigned personnel for these organs. Scientific, practically-reasoned arrangement and organisation of personnel apparatus made the VCCI Party Committee's leadership and guidance on the system-wide activities more comprehensive and more efficient, particularly VCCI's functions and tasks.

During the half-century, with five Party Congresses, the VCCI Party organisation is always strengthened and developed. All Party cadres strictly obey the Party charter, execute political tasks assigned by the Party and the State, follow Party disciplines and guidelines, and contribute to the cause of building and protecting the Party. At present, VCCI has 353 Party members with four Party committees and 18 Party cells led by the VCCI Party Committee.

The solidarity, commitment and effort of Party cadres from generation to generation



development and grassroots trade union system development.

VCCI Trade Union also pays attention to social and charitable activities and makes them popular, interesting and attractive to the employees. Although their lives are in difficulty, VCCI's employees have raised hundreds of millions of Vietnamese dong for natural disaster victims, taking care of people with recognised devotion and sacrifice to the State, donating social welfare funds, financing study encouragement funds, building charitable houses, and providing aid to Japanese tsunami victims and soldiers stationed on the Truong Sa Islands. Besides, in 2012, VCCI Trade Union joined the Vietnam Official Trade Union to organise four conferences and attended seminars belonging to the HIV/AIDS Prevention Programme like displaying VCCI's images and publications on HIV/AIDS prevention, presenting 500 guidebooks on workplace HIV/AIDS prevention carried out by employers and trade unions, 300 books on new ILO recommendations on HIV/AIDS and the worker world, and 300 books on HIV/AIDS questions and answers.

Trade Union trains and introduces outstanding unionists to the Party for consideration of admission. It continues to execute the Resolution of the sixth Congress of the Central Steering Committee of the 10th term on "Continue building the Vietnamese working class in the process of accelerating national industrialisation and modernisation," and steps up activities in response to the "Learning and following President Ho Chi Minh's moral example" movement which focuses on the contents of the Politburo's Directive No. 03-CT/TW dated May 14, 2011 and the Resolution of the VCCI Party Committee. It effectively implements the "Loyal, Creative, Devoted and Exemplary" civil servant movement in association with grassroots cultural life construction movements, thoroughly informs resolutions of the Party, policies and laws of the State, resolutions of the Vietnam General Confederation of Labour and the Vietnam Official Trade Union to raise the level of perception and political competence of the staff. It actively participates in the fight against corruption, bribery, waste and other social evils, responds to the campaign to build clear and strong State and Party, builds up the pride of the tradition of the working class and Trade Union, and promotes the spirit of unity, dynamism and creativity to build up the Trade Union and contribute to the sustainable development of VCCI.

With its achievements, VCCI Trade Union was honoured to receive a lot of orders and titles from the Government, the Vietnam General Confederation of Labour, the Vietnam Official Trade Union, and VCCI President. Many grassroots unions and unionists were also bestowed high honours. The 50-year development is the result of the will and energy of unionists at all levels, the effort and wisdom of generations of VCCI leaders.

### VCCI YOUTH PIONEER IN BUILDING CULTURAL LIFE

The Ho Chi Minh Communist Youth Union of the Vietnam Chamber of Commerce and Industry (VCCI Youth Union) is quite young in relation to other unions within VCCI. Formerly, it was a youth cell subordinate to the Youth Union of the Central Economic Organ Bloc and then affiliated to Dong Da District Youth Union.

In 2007, following the formation of the Youth Union of the Central Enterprise Bloc, VCCI Youth Union joined with youth unions of State-owned corporations, groups and the State Bank of Vietnam (SBV). Approved by the Central Youth Union Party Committee and the VCCI Party Committee, on June 17, 2010, the Youth Union of the Central Enterprise Bloc issued Decision No. 119/QD-DTNK on upgrading the VCCI Youth Union to a district-level Youth Union with 14 cells and 502 members working at VCCI



VCCI Youth Union gives gifts to social protection centre for elderly people and disadvantaged children

committees, centres, companies, news agencies, and branches all over the country. Particularly, female members accounted for 60 per cent. The average age was 25. Members of the VCCI Youth Union included 50 Party members, three doctors, 35 masters, 423 bachelors, 22 vocational education graduates, and 18 universal

education graduates. This was seen as a qualitative progress that marked the maturity and growth of the VCCI Youth Union.

On June 20, 2010, the VCCI Youth Union hosted the second Congress of the 2010 - 2015 term. In the spirit of democracy, wisdom and responsibility, the Congress selected 17 new comrades for the Executive Committee - who will shoulder the responsibility of leading VCCI Youth Union in the future.

VCCI Youth Union members can be seen as the core force to build VCCI culture in the past time and this activity has been added to the living and working criteria of all officials and staff.

One of typical activities of the VCCI Youth Union is to develop the VCCI image and name. With the motto "Each member is a communicator," the VCCI Youth Union organises social and community activities linked to brand - name development, focusing on popularising the image of a responsible, sharing, inspirational, dynamic, modern and professional organisation and creating a unique identity and good name for VCCI.

Particularly, in June 2012, it joined the "Connecting Love" Programme and visited Agent Orange-infected children in the Social Assistance Centre in Thuy An commune, Ba Vi district, Hanoi. In August 2012, it joined hands with the Central Enterprise Bloc to visit and deliver presents to soldiers stationed on the Truong Sa Islands in order to bolster their spirits while performing their duty to defend national sovereignty.

Towards the 50th anniversary of VCCI Tradition Day, the VCCI youth have consistently expressed their professionalism, dynamism and unity in every activity, with the ultimate goal of "VCCI is a great family", to help further develop VCCI.

### CONCLUSION

For the past 50 years of construction and development, VCCI has become the national social and corporate organisation of the Vietnamese community. VCCI has always kept to its guidelines of democratic consultation among members and related authorities on its development and activities. As a matter of fact, the Management Board (now Executive Committee) and Standing Committee could find timely solutions and dynamism for VCCI activities and at the same time upgrade the capacity of its members.





No doubt, VCCI will continue to develop and attain its missions successfully in the years to come.

Regarding the Vietnamese business community, first of all VCCI members, the primary task in the new millennium will not only focus on economic prosperity, but also poverty reduction and social welfare. Therefore, modern technology must be applied to increase competitiveness and accelerate sustainable economic integration.

Looking back at 50 years of development, VCCI can be proud of its achievements and at the same time fully aware of its task in the years to come. It should concentrate more on capacity building, implement Resolution No. 09/NQ-TW more fruitfully and cooperate more closely with businesses of all economic sectors to contribute to the prosperity of Vietnam.■



Chúc mừng  
50 năm  
NGÀY THÀNH LẬP  
VCCI



VCCI Đà Nẵng ký kết dự án đầu tư công nghiệp  
dự án đầu tư công nghiệp tại Phố Mới - ĐPĐ  
dành cho các doanh nghiệp để mở rộng kinh doanh



Tọa đàm doanh nghiệp  
Đà Nẵng - Hàn Quốc ngày 12/10/2012  
tại Đà Nẵng



VCCI Đà Nẵng ký kết hợp tác kinh doanh  
ngày 2/11/2012



Đoàn doanh nghiệp gặp gỡ Ban Chỉ đạo  
Hội chợ Sapa, Frankfurt - Đức  
từ ngày 1 - 2/02/2012

## PHÒNG THƯƠNG MẠI & CÔNG NGHIỆP VIỆT NAM CHI NHÁNH ĐÀ NẴNG

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## CHAPTER 2

# IMPRINTS ON THE DEVELOPMENT PATH

### VCCI MILESTONES

#### 1. April 27, 1963: The Chamber of Commerce of the Democratic Republic of Vietnam was established



In 1988, VCCI staff pose for a group photo in celebration of the 25th anniversary of VCCI

On April 27, 1963, on behalf of the Council of the Government, Prime Minister Pham Van Dong signed Decision No. 58-CP approving the Charter of the Chamber of Commerce of the Democratic Republic of Vietnam, marking the establishment of the Chamber.

In the early stage, the Chamber of Commerce of the Democratic Republic of Vietnam maintained and expanded trade relations between Vietnam and

other countries, mainly non-socialist countries, in order to expand economic relations with other countries, broke the economic embargo, and studied market surveys and international trade laws, so as to support enterprises to do business or expand operations.

Activities of the Chamber of Commerce of the Democratic Republic of Vietnam were tied to wartime missions and achieved positive results. The Chamber played a considerable role in approaching capitalist market countries, breaking the siege and embargo, and laying the stepping stone for building trade relations and exchange between Vietnam and other countries.

#### 2. 1976: Taking over Saigon Chamber of Commerce and Industry and expanding activities nationwide

After the reunification of Vietnam, the Chamber was designated to take over Saigon Chamber of Commerce and Industry at 65 Dong Khoi, Ho Chi Minh City. It was a highly professional, large and prestigious institution with important voice and role among big businesses and entrepreneurs in Southern Vietnam. However, in a rush to impose the centrally controlled economy in Southern Vietnam after 1975, most enterprises collapsed, followed by the disintegration of the whole network of business community and membership of the Saigon Chamber. The work had to start again from



Mr Ta Ca (3rd from the left), VCCI Acting President, and a Vietnamese business delegation at a trade and investment promotion meeting, Japan, 1992

the beginning to promote trade and organise the business community in Southern Vietnam.

The Chamber expanded its activities nation-wide not only in foreign trade but also developing industries to rebuild the country after the war.

#### 3. 1982: Officially named the Vietnam Chamber of Commerce and Industry (abbreviated Vietcochamber and later VCCI) - the largest trade promotion agency in Vietnam

After the country was reunified in 1975, the activities of the Chamber of Commerce of the Democratic Republic of Vietnam were expanded nationwide. It not only focused on Vietnam's foreign trade expansion, but also supported domestic production development and industrial development to rebuild and develop the economy after the war. Therefore, at the beginning of 1982, with the consent of the Prime Minister, the Chamber was renamed the Vietnam Chamber of Commerce and Industry, abbreviated Vietcochamber and later VCCI.

Doi moi (reform), initiated in 1986, created a new vitality for the economy and provided the opportunity for VCCI's powerful development. With its vast experience in promoting cooperation with market economies, VCCI was one of leading organisations to implement doi moi policy and made positive and active contributions to promoting trade relations between Vietnam and other countries and attracting foreign investment into Vietnam. During this period, VCCI was the largest foreign trade promotion agency in Vietnam. VCCI was a pioneer in exploring and expanding international markets.

#### 4. 1993: Holding 2nd Congress, becoming an independent entity and making rapid development

In 1993, from an agency under the management of the Minister of Foreign Trade, from the authorisation of the Prime Minister, VCCI became an independent organisation with two basic functions of (1) representing the business community and advising the State, and (2) promoting trade and investment. The additional function of representing the business community marked a great growth for VCCI. As a national agency representative of the Vietnamese business community, VCCI played an important part in promoting the formation and development of market economic institutions in Vietnam, the development of enterprise and entrepreneur forces, and improving the business and investment environment. VCCI also became an important bridge for State authorities and businesses to share the common objective of developing the national economy.

When it was disaffiliated from the Ministry of Foreign Trade in 1993, VCCI had 130 employees, but now the number has exceeded 1,000. Most of them are young and 85 per cent hold university degrees or higher.

As regards material facilities, starting with a very humble estate, only a 600-square metre downgraded head office, VCCI has to date built a nationwide system of trade and investment promotion centres covering 40,000 square metres in total. VCCI has developed and established a system of representative offices and branches in different localities nationwide.

In April 2003, VCCI successfully held the fourth National Congress. On June 12, 2003, the



Prime Minister issued Decision No. 123/2003/QĐ-TTg approving amendments and supplements to the Charter of the Vietnam Chamber of Commerce and Industry.

These events marked a new era: adding functions and tasks, expanding and improving operations.

### 5. 2001: Establishing Vietnam Women Entrepreneurs Council and awarding Golden Rose Cup



VCCI presents Golden Rose Awards to Vietnamese businesswomen in recognition of their excellent achievements in business leadership and administrative talent

In 2001, the Vietnam Women Entrepreneurs Council (VWEC) was formally established to gather enthusiastic, pioneering women entrepreneurs striving for the growth of women-led businesses. To date, the council has achieved initial successes in building the country-wide network of women entrepreneurs, organising trade and investment promotion programmes, conferences, training programmes and information channels for women entrepreneurs. The Golden Rose Award was created to honour

Vietnamese businesswomen for their excellent achievements in business leadership and administrative talent - an important force in the cause of national economic construction.

### 6. 2003: Compiling and publishing "Uncle Ho with Vietnamese Enterprises and Entrepreneurs"

Starting in 2003, VCCI studied and popularised President Ho Chi Minh ideology in the business community and in VCCI-policy recommendations, especially popularising his thoughts and standpoints about the role of entrepreneurs and his instructions on the business cause of entrepreneurs. VCCI has published many research documents and organised many major conferences and scientific seminars on Uncle Ho with businesspeople and on tasks of building the entrepreneur force in Vietnam in the new context and honouring entrepreneurs under his ideology.

### 7. 2004: Hosting annual meetings and dialogues between the Prime Minister and businesses

This activity was initiated by VCCI in 1995 under the administration of late Prime Minister Vo Van Kiet, as many enterprises and entrepreneurs reported facing emerging problems needed to be tackled to boost production and business. This was a chance for enterprises to report their problems to the head of the Government. This meeting was also an economic forum that helped forge consensus between the Government and the business community in building and enforcing economic policies and decisions at the national level.

In 2004, Prime Minister Phan Van Khai decided to make the meetings with the business circle into annual events held in October. At these meetings, many policy recommendations and economic problems were heard and settled by the head of Government, ministers and leaders of relevant bodies.

With the continuous efforts of VCCI, highlighted by the meetings between the Prime Minister and business executives, the mechanism for dialogues between the Government, ministries and State management agencies with the business community gradually took shape. The annual meetings are

now much-awaited by the business community. The spirit of dialogues has a strong ripple effect, inspires business executives, and raises the accountability of public authorities.

### 8. October 13, 2004: First Vietnam Entrepreneurs' Day

On October 13, 1945, more than one month after the Democratic Republic of Vietnam was founded, President Ho Chi Minh sent a letter to the Vietnamese industrialist and commercialist circle. In his letter, Uncle Ho emphasised the important role of the industrialist and commercialist circle in national construction. At the request of the VCCI President and business organisations, the Prime Minister decided October 13 to be the Vietnam Entrepreneurs' Day. This important milestone showed the high esteem of the Party and the State to the contributions of Vietnamese business community and entrepreneurs in the process of national renovation and construction.



In 2004, VCCI President Vu Tien Loc (left) receives a photo of Uncle Ho taken with industrialists and commercialists from Prime Minister Phan Van Khai (right)

Since 2006, VCCI has bestowed Thanh Giong Cup for outstanding Vietnamese entrepreneurs on Entrepreneurs' Day in recognition and praise of the business community and entrepreneurs for their contributions to the cause of the country's doi moi (reform). The honour also helped them boost their brand images in the process of international integration, accelerate their trade and investment promotion activities, and strengthen their confidence in the building of the nation. This is the most prestigious award of the business community.

### 9. May 26, 2005: First release of provincial competitiveness index (PCI)

The provincial competitiveness index, or PCI, is a tool to assess and rank the performance, capacity and willingness of provincial/municipal governments to develop business-friendly regulatory environments for private sector development. PCI was developed by a group of experts from the Vietnam Chamber of Commerce and Industry (VCCI) and the Vietnam Competitiveness Initiative (VNCI) Project, funded by the US Agency for International Development (USAID).



PCI was first published in 2005, covering 42 provinces and cities. From the second release, in 2006, all 63 provinces and cities in Vietnam were included.

PCI is an important "voice" for the business community about business environments in Vietnamese provinces and cities. After eight years with annual releases, PCI has



confirmed its prestige and important role. It is not only a ranking order, but also a mirror for provinces and cities to look at and create targeted reform for local governments; a measure of the degree of enforcement and effectiveness of many government policies; a reliable and objective information channel for investors and businesses, and a source of useful information for support programmes of foreign donors and international organisations.

To date, more than 40 provinces and cities in Vietnam have issued resolutions, directives, decisions and action plans to improve their local business environment and competitiveness based on PCI information. PCI patterns and methodologies of Vietnam have been applied and developed by other countries and donors.

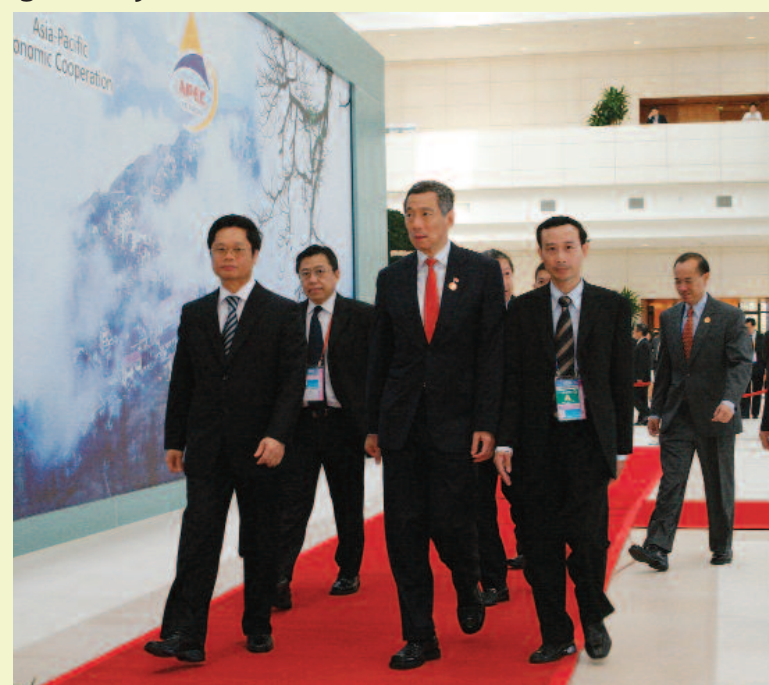
### 10. 2006: Organising meetings in conjunction with APEC Vietnam

APEC was considered the most important external activity of Vietnam in 2006. Together with hundreds of side events, the 14th APEC Economic Leaders' Meeting raised Vietnam's profile to a new height. VCCI-hosted side meetings like ABAC, CEO Summit and Doing Business with Vietnam really opened up huge opportunities in business cooperation for Vietnamese enterprises, especially when they were on the threshold of WTO entrance.

VCCI's successful hosting of side events also contributed significantly to the overall success of APEC 2006. This also illustrated the determination of the Vietnamese business community towards international integration. The side events including the APEC CEO Summit, ABAC and Doing Business hosted by VCCI opened up many opportunities for businesses especially those from Vietnam. The successful hosting of these events contributed greatly to the success of APEC 2006.

The APEC CEO Summit 2006 in Vietnam set a new record in attendees. As many as 1,200 delegates were present at the summit, including 700 foreigners. The images of Vietnam in the wake of ABAC Meeting, CEO Summit and Doing Business with Vietnam completely changed the perspective of investors. For the Vietnamese business community, especially SMEs, the APEC CEO Summit gave a new vision to the face of the entire country and the world, from which they identified global risks and challenges ahead to overcome. The CEO Summit put capital and governance on the front page, thus bringing Vietnamese businesses to a new height.

At the review meeting on APEC 2006, VCCI President Vu Tien Loc, Chairman of the APEC CEO Summit 2006, was honourably bestowed the Second-Grade Labour Order by the President of



VCCI President Vu Tien Loc (left) and Singaporean Prime Minister Lee Hsien Loong (2nd from the left) at the APEC Vietnam 2006

Vietnam. Besides, 23 VCCI units or individuals were honoured with the Certificates of Merit from the Prime Minister on this occasion.

### 11. 2008: Setting up Central Council for Vietnam Business Associations and Employers Council of Vietnam

With the role of a national agency representing business associations and employers in Vietnam and with the recognition that building a network of strong business associations plays a crucial role in improving linking capacity and action coordination in the business community, and enhancing the competitiveness of the Vietnamese economy, after the fifth Congress, the Executive Board decided to establish the Central Council for Vietnam Business Associations and the Employers Council of Vietnam with the main functions of guiding and supporting the formation and networking of business associations in the country. Currently, over 100 of the largest business associations in provinces and cities in Vietnam have joined the Central Council for Vietnam Business Associations and the Employers Council of Vietnam.



### 12. 2010: Launching the Vietnam Business Council for Sustainable Development

The Vietnam Business Council for Sustainable Development (VBCSD) is co-chaired by Dr Doan Duy Khuong, VCCI Vice President, and Mr Gary Schutz, CEO of Holcim Vietnam Co., Ltd. Many founding members are large Vietnamese and foreign companies like Holcim Vietnam, Unilever, Shell Vietnam, APCO, Rolls-Royce Vietnam, Vietnam National Coal and Mineral Industries Holding Corporation Limited (Vinacomin), FPT Corporation, and Ho Chi Minh City Securities Corporation.

The overall mission of the council from now to 2020 is to build a sustained and dynamic



Corporate Social Responsibility Award jointly launched by VBCSD is to honour outstanding businesses gaining achievements in their operation, as well as in protecting the environment



Vietnamese business community to successfully integrate in the 21st century, and contribute to national economic development, social progress, poverty reduction, environmental protection, and sustainable development of the country.

Besides, VBCSD serves as a bridge for Government agencies and businesses to convey information and reflect the real needs of enterprises. Furthermore, it strengthens its role of policy advice and recommendation.

### 13. 2012: Taking coordination of Vietnam Business Forum (VBF)

Vietnam Business Forum (VBF) is a structured and ongoing policy dialogue between the Vietnamese Government and the local and foreign business community to work for a favourable business environment that attracts private sector investment and stimulates sustainable economic growth in Vietnam.

In February 2012, the International Finance Corporation (IFC), a financial arm of the World Bank Group (WB), officially transferred the coordination function of the VBF Secretariat to VCCI and a consortium of 15 foreign and local chambers of commerce and business associations (VBF Consortium). VCCI President Vu Tien Loc and EuroCham Chairman Alain Cany co-chaired the forum.



The participation of VCCI and the VBF Consortium in the construction and operation of VBF marked a major turning point for VBF. The presence of Vietnamese Deputy Prime Ministers to both Mid-term and Annual VBF Meetings in 2012 demonstrated the Government's strong support and long-term commitment to a cooperative relationship with the business community.

Under the coordination of VCCI and VBF Consortium, VBF has established eight priority working groups, namely Banking Working Group, Capital Market Working Group, Infrastructure Working Group, Investment & Trade Working Group, Education Working Group, Mining Working Group, Automotive and Motorcycle Working Group, and Tourism Working Group.

### 14. 2012: Co-chairing Vietnam Economic Forums

The Spring and Autumn Economic Forums are two semi-annual forums organised by the Economic Committee of the National Assembly of Vietnam in collaboration with the Vietnam Chamber of Commerce and Industry and the Vietnam Academy of Social Sciences under the sponsorship of the UN Development Programme.

The forum is considered the premier platform for discussing economic strategies, policies and development orientations of Vietnam.

The economic forum is attended by parliamentarians, top-notch economists of Vietnam, donors, enterprises and business associations. VCCI President, representing VCCI and the business community, has chaired many meeting sessions at this important forum.

Vietnam economic forum has received many positive reviews from the National Assembly, as well as domestic and international economists. This is one of the most open, most eagerly awaited forums as it provides a medium for social and economic analysts to give policy recommendations to policymakers and National Assembly deputies.

### 15. December 9, 2011: Politburo's Resolution No. 09/NQ-TW on entrepreneurs. In 2012, VCCI coordinated with ministries, agencies and localities to implement the Resolution nationwide.

For the first time, at the request of VCCI, the Politburo issued an individual resolution on Vietnamese entrepreneurs, Resolution No. 09/NQ-TW dated December 9, 2011, on building and promoting the role of Vietnamese entrepreneurs in the period of accelerating industrialisation, modernisation and international integration.

Currently, Vietnam has over 600,000 businesses, 1 million individual business households, and 133,000 cooperatives and farms. Each year, about 80,000 new businesses are established. The entrepreneur force plays a huge role in national industrialisation and modernisation. Therefore, removing difficulties and creating a favourable environment for the development of the contingent of entrepreneurs will help the national economy improve competitiveness and efficiency as well as achieve sustainable, self-reliant and independent development. The introduction of Resolution No. 09/NQ-TW generates a source of great encouragement, confidence and strength for the Vietnamese entrepreneurs to continue to withstand and overcome difficulties and obstacles arising from the process of socioeconomic development.

Resolution No. 09/NQ-TW and other resolutions of the Party are innovative thinking and policies of the Party towards businesses and the private sector. From then, the Vietnamese entrepreneur community has their role, position and development orientations clearly specified. It joins forces with the working class, peasants and intellectuals to play an important role to build up national unity to realise the country's objective of industrialisation and modernisation.■

## THE PERSON WHO ELEVATED VCCI POSITION



In 2002, Mr Doan Duy Thanh delivers a speech at VCCI review meeting

**D**oan Duy Thanh is a man of great virtue and talent, but his life was full of ups and downs. He has been known for the famous escape from Con Dao Prison, the renovation in agricultural production, the building of sea dykes reclaiming thousands of hectares of land when he was Party Secretary in Hai Phong. He was a leader daring to listen, to learn and to act. In the 1970s, while everyone was learning Russian language, he chose to learn English. He also put up famous slogans: “Take

good care of all customers” and “People must know, discuss, act and control”.

Just a few lines on his biography: He was born in 1929 to the family of a patriotic scholar. His grandfather participated in Bai Say Uprising led by Tan Thuat. Before leaving for China, Tan Thuat spent one month at his grandfather’s home. Doan Duy Thanh joined the Revolution at the age of 16, became Party member at 17, District Party Secretary at 21 and was arrested and sent to Con Dao by French colonialists at 22. In 1982, he was elected to the Party Central Committee and as Party Secretary of Hai Phong. In 1986, he was assigned as Minister of Foreign Trade and in 1987 Deputy Prime Minister. Then, from the high post of Deputy Prime Minister, he accepted the position of President of Vietnam Chamber of Commerce and Industry from 1993 to 2003. He retired at 74 years old in 2003.

Why, from a high post, did he accept to lead VCCI, a small unit of the Ministry of Foreign Trade in 1990? Mr Doan Duy Thanh said: “When I was Minister of Foreign Trade, VCCI was a small and almost unknown unit of the ministry, few people voluntarily worked for the Chamber as it was only an appendix of Department II (in charge of capitalist markets). But I did not think so. For instance, in France, the Chamber of Commerce was established in the time of Napoleon to promote trade at home and abroad. In the United States, the Chamber plays a significant role. Meanwhile, in Vietnam with a small number of businesses, centrally controlled economy and many other reasons, the role of VCCI was minimal.”

As a man of action, Mr Doan Duy Thanh cared most for his work, not the post. Although the project on VCCI was supported by many Politburo members, it was not officially endorsed. In 1993, Head of Party Organisational Commission Nguyen Duc Tam and Prime Minister Vo Van Kiet asked Mr Thanh to lead VCCI, and he accepted with pleasure. His only worry was whether his post would block the promotion of others. Happily, in 10 years at VCCI, he was highly appreciated by all staff members for his dedication to promoting the younger generation and making VCCI a success story. As the role of VCCI continues to develop, it is in no small part due to the contributions of its mentor, Doan Duy Thanh.

He kept telling his staff that “as fish live in water, VCCI must live with the business community, VCCI must go hand in hand with businesses.” To this end, VCCI must be upgraded in model, structure and function. VCCI is a non-governmental organisation (NGO) representing the Vietnamese business community at home and abroad. Consequently, VCCI must have mechanism and legal framework for its activities. Under his guidance, VCCI drafted its Statute



VCCI. From a staff of a few dozen, it has increased to 1,000 in 2003 and now over 1,300 people. With the approval of the Prime Minister, Mr Thanh started the building of the new VCCI Office at 9 Dao Duy Anh, Hanoi, a big building in Hanoi at that time. The building cost over 10,000 teals of gold by VCCI itself without government budget, and was followed by other office buildings in Hai Phong, Da Nang, Ho Chi Minh City, Vung Tau, Can Tho and elsewhere.

Mr Doan Duy Thanh has also written many books and articles encouraging entrepreneurs and businesses to make a profit for themselves and contribute more to the nation. Now in retirement, each time upon meeting with the younger generations at VCCI, he is happy that VCCI continues to develop and make greater contributions to the nation.■

defining functions and tasks.

Mr Thanh was also assigned by the Prime Minister to jointly draft the Business Law and act as Deputy Head of the Drafting Committee of Resolution No. 5 of the Party Central Committee, Tenure VIII, a revolution in the conception of the role of businesses and entrepreneurs in trade and industry during industrialisation and international integration.

Financial implication was the first consideration for Mr Thanh to develop



## BUSINESS LINKS SHOULD BE ENHANCED

**Editorial notes: Ms Pham Chi Lan was among the first officials of VCCI. The modest and friendly lady has always impressed visitors with her knowledge and expertise. When interviewed on the history of VCCI, as an insider and former Vice President, she recalled the long story of VCCI's establishment and development.**

In mid 1966, graduating from Hanoi Foreign Trade University, I was assigned to work at the Chamber of Commerce of the Democratic Republic of Vietnam (now VCCI). The Chamber was established in 1963 with the office rented from the government, a beautiful villa at 33 Ba Trieu, in the centre of Hanoi. The staff at that time was some 20 persons, mostly with professional knowledge working in three divisions: international relations, legal affairs, information and trade fairs, together with a small supporting staff.

The official role of the Chamber stipulated in its Statute was “promoting people’s (non-governmental) trade relations with non-socialist countries” - the language of that time. The specific task was to develop relations with businesses from Japan, Hong Kong, UK, France, etc. and study markets to promote foreign trade. At that time, due to the government monopoly of foreign trade, only 20 units could engage in import - exports activities, with 80 per cent of trade value from government agreements signed with socialist countries. The Chamber could have only 93 members, most of whom were State-owned enterprises and big handicraft cooperatives.

Besides those main tasks, as the US escalated the air war to Northern Vietnam, the Chamber had to evaluate the damages caused by the attacks and embargo. For instance, after each American bombing of Hai Phong Port. The Chamber sent someone to evaluate the damage to ships and cargo, and issued statements to denounce those acts of war. The Chamber also maintained close contacts with Vietnam News Agency to inform concerned authorities on American destruction of the Vietnamese economy, so as to minimize the losses. It was my first job at the Chamber.

In the early days at the Chamber, I was impressed by certain bosses, like Mr Duong Van Dam, first President of the Chamber, and Mr Tran Lam Ich, Head of Legal Division. They were both lawyers trained in the French time with immense knowledge and exemplary working style. I also highly appreciated Mr Tran Xuan Phoi, Head of International Relations Division, my immediate boss and Party Secretary of the Chamber, who was knowledgeable and exemplary in all activities, from military training to voluntary work.

After the reunification of Vietnam, the Chamber was designated to take over Saigon Chamber of Commerce and Industry at 65 Dong Khoi, Ho Chi Minh City. It was a highly professional, large and prestigious institution with important voice and role among big businesses and entrepreneurs in Southern Vietnam. However, in a rush to impose the centrally controlled economy in Southern Vietnam after 1975, most enterprises collapsed, followed by the disintegration of the whole network of business community and membership of the Saigon Chamber. The work had to start again with some former staff members including Mr Nguyen Duy Le, later the Deputy Director General of VCCI branch in Ho Chi Minh City, to promote trade and organise the business community in Southern Vietnam.

In early 1980s, the old-style monopoly of foreign trade was somewhat loosened. Some ministries and localities could establish import-export companies to meet their own demands. Together with this “breaking loose”, local industries, domestic and foreign trade became fully active. VCCI set out to meet the demands of ministries, provinces and businesses to develop business linkages between Vietnamese companies especially in Hanoi, Ho Chi Minh City and Hai Phong, and contribute to trade flows in the difficult conditions of that time.



In 1991, VCCI arts group (Ms Pham Chi Lan in the middle) in a musical performance at the gala of ASEAN Chambers of Commerce, Bangkok

In external relations, the Chamber together with related authorities and businesses tried to circumvent the American trade embargo and promote trade with non-socialist markets which was vital to the economy, especially Southern Vietnam. In its “people’s” (non-governmental) role, the Chamber was given the green light to expand markets to such economies as South Korea, Taiwan and Israel, with which Vietnam had no diplomatic relations, and maintain contacts with American chambers of commerce in the

region to work together toward ending the trade embargo against Vietnam.

In such conditions and under the leadership of Mr Hoang Trong Dai, acting President and Mr Nguyen Tam, acting Secretary General, the Chamber drafted and the State approved a new Statute to broaden the functions and tasks of the Chamber to include trade and investment promotion, support to businesses, and expansion of membership to businesses of all economic sectors, defining the Chamber as a non-governmental organisation, autonomous and self-sustained, and changing the name into Vietnam Chamber of Commerce and Industry (VCCI). However, due to the reluctance of some officials at the Ministry of Foreign Trade, the second national convention of the Chamber could not be convened in 1983 as scheduled. Nonetheless, the Chamber could operate under the new Statute, and from a unit under the Ministry of Foreign Trade and State budget, Mr Le Khac, Minister of Foreign Trade, accepted the autonomous status of the Chamber, self-sustained on the balance of income and expenses beginning in early 1983. This served as a turning point and VCCI made every effort under the new Statute to upgrade its activities, especially increasing the income to develop human resources, organisation and technical infrastructure. From the demands of local and foreign businesses, many ideas emerged to supply all kinds of services to support businesses then unknown to Vietnam. Many businesses joined efforts with VCCI to develop services for their own needs. VCCI attracted young and dynamic staff from other offices, established branches in Da Nang, Can Tho, a representative office in Vung Tau, and Trade and Service Company (TSC) specialized in providing services to get income.

VCCI activities continued to expand, attracting the cooperation of more and more businesses and State organisations. The quality, efficiency, contribution and role of VCCI were markedly heightened. In the 1990s, the impressive success of the renovation in Vietnam opened up the way for the rapid development of trade and investment between Vietnam and other countries in the world. VCCI was in its busiest time. It served as the bridgehead for foreign entrepreneurs to do business in Vietnam. It organised visits every year for hundreds and thousands of entrepreneurs and investors of different countries, especially from Asia and Europe, to seek business opportunities with Vietnamese partners. VCCI also carried out many activities abroad, introducing the business environment and opportunities in Vietnam, and signing agreements with chambers of commerce and related promotion organisations of several other countries. Government delegations to expand relationships with other countries started including VCCI as a member, representing the ever bigger business community in Vietnam.

In 1991, VCCI began some activities with the ASEAN Chamber of Commerce and Industry and the Federation of Asia-Pacific Chambers of Commerce. In 1995, Vietnam officially joined ASEAN, and VCCI also became an official member of ASEAN Chamber of Commerce and Industry. In the same year, the framework agreement on economic cooperation was signed between Vietnam and EU, diplomatic relations between Vietnam and the United States were normalized, and after top-level visits, diplomatic and economic relations upgraded between Vietnam and important countries in the region such as Japan, South Korea and Australia. VCCI, the Vietnamese business community and businesses of partner



Ms Pham Chi Lan makes a speech at a seminar held by VCCI

countries have made the best use of the golden opportunity to develop business and investment cooperation in rich and diversified areas. It is safe to say that, in those years, VCCI and Vietnamese businesses recorded a remarkable development. VCCI was also successful in new fields of activities.

First, in legal affairs, VCCI has collected remarks made by businesses and contributed them to the drafting and enforcement of new laws regarding local businesses and foreign

investors, studied economic laws, international trade and development experiences of other countries. It has also contributed its part in the development of market institutions and economy policy in Vietnam.

Second, to help Vietnamese businesses operate successfully in the market economy, VCCI has organised timely training programmes for businesses with the assistance of such organisations as ZDH (Germany), INSEAD (based in France), Swinburne University (Australia), and International Labour Organisation (ILO).

Third, due to the lack of information in the early years, VCCI collected and edited necessary publications for Vietnamese businesses and foreign investors. It also helped in registration of intellectual properties, exhibition and trade fairs and business consultancy. The assistance in expertise and services have jointly developed and mutually assisted each other, increasing both the income and prestige of VCCI, opening the way for the performance of other businesses and organisations.

In late March 1993, 30 years later, with the support of the government, VCCI held its Second National Convention. The new Statute was endorsed stipulating VCCI as an independent organisation, an NGO, responsible for its own activities and under direct supervision of the Prime Minister. Mr Doan Duy Thanh, former Deputy Prime Minister and Trade Minister, was elected as VCCI President. A new era of vigorous development opened up for VCCI to move forward together with the business community and the people of the whole country in the process of development and international integration.

After 50 years of development, the Chamber which began as a small unit has become a major organisation of the Vietnamese business community today. In the course of development, apart from achievements, like others, the Chamber has also experienced difficulties and mistakes, ups and downs in the last half century of turbulence in this country. Reviewing history, we can re-examine past lessons and formalize our course of action for the future.

Today, nations and businesses, big and small, are readjusting their strategies to increase their competitiveness and sustainable development, enhance and improve their positions in the forceful global competition. The demands of the green economy, human resources of high quality, advanced technology, modern and accountable management have become new criteria for all economies and businesses. In Vietnam, Resolution No. 09/NQ-TW of the Politburo has reaffirmed the development path for businesses and entrepreneurs, as well as the commitment by the Party and State to create a favourable environment for this development. The project of general economic restructuring endorsed by the government is an important part of the strategy to develop a new growth model to engage Vietnam in the path of sustainable development in the new era.

It is hopeful that VCCI will develop stronger and more efficient links with associations and businesses so as to make joint efforts with other social strata to ensure successful socio-economic development for a better life and happiness of the entire people living in our beloved homeland.■

**PHAM CHI LAN**

FORMER VICE PRESIDENT OF VCCI

## VCCI: PATHFINDER

### DIFFICULT START-OFF

After the signing of the Paris Agreement on Vietnam (1973), I was assigned to multilateral diplomacy. Together with my colleagues, I was confronted with two hurdles: learning the “ground rules” of international organisations and convincing Vietnamese authorities. In many cases, it was even harder to convince related authorities to accept our projects. Even

when national leaders accorded the green light, related authorities continued to stick to old thinking and warn: “Don’t give up national sovereignty with few dollars”.

Vietnam established representative offices in Geneva in May 1973 and in New York July 1975. International organisations and member countries warmly welcomed and assisted Vietnam in healing the wounds of war. In early 1975, after taking part in some diplomatic conferences, I was asked to help Vietnamese delegations to become full-fledged members of WMO and WHO. Later in New York, UN officials such as Raymond Aubrac (a friend of President Ho Chi Minh in Paris in 1946) and Sir Robert Jackson (UK) wholeheartedly assisted Vietnam in reconstruction after the war.

UNDP, headed by an American citizen, also approved a project assisting Vietnam worth US\$100 million over five years. On the same flight home from Berlin, I informed Deputy Prime Minister Le Thanh Nghi about UNDP assistance. He looked thoughtful and few minutes later approached and asked me again whether it was true. I explained that as a UN member with a feasible project, Vietnam could get the assistance. Finding resources for economic development had been a life-long concern of the Deputy Prime Minister.

### VCCI: PATHFINDER

Even before the sixth Congress of the Party (1986) and together with renovation efforts in various fields, VCCI assumed the mission of a pathfinder and became a reliable address for foreign and local businesses. VCCI leadership made several breakthroughs in various markets and developed its organisations to play a leading role.

In 1985 I joined VCCI and participated in its important mission. With expertise in multilateral diplomacy I confidently developed relations with the foreign business community and attracted their cooperation with VCCI. At that time, AmCham was not officially operating in Vietnam and American companies were restricted by the trade embargo. Knowing American Ambassador William Sullivan from the time of the Paris Conference, I approached Ms Virginia Foote (US-ASEAN Trade Council) trying to promote business cooperation at the time when American companies were “under-dogged” in comparison with other foreign companies in Vietnam. Ten years after the normalization of relations, at a dinner, I witnessed American Ambassadors Pete Peterson and Michael Michalak both facilitated Ms Virginia Foote: “You have never changed”. She modestly replied “It is because of Vietnam”.







Mr Hoang Van Dung (3rd from the left), VCCI Vice President, Co-chairman of APEC Business Advisory Council (ABAC) Vietnam at the press conference for ABAC 2009

I also tried to contribute in two areas: Small and Medium-sized Enterprises (SMEs) and Equitization of State-owned enterprises.

Although inexperienced in economics, I realized that SMEs played vital role in all developed economies and Taiwan was “Kingdom” of SMEs. Storms can uproot big trees while small trees remain intact. I approached Taiwan Cultural and Economic Office in Hanoi. With goodwill and knowledge in English and Chinese languages, I gained the cooperation of the Taiwanese representative. He sent me five volumes on SMEs. I leafed through the books and wrote an essay on SMEs for VCCI. I later helped the SME Division of VCCI, acting as an interpreter in SME training courses sponsored by German and Singaporean lecturers.

The equitization process was completely new in Vietnam and faced with old thinking. A delegation of the International Financial Corporation (IFC), member of the World Bank, met VCCI President and offered its readiness for cooperation. I was quick to contact IFC representative in Hanoi to start the cooperation on equitization. Later on, an IFC staff told me that since the IFC representative had seen me in a TV program on the Paris Conference, they decided to cooperate fully with me and financed VCCI on the equitization process. Consequently, VCCI in cooperation with the Government Office and related authorities published documents and sponsored training courses in several cities of North, Central and South Vietnam.

After 40 years in state diplomacy, I can make some contributions to VCCI and feel full of confidence each time returning to the VCCI building.■

**PHAM NGAC**

FORMER AMBASSADOR TO SWEDEN,  
FINLAND, DENMARK, NORWAY AND ICELAND

## PART 2

# VCCI PRESENT STATUS

# CHAPTER 1

## VCCI FAMILY

### STIMULATING STATE MANAGEMENT INVOLVEMENT CAPACITY OF ENTERPRISES



Conference collecting opinions for land law amendments held by VCCI

#### BUSINESS NOT DISAFFILIATED FROM CULTURE

Culture and economy are of great reciprocity. Without a good, strong economic foundation, cultural development is difficult. When the economy goes up, culture will have a good ground to grow. The root of culture must be accreted and fertilised. The extreme of development is culture. In reality, there are countries with developed economies but their cultures remain undeveloped. On the contrary, there are countries rated not rich but their cultures develop harmoniously and gain respect of the community. The business community plays a very important role in preserving and developing national culture.

Sure enough, businesses and entrepreneurs work for profit, but profit is not the only measure

and driving force. Their behaviours to the country, the nature and the society and their ways to seek and use profit are cultural matters. Not only taking the lead in economic development, businesses and entrepreneurs are also the pacesetters of the cultural space of the country.

When we first suggested that businesspeople need to stick with the political life of the country, participate in legislative and institutional construction, and monitor national and social management, people seemed to not really care. At that time, many businesspeople said these were not their businesses and they thus did not care. "Those belong to VCCI and we only care about profit," many frankly replied.

We stuck with the viewpoint that VCCI had to mobilise enterprises to take part. If they were concerned about the fate of the country and the work of the country, their perceptions and actions would change greatly. They not only knew where the limits of the law lay, but they also behaved with business ethics and human spirit. With more powerful cultural strength, their behaviour towards labourers will be more humane, their attitudes to nature will be no longer wild, and their responsibility to the society will be deeper. Thus, not only they personally enjoy benefits thereof, but the social community and cultural space will also be of interest.

Importantly, enterprises and entrepreneurs must become the most active elements. VCCI made directional strategies for enterprises and entrepreneurs to take part in the country's work, build the business environment, and draw them to resolve the country's governance together.

#### BUSINESSES TAKE PART IN STATE GOVERNANCE

To accomplish the above tasks, the VCCI Legal Department had, for a long time, focused efforts to attract businesses to take part in building institutions and legal environment of the country. Many initiatives were made public. The first remarkable achievements were to translate the roles of enterprises into the Government's decrees and decisions. The department formulated the dialogue mechanism for policymakers and policy implementers, and assessed the governance capacity of local governments, and policymaking and enforcement capacity of ministries and government agencies. These works were not at all easy, as they sometimes touched [interests of some agencies and individuals], faced opposition because no one wanted to have their power reduced or their affairs brought to light for assessment. But, life kept going forward, works were accepted, and behavioural and dialogue culture took shape and developed.

The presence of enterprises and entrepreneurs, with their voices heard and translated into State policies, originated from the perception of businesses and representative organisations. They started with desires, had ideas, developed initiatives, mobilised support, and implemented. At present, VCCI is step by step realising the function of representing the business community and entrepreneurs, raising positive, active voices to policymaking and lawmaking of the nation as many legal documents and resolutions of the Party have attested.

Perhaps, the greatest success is still mobilising enterprises and entrepreneurs to take heed of the lawmaking process. Previously, they were also invited to contribute their ideas and proposals but they largely disregarded the process. However, gatherings for such purpose are now crowded, with a lot of innovative ideas. Many discussions last longer than scheduled. Each draft ruling has hundreds of pages recording ideas of enterprises. The website [www.vibonline.com.vn](http://www.vibonline.com.vn) run by the VCCI Legal Department only updates business law information and draft laws, but it has over 70 million visitors, and collects tens of thousands of remarks. VCCI also took the initiative in reviewing dozens of business laws, to which thousands of enterprises responded with plenty of recommendations, which not only cover domestic laws but also mention international policies and laws. These examples are evidence that if we are



persevering enough, enterprises will understand that they have the duty, capacity and enthusiasm to take part in the country's affairs.

In practice, businesses have started to take note of laws and lawmaking, especially business laws. This sticks with their own benefits. By looking into draft laws, they will see State policy directions and know what to do to protect their interests. Such interests can be their own interests or their industries' interests, and they find the duty to express their standpoints to the community. Then, other interest groups will argue against their remarks to show their protests or endorsements to the draft laws. Debates and exchanges among them are compared to a lawmaking body in miniature. Indeed, enterprises are very active to increase their interests and minimise risks in business.

Transparency of State governance is another issue of concern. This will lead to more frequent policy accountability of State agencies. Governance criteria of a civilised country are the sense of constant accountability: Why policies and decisions are issued and what gains and losses are envisaged. Previously, many decisions were issued without much attention to the opinions of the public and enterprises, leading to a lot of shortcomings. Now, with accountability mechanisms, more opportunities and conditions for policy discussions, unreasonable contents of draft documents are timely adjusted after facing strong protests of the masses and business community. The impact of the media is also very strong. Under public pressure on mass media, some irrational regulations are announced to be annulled or subjected to accountability. In the present time, business law and policy arguments are more vigorous, public and transparent and State agencies find it harder to make laws and policies. In this context, businesses are taking the lead in making and criticising laws and policies.

With respect to business laws, contents have certain changes. From a centrally planned economy where the State totally controls to a market-oriented economy where free competition prevails, State governance has changed a lot to fit the new context. Nevertheless, law contents are very good but the enforcement fails to translate their spirit. For example, our laws on traffic safety, food safety, intellectual property and trade fraudulence are inferior to no countries in the world, but violations are rampant. There exists a far distance from requirements to reality. This means that businesses and VCCI must add efforts to coordinate with State agencies to not only exercise the law well, but also practise good business culture.

The roles of VCCI are to advise State and Party organs, and oversee and supervise the enforcement of policies and laws. Perhaps, in the future, business support by means of trade promotion may be allocated to business associations. VCCI should pay more attention to international economic integration, study international trade agreements, mobilise agreement signing, and help the Government in international trade policy negotiations. In the country, VCCI should actively propose major policies, review opinions of the business community to recommend policies and initiatives to protect the legitimate interests of businesses as well as vulnerable interest groups. VCCI must go farther to not only protect enterprises, but also safeguard general social interests, not only limited to the formation of a good business legal environment, but also construction of an equal, democratic and civilised society. It is also a "cultural order" that VCCI needs to fulfil.■

LAWYER **TRAN HUU HUYNH**

FORMER DIRECTOR GENERAL OF LEGAL DEPARTMENT, VCCI

## MEMBERSHIP AND TRAINING DEPARTMENT

**T**he Membership and Training Department is responsible for managing and developing memberships, training and supporting the development of enterprises and entrepreneurs, supporting the establishment and guide for the operation of the business associations and entrepreneurs in the country.

One of the important activities of the Membership and Training Department is the gathering of enterprises' opinions by means of organising forums, dialogues and meetings between businesses and the Government and State agencies. It also studies and gives advice on laws and policies in order to send feedback and recommendations to the Government and responsible agencies for improvement of the business environment in Vietnam and takes necessary actions to protect lawful rights of members and businesses in domestic and international business relations.

In addition to training programmes on basic business knowledge and skills for enterprises to catch up with actual situations, the Membership and Training Department also organises advanced management training programmes for business executives. Simultaneously, it strengthens and expands cooperation with universities, training organisations, and well-reputed foreign organisations to carry out associated training programmes and practices in foreign countries to help enterprises improve practical understanding and exchange experiences with other world-famous corporations and businesspeople. Typical programmes include associated training programmes in the United States and Inwent Programme in Germany.

Thanks to the department's practical and effective operations, VCCI now has more than 100,000 direct and indirect members including business associations, localities, groups, corporations, State-owned enterprises, joint stock companies, limited companies, private enterprises and foreign invested companies.■



VCCI holds many meetings, seminars, dialogues helping enterprises to solve their difficulties



## INTERNATIONAL RELATIONS DEPARTMENT

The International Relations Department is mainly responsible for organising trade and investment promotion activities and supporting enterprises to do business in Vietnam and foreign countries.

With this main task, the International Relations Department collaborates with relevant ministries and agencies to receive tens of thousands of foreign entrepreneurs visiting Vietnam to survey the market and look for investment and business opportunities each year, including many accompanying heads of state. It also leads thousands of Vietnamese enterprises to attend international conferences, market surveys, trade fairs and exhibitions in foreign nations.

In addition, the International Relations Department co-organises exhibitions, seminars, conferences, and meetings for Vietnamese and foreign businesses with the aim of supporting them to approach markets, and find partners as well as business and investment opportunities.

In particular, the International Relations Department is a key coordinator for the formation and development of Vietnam business forums with key markets, such as Vietnam - Africa, Middle East, Vietnam - China, Vietnam - EU, Vietnam - Japan, and Vietnam - the United States; and business councils like Vietnam - Russia, Vietnam - Saudi Arabia, Vietnam - South Africa, the APEC Business Advisory Council (ABAC) and the ASEAN Business Advisory Council (ASEAN BAC), among others. These specifically oriented activities help businesses and industry associations to approach markets and export goods. ■



Deputy Prime Minister Hoang Trung Hai (2nd from the right) at Vietnam - Russia round table meeting

## LEGAL DEPARTMENT

The Department is mainly responsible for propagandising and disseminating laws, participating in drafting laws on business, supporting enterprises with legal issues, and carrying out policy research, assessments and recommendations for a better business environment in Vietnam.

The Legal Department's activities are highly appreciated by the business community and experts for its high operating



PCI developed by VCCI is an evaluating criterion and an important tool for policymaking and governance in all provinces and cities in Vietnam

effectiveness, important contributions to the improvement of business law environment, contributions to the enhanced prestige of VCCI before the Party, the State, business community, donors and partners.

Notably, from the effect of practice-based polling and its lobbying efforts, the mandatory enterprise-consulting mechanism on all business-related legal documents was officially legalised by Government Decree No. 61/2005/ND-CP (and then Decree No. 24/2009/ND-CP) guiding the enforcement of the Law on Promulgation of Legal Documents.

The department also effectively builds and maintains two international integration websites, namely [www.hoinhapkinhte.vn](http://www.hoinhapkinhte.vn) and [www.chongbanphagia.vn](http://www.chongbanphagia.vn), in four versions, making it the largest information source of integration issues in general and trade remedies in particular in Vietnam. It also supplies information, raises awareness and supports enterprises and other entities with legal issues relating to integration.

One of the outstanding activities of the Legal Department is to study and release the annual provincial competitiveness index (PCI), which assesses the quality of governance in provinces and cities in Vietnam. To complete this index, VCCI annually surveys nearly 10,000 enterprises operating in all provinces and cities in Vietnam. The index, the result of cooperation with USAID, has gained resounding success.

The department also built and published the Ministerial Effectiveness Index (MEI) in an effort to support business policymaking agencies to identify shortages and problems in making and enforcing laws, thus suggesting solutions for them to improve and perfect the lawmaking and enforcing processes. MEI, first published in 2011, has been made annual by the Prime Minister because of its effects and successes. ■



## SMEs PROMOTION CENTRE



**S**et up on January 7, 1994, the Small and Medium Enterprises Promotion Centre (SMEs PC) under the Vietnam Chamber of Commerce and Industry (VCCI) was one of the first SME support agencies in Vietnam. SMEs PC functions as the advisory body for VCCI and other government agencies in policy making on SME development in Vietnam; advises, designs and coordinates programmes and

projects; supports SMEs with such services as training, consulting, market access and information supply; and promotes gender equality in SME support.

In the past nearly 20 years, as the most active SME supporter in Vietnam, SMEs PC has constantly expanded and enhanced the quality of services, and played a greater role in SME development policy-making and planning.

With 16 highly qualified employees at the VCCI headquarters and branches nationwide, the centre always studies and proposes new initiatives, initiates SME support programmes, projects and activities. Its programmes, projects and activities have achieved remarkable results and have drawn great applause from the business community, partners and sponsors.

SMEs Promotion Centre has regular cooperation with domestic and international organisations to assist Vietnamese SMEs, such as ministries, provincial/municipal people's committees, SME support organisations, banks, big enterprises and universities. In the first years of operation, SMEs PC received much support and cooperation from such international organisations as World Bank, ADB, ILO, UNIDO, UNDP, EU, INWENT, GTZ, ZDH, SNV, JICA and JETRO.

SMEs PC has actively taken part in the research and building of SME development institutions and policies like Decree No. 90/ND-CP 2001 and the Decree No. 56/ND-CP on SMEs development support policies, and the Law on Gender Equality. The centre also has coordinated and deployed many projects concerning competitiveness enhancement of enterprises and industries, exporter support, and public-private partnership. It also issues a lot of handbooks and materials to serve the business community.

The President of the Vietnam Chamber of Commerce and Industry always gives high praise to the SMEs Promotion Centre. On the 10th founding anniversary, the centre was awarded the title "Using big intelligence to support small businesses" by the VCCI President. In 2008, the centre was honoured to receive the Certificate of Merit from the Prime Minister. Besides, three staff members of the centre were also awarded Certificates of Merit by the Prime Minister.■

## BUREAU FOR EMPLOYER ACTIVITIES

**T**he Bureau for Employer Activities (BEA) is an important member of the Vietnam Chamber of Commerce and Industry (VCCI) assigned to promote VCCI's function of representing employers in Vietnam. BEA is also responsible for participating in tripartite mechanisms in Vietnam together with the representative of employees - the Vietnam General Confederation of Labour and the representative of government - the Ministry of Labour, Invalids and Social Affairs. BEA also performs the leading role of creating a favourable policy environment for employers and the business community, reflects opinions of employers in the Government's policies, and protects legitimate interests of employers in Vietnam.

Specifically, BEA registered the plan to compile the Government's Decree on the implementation of the Labour Code 2013 regarding Employers Representative Organisation. BEA also continues to complete the model of provincial/municipal employer councils. So far, nearly 20 employer councils have been established under the decisions of the President of the Vietnam Chamber of Commerce and Industry.

In addition to cooperating with ministries, branches and agencies to promote the representation of employers and disseminating legal documents, BEA has outstandingly performed its role as a policy advisor on contents concerning employees in legal documents, like decrees guiding the implementation of some articles of the Labour Code and the Law on Trade Union (amended) and propagandised legal contents. In the coming time, BEA will focus on compiling the Law on Employment and the Law on Labour Safety and Sanitation, train advisers on labour law, and prepare for the establishment of the Labour Arbitration Centre.

BEA is studying and completing reports on labour relations with respect to the impacts of minimum wage policy on employment and corporate governance in 2012. The research results will be the actual basis for VCCI to report on the impacts of minimum wage policy on enterprises, and will also serve as the foundation for VCCI to discuss wages with the National Wages Council in the coming time.

BEA has also organised conferences on enhancing employer representing capacity. These useful and effective activities have attracted more 1,000 companies to take part. Many issues catch deep interest of employees, like payroll and collective bargaining agreements.

Through BEA, VCCI officially became a full member of the ASEAN Confederation of Employers and the International Organisation of Employers, launched many projects concerning support for labour relations and job generation, set up the Blue Ribbon Employer Council (BREC) - an advisor on employment for people with disabilities, and cooperated with the Confederation of Norwegian Enterprise (NHO) - a major organisation for employers in Norway, the International Labour Organisation (ILO), BREC, and other partners.■



## CENTRE FOR CERTIFYING COMMERCIAL DOCUMENTS

The Centre for Certifying Commercial Documents, set up on January 28, 2010, was split from the Certificate of Origin Division subordinated to the Legal Department. The centre's major tasks are to issue certificate of origin (C/O) for exports and verify commercial documents. These tasks are tied to the formation and development of the Vietnam Chamber of Commerce and Industry (VCCI).

In the past 50 years, the VCCI C/O network has been expanded to major provinces and cities across the country with 16 C/O granting agencies. VCCI's C/O staff is highly appreciated by domestic and foreign organisations for their professionalism and spirit of cooperation.

Each year, the centre grants over 500,000 - 600,000 C/O and authenticates tens of thousands of commercial documents. In addition, C/O teams have organised dozens of training courses and paid inspection visits to enterprises annually. VCCI is a pioneer in applying science and information technology to administrative procedure reform. Online C/O granting has been deployed since 2006.

The combination with annually streamlined documents has reduced time and expenses for enterprises, which is applauded by authorities and businesses. In order to effectively prevent trade fraud to ensure the prestige and competitiveness of Vietnamese goods on the international market, in 2010, the centre established the Council for C/O-based Trade Fraud Consultation, Warning and Prevention, which was joined by the Ministry of Industry and Trade, the Ministry of Planning and Investment, the Ministry of Public Security, and the General Department of Customs.

In the upcoming time, the centre will apply system-wide electronic C/O granting to catch up with the world trend, join the single-window licensing network of the region, and start electronic exchanges with Taiwan, South Korea, Iran and other countries and in addition, the centre deployed SMS services to update C/O situations at VCCI for enterprises, thus helping them save visit time and expenses.■

## FINANCE DEPARTMENT

The Finance Department is a professional agency responsible for managing and using the budget and finances of VCCI, and performing financial and accounting work.

With these important tasks, the department has built and implemented internal financial management mechanisms, guided, coordinated and supported VCCI units to perform financial and budgetary plans and follow financial management regimes and policies stipulated by the State and VCCI, and planned and reported financial incomes, expenditures and annual budgets to the Standing Committee.

In particular, the Finance Department is an advisor to the Standing Committee on management, use and generation of budget sources for VCCI's operating expansion investments, inspects and gives recommendations to the Standing Committee on financial and budgetary use and management at VCCI and its units.■

## ADMINISTRATION OFFICE

The Administration Office is an advisor and assistant to the Standing Committee in general, administrative, management, basic construction, and foreign affairs of VCCI.

The Administration Office actively advises the Standing Committee on drafting development strategies and operation orientations and administers and coordinates daily affairs of the Vietnam Chamber of Commerce and Industry.

In addition, the Office receives, processes, and conveys internal and external information to serve operations of the Standing Committee and other VCCI agencies; coordinates in building internal regulations; receives and reviews operations of VCCI departments, boards, centres and units; outlines working programmes, plans and reports for VCCI, the Standing Committee and the Board of Directors on a regular and thematic basis; and leads the content preparation and service for press meetings of the Board of Directors, the Standing Committee and VCCI.

In particular, the Office also conducts research on general economic, business and business environment issues of the country to serve the Board of Directors, the Standing Committee and VCCI agencies; handles incoming and outgoing documents; archives documents, and manages seals of VCCI; keeps reference books and materials of commercial library at the service of the Standing Committee, the Board of Directors, centres, units of VCCI and enterprises; and collects, keeps and uses documents and exhibits related to the history and tradition.

In addition, the Office is an advisor to the VCCI Standing Committee on management of basic construction investment, exploitation and management of land use and infrastructure.■

## PERSONNEL DEPARTMENT

The Personnel Department is an advisor to the Standing Committee on building and managing personnel affairs and ensuring compliance with personnel standards and policies.

The department builds personnel plans and structures for specific development stages of VCCI and ensures system-wide personnel policies. It also guides other units to work out establishment, merger and dissolution plans.

Besides, the department performs processes and procedures applied to examination, recruitment, payroll, salary adjustment, appointments, dismissals, staff rotations and transfers under the authority assigned by VCCI. It proposes building and strengthening internal political protection and economic security protection; advises, compiles and promulgates standards and regimes for domestic and overseas personnel training and retraining, encourages and facilitates the staff to follow continuing education and scientific research, and provides the best conditions for all staff to develop to their full capacity.

In particular, the Personnel Department also advises and resolves complaints and denunciations concerning interests of the staff and personnel affairs, and advises the Standing Committee and the VCCI Remuneration and Discipline Board on emulation and discipline issues.■



## CHAPTER 2

### EXTENDED ARMS

#### VCCI-HCM

#### CONTINUED SUPPORT FOR BUSINESS COMMUNITY

##### ESTABLISHMENT AND DEVELOPMENT

From the premises of the former Chamber of Commerce, the Ho Chi Minh Branch of the Vietnam Chamber of Commerce and Industry (VCCI-HCM) assumed the new task assigned by central VCCI: assisting and supporting the access of foreign businesses to local markets in the city and the southern part of Vietnam.

Since the renovation, the branch has radically upgraded its professionalism from providing services and business matchmaking to playing the role of representative and promoting local and foreign economic cooperation. Units of the branch specialized in exhibitions, industrial property and services have become financially independent. Meanwhile new units of international practice have been developed such as Small and Medium-sized Enterprises, Membership and Training, and Bureau for Employer Activities (BEA). The number of private companies and small businesses in the membership increased rapidly. All units of the branch have been transformed into the new system of management ISO 9001 to meet the demand of the new conditions.

##### HAND IN HAND WITH BUSINESSES

VCCI-HCM has focused on two main tasks: representing the business community and promoting business activities. In its representative capacity, VCCI-HCM sponsored the collection of contributions to relevant draft laws in southern provinces. The branch organised annual dialogues between the business community and related authorities, such as business forums with the Finance Ministry, Customs Office, State Bank and local authorities, to remove constraints on business activities. The branch has assisted over 100 foreign business delegations seeking opportunities for trade and investment in Vietnam, including important delegations accompanying Heads of State visiting Vietnam. Those activities were highly appreciated by both local and foreign business communities.

In addition to its normal activities, VCCI-HCM has also made special contributions to the business community:

**Discovering new business model- business linkage:** The business incubator model was introduced to the local authorities in mid 1990s with several international seminars supported by international organisations, especially ZDH (Germany); and the model of Business Development Services (BDS) was supported by such international organisations as GTZ, Swiss Contact, etc. The branch has also organised



Dialogue on tax and customs policy and administrative procedures held by VCCI-HCM

seminars and surveys introducing linkage models and providing services for business development.

**Assisting the establishment of new businesses:** The Start and Improve Your Business (STYB) project, with financial and technical assistance from ILO, has trained over 10,000 trainees and over 200 trainers in southern provinces.

**Regional linkage:** The PRISED project (poverty reduction by small enterprise development) performed by VCCI-HCM has improved the planning capacity and specialized chain values in provinces of poor economic development such as Binh Duong and Ben Tre (by Business Weeks).

**Labour relations:** As a representative of employers in Vietnam, VCCI has participated in a tripartite mechanism to draft Labour Code and assist businesses in harmonizing labour relations at enterprises. The Bureau for Employer Activities (BEA) of VCCI-HCM was established in 1998 and efficiently involved in several activities assisting the business community.

**Capacity building:** Each year, VCCI-HCM organises some 100 training courses, workshops and seminars on issues relating to businesses. In recent years, it has also sponsored consultative projects for businesses such as SCORE assisting businesses in wood-based industry, and projects supporting industries to assist businesses in increasing business efficiency and competitiveness.

##### DEVELOPMENT ORIENTATION

In the process of regional and international economic integration to make Vietnam a basically industrialised country in 2020 and to play its role in the key Southern economic region, VCCI-HCM fully realizes the challenges in upgrading its organisation and capacity to assist and go hand in hand with business community. The branch will launch new models to support businesses, especially in industries to introduce model industrial centres, and develop supporting industries and value chains of specific products with access to global supply chains.

In addition, VCCI-HCM will increase cooperation with businesses and business associations in both the opportunities and challenges of joining trade agreements (FTA, TPP), as well as in PPP. To this end, the branch will upgrade its organisation and professionalism, providing better service to member businesses, performing the role of business matchmaker, bridgehead, organiser and representative of the business community, so as to contribute more to making Ho Chi Minh City a centre of high technology and the 21st century knowledge-based economy. ■



## VCCI DA NANG

### COMMON ROOF FOR CENTRAL AND HIGHLAND BUSINESS COMMUNITY

**D**uring its 24 years of construction and development, the Da Nang Branch of the Vietnam Chamber of Commerce and Industry (VCCI Da Nang) has always stayed side by side with enterprises, supported them to promote trade ties and find partners, and mobilised funds for business support activities. VCCI Da Nang has become a common roof for the business community in the central region and the Central Highlands.

The first impression VCCI Da Nang made in the 2008 - 2012 period was the construction of a dynamic, capable entrepreneur force. The branch organised 292 training classes for more than 16,000 trainees. This not only was a record increase in the number of classes and the number of trainees, but also more frequently reached far-flung provinces like Binh Dinh, Dak Lak, Gia Lai and Kon Tum. This activity helped expand operations and enhance the image of VCCI in the central region and the Central Highlands.

Fully aware that small and medium enterprises (SMEs) are an important constituent of the business community and a force that needs more support, VCCI Da Nang has integrated and focused its activities for the sake of this vulnerable group. In the 2008 - 2012 period, the branch carried out a lot of SME support projects like disaster risk management project, Prised project, and acacia value chain project. These activities brought positive results for the localities and businesses.

In implementing external economic development and international economic integration policies, VCCI Da Nang has deployed plenty of activities to support enterprises to promote trade and investment, and international integration. It has maintained and effectively carried out Vietnamese business forums in key markets. The branch has organised 65 conferences and economic exchange events between Vietnam and other countries to order to help Vietnamese enterprises approach markets and seek partners and business opportunities. The branch also coordinated with international partners like WWF and SNV to organise a business matching event for timber companies in the northern central region with Vietnamese export wood processing companies in order to build market connectivity, helping timber companies approach new markets, increase sales, and access new supply sources. Besides, the branch has implemented many projects to promote trade, develop the local economy and support business integration, like the product design and innovation development project for the wooden furniture industry (IPP) in Binh Duong province, and the technology transfer project for irrigation management in Quang Nam province.

In addition to providing direct information and advice for businesses, the branch always updates the economic database on trade and investment promotion on the branch's website which has drawn increasing numbers of visitors. Besides, the branch has advised hundreds of businesses performing market surveys and registering trademarks and industrial designs. It has also integrated consultations into training works, particularly policy and legislative consultations. It has also supported businesses to enhance internal governance, human resource development, technological innovation, brand building and development.

By promoting its achievements, VCCI Da Nang will continue supporting local businesses. It will step up research and forecasting activities to grasp the needs of local businesses and deploy new activities for their sake. Nguyen Cuong, Director General of VCCI Da Nang, said, "At present, trade promotion of enterprises in the central and highland region remains weak and unprofessional, although this is partly attributed to objective reasons. With its experience and connectivity with domestic and foreign partners,

## VCCI HAI PHONG

### CONTRIBUTION TO OVERALL SUCCESS OF VCCI



In 2011, VCCI Hai Phong hosts the Northern Coastal Business Conference

#### ESTABLISHMENT AND DEVELOPMENT

The Hai phong Branch of the Vietnam Chamber of Commerce and Industry (VCCI Hai Phong) was established by Decision No. 385/TN-TCCB of April 11, 1991 of the Ministry of Trade. Its operation covers Northern coastal provinces and cities, and under the direction of VCCI President.

Its staff was small at only 8 persons (36 in 2012). In the first two years, its membership was only 56 and the branch could not play its full role and function, maintaining only linkages between local businesses and some foreign markets. Its budget was small depending on C/O service, membership fees and services on consultation and export activities, and the payroll was mostly covered by the central level.

In 20 years of development under the leadership of central VCCI and related organisations, Hai Phong VCCI has contributed its part to VCCI's success. Since 2000, VCCI Hai Phong, without financial support from C/O service and the State budget, has developed its membership, increased services, accelerated administrative reform and improved management. Those efforts have upgraded efficiency among staff members, increasing their dynamism and responsibilities.

VCCI Hai Phong has established a Consultation Group, including former officials of the city, to advise the branch on improvement of services for member businesses. It has also sponsored important projects such as the Trade Promotion Centre, Lach Tray 462-464 Project, and Do Son Recreation Centre.

With these achievements, Hai Phong Branch has improved its image and received due acknowledgements by local authorities and businesses.

#### ACCOMPLISHMENT OF ITS TASKS

In conjunction with the entire VCCI network, Hai Phong branch has tried its utmost to overcome challenges and achieve its mission.

The branch organised annual Business Conferences of Northern Coastal Region with over 1,000 participants, and each year sponsored over 80 short-term training courses and 10 long-term ones upgrading the capacity of business managers. It has also increased linkages between businesses and associations in the area, and the VCCI network. Awards and celebration of Vietnam Entrepreneurs' Day (October 13) have been successfully organised. As a result, the prestige of VCCI Hai Phong has been improved and membership increased from 56 in 1993 to 1,947 in 2012.

In the years to come, VCCI Hai Phong, together with related authorities, will implement Resolution No. 09/NQ-TW of the Politburo on the role of entrepreneurs. The branch will also upgrade the expertise of its staff to meet the increasing demand of the business community.■

☞ VCCI Da Nang will play a central role in linking business support associations, which will help it enhance professionalism and efficiency in business support activities.■



## VCCI CAN THO

### COMMON VOICE OF MEKONG DELTA BUSINESS COMMUNITY

Starting with only four staff members in charge of six Mekong Delta provinces, the Can Tho Branch of the Vietnam Chamber of Commerce and Industry (VCCI Can Tho) has made long strides over the past 20 years. The branch's operation covers all 13 Mekong Delta provinces; the organisational structure has expanded and now has six specialised divisions and the trade and investment promotion centre; and the workforce has grown to 40 employees. The branch now has a Party cell, trade union, and youth union.

The branch has rapidly expanded its membership from 13 members who it received from the VCCI-HCM Branch in 1992, to 2,376 members in 2013 (848 direct members, 1,462 indirect members, 11 associated members, and 55 media members). In addition, VCCI Can Tho canvassed to set up nine business associations, most of which are operating very well. In particular, the branch established the Council of Mekong Delta Business Associations in accordance with Decision No. 2753/PTM-TCCB of the VCCI President, dated January 7, 2013, aiming to link business associations, accelerate the joint construction of business support programmes, and exchange information and business cooperation.

Serving as a business link, from 2003 to 2005, VCCI Can Tho organised many Mekong Delta Investment Forums. In 2005, it set up the Club of Mekong Delta Trade, Investment and Tourism Promotion Centres with the aim of coordinating domestic - foreign business connections, popularising the image of enterprises, localities and typical Mekong Delta products like rice, fruits and aquatic products.

Annually, VCCI Can Tho organises many seminars and specialised training courses in order to provide market information and investment cooperation opportunities with foreign partners for local businesses, and leads many business delegations to survey foreign markets. Since Vietnam officially joined the World Trade Organisation (WTO) in 2007, the branch has actively hosted many seminars attended by leading experts to help enterprises understand more about the world economic situation to outline appropriate development orientations.

The branch also attaches much importance to disseminating laws and improving the business environment. It actively coordinates with local agencies to organise meetings with the authorities to seek solutions to difficulties facing enterprises, and provide advice to improve competitiveness, particularly regarding the provincial competitiveness index (PCI). On the PCI 2012 ranking, six Mekong Delta provinces secured Top 10 places, with Dong Thap and An Giang provinces earning the top spots.

VCCI Can Tho also joins hands with universities, academies and central agencies to carry out national programmes and projects, including the Local Economic Development (LED) Programme, Start and Improve Your Business (SIYB) Programme, and skill and leadership improvement training courses (CEO, CFO, etc.). Some scientific studies have been deployed, like the southern Tien River economic development initiative, investment environment improvement for foreign investors in Can Tho city, and business incubator development.

As regards information and communication, the branch has issued many publications like membership directories, tourist guidebooks, and rice export guides. Many publications provide detailed information about investment, C/O, climate change and its impacts in the Mekong Delta. VCCI Can Tho is currently building two websites to supply information on investment, trade, import, export, tourism, legal procedures, IT application, e-commerce and business operation.■

## VCCI THANH HOA

### STRONG FULCRUM FOR BUSINESSES

Thanh Hoa Branch of the Vietnam Chamber of Commerce and Industry (VCCI Thanh Hoa), set up 13 years ago, is assigned to connect businesspeople and support businesses in Thanh Hoa and Ninh Binh provinces for the sake of regional prosperity and development.

#### NOTEWORTHY DEVELOPMENT STEPS

When it was established and started operation, VCCI Thanh Hoa did not have its own working office and had only two staff members. At present, the branch has 15 staff members with rich expertise in many areas, of whom three hold master's degrees and 12 have university degrees.

Currently, the branch has its head-office in Thanh Hoa city, and a residential office in Ninh Binh province. All of its divisions are working independently and effectively. In 13 years of construction and development, the branch has always operated effectively with its assigned tasks of connecting businesspeople and supporting businesses in Thanh Hoa and Ninh Binh provinces for the sake of regional prosperity and development. It has admitted nearly 800 members which are local enterprises and business associations. Every year, it organises training courses, conferences and workshops to disseminate and update information about new laws and certificate of origin (C/O) granting, and organises foreign market survey delegations. All these activities are planned and deployed successfully by the branch and praised by local businesses.

#### STRONG FULCRUM FOR BUSINESSES

Since its inception, VCCI Thanh Hoa has always been well aware of information about member companies, and organised many capacity building training programmes for corporate executives. It focuses on business administration and performance improvement courses for enterprises, especially related to financial management and legal knowledge. It frequently updates new legal information for businesses, and advises them on trade promotion. Annually, the branch hosts 20 training classes on business administration and legal knowledge for more than 1,000 staff of its members, and organises more than 30 conferences on lawmaking and trade promotion for more than 4,000 attendees.

The branch regularly helps enterprises in Thanh Hoa and Ninh Binh provinces to meet and exchange information and boost cooperation in various areas of business. It always publicizes information about trade fairs and exhibitions in the two provinces to coordinate with business associations and authorities to provide consultancy and information for enterprises. It also organises business delegations to survey and seek investment opportunities in foreign countries, and attend international trade fairs in the region. It coordinates with provincial authorities and VCCI units to arrange meetings between foreign business delegations and local companies in a bid to create investment and business opportunities for both sides.

With its constant effort and determination, VCCI Thanh Hoa has attained many important achievements and received strong support from local business communities and business associations. The branch and many of its staff members have been presented many certificates of merit from VCCI President, the VCCI Trade Union, the Vietnam Fatherland Front, Chairman of Thanh Hoa Provincial People's Committee, etc. These certificates are the recognition of the branch's contributions to the development of the business community and entrepreneur force in the region.■

## VCCI VUNG TAU

### SUPPORTING VIETNAMESE BUSINESSES ON GLOBAL EXPANSION



Business course held by VCCI Vung Tau

**V**ung Tau Branch of the Vietnam Chamber of Commerce and Industry (VCCI Vung Tau) always tries its best to fulfil all tasks and objectives which are very specific and deep. The branch has successfully organised many seminars like Inflation and Impacts on Macro-economy; Monetary and Financial Markets - Impacts and

Consequences on Economy; and Provincial Competitiveness Index. While supporting businesses to promote trade, investment and international integration, the branch focuses on renovating and improving the quality of information, advice, business matching, and market surveys. It has hosted the seminar on Vietnam - Sweden partnership cooperation for sustainable development, and led market surveys to the EU, South Korea and other markets.

In 2006, the branch joined the VCCI Working Group, together with ministries and central agencies and enterprises, to participate in international trade fairs in Mozambique and South Africa. VCCI Vung Tau Director General Vu Thi Thu Ha had the honour to meet the President of Mozambique and, on behalf of Vietnamese enterprises, introduced to him the Vietnamese product display space at the fair held in Maputo, the capital of Mozambique. She shared this story because she wanted the VCCI youth to uphold the dynamic tradition in any circumstances to support Vietnamese enterprises to bring Vietnamese products worldwide.

Apart from joint venture support and promotion, the branch has stepped up training programmes in an attempt to enhance the capacity of enterprises, focusing on payroll system construction, internal control and human resource management. In addition to short-term professional training courses aimed at helping businesses to improve their professional skills and update policy changes, the branch hosts advanced training courses like chief executive officer (CEO) and chief financial officer (CFO).

Regarding the certificate of origin (C/O) granting, the branch receives and handles C/O documents even during the weekend and eliminate bureaucracy at the service of enterprises. The branch's rewarding and commending activity is effectively and positively implemented. Social development activity is also carried out well, featured by fund-raising and donation for flood victims and the poor.■

## VCCI KHANH HOA OFFICE

### HELPING HAND FOR BUSINESSES

**V**CCI Khanh Hoa Office has organised a lot of training courses and seminars on legal issues for enterprises, advised them on dealing with commercial contract disputes with foreign partners, provided information for domestic and foreign companies looking for investment opportunities in Khanh Hoa, and reported their opinions to the compiling board responsible for drafting Law on Import - Export Tax Administration.

In the coming time, VCCI Khanh Hoa Office will continue supporting enterprises to resolve difficulties, organising training courses on labour law and economic management, dialogues on taxation and customs. Recommendations from businesses will be generalised and reported to competent authorities by VCCI Khanh Hoa Office. It will also host dialogues between enterprises and authorities, units and organisations, and act as a bridge to connect businesses for joint development.■

## VCCI NGHE AN OFFICE

### RELIABLE SUPPORT FOR BUSINESSES

**T**he VCCI Representative Office in Nghe An province (VCCI Nghe An Office) was established in accordance with Decision No. 180/PTM-TCCB dated April 6, 1994. This was the first representative office VCCI set up after the Second Congress.

Together with the robust development of the VCCI unit system nationwide, VCCI Nghe An Office has really become a reliable fulcrum for the business community of Nghe An province in production and business activities and international economic integration.

In nearly 20 years of construction and development, VCCI Nghe An Office has overcome numerous difficulties and challenges to continue growth.

VCCI Nghe An Office is located in the heart of Vinh city, Nghe An province. The office is always a loyal, enthusiastic representative of local businesses.

The 50-year development of VCCI has brought many valuable experiences and lessons for VCCI Nghe An Office to drill its staff with high calibre, diligence, and knowledge to serve the business community. VCCI Nghe An Office has prepared well to support its members, anytime and anywhere.■



CHAPTER 3

AFFILIATED COMPANIES AND ORGANISATIONS

VIETNAM WOMEN ENTREPRENEURS COUNCIL



Vietnam Women Entrepreneurs Council in collaboration with Vietnam Television organises programme “Women entrepreneurs look to the national sea and islands”

Vietnam Women Entrepreneurs Council (VWEC), formally established in 2001, gathers enthusiastic, pioneering women entrepreneurs striving for the growth of women-led businesses, associations and clubs of all economic sectors across the country. To date, the council has achieved initial successes in building the country-wide network of women entrepreneurs, organising trade and investment promotion programmes, conferences, training programmes and information channels for women entrepreneurs.

The council supports and protects lawful and legitimate rights of female

entrepreneurs and enterprises and organisations led, owned and administered by women businesspeople; supports trade and investment promotion and technology transfer, domestically and internationally, for women entrepreneurs; supports them to build harmonious labour relations and achieve gender equality in business. In addition, the council also contributes legislative building, training, capacity building.

The council has made remarkable achievements like participating in the construction of women-led economic network in Vietnam and ASEAN countries, contributing opinions and advice to lawmaking, accompanying Vice State President Nguyen Thi Doan to attend the Global Summits of Women and visit Chile, Uruguay, Cuba, Canada, Bungaria, Switzerland, China, South Africa, Turkey, Greece and Germany. Since 2009, the council has been successfully organising Golden Rose Award in honour of Vietnamese businesswomen for their excellent achievements in business leadership.

The council is taking steps to the expertise and experience of its staffs to better serve women entrepreneurs, and updating information on economic and family issues as well as business cooperation on the website for its members.■

CBAM

HIGH-PROFILE TRAINING CENTRE OF BUSINESS COMMUNITY

The College of Business Administration and Management (CBAM) has organised hundreds of training courses of international standard, from short term to long term, for more than 28,000 trainees who are entrepreneurs and executives of domestic and foreign corporations, and State officials in Ho Chi Minh City and southern provinces and cities.

CBAM was set up in 2010 under Decision No. 2081/PTM-TCCB of VCCI President from the upgrading of the School for Business Managers, set up in 1999, which was formerly known as the Centre for Business Training founded in 1997.

CBAM has spared no efforts in researching, designing and preparing many training programmes that meet international standards and Vietnam's environment, to serve the businesses community in Vietnam.

In recent years, hundreds of training centres have been established across the country in the form of partnerships, franchises and so on. This gives students more choices but is a challenge for training institutions in the country. Under the leadership of the CBAM's management board along with the determination to become the leading business training centre, CBAM has been trying to improve its position in the market and provide a high quality training services for Vietnam enterprises.

CBAM has a wide range of programmes complying with international standards and attracting many trainees.

- Business Intensive Skills for Managers designed and conferred by CBAM. Learners are entrepreneurs, directors and management levels of enterprises.
- Supply Chain Management conferred by International Trade Centre (ITC/UN/WTO) in Switzerland. Trainees are the people working in the fields of warehouse management and logistics, etc.
- CAD technician for construction drawings under Japanese standard. Learners are those directly and indirectly related to the construction drawings.
- Training programmes are designed in the form of in-house training.

Regarding business consulting, supporting functions and trade and investment promotion programme implementation for businesses, CBAM is the official representative of the International Trade Centre providing trade and commercial information for Vietnamese businesses to facilitate import and export activities of enterprises.

VCCI also assigns CBAM to implement the programme of training enterprises, businessmen, information and databases on the basis of agreement between Vietnam and Japan to develop the action plan of building supporting industries in Vietnam. Besides, CBAM and Chinfon Group of Taiwan are preparing to implement a five-year project on training human resources for subcontracting industries.

CBAM strives to become a high-quality training centre of Vietnamese business community, standing on par with those in developed countries around the world. In particular, the college will develop specialised training courses for domestic and foreign corporations; develop and implement short-term courses on in-depth skills and experience in foreign countries such as the UK, Australia and the US; organise seminars on business support issues, trade promotion, cultural exchange and specialised skills.

With its efforts and endeavours, CBAM will surely become a trusted leading address for high-quality human resource training, a supplier of business consulting and supporting services for Vietnamese and international enterprises.■

## ENTERPRISE DEVELOPMENT FOUNDATION

### 1. FUNCTIONS AND TASKS

The Enterprise Development Foundation (EDF) was set up according to Decision No. 2411 of VCCI President dated November 1, 2004 and officially went into operation with Decision No. 0235/PTM-TCCB of VCCI President dated February 14, 2005 on approval of organisational and operational regulations of the Enterprise Development Foundation.

As a research and development institute belonging to VCCI, operating in accordance with the Law on Science and Technology, EDF performs research activities and advises VCCI on policymaking concerning social, economic, enterprise and entrepreneur development. Its major tasks include:

- Researching and providing scientific arguments to VCCI to effectively perform its representative roles and functions with respect to promoting and protecting the lawful and legitimate interests of the business community and employers in Vietnam in domestic and international relations;
- Promoting business development by means of providing scientific and technical research and consultancy, training, reviewing good business practices, building and popularising models to develop support organisations and enterprises;
- Gathering and researching business opinions; analysing and consulting the VCCI Executive Board on issues concerning legal, social and economic policies aimed at business environment improvement;
- Performing annual assessment on development trends of enterprises;
- Performing research, identifying factors with direct impact on the development of the business community, organising scientific forums and conferences, and proposing remedial measures;
- Exchanging and cooperating with domestic and international consulting and research organisations in business development, with special focus given to human resource development and international integration;
- Implementing other activities related to business development.

### 2. REMARKABLE ACHIEVEMENTS

EDF researched, developed and published Vietnam Business Annual Reports in 2006, 2007, 2008, 2009, 2010, 2011 and 2012. Apart from providing profound information about the capacity of the business community, the theme-based annual reports reflect business community concerns in each year of development and propose recommendations and solutions for a better business environment and corporate competitiveness. The publications are issued in Vietnamese and English languages. Notably, EDF was assigned by VCCI to be in direct charge of researching, drafting, and building a scheme on the issue of Resolution No. 09/NQ-TW on "Building and promoting the role of Vietnamese entrepreneurs in the period of accelerating industrialisation, modernisation and international economic integration" to submit to the Politburo. With this achievement, EDF was named the "Unit of the Year 2011" by the VCCI President.

Apart from these publications, EDF also led work on many in-depth market research projects like "Pilot market research on five industries at the service of enforcement of Competition Law"; "Report on impact of international economic integration after 5 years of Vietnam's WTO accession on business community development in Vietnam"; "Report on driving force on accelerated economic reform in localities"; "Research on five light industries in Vietnam"; "Research on Vietnamese pharmaceutical industry development strategy"; and "Research on Vietnam's competitiveness in times of crisis" (2008, 2009).

Moreover, EDF also performs many other activities. It was the first unit in Vietnam to

## INSTITUTE OF INFORMATION TECHNOLOGY FOR BUSINESS

As a unit in charge of information technology and e-commerce for businesses, the Institute of Information Technology for Business (VCCI-ITB) mainly operates and implements projects assigned by the State and VCCI, supplies IT solutions and IT services, supplies e-commerce and online business solutions and services, organises events and media, business studies and surveys, business training and consulting, and organises promotion and business matchmaking events in foreign markets.

Since its inception, VCCI-ITB successfully hosted the APEC CEO Summit 2006 and, especially, successfully implemented Scheme 191 on "Supporting enterprises to apply information technology to serve integration and development" with the participation of more than 50 provinces and cities from 2005 to 2010. From 2011 till now, VCCI-ITB has deployed many schemes to support businesses to apply IT, e-commerce, finance and banking; implemented financial, accounting and business administration solutions (ACSOFT, VIETSUN software) for approximately 5,000 businesses; and built and maintained 20 local e-commerce floors (B2B and B2C). Each year, VCCI-ITB organises some 50 seminars and conferences in the country in collaboration with domestic and international partners.

Specially, VCCI-ITB has a very high reputation in organising training and consulting concerning new issues, and issues enterprises need in the fields of information technology, e-commerce, corporate finance, tax, customs, international trade (Incoterms 2010), leadership skills, optimal management and trade dispute settlement. Each year, VCCI-ITB organises approximately 150 short-term training courses and leads many delegations to study and connect with enterprises in the US, the EU, Japan, Australia, and ASEAN countries.

In the coming time, with its functions and tasks, VCCI-ITB is working to build an electronic VCCI, stepping up the construction of government - business information systems at the service of development and international integration, and setting up tools and mobile equipment for business administration for businesspeople.

In addition, VCCI-ITB plans to build a high-tech training and consulting network for enterprises and entrepreneurs, and build electronic business networks to serve members of industry associations and provide business connections with major markets in the world.■

☞ successfully pilot the "Vietnam Challenge Fund" (VNCF) model - an innovative and effective poverty reduction model. This model is being expanded and carried out by many other ODA projects funded by IFAD, ADB and DFID.

With the purpose of measuring performance and capturing concerns and feedback from a large sample of businesses on a regular basis, and so to reflect to a large extent the state of the economy and business environment as well as to provide a forecast of economic outlook for upcoming periods, EDF launched the quarterly Vietnam Business Insight Survey (VBIS) in 2009.

EDF has also established and maintained close cooperation with domestic and international partners, promoted strengths of each other and enhanced the quality of advice to policymakers and the business community.■



"E-customs procedure expansion 2012" held by VCCI-ITB is part of National Project 191



## BUSINESS OFFICE FOR SUSTAINABLE DEVELOPMENT

### FOR SUSTAINABLE DEVELOPMENT AND COMPETITIVENESS IMPROVEMENT OF ENTERPRISES

Established under Decision 2134/PTM-TCCB dated August 3, 2006 of the President of the Vietnam Chamber of Commerce and Industry, the Business Office for Sustainable Development (SdforB) is tasked to collect, advise, propose and consult the VCCI Standing Committee and relevant bodies to make policies and build legal frameworks and coordinate to organise events, programmes and projects for sustainable development, competitive enhancement and international integration of Vietnamese enterprises.

Starting with three staff and Vietnam Business Links Initiative (VBLI) project, SDforB now has 14 staff in charge of six national and company-level projects and carries out a series of activities related to promoting corporate social responsibility, ensuring workplace safety and sanitation, improving consistency and transparency in business relations, expanding cleaner production application, applying ethical business models, supporting enterprises to cope with climate change, and competing for social responsibility awards.

These activities benefit not only big businesses but also small and medium ones. Over time, these activities are expanded into more industries and business scopes in order to promote the leading roles of enterprises in national sustainable development in their capacity as the most important, direct and powerful influencers on economic, environmental and social development. A remarkable achievement of SDforB was the formation of the Vietnam Business Council for Sustainable Development (VBCSD) in December 2010 in accordance with Official Dispatch 6334/VPCP-KGVX dated September 8, 2010, after years of lobbying enterprises and stakeholders. VBCSD deploys three groups of tasks:

- “Vision 2050” (Defining the roadmap of enterprises towards sustainable development)
- “Energy and Climate Change” (Using energy efficiently and coping with climate change)
- “Inclusive Business” (Supporting the poor to take part in supply chain of enterprises on mutual benefit principle)



Corporate Social Responsibility Award 2012

VBCSD performs activities in all four fields:

- Communication and awareness-raising
- Training
- Research
- International cooperation

VBCSD's efforts are praised and recognised by Deputy Prime Minister Nguyen Thien Nhan, Chairman of VBCSD, at biannual meetings with VBCSD.

In addition to mobilising the participation of businesses, SDforB also actively coordinates with VCCI branches and representative offices and central and local agencies to organise conferences and seminars on green growth, green industry, green technology and sustainable development. Besides, SDforB actively and effectively seeks support and assistance from international organisations like UN organisations in Vietnam (UNDP and UNIDO), the European Union, Global Compact Network, ASEAN CSR Network, Fair Labour Association, Ethical Trading Initiative Norway and Transparency International, to develop and implement long-term programmes and projects, encourage enterprises to boost competitiveness and international integration, thus contributing to the cause of national sustainable development.■

#### TASKS OF SDforB AND VBCSD

- Carrying out communication events concerning business sustainable development and integration through meetings, mass media, newsletters and websites.
- Supporting and improving enterprises' awareness of the importance of sustainable business, popularising good practices of sustainable business in the region and in the world.
- Carrying out the contents of sustainable development and international integration, the Agenda 21, the National Programme for Climate Change Response, and other national target programmes concerning sustainable development in Vietnam.
- Encouraging, instructing and consulting enterprises to apply clean technologies and carrying out the process of clean industrialisation, labour safety and corporate social responsibility.
- Performing research necessary for business sustainable development, studying national and international standards and practices of sustainable development.
- Building and applying sustainable development tools and models, support systems for corporate sustainable development.
- Coordinating with ministries, branches and localities to organise sustainable development awards for businesses and entrepreneurs.
- Building a library of sustainable development experience and knowledge for the Vietnamese business community.
- Coordinating with localities to implement corporate sustainable development programmes, sustainable agricultural and rural development, and sustainable development of cottage industry villages.
- Setting up forums and councils for sustainable development for major sectors and maintaining a professional expertise sharing network with domestic and international institutions.
- Coordinating with other agencies, schools and academies to include sustainable development into education systems, especially business training programmes.
- Coordinating with domestic and international agencies to deploy sustainable development projects of the Vietnamese business community.
- Implementing other tasks as assigned by the Vietnam Chamber of Commerce and Industry.



## BUSINESS FORUM NEWSPAPER

### TWO PROUD DECADES SUPPORTING BUSINESSES



**F**ounded in 1993, the *Business Forum Newspaper* is always the voice of the business community and entrepreneurs in Vietnam. During its nearly 20 years of operation, the newspaper has asserted its prestige and reliability to enterprises and entrepreneurs. It becomes an important information channel for enterprises and entrepreneurs to raise their voices, arguments and remarks on business environment, policies and guidelines concerning business activities. In particular, it honours enterprises and entrepreneurs, conveys accurate and positive information about products and business operations, and joins with responsible agencies to review, argue and seek solutions to difficulties and problems in mechanisms and policies to create a legal fulcrum for enterprises and entrepreneurs.

Another content praised by businesses and businesspeople is insightful investment information, commentaries and analyses by top-notch experts on a wide range of economic sectors. This in turn helps enterprises and entrepreneurs capture

and propose business solutions and seek investment opportunities.

Besides, the newspaper issues specials and inserts covering economic sectors, localities, provinces, cities, industries as well as business operations. These special publications reportedly serve an important and effective role in promoting trade, honouring businesspeople, and popularising production and business activities of enterprises.

The *Business Forum Newspaper* comes out two issues a week on Wednesdays and Fridays with 35,000 copies each issue. Its *Entrepreneur Forum Newspaper* is published once a week on Saturdays. The newspaper also runs a website.

Apart from content activities, one of the strengths of the *Business Forum Newspaper* is the regular hosting of highlighted events and activities, like business start-up programmes; seminars and conferences on economic situation and solutions to business problems; and community development activities like charity houses, reliefs, etc.■

## VIETNAM BUSINESS FORUM MAGAZINE

### CONNECTING ENTERPRISES AND ENTREPRENEURS

**V**ietnam Business Forum Magazine (VBF) hit the news-stands in 1995. Since then, VBF has drawn the attraction and interest of the business community, entrepreneurs, managers, and policymakers in the country and in the world.

The magazine initially published one issue a month, but it has increased monthly issues to six, including four monolingual (English) issues and two bilingual (English - Vietnamese) issues. In addition to province/city-themed specials in support of localities promoting trade and investment, VBF focuses on building and developing in-depth monolingual issues featuring industries, events and diplomatic relations between Vietnam and other countries. VBF not only interconnects businesses and investors, but also serves as a market database for the business community and managers.

Besides, VBF publishes useful publications for the business community such as Vietnam Exporter Directory, Vietnam's Economic Regions: Potential and Investment Opportunities, and others.

VBF has strongly developed its information website ([www.vccinews.com](http://www.vccinews.com)) into an important foreign affairs information channel with full business, investment and market data for business community in both Vietnamese and English languages. Besides, the website features the Vietnam Exporter Directory and Vietnam Investment Projects List.

In addition to publishing, the magazine also organises major business-connecting events to create a platform for enterprises to generate and seek business and investment opportunities. Noteworthy events included Vietnam - Japan Business Seminar, Vietnam - China Seminar on Agriculture Cooperation, and International Medical Cooperation Promotion Conference in Vietnam. Particularly, the Vietnam - Singapore Business Forums in 2011 and 2013, co-organised by VBF, were warmly lauded by the Governments and business communities of the two countries. In the framework of this event, several cooperation agreements were signed by companies of the two countries.

In the coming time, VBF will step up information on external affairs, closely follow major political, economic, social events and programmes, introduce the potentials of provinces and cities, and report the difficulties of the business community to relevant bodies. VBF will also accelerate related activities to further support the business community.■





## VIETNAMESE ENTREPRENEURS' CULTURE CENTRE

### DEVELOPING AND HONOURING ENTREPRENEURS

After a period working for the *Business Forum* Newspaper, writer Le Luu learned that Vietnam had 80,000 businesspeople in 2000. This was a major force that generated wealth for society and a major element that changed the economy in this era, but they were not much respected. They were discriminated against, despised and called with scornful titles normally reserved for evil doers. From that reality, he intended to establish an entrepreneurship cultural centre in a bid to protect and honour businesspeople, as well as build and develop cultured businesspeople and enterprises.

The Vietnamese Entrepreneurs' Culture Centre was set up on September 11, 2002 as an administrative, not-for-profit, subordinate unit of VCCI. In the early days, the centre had to borrow a small office, measuring 20 square metres in area, at No. 4 Ly Nam De Street. From 2004 to now, the centre has a working office at N.1, Alley 319, Tam Trinh Road.

To date, the centre has organised hundreds of workshops and cultural exchanges. It has organised, directed, trained, and utilised arts and cultural works of businesspeople and businesses, making it a popular movement nationwide. Notably, the centre has honoured thousands of cultured entrepreneurs with outstanding business achievements. To be honoured, businesspeople must satisfy four criteria, namely heart, talent, intelligence and bravery. According to writer Le Luu, an entrepreneur who has a heart has a moral code. He never steals, defrauds and evades tax regulations. Talent begets visions. He will have far-sighted vision and contextual understanding. Intelligence makes a force and power to withstand difficulties. Bravery makes decisiveness and responsibility. An enterprise must have a code of culture which clearly specifies what the employer does, what the employees do, how the colleagues communicate with each other, and how it treats customers. Or in other words, it must have employer culture, employee culture, institutional culture, and professional culture. Only a cultured enterprise becomes a powerful enterprise.

In 2005, the Entrepreneurs' Culture Journal was published, adding wings to the Vietnamese Entrepreneurs' Culture Centre. The publication, releasing three issues a month, is the voice of the business circle, and protects true entrepreneurs. As soon as it issued its first copies, the Journal was ardently supported by businesspeople and artists. The periodical always adheres to its guiding principles and objectives - the voice of businesspeople and the representatives of businesspeople.

Besides, the centre has organised many charitable donations in support of the poor. In 2011, it coordinated with the Phu Tho Literature and Art Society to build a memorial for late poet Pham Tien Duat. The commemorative plaque was started on May 22, 2011 and completed on October 22, 2011. This is a spacious 3-storey monument with a total area of 150 square metres.

The Vietnamese Entrepreneurs' Culture Centre is also a place to meet and communicate with international friends. Since its establishment, the centre has received ten delegations of American writers. Needless to say, the Vietnamese



Writer Le Luu (left), Director of Vietnamese Entrepreneurs' Culture Centre and State President Truong Tan Sang (right)

Entrepreneurs' Culture Centre and writer Le Luu are very close friends of writers at the William Joiner Centre, especially poets Kevin Bowen and Bruce Weigl.

In 2012, the centre celebrated its 10th founding anniversary. Over the past 10 years, the centre has really made a deep impression on businesspeople in the country and received lots of warm applause from Party and State leaders. Former State President Nguyen Minh Triet said: "Entrepreneurial culture has promoted internal strength, bravery and wisdom, and built up confidence and creativity." General Vo Nguyen Giap cheered "Business culture is a driving force for businesspeople and enterprises to gain international reputation in the process of global integration." In his congratulatory letter sent to the centre on the occasion of its 10th anniversary, President Truong Tan Sang encouraged and recognised the merits of the centre. "In the past 10 years, the Vietnamese Entrepreneurs' Culture Centre has constantly contributed to the construction of entrepreneurs into cultured figures and built the business culture typical of Vietnamese identity. With that foundation, our entrepreneur force has made great contributions to the renovation and development of the country, which have been widely and highly recognised and appreciated by the Party, the State and the society," he said. ■

## AFFILIATED COMPANIES

### TSC

#### 25 YEARS OF GLORIOUS HISTORY

**V**CCI Trade and Service One Member Limited Company (TSC), founded in 1988, was originally a small member of the Chamber of Commerce affiliated to the Ministry of Trade of Vietnam. In 1994, the company was officially licensed for independent operation by the Hanoi city People's Committee. After 25 years of construction and development, TSC has always maintained the brand name as a leading commercial services company.

#### MEMORABLE MILESTONES

According to the decision issued by the Ministry of Trade in 1988, TSC was established and operated under the opening direction. Since its inception, TSC with young, well-trained, enthusiastic, professional and inspirational staffs was assigned by the Chamber of Commerce to undertake the Chamber's political tasks in support of the business community, create a strong bridge for domestic and foreign enterprises, connect business and investment projects, survey markets, open representative offices, and supply executive services. At first, TSC's operational model was novel and workload-weighted but the company was strongly supported and closely guided by the Party Committee and Standing Committee of the Chamber of Commerce as the company was proven a right way to go. And, TSC achieved significant initial results.

In 1993, the Chamber of Commerce was disaffiliated from the Ministry of Trade to become a totally independent entity and renamed to the Vietnam Chamber of Commerce and Industry (VCCI). One year later, in 1994, the Hanoi City People's Committee issued a decision to make TSC an independent business with same tasks and functions as before. This was considered the most important milestone in TSC's history. With its independent authority in spending and revenue, the company started to build a new mechanism for development, personnel and business orientation. In 2008, at the request of the Government that the company had to be transformed from a State-owned enterprise into a limited liability model or a joint stock company, TSC chose the one-member limited liability model.

#### GLORIOUS TASKS

Since its inception, all the staff in the headquarters in Hanoi, branches in Hai Phong, Nghe An, Da Nang, Ho Chi Minh City and Can Tho and representative offices in Singapore and Japan has clearly defined their functions and tasks: Specifying some tasks of the Chamber of Commerce to the business community. The company promotes trade, attends Vietnamese exhibition space at international exhibitions and trade fairs, organises market surveys for enterprises, receives and arranges working agendas for foreign business delegations in Vietnam. It also provides import and export services, with the latest being manpower export. Each task has its own works but all share a common objective: How to help Vietnamese economy to integrate with the world and brand names of Vietnamese companies to be known on international arenas. TSC Director Doan Duy Tien said "We join forces in organising Vietnamese

business delegations accompanying senior leaders attending Vietnam Days programmes in foreign countries. We both provide logistics services and work out professional and time-saving plans for business delegations. Trade promotion is considered to be the most challenging but most successful starter." With its continuous efforts, TSC gradually asserts its own quality. When organising trade promotion activities in Vietnam, international organisations usually name the company their representative in Vietnam. Besides, the company also successfully organises investment consulting conferences for foreign companies with intention of investing in Vietnam or for Vietnamese companies with the expectation of reaching out the world.

Import - export is also a key task of TSC. The company focuses on introducing handicrafts agricultural products, machinery, and automotive components of Vietnam to the world and products of the world to Vietnam. The most special is manpower export service, started in 1999. The company began with such markets as Taiwan, France and the Middle East. It then launched overseas study services to Japan for Vietnamese trainees. Deputy Director Nguyen Thi Bach Duong, who has worked for TSC for 24 years, said: "Manpower export service, in fact, creates jobs for the poor. The new jobs not only give them incomes but also change their way of working and working culture. The company is also successful in trade promotion activities by bringing Vietnamese enterprises to foreign countries and bringing foreign businesses to Vietnam. That is not simply connecting enterprises in investment aspect but also making them understand modern business culture and business environment of enterprises."

The staff's effort over the past time has been recognised by the State authorities and the society. The company was bestowed the Third Grade Labour Order in 2003 by the State President, the Certificates of Merit by the Prime Minister, the Certificates of Merit by the VCCI President, and Certificates of Merit by the Chairman of Hanoi City People's Committee. Speaking of the company's development orientation in the current tough context, Director Tien said: "We will focus on developing new approaches practical to business community but they have not been properly invested. At present, we are focusing on strengthening existing functions, maintaining TSC prestige and improving the efficiency and quality of all services. At the same time, the company builds its operating apparatus fitting new situation, improves incomes for employees, ensures their rights, and executes Resolution No. 09/NQ-TW of the Politburo building and promoting the role of Vietnamese entrepreneurs in the period of accelerating industrialisation, modernisation and international economic integration. Besides, TSC staffs regularly improve professional levels, raise the awareness of company development, and raise the sense of building entrepreneurial culture."■



## VCCI - IP

### TOP REPRESENTATIVE OF INTELLECTUAL PROPERTY IN VIETNAM



VCCI - IP Co., Ltd holds the meeting to review activities in 2011 and put forth the plan for 2012

Founded in 1984, VCCI Intellectual Property Sole Member Company Limited (VCCI - IP CO., LTD.) under Vietnam Chamber of Commerce and Industry is the pioneer and leading intellectual property agency in Vietnam.

Once after the establishment of National Office of Intellectual Property of Vietnam (NOIP) in 1982 functioning as the state managing authority in establishing and protecting intellectual property rights in Vietnam, Vietnam Chamber

of Commerce and Industry (VCCI), as the national organisation uniting and representing business community in the course of cooperation and promotion of commerce, investment and science-technology activities, was authorized by the Government as the exclusive representative for the registration and protection of intellectual property assets of foreign individuals/entities in Vietnam.

With this important mission, in 1984, VCCI set up Patent & Trademark Bureau (P&TB) to take the task authorized by the Government, functioning as the first and sole intellectual property agency of Vietnam at that time. Then, in conformity with new regulations of Law on Enterprises 2005, P&TB was changed its legal status to sole member company limited with its new name VCCI - IP CO., LTD, from February 12, 2007.

During about 30 years of practice, VCCI - IP has been continuously developing and enhancing the professional manner with the firmly asserted position as one of the largest and most prestigious IP agencies in Vietnam. VCCI - IP has always completed successfully the mission as the representative of business community in the activities of commerce and investment promotion, especially in the task of consulting and representing domestic and foreign enterprises to register and protect intellectual property rights and promote technology transfer as well. VCCI-IP's intellectual property activities have not limited to the assistance for domestic and foreign enterprises to establish and enforce intellectual property rights in Vietnam, but expanded to EU, the United States, ASEAN countries etc., and to carry out international registration in accordance with international treaties or agreements.

annuities filed in Vietnam. Annually, international and regional intellectual magazines, namely *ManagingIP*, *AsialP* have ranked VCCI - IP as one of best IP agents, patent attorneys of Vietnam.

In support of intellectual property propaganda for the business community, VCCI - IP often cooperates with the NOIP and other related authorities to organise IP training courses, workshops and seminars, especially in 2008, VCCI - IP cooperated with the NOIP to organise successfully two seminars on "Protection of IP Rights in Vietnam" in Osaka and Kobe, Japan. It was the first time that IP seminars were organised overseas by a Vietnamese IP agent from which we aimed at enhancing the awareness of Japanese enterprises to the renovation of Vietnam's intellectual property system in conformity with TRIPS and international integration arena so that Japanese investors would get more confidence to protect their intellectual property assets and expand business in Vietnam.

VCCI - IP is also the membership of International Associations such as the International Association for the Protection of Intellectual Property (AIPPI), the International Trademark Association (INTA) and the Asian Patent Attorney Association (APAA), etc. With a strong team of more than 60 experienced and devoted lawyers, attorneys and technical experts in various fields, VCCI - IP always commits itself to bring the best services based on close and opportune coordination with clients in establishing and protecting effectively intellectual property rights in Vietnam and foreign countries. For 30 years of practice, VCCI - IP has affirmed its role and standing toward the development of Vietnam's intellectual property system.■

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## TECHNICAL SERVICE AND IMPORT EXPORT COMPANY

**T**echnical Service and Import Export Company (Techsimex) was formerly Material Supply Company for Government Office Experts, established in February 1978, with the main functions of supplying materials and equipment for foreign experts working for projects in Vietnam like Hoa Binh hydroelectric plant, Tri An hydropower plant and Pha Lai thermal power plant. On April 14, 1994, the company was transferred from the Office of Government to VCCI and in December 2010, the company was transformed into a one-member limited liability company named Technical Services and Import Export Company.

Currently, Techsimex is specialised in trading, importing and exporting goods, materials and capital goods; sending Vietnamese people to work in foreign countries; providing technical services for electricity, refrigeration, heating equipment and lifting equipment fields; and providing technical and professional training services.

Since its incorporation, Techsimex has expanded both in scale and scope of operation, with current annual revenue amounting over VND100 billion.■

### ATTACHED ORGANISATION

#### VIETNAM INTERNATIONAL ARBITRATION CENTRE

**V**ietnam International Arbitration Centre (VIAC), an attached organisation to the Vietnam Chamber of Commerce and Industry (VCCI), was established in accordance with Decision No. 204/TTg dated April 28, 1993 of the Prime Minister of the Socialist Republic of Vietnam, on the basis of merging the Foreign Trade Arbitration Committee, founded in 1963, and the Marine Arbitration Committee, set up in 1964. VIAC is an independent and non-profit organisation.

The objective of VIAC is to promote the dispute resolution method of arbitration or alternative dispute resolutions (ADR). VIAC has a strong desire of building up an objective, impartial and reliable method of dispute resolution.

VIAC is considered a reputable arbitration institute in Vietnam and has gained much reliance and trust from both domestic and international business communities in dispute resolution.■

## PART 3

## COOPERATION EXPANSION



# CHAPTER 1

## COOPERATION WITH LOCALITIES

### THREE MAJOR CONTENTS IN COOPERATION BETWEEN VCCI AND LOCALITIES

**D**uring a half-century of construction and development, especially the recent 20 years since beginning autonomous operation in 1993, the Vietnam Chamber of Commerce and Industry (VCCI) has made great efforts to promote cooperation with all provinces and cities in the country. VCCI has played an important part in improving the local investment and business environment as well as perfecting the country's economic institution by doing well its three main tasks, namely supporting business environment improvement; cooperating in development of enterprise and entrepreneur forces; and promoting trade and investment.

#### SUPPORTING INVESTMENT AND BUSINESS ENVIRONMENT IMPROVEMENT

For more than two decades of implementing reform and accelerating industrialisation and modernisation, Vietnam has always considered the improvement of the local investment and business environment an important task, since not all provinces and cities in the country have outstanding potential and advantages to unlock internal resources and attract external resources. In reality, localities with more investor-friendly environments attract more FDI projects. For its part, VCCI always attaches importance to supporting localities to enhance governance and build transparent mechanisms.

One of the effective and remarkable instruments that VCCI has put together with the Vietnam Competitiveness Initiative (VNCI) Project funded by the US Agency for International Development (USAID) in the past years is the Provincial Competitiveness Index (PCI). This is a tool to assess and rank the performance, capacity and willingness of provincial governments to develop business-friendly regulatory environments for private sector development. Since its launch in 2005, PCI has received major attention from local authorities. PCI is considered an important "voice" of the private sector about the local business environment, a reliable reference channel about investment locations and an important driving force for reform of provincial business environments in Vietnam. At first, many provinces and cities expressed strong objections to PCI, but they gradually accepted it, and it is now widely used. To date, more than 40 provinces and cities are using PCI results to make resolutions, directives, decisions and action programmes to improve their business environment and economic administration quality.

In recent years, VCCI has also accelerated post-PCI activities like organising seminars to



VCCI holds many seminars with business associations to help them enhance their capacity

identify and analyse PCI and providing direct consultancy to provinces and cities in a bid to support provinces and cities to improve their investment and business environment, economic development, investment attraction and administrative procedures.

#### SUPPORTING DEVELOPMENT OF ENTERPRISE AND ENTREPRENEUR FORCES

Typically, VCCI members are all businesses or business organisations and businesspeople - an important force to step up economic development and social progress on the path of industrialisation and modernisation. In the past years, VCCI members have been supported in many aspects like opportunities to do business with domestic and foreign partners; legal advice and other issues related to enterprises' production and business activities; attendance to trade fairs, conferences, seminars and training courses; applications for patents, utility solutions, trademark registration, service marks; certificates of origin and other documents necessary for international trade in accordance with international practice; settlement of disputes that may arise from business relationships.

Apart from training programmes on basic business knowledge and skills to match reality, VCCI also pays attention to advanced corporate governance training courses for business executives. To help businesses improve practical knowledge and experience exchange with external sources, VCCI has strengthened and expanded cooperation with well-reputed universities and academies in the world to organise associate training and practice programmes in foreign nations. Therefore, many enterprises have confirmed that gaining VCCI membership is a must in the process of international integration, because they want to be supported for increased trade, enhanced competitiveness and rapid integration into the global economy.

In addition to direct support, VCCI also provides indirect support to businesses through its assistance for the establishment of many local business associations. VCCI guides them to represent local employers, organise capacity building activities for employers, promote general and specific trade and investment activities, and integrate support for SMEs with support for



big enterprises. Especially, as a representative of the business community, VCCI acted as a consultant to the Politburo to issue Resolution No. 09/NQ-TW on building and promoting the role of Vietnamese entrepreneurs in the period of accelerating industrialisation, modernisation and international integration. Immediately after the Resolution was issued, Party General Secretary Nguyen Phu Trong had a working session with VCCI and representatives of the business community to direct the popularisation and building of action plans to bring the resolution into life and confirm the support and esteem of the Party and the State for enterprises and entrepreneurs. Resolution No. 09/NQ-TW - an innovative thinking and policy of the Party towards businesses and the private sector - affirms, honours and promotes the role and position of Vietnamese enterprises and entrepreneurs in the course of economic development, national construction and protection. It also specifies solutions to construction and development of Vietnamese business force in the new context.

### PROMOTING TRADE AND INVESTMENT

As an agency responsible for promoting and supporting trade, investment and other business activities of enterprises, VCCI has deployed many activities to help enterprises to boost competitiveness and expand markets. VCCI has carried out trade and investment promotion programmes and projects covering many fields like training, information, consulting, business matchmaking, market survey, attendance to trade fairs and exhibitions, arbitration, industrial property protection, and certificates of origin. These activities have supported enterprises a lot in the process of international integration.

Each year, VCCI leads thousands of Vietnamese businesses to other countries and receives hundreds of foreign business delegations with thousands of executives visiting Vietnam to survey the market and search for trade and investment opportunities. VCCI organises many business delegations accompanying Vietnamese State and Party leaders visiting foreign countries and hosts meetings for Vietnamese enterprises with companies accompanying foreign heads of state visiting Vietnam.

With its sustained effort, VCCI has become the largest trade and investment promotion agency in Vietnam, a loyal companion of enterprises, a trusted partner of the Government, and an important element to national economic development in the context of deepening regional and international integration.■

NGO KHUYEN

## LAO CAI LEADING LIGHT IN VCCI - LOCALITY COOPERATION



VCCI Vice President Pham Gia Tuc (middle) presses the button to launch Lao Cai Data Centre

In the past years, VCCI has considerably supported Lao Cai province to improve attractiveness to investors, accelerate trade, and promote local economic development.

At meetings between leaders of VCCI and the Lao Cai Provincial People's Committee, many solutions and recommendations to enhance competitiveness and investment attraction for Lao Cai have been put forth. To realise their initiatives, VCCI and

Lao Cai province signed a cooperation agreement on comprehensive cooperation promotion. VCCI has helped Lao Cai to host many investment and trade promotion conferences like the conference on "Lao Cai - the bridge with Southwest market of China, opportunities for investment and development" in Hanoi, and a conference on trade promotion in Ho Chi Minh City. VCCI has also assisted Lao Cai to build a PCI electronic database system, making the province the first in the country to build and operate this system. These activities have sent the image of Lao Cai province to domestic and foreign investors, while helping it determine the role, location as well as difficulties and challenges needed to be dealt with.

At their recent meeting, VCCI agreed to continue its support for Lao Cai to maintain and uplift PCI index, step up investment attraction, and develop the Lao Cai Business Association into an effective bridge for local authorities and enterprises. Besides, VCCI will help and consult the province to pilot the project "Building district governance index in 2012-2016" in an attempt to mobilise the involvement of all sectors and levels in the province to improve the investment environment, support the business community and people to have more effective production and business activities. By carrying out this project, Lao Cai will be the first in the country to have a district competitiveness index.

Mr Nguyen Van Vinh, Chairman of Lao Cai Provincial People's Committee, said, with the consultancy and support from VCCI in the past many years, Lao Cai has grown strongly from a very poor mountainous province. The province hopes VCCI will continue to support local small and medium-sized businesses with the establishment of the Lao Cai Business Association, which is designed to enhance cooperation between local governments and enterprises and maintain and improve PCI quality.■

TRAN MIEN



## HOA BINH PLEDGES TO ACCOMPANY INVESTORS



Mr Bui Hai Quang, Director of Hoa Binh Provincial Department of Planning and Investment, signs investment licensing agreement with Thai Binh Duong Group

In recent years, Hoa Binh province has become more open and increasingly improved connectivity with other localities in the region after the opening of key traffic routes - Ho Chi Minh Highway running along Vietnam, National Road 6 linking Hanoi with the northwest region, and National Road 21 running from Hanoi to Phu Ly (Ha Nam

province). Remarkably, Hoa Lac - Hoa Binh Highway, which has been kicked off, will reduce travel time from Hoa Binh city to Hanoi to about one hour. Not only having convenient road systems, Hoa Binh also has 151 km of the Da River passing through, starting from the upstream in Son La province to the downstream in Viet Tri city, Phu Tho province.

Endowed with mountain landscapes with green valleys spotted in thick forests, primitive forests and a pleasant environment, the province holds huge potential for tourism development. Song Da Lake is a mountainous lake with 47 islets, surrounded by thick forests with diverse fauna and flora systems, shaping a spectacular landscape. It also has Phoenix Golf Course in Luong Son district, about 35 km from the centre of Hanoi, and many other beautiful sceneries. The province has several high-grade resorts and hotels, townhouses along major traffic routes, and underway townships in Song Da Lake area. Besides, Hoa Binh is a harmonious mixture of cultural elites, histories of native peoples, and unique folk festivals. This is an opportunity for investment and development of ecotourism, recreational tourism, sport tourism (golf, trekking, mountain climbing, mountain biking, sailing, etc.), cultural tourism, historical tourism, and MICE.

Hoa Binh is rich in mineral resources like granite, limestone, coal, clay, kaolin, gold, iron and mineral water. These resources enable the province to develop mining, metallurgical and construction material industries. At present, the province has four blast furnace cement plants, one reverter furnace cement plant is being built. Water resources are of great reserves thanks to its thick river systems in all districts. Water surface area totalled 14,460 ha. Particularly, Song Da Lake accounts for 10,000 ha and stores 9.5 billion cubic metres of water for aquaculture development. Besides, the forest land accounts for over 51 per cent of total natural area, including more than 200,000 ha of forests with various types of woods, bamboos and rare medicinal herbs. This is an advantage for development of processing industry.

In the past years, the province has gradually improved technical infrastructure systems like roads, power grids, water system and communications systems. Hoa Binh has eight industrial zones with an area of 1,616 ha with infrastructure being invested.

In addition to local rich potential and low labour costs, the province attaches special importance to making an overall revamp of the investment environment, focusing on openness, publicity and transparency. Investors will see opportunities in subcontracting industries, electronics industry, manufacturing industry, building material industry, home appliance industry, agricultural and forestry product processing industry, food industry, animal and fowl feed industry, tourism industry, and education.

Despite the general of slowdown, in 2012, Hoa Binh province managed to achieve

## THAI BINH MAKING EFFORTS FOR INVESTMENT ATTRACTION

With the successful cooperation between Thai Binh province and VCCI, in February 2013, the People's Committee of Thai Binh province signed a cooperation agreement for the 2013-2015 period with VCCI. The signing marked another progress in the relationship, while confirmed the soundness of VCCI-backed locality-centred policy.

Accordingly, VCCI will support Thai Binh province to organise market research and surveys on the local business environment; advise on business environment improvement to enhance local competitiveness and attractiveness in the eyes of investors; coordinate to step up introduction of local economic potentials and prospects for trade, investment, tourism development on VCCI's websites and magazines; and build and implement business development programmes for the period till 2015 and beyond.

Besides, VCCI will coordinate with administrative units in Thai Binh province to accelerate trade and investment promotion, human resource development; coordinate and support the province to train personnel for administrative agencies and businesses in the field of business management, business start-up, public private partnership and other related fields according to the province's needs; assist businesses to take part in policymaking process related to economic development and advantage exploitation; accelerate development of industrial zones and agricultural zones; organise trade, investment and tourism promotion programmes and activities; and support the formation of business associations in the province.

The province understands that an unstable provincial competitiveness index (PCI) rating undermines investor confidence in the province, thus fuelling worries about investment projects here. Hence, Thai Binh province defines that the currently urgent task is to work out a long-term sustainable socioeconomic development strategy. This is one of the cooperation contents between VCCI and Thai Binh province from 2013 to 2015.

Thai Binh provincial leaders also suggested VCCI continue to support the local business community, to advise and assist local governments to strengthen cooperation with businesses, and support the Thai Binh Business Association to develop towards sustainability.■

THUY VU

positive socioeconomic development, featured by GDP growth of 10.2 per cent, State budget revenue of VND1,826 billion, and export turnover of US\$113.3 million. The investment environment continued to be improved, demonstrated by the licensing of 43 new investment projects in 2012, including four FDI projects with total registered capital of US\$174 million and 39 domestic projects valued at over VND2,200 billion.

To gradually integrate into the region and the world, Hoa Binh province is trying to improve the investment and business environment in order to attract more investment projects. Investors will be provided information and assisted to complete administrative procedures. The province also exempts and reduces corporate income taxes, reduces land and water surface rents, import duties in machinery and equipment for investors and guarantees them to borrow money from banks. Hoa Binh always sides with investors and provides them with best conditions and mechanisms to do business in the province.■

BUI HAI QUANG

DIRECTOR OF DEPARTMENT OF PLANNING AND INVESTMENT, HOA BINH PROVINCE

**Editorial notes: Provinces and cities implement Resolution No. 09/NQ-TW of the Politburo dated December 9, 2011 on building and promoting the role of Vietnamese entrepreneurs in the period of industrialisation, modernisation and international integration. Vietnam Business Forum quotes opinions of local authorities on the implementation of this Resolution**

## RAISING THE LEVEL OF BUSINESSPEOPLE

### MR PHAM VAN NAM

MEMBER OF THE PARTY CENTRAL COMMITTEE, SECRETARY OF THE NINH BINH PROVINCIAL PARTY COMMITTEE

To implement Resolution No. 09/NQ-TW of the Politburo, the Ninh Binh Provincial Party Committee together with all branches and agencies have built and implemented action programmes and plans to create an open investment environment. In the coming time, Ninh Binh will step up review, adjustment and supplementation to socioeconomic development policies, mechanisms, and plans. Together with accelerated public administration reform, the province will intensify dialogues with enterprises to resolve their difficulties. The province will also facilitate entrepreneurs to contribute their opinions and recommendations to sector, social and economic development planning.

Thoroughly understanding the contents and spirit of Resolution No. 09/NQ-TW of the Politburo and instilling the thoughts of President Ho Chi Minh on the responsibility of public authorities to the development of enterprises, Ninh Binh has adopted many solutions to support enterprises and businesspeople to expand operations, enhance operating efficiency, and invest in rural areas. The province closely directs subordinated departments and local organisations to implement trade promotion activities, intensify information provision for businesses, especially legal knowledge, and information on market, science and technology.

To boost governance capacity and knowledge for business executives, the province will soon deploy a businesspeople training programme and business start-up training programme, aiming to help them with knowledge of business, law and international economic integration, and raise awareness of business culture and social responsibility.

Together with those contents are the respect of business ethics and business culture; the role and responsibility of businesspeople to the society; the national spirit of businesspeople; and the construction of harmonious labour relations. The province will also launch movements to inspire businesspeople to enrich themselves and the country, enhance business capacity and corporate governance, and behave responsibly, ethically and culturally towards employees, the community and the society. They will also be encouraged to create cultural images and national identity, as well as increase social contributions.

In the coming years, Ninh Binh will focus on promoting the role of business representative organisations and build up operating capacity of business associations. The provincial government will strengthen cooperation, consultation and dialogue with business associations and enterprises in order to boost mutual understanding.

### MR TUONG PHI CHIEN

DEPUTY SECRETARY OF THE HANOI MUNICIPAL PARTY COMMITTEE

After the introduction of Resolution No. 09/NQ-TW, the Hanoi Municipal Party Committee thoroughly studied it and informed its spirit and contents to Party committees and cadres and directed the construction of action plans and programmes. Hanoi also raised awareness of cadres and built up social consensus of the position and role of entrepreneurs and enterprises, encouraged economic production and business activities, honoured their dedication, protected their lawful incomes, and enhanced the responsibility of entrepreneurs to the society. The Hanoi Municipal Party Committee also launched the “Learning and following President Ho Chi Minh’s moral example” movement and “Buy Vietnamese” campaign.

Hanoi always creates an equitable and favourable production and business environment, demands publicity and transparency of orientations, plans, and support policies, and facilitates private businesspeople to have equal access to development resources. The municipal government regularly steps up public administration reform, especially procedures related to businesses and entrepreneurs, supports entrepreneurs to expand operation scales, boosts operating efficiency of businesses, and encourages them to do business in rural areas, assists entrepreneurs to develop product brand names, raise accessibility to domestic and foreign markets through specific trade promotion programmes, provides legal knowledge and information on the market, science and technology for enterprises, develops efficiency of industrial zones, handicraft villages and processing facilities, trains new businesspeople on business knowledge, laws and social responsibility.

The Hanoi Municipal Party Committee has led subordinated Party committees and the administration to add effort to build and develop the entrepreneur force, listened and asked opinions of entrepreneurs about socioeconomic development, industry development and locality development, strengthened the construction of Party units and mass unions inside enterprises, piloted admission of elite businesspeople to the Party, and supported entrepreneurs to have a presence in political organs. It has also renovated the Party leadership to mass unions to boost the sustainable development of enterprises and improve the spiritual and material life of workers.

### MR PHAM MINH CHINH

SECRETARY OF THE QUANG NINH PROVINCIAL PARTY COMMITTEE

Quang Ninh province drafted and issued Action Plan No. 09 -CTr/ Tu dated May 9, 2012 on the concretisation of the Resolution of the Party.

The province always highly values and adopts many solutions to encourage the development of enterprises and uphold the role of entrepreneurs. Together with the development of all economic sectors, the force of enterprises and entrepreneurs in Quang Ninh province has continuously expanded to become an important driving force to promote economic development, political stability, and social order and security. But before new requirements for industrialisation, modernisation and international integration, as well as the objective of developing Quang Ninh into a basically industrialised province by 2015, the province has identified a lot of problems in developing the entrepreneur force. Therefore, Quang Ninh targets to build a powerful entrepreneur force which will have high business knowledge, obey the law, and earn profit on the basis of respect for national interests. By 2020, the force will increase in both quantity and quality and have well-established name in the



domestic market and the world.

To accomplish these goals, Quang Ninh has intensified propaganda programmes to change the perception of Party cadres and civil servants and create the social consensus of the role, position and importance of entrepreneurs, thus upholding the patriotism and social responsibility of this force, honouring their dedication, protecting their lawful incomes, and enhancing their responsibility to the society.

The province will create all favourable conditions for entrepreneurs to have friendly investment and business environment; continue to support them to expand operating scales and enhance operating efficiency; train and foster human resources for enterprises; boost the leadership of the Party and the role of the Vietnam Fatherland Front and mass organisations in building and promoting the role of entrepreneurs.

In addition, the province will implement the action coordinating programme signed between Quang Ninh and VCCI on February 24, 2012 to carry out Resolution No. 09/NQ-TW, make significant change in the perception of entrepreneurs' roles, build a favourable business environment, effective business support programmes, and honour outstanding entrepreneurs and enterprises. Besides, the province will strengthen and enhance the quality of activities of the Alliance of Cooperatives and Non-state Enterprises, business associations, and entrepreneurs associations to uplift the representative role of business community, businesspeople and enterprises, collect opinions of enterprises and entrepreneurs for socioeconomic development policies and plans, business ethics and culture building, and support enterprises and entrepreneurs to unite and integrate into the world economy.

#### MR LE VINH TAN

SECRETARY OF THE DONG THAP PROVINCIAL PARTY COMMITTEE

The Dong Thap Provincial Party Committee and People's Committee are committed to providing maximum supports for investors to get incentives of the State, complete administrative procedures, train workforce, and build infrastructure. All of these are done in the quickest manner to ensure the highest progress and efficiency of projects.

In order to maintain stable development and uplift the socioeconomic status, the province must have the consistency and resolution of all-levels of government and the effective participation of the business community, especially in highly potential areas like processing industry, infrastructure construction, urban development, rural economic development, border-area economic development, Mekong tourism development and Dong Thap Muoi region development. The province always puts a premium on training and developing the entrepreneur force on an annual basis until 2020, captures operating situations of enterprises in order to assist them remove difficulties and problems arising from their operations, creates the most favourable conditions for business development, supports entrepreneurs to develop markets, promote trade, investment and tourism, build and develop product brand names and corporate brand names. Dong Thap will also further promote the role of the Vietnam Fatherland Front and mass organisations in mobilising their members to raise their production and business efficiency, support enterprises to develop production, and support business associations and young entrepreneur associations to perform their roles as a bridge for the Party, the government and businesspeople to make their relationships closer.

We believe that, with the maximum support from the government and the capacity, experience and determination of enterprises, the province will gain more successful new projects to power up local socioeconomic development in the coming time.■

## CHAPTER 2

# INTERNATIONAL COOPERATION

## PROMOTING INTERNATIONAL COOPERATION AND ACTIVE INTEGRATION

From its inception, the Vietnam Chamber of Commerce and Industry (VCCI) has focused on maintaining and expanding cooperation between Vietnam and other countries, to meet the needs of economic development. From having relations with some countries, VCCI now has relationships with hundreds of enterprises, international and regional organisations. The prestige and power of VCCI has been recognized by domestic and foreign institutions through specific, effective support activities and it is considered one of the most dynamic Chambers of Commerce and Industry in the region.

### MEETING THE REQUIREMENTS OF THE COUNTRY

In the first phase, an important task in international cooperation of VCCI was, through exchanges, to expand economic ties with other countries and break the siege and economic blockade; and implement market research activities and international trade rules study to prepare for the expansion of economic activities in the future. VCCI activities this period were closely





associated with the mission and requirements of the country and have achieved positive results. VCCI has contributed to penetrating number of capitalist countries markets, breaking the siege and embargo and laying the foundation to build trade relations and trade exchange with other countries.

During the renovation in 1986, VCCI was one of the leading organisations in promoting trade relations between Vietnam and other countries, as well as calling and attracting foreign investment into Vietnam. In this period, VCCI was almost the single gateway for trade, cooperation and investment between Vietnam and foreign countries. VCCI has been a pioneer in exploring and expanding international markets, including markets where Vietnam had no diplomatic relations, such as the US, South Korea, Israel and Japan.

In the current period, in the process of integration and development, trade promotion and international cooperation are always VCCI's top priority. VCCI has joined the delegation on economics and trade, the committee of bilateral and multilateral economic cooperation and international economic organisations such as: the ASEAN Business Advisory Council and the Mekong Sub-region Business Forum, and coordinated with the International Secretariat ASEAN BAC to organise ASEAN Business Awards in 2011.

To expand international cooperation and create business opportunities for exchange and cooperation with foreign enterprises, VCCI often coordinates to organise Vietnam Business Forums with key markets such as Vietnam–Africa business forum, Vietnam–China business forum, Vietnam–EU business forum, Vietnam–Japan business forum, Vietnam–US business forum; Vietnam – Russia Business Council, Vietnam–Saudi Arabia Business Council, Vietnam–South Africa Business Council; APEC Business Advisory Council (ABAC); and ASEAN Business Advisory Council (ASEAN BAC). The forums focus on programs to meet businesses; workshops introduce market and business opportunities; provide information, counselling for domestic and foreign enterprises on a specific market; publishing products of export business with key markets; training organisation promoting trade or cultural exchanges to enhance understanding between the Vietnamese business community and the world.

### ACTIVE INTEGRATION

It can be said that VCCI's current success stems from its expanded cooperation and active integration with all the organisations and agencies that contribute to improving the business environment, thereby creating close links between businesses and associations with VCCI, between VCCI and international organisations.

One of the activities of VCCI appreciated by business community is the active organizing to welcome foreign business delegations to Vietnam to survey the market, and organizing Vietnamese groups to go overseas seeking opportunities for investment. According to the report, in 2012, VCCI



Dr Vu Tien Loc, VCCI President and the President of Korea Chamber of Commerce and Industry



Dr Doan Duy Khuong ( 2nd from the left), VCCI Vice President at the launch of the integrity and transparency in business initiative for Vietnam (ITBT)

received 240 groups representing more than 14,000 foreign businesses into Vietnam, including 11 national head entourage delegations, and sent 110 groups representing 6,000 Vietnamese enterprises to attend international conferences, market surveys, participate in fairs and exhibitions, including three large delegation accompanying Heads and senior leaders of Vietnam. In addition, every year, VCCI organises hundreds of seminars, conferences and business contact meetings with the participation of numerous domestic and foreign enterprises.

Besides, VCCI is also actively involved in the activities, regional and international organisations such as: ASEAN, APEC and the ASEAN Business Award. The workshops organised by VCCI are highly appreciated. Most recently, on the occasion of the 19th ASEAN Economic Ministers Meeting (AEM), VCCI collaborated with the Ministry of Industry and Trade of Vietnam, the European Delegation in Vietnam and the European Chamber of Commerce in Vietnam to hold the 3rd ASEAN-EU Business Summit (AEBS) with the participation of approximately 500 enterprises from the EU, ASEAN and Vietnam. This was an opportunity to showcase the potential of trade and investments in Vietnam, ASEAN and the EU, and at the same time create opportunities for businesses to meet and speak directly with ASEAN and EU partners.

At the ABAC Conference in 2005 held in South Korea, VCCI took over the role of Chairman of ABAC 2006. In the year of APEC when Vietnam was Chairman of ABAC, VCCI, along with Vietnam ABAC members, organised activities of ABAC both inside and outside the country; took advantage of opportunities for Vietnamese enterprises to expand and integrate; contributed a common voice in the APEC business community to advise APEC Economic Leaders to complete and facilitate the business environment; simultaneously grasped the development trend of the world economy, and actively participated in international economic integration. The successful organisation of the event on the sidelines of APEC showed the role of VCCI in the context of the current integration. Through it, the Vietnamese enterprises promoted cooperation opportunities and potential business investment to international and regional businesses.

VCCI is now actively involved in the overall operation of the ABAC. In 2011, VCCI organised a business



delegation accompanying President Truong Tan Sang to attend the 19th APEC in Honolulu, including nearly 60 businesses. In 2012, VCCI successfully organised the 3rd ABAC Meeting from July 16-19, 2012 in Ho Chi Minh City. Mr Hoang Van Dung, VCCI Executive Vice President, is now the Chairman of ABAC Vietnam, Co-Chairman of ABAC's Action Plan and Advocacy Working Group in 2012.

In addition, within the framework of the support program for international business integration, VCCI also promoted the provision of information to businesses through a variety of different channels including electronic portal WTO and integration via the address [www.trungtamwto.vn](http://www.trungtamwto.vn) (Vietnamese version) and [www.wtocenter.vn](http://www.wtocenter.vn) (English version) in order to provide all updated information on the system of legal documents, the WTO documents, the international trade agreements that Vietnam is negotiating or had signed; business online support and associations about the WTO.

After 50 years of construction and development, VCCI has pushed efforts to promote activities as the organisation representing the business community, a team of business and labour users, the trade and investment promotion organisation and business development assistance in Vietnam.

### **VCCI - WORLD BANK: A TRUSTED AND LASTING PARTNERSHIP** **MS VICTORIA KWAKWA**, COUNTRY DIRECTOR, THE WORLD BANK GROUP IN VIETNAM

The World Bank Group is proud of its trusted and lasting partnership with VCCI that goes back to the beginning of the 1990s when we resumed our activities in Vietnam. Sharing common vision and objectives, the two institutions have regularly conducted joint activities to promote the development of an enabling business environment in Vietnam. Our partnership has gained in scope and strength over the last two decades.

An important area of our collaboration is the undertaking of numerous analytical work that integrate strengths of our two institutions; VCCI's extensive understanding of the local context and WB's access to global knowledge. Together with Vietnamese think tanks and other development partners, we have worked together on a broad range of themes including Vietnam's WTO accession, economic benefits of equitisation, trade facilitation, and fiscal transparency. Our joint works have been part of the flagship products of both institutions, namely the Investment Climate Survey and the annual Vietnam Development Report of the World Bank Group and the Vietnam Business Annual Report of VCCI.

Policy dialogue and business development fora are another area of fruitful cooperation between the VCCI and the World Bank Group. Together, our two institutions have worked with other stakeholders in arranging a large number of workshops, conferences, and consultation events to support the formulation and implementation of development strategies, socio-economic development plans, reform programs, to share and disseminate knowledge and to facilitate the dialogues between business people and the government of Vietnam.

The success of Vietnam Business Forum is another remarkable illustration of how VCCI has grown up over time and transform itself from a proactive stakeholder into the coordinator of the annual prominent event that features one of the first public-private dialogue projects implemented by the IFC and the World Bank.

We would like to see VCCI become a stronger, more modern and a highly professional institution that continues to champion the cause of the private sector and to facilitate Vietnam's transition to a modern and industrialised economy by the end of this decade.

### **VCCI - ONE OF MOST DYNAMIC CHAMBERS IN DEVELOPING COUNTRIES** **MS LEE JU SONG**, DIRECTOR, THE INTERNATIONAL CHAMBER OF COMMERCE, REGIONAL OFFICE, ASIA

VCCI has played a significant role in the development of an expanding international business community in Vietnam. As a well-respected business organisation, VCCI truly reflects the image and spirit of a vibrant and progressive society.

Dr Vu Tien Loc's efforts in helping VCCI members establish economic and business linkages with foreign business partners through its network of partnership with foreign business associations are commendable.

VCCI is widely known for its creativity and is both active and effective in providing invaluable input in the development of a conducive business environment through its consultative relations with the Government of Vietnam. This had made VCCI one of the most dynamic Chambers in the developing countries.

The International Chamber of Commerce (ICC) is proud to have VCCI as a member. Thanks to Dr Vu Tien Loc's keen commitment to help the expanding international business community to minimise Customs formalities, the ICC has been working with VCCI to expedite the early implementation of the ATA Carnet System in Vietnam and the Bilateral Carnet System between Vietnam and Chinese Taipei. We also work on matters relating to promoting regional trade, investment and economic co-operation over the years.

The ATA Carnet System will also strengthen VCCI's partnership with Vietnam Government as well as helping Vietnam to gain greater access to the world market.

We are confident that given the excellent track record VCCI has in being an effective partner in developing trade and investment promotion programmes which have contributed much to the economic progress of Vietnam.

### **VCCI - EFFECTIVE DIALOGUE BETWEEN BUSINESSES AND THE GOVERNMENT** **MR ALAIN CANY**, CO-CHAIRMAN OF VIETNAM BUSINESS FORUM (VBF)

During the period of working in Vietnam for more than 10 years, from HSBC, to EuroCham and now Jardine Matheson Vietnam, it is my honor to closely work with VCCI and VCCI President, Dr Vu Tien Loc. I feel that we always have common viewpoints in promoting the development of Vietnamese enterprises and increasing the networking with foreign companies.

I remembered, eight years ago when the Prime Minister approved the establishment and operation of the EU-Vietnam Business Forum. In the first years of forum, Dr Loc and me closely cooperated to create practical and effective activities for businesses. Notably, one of the important topics for the business community at that time was corporate governance, so Dr Loc and me tried utmost to work out initiatives, seminars and forums with the strong support and advices from the State Bank of Vietnam to introduce effective corporate governance solutions.

I realize that VCCI has effectively represented Vietnamese business community as well as foreign businesses in Vietnam so far, and I strongly support VCCI's initiatives and activities such as EU-Vietnam Business Forum, CSR, and others.

Especially, two years ago, VCCI and foreign business associations in Vietnam were honorably presented the chairmanship of the Vietnam Business Forum (VBF), the most reputed, effective dialogue between businesses and the Government, from the Ministry of Planning and Investment and the World Bank, with VCCI being the Co-chair. The handover demonstrated the Government's strong confidence in the important role of the private economic sector. This will still be an effective dialogue channel between local and international businesses with the Government, affirming the close cooperation and linkage between Vietnamese enterprises with foreign enterprises for a fair business environment.

I joined several trade missions with Dr Loc to EU countries, and thanks to his actions, I think that Dr Loc is considered the "Excellent Economic Ambassador" of Vietnam. And, he is an open-minded leader who has always great efforts in supporting businesses and promoting the role of businesspeople, and worked as an effective bridge to bring messages from enterprises to the Government. With the role and reputation, VCCI and Dr Loc have brought many recommendations of foreign direct investment enterprises to the Government in order to create more favorable conditions of the business environment.

## VCCI HAS DEEP UNDERSTANDING ABOUT JAPAN

**MR TSUTOMU TAKEBE**, CHAIRMAN EMERITUS OF JAPAN - VIETNAM ECONOMIC FORUM, SECRETARY GENERAL OF LIBERAL DEMOCRATIC PARTY OF JAPAN, SENIOR ADVISOR TO JAPAN - VIETNAM PARLIAMENTARY FRIENDSHIP ALLIANCE

Apart from ODA of the Japanese Government, Vietnam has received a big flow of FDI, with the total amount of up to US\$25 billion. We see that Vietnam has much improved its investment environment and the Japanese private investment into Vietnam is rising. However, Vietnam is supposed to improve more especially the social and economic infrastructure in order to have a fairer environment among private, state-owned and foreign-invested enterprises. It is important for Vietnam to have better integration and foreign investment attraction.

In Vietnam, many organisations and individuals have very profound knowledge and understanding of Japan, VCCI for example. They will help us a lot. VCCI has directly introduced and attracted many Japanese companies into Vietnam. Thankfully, Vietnam has such people like Mr Vu Tien Loc, VCCI President. He is my long time friend and has a profound knowledge and understanding of Japan. He has made significant contributions to promote economic relations, especially with VCCI, and created favourable conditions for businesses of both countries to cooperate with each other. In the past investment waves into Vietnam as well as new ones in the future, the people like Mr Vu Tien Loc play a very important role.

## VCCI - STRONG PARTNER FOR THE BUSINESS ENVIRONMENT IN VIETNAM

**MR PREBEN HJORTLUND**, CHAIRMAN OF EUROCHAM

The partnership between the VCCI and the European Chamber of Commerce in Vietnam (EuroCham) takes many forms and can be seen through our ongoing collaboration in a number of different forums, such as the Vietnam-EU Business Forum (VEUBF) and the Vietnam Business Forum (VBF), and covers a range of different issues from macro-economic outlooks to sector specific issues.

Our relationship has been cemented through the continued creation and support of initiatives and events for the benefit of the entire business community. One of the more recent demonstrations of this is the successful outcome of the 3rd ASEAN-EU Business Summit this year, which was made possible because of the successful communication, trust and collaboration between the our two chambers. Another great example, is the ongoing support of the VCCI of our biennial Green-Biz conference, which will take place again in September this year.

A strong collaboration between our two business associations is a key building block for Vietnam as a continued, attractive investment destination, and we therefore hope that the relationship between the VCCI and EuroCham only will grow stronger in the future. This is especially important in light of the ongoing EU-Vietnam FTA negotiations, which will have a significant impact on the future relationship - and investments - between the EU and Vietnam. We, at EuroCham, look forward to working together with the VCCI on this, any many other issues in the years to come. We look forward to overcoming the obstacles and sharing the successes, together, because a strong collaboration between the VCCI and EuroCham is undoubtedly a key ingredient for an attractive business environment in Vietnam.

## VCCI ALWAYS TAKES LEAD IN PROMOTING TRADE WITH US

**MR STEVE WINKELMAN**, CHAIRMAN OF AMCHAM HANOI

VCCI and the American Chamber of Commerce in Vietnam (AmCham) have very close relations. VCCI plays a particularly significant role in promoting trade relations between Vietnam and the United States, starting with the Vietnam - US Bilateral Trade Agreement in 2001 and then with the Vietnam's entry to the WTO in 2007. VCCI always works closely with AmCham and stays at the forefront in dialogues on Trans-Pacific Strategic Economic Partnership Agreement (TPP), which will benefit businesses of our two countries.

VCCI and AmCham have worked together to promote trade relations between Vietnamese and US businesses through workshops, conferences and market study trips, etc. Thankfully, VCCI and AmCham are the members of the Vietnam Business Forum (VBF) and this will be an opportunity for businesses of the two countries to strengthen trade exchange and expand investment.

## ACCA LOOKS FORWARD TO STRATEGIC PARTNERSHIP WITH VCCI

**MS LE THI HONG LEN**, HEAD OF ACCA VIETNAM

Over a decade of presence in Vietnam, the Association of Chartered Certified Accountants (ACCA), the partnership with VCCI has been one of important pillars in improving the awareness and knowledge of the role of professional accountants of the Vietnamese business community as well as partly bringing a dynamic business environment to the development of Vietnam's economy.

With strong cooperation and support from VCCI, ACCA has successfully organised seminars on both macro and micro economic issues, such as Seminar on Investment and Support to Small and medium-sized Enterprises in Asia-Pacific, and seminar on solutions to support SMEs to exist and develop in 2012, and internal auditing training courses for enterprises. These joint activities have crated good effects not only in training and updating economic knowledge in the fields of capital access, risk and business management, interpretation reports, auditing and society, responsibility to the environment, but also suggested solutions to help the business community of Vietnam improve trade and investment understandings, competitiveness capacity, ways of market access, technology transfer and renovation, and share business development experience in the globalization.

ACCA is the global body for professional accountants with 154,000 members all over the world, including 63,000 members working for SMEs, ACCA has deeply understood issues which SMEs have to face, and then set up effective programs and partnerships focusing on specific demands of SMEs in different countries. Knowledge and experience of ACCA from many markets will certainly bring practical benefits to Vietnam's business community, in which SMEs account for 97 per cent.

On behalf of ACCA, I would like to congratulate VCCI's 50 year anniversary, and hope that the close cooperation between VCCI and ACCA will day by day develop, and create a solid foundation for the two sides' activities in the future.

## VCCI SHOULD PAY MORE SUPPORT TO KEY EXPORTERS

**MS HA THI THU THANH**, PRESIDENT & GENERAL DIRECTOR OF DELOITTE VIETNAM CO., LTD.

It is affirmed that VCCI has obtained successes in many aspects. Especially, the Politburo issued Resolution No. 09/NQ-TW on building and promoting the roles of Vietnamese entrepreneurs to recognize businesspeople as an important pillar in accelerating Vietnam's industrialisation, modernisation and international integration, the first-ever, very important for VCCI and the business community. In the coming time, with its role and status, VCCI should pay more attention to concretely and comprehensively implementing the resolution for all economic sectors, localities, provinces and cities nationwide, and key industries to further connect, promote and affirm the role of businesspeople in the country's new development progress.

The most important task of VCCI in the coming time is to affirm the role of representing the business community, especially large-scale enterprises and business associations which have the key role in exports.

VCCI should also pay more support to enhance the capacity of enterprises by providing in-time and practical information and reports on markets, including forecasts and analysis of both domestic and international markets.

VCCI has tried great efforts in trade promotion activities, however, to further support key export industries such as garments and textiles, leather and footwear, seafood, coffee, cashew nut, and others, VCCI needs to have more effective assistance and closer connections with business associations of Vietnam's key export industries to remain the current markets and expand new markets. ■



## IMPROVING QUALITY OF BUSINESS FORUMS

During its 50 years of construction and development, VCCI has spared no effort to promote its activities to deserve the role as an organisation representing the business community and entrepreneurs, and as the largest trade and investment promotion agency in Vietnam. The formation and quality improvement of business forums with key markets are highly appreciated by domestic and foreign companies.

### 1. VIETNAM - JAPAN BUSINESS FORUM

In the framework of the Japan Festival in Vietnam taking place from August 20 to 25, 2006 in Hanoi and Ho Chi Minh City, the Vietnam - Japan Business Forum was officially launched by the Japan Business Association in Vietnam and the Vietnam Chamber of Commerce and Industry (VCCI).

The forum pinpointed support for operating businesses in various industries like support subcontracting industry and fisheries.

Attendants to the forum are provided free regular information about trade and investment regulations and policies between Vietnam and Japan, and Japan's order-specific information about markets and partners. They also have the chance to meet enterprises of the two countries, survey markets, attend interested trade fairs and conferences, and receive consulting support and advanced training on competitiveness.

### 2. VIETNAM - AFRICA - MIDDLE EAST BUSINESS FORUM

On September 7, 2012, the Vietnam - Africa - the Middle East Business Forum was officially launched. The forum developed from the Vietnam - Africa Business Forum for a five-year term, closing in 2010.

The forum's functions are (1) serving as a bridge for both sides' business communities, an important information channel synthesizing trade and investment policies for enterprises so as to promote economic and trade relations between Vietnam and African and Middle Eastern nations; (2) reviewing complaints about concerns and difficulties of Vietnamese companies in

accessing African - Middle East markets and noting constructive ideas of enterprises to make recommendations to the Government and competent agencies; (3) supporting and advising Vietnamese businesses on information, training, increased trade exchange, meeting and visit exchanges to promote bilateral trade and other promotion activities.

The forum's recent activities included conferences and meetings in Ninh Binh province and Hanoi in October and November 2012, and Vietnam - Tanzania Business Forum in Hanoi in November 2012.



### 3. VIETNAM - CHINA BUSINESS FORUM

The Vietnam - China Business Forum was officially established in accordance with the Prime Minister's Dispatch No. 3648/VPCP-QHQT dated July 15, 2004.

The forum has helped Vietnamese and Chinese businesses with more opportunities to strengthen cooperation. Government agencies have more communication and dialogue channels to capture ideas and aspirations of the business communities of the two countries.

Since 2004, the China - ASEAN International Fair was annualised at the initiative of Chinese Premier and ASEAN leaders. The Vietnam - China Business Forum organised business delegations to all events.

The forum frequently receives and organises Chinese business delegations to survey the Vietnamese market, meet Vietnamese partners and exchange information and matters of interest. The forum also hosts meetings and conferences with companies in most Chinese provinces and cities.

With its periodically published newsletters, the forum has provided analyses and evaluations, contributed by senior experts from ministries and specialist agencies, on the Chinese market for Vietnamese companies. The forum has also issued a number of documents such as: "Doing business with China: Essential knowledge" and "Knowing Chinese tax policies".

### 4. VIETNAM - EU BUSINESS FORUM

In line with the comprehensive strategy of the Vietnamese Government to promote the cooperation between Vietnam and the European Union (EU), and the Government's Action Plan on Vietnam and EU relations, VCCI and the European Chamber of Commerce in Vietnam (EuroCham) established the Vietnam - EU Business Forum (VEUBF) in 2006.

The aim of the forum is to provide an elevated platform for the discussion of Vietnam - EU trade and investment issues and to aid in the transfer of best practice from the European private sector to Vietnamese enterprises. VEUBF seeks to provide opportunities for Vietnamese and European businesses to network with government officials, to provide the private sector with a forum to comment on trade and investment-related policies, to provide access to information on EU regulations with a view to building closer relationships between the Vietnamese and European business communities, and to provide a channel for dialogue between the business communities and the Vietnamese and EU governments.

VEUBF organises regular theme-based dialogues and meetings for business representatives and government officials, information exchange forums, and trade promotion support, as well as training.

### 5. VIETNAM - UNITED STATES BUSINESS FORUM

On April 8, 2010, the first Vietnam - US Business Forum was held in Hanoi by VCCI at the direction of the Government in a bid to promote economic and commercial ties between Vietnam and the US.

The purpose of the forum is to create an effective public-private dialogue channel for businesses to contribute their ideas to policies for the US market, collect opinions from member companies for submission to competent authorities of both countries to create a level playing field for all economic sectors, thus helping develop the Vietnamese economy in general and Vietnam - US relationship in particular.

The forum has built a bridge for businesses of the two countries to meet regularly and exchange on issues of common interest and tap opportunities of economic and investment cooperation; and supported and advised businesses of both sides to understand useful

economic information and opportunities of business cooperation between Vietnam and the US. Besides, it has strengthened cooperation with US business associations in Vietnam, the US - Vietnam Trade Council, and the US - ASEAN Business Council to promote comprehensive economic and trade cooperation between Vietnam and the US.

The forum has launched practical and specific activities to assist enterprises of the two countries to promote cooperation and business. Typically, the forum cooperated with the National Centre for APEC, US to organise APEC Investment Dialogue: Risk aversion and opportunity expansion through APEC increased investment programme in Ho Chi Minh City in July 2012.

## 6. VIETNAM - SOUTH KOREA BUSINESS FORUM

To promote trade, investment, tourism ties and create an information communication channel for Vietnamese and South Korean businesses, in 2011, VCCI set up the Vietnam - Korea Business Forum. This is an official channel for the business communities of the two countries to contribute their opinions to the Governments in order to build an increasingly favourable business environment and cooperation framework.

The Vietnam - Korea Business Forum has actively collaborated with relevant ministries, agencies and partners to organise many business support activities like market introduction workshops and business meetings, and to train and advise advanced market research and approach skills. In addition to a limited State-funded budget, the forum also successfully raises funds from Vietnamese and South Korean businesses.

The forum is expected to accelerate coordination with Korean relevant ministries, agencies and partnership institutions to organise many trade and investment promotion, training and consultation events for Vietnamese enterprises to step up trade and investment, enhance competitiveness and strengthen market access.

## 7. VIETNAM - INDIA BUSINESS FORUM

Under the direction of the Government, to assist the Vietnamese and Indian business communities to expand cooperative ties, on October 6, 2011, Dr Vu Tien Loc, VCCI President, announced the establishment of the Vietnam - India Business Forum.

The core task of the forum is to constitute a mechanism for discussion of mutually interested trade and investment issues for Vietnam and India and to provide a platform for Vietnamese and Indian enterprises to contact with Government officials. In addition, the forum is a medium for the private sector to put forth recommendations concerning trade and investment policies, as well as update information on trade and investment regulations of India.

The forum has organised a number of trade and investment promotion meetings for Vietnamese and Indian firms. Typical events included the trade - investment workshop on the occasion of working visit to Vietnam by the President of the Associated Chambers of Commerce and Industry of India (ASSOCHAM), Vietnam - Indian Trade Forum in Ho Chi Minh City together with VCCI HCM Branch, and conference on "Introduction of business cooperation potentials in India" in Thanh Hoa province.

## 8. VIETNAM - RUSSIA BUSINESS COUNCIL

In response to the direction of Prime Minister Nguyen Tan Dung, specified in Document No. 6166/VPCP-QHQT dated September 18, 2008, the Vietnam - Russia Business Council was established and put into operation since 2009.

The purpose of the council is to expand cooperation between the business communities of the two countries in trade, investment, exchange of science and technology, culture and

tourism. The council also discusses problems arising from trade and investment ties, and seeks best solutions for enterprises.

In addition, the council enhances the popularity of Vietnam's opening economic policies, introduces Vietnam's trade and investment potentials to Russian companies, serves as a bridge for Government agencies and businesses in order to convey information and reflect actual needs of enterprises in the process of cooperation, creates a channel for enterprises of the two countries to meet, exchange and tap investment cooperation opportunities, supports Vietnamese enterprises doing business in Russia and domestic SMEs to boost exports to Russia.

The council has stepped up free information provision for businesses, organised business conferences and meetings, led trade and investment promotion delegations, assisted Vietnamese enterprises to develop cooperation and economy with Russian economic areas, especially the Far East.

## 9. VIETNAM - SAUDI ARABIA BUSINESS COUNCIL

On May 27, 2010, the Vietnam - Saudi Arabia Business Council was founded in Hanoi.

This was the chance for the two sides to introduce their investment environments and opportunities, as well as exchange solutions to further promote bilateral economic and trade relations.

The council has also become an effective channel of information about Saudi Arabia's market, businesses, business culture and opportunities for Vietnamese enterprises. Besides, it has helped realize the objectives of the Vietnamese Government's Action Plan on the Vietnam - Middle East development cooperation in the 2007-2015 phase.

## 10. VIETNAM - LATIN AMERICA BUSINESS COUNCIL

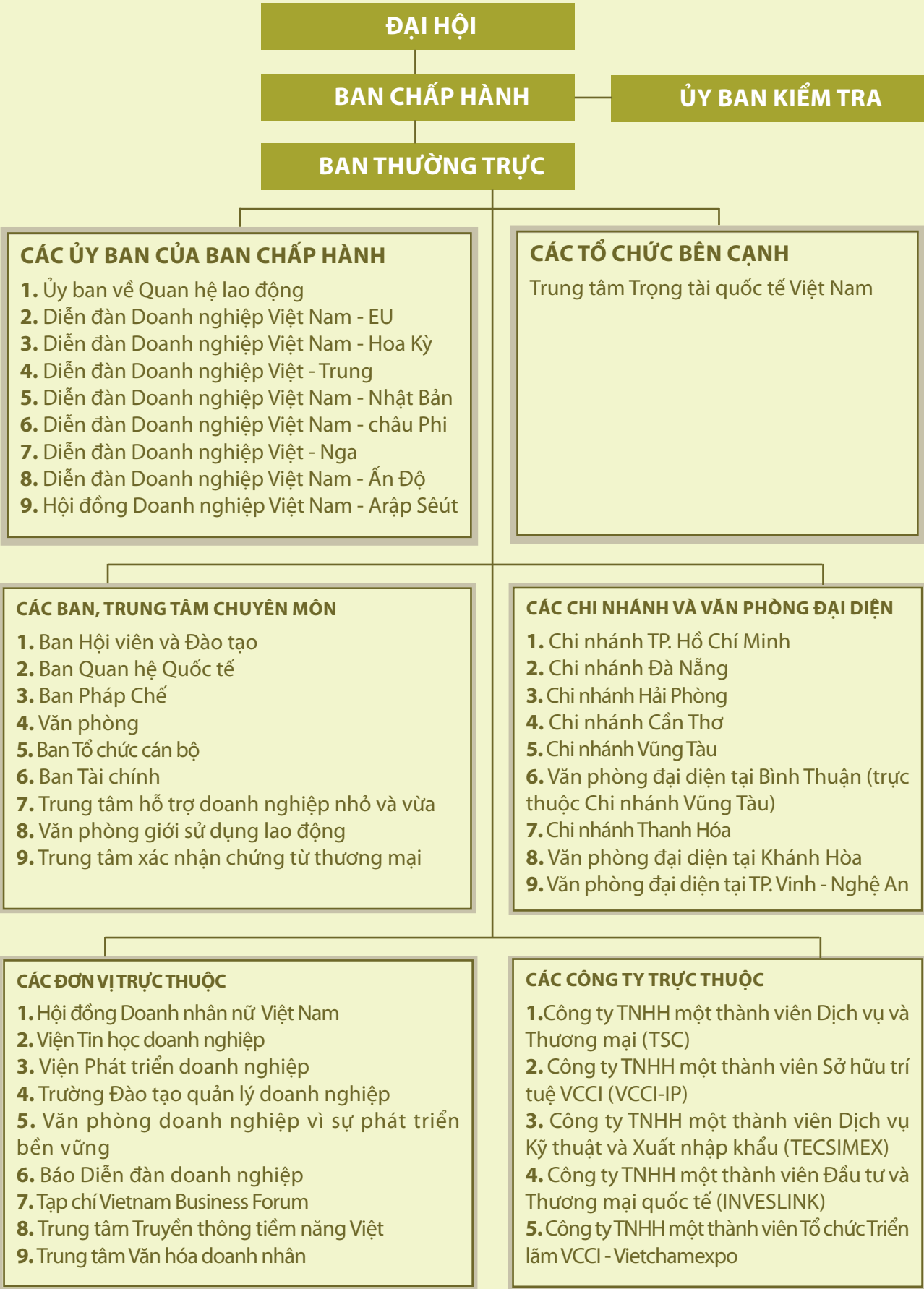
VCCI announced the establishment of Vietnam - Latin America Business Council on July 5, 2012 in Hanoi.

The council serves as a policy dialogue mechanism between Governments and businesses, as well as an organisation that links businesses to promote investment and trade. The formation of the council marked a new milestone in the development of the two business communities.

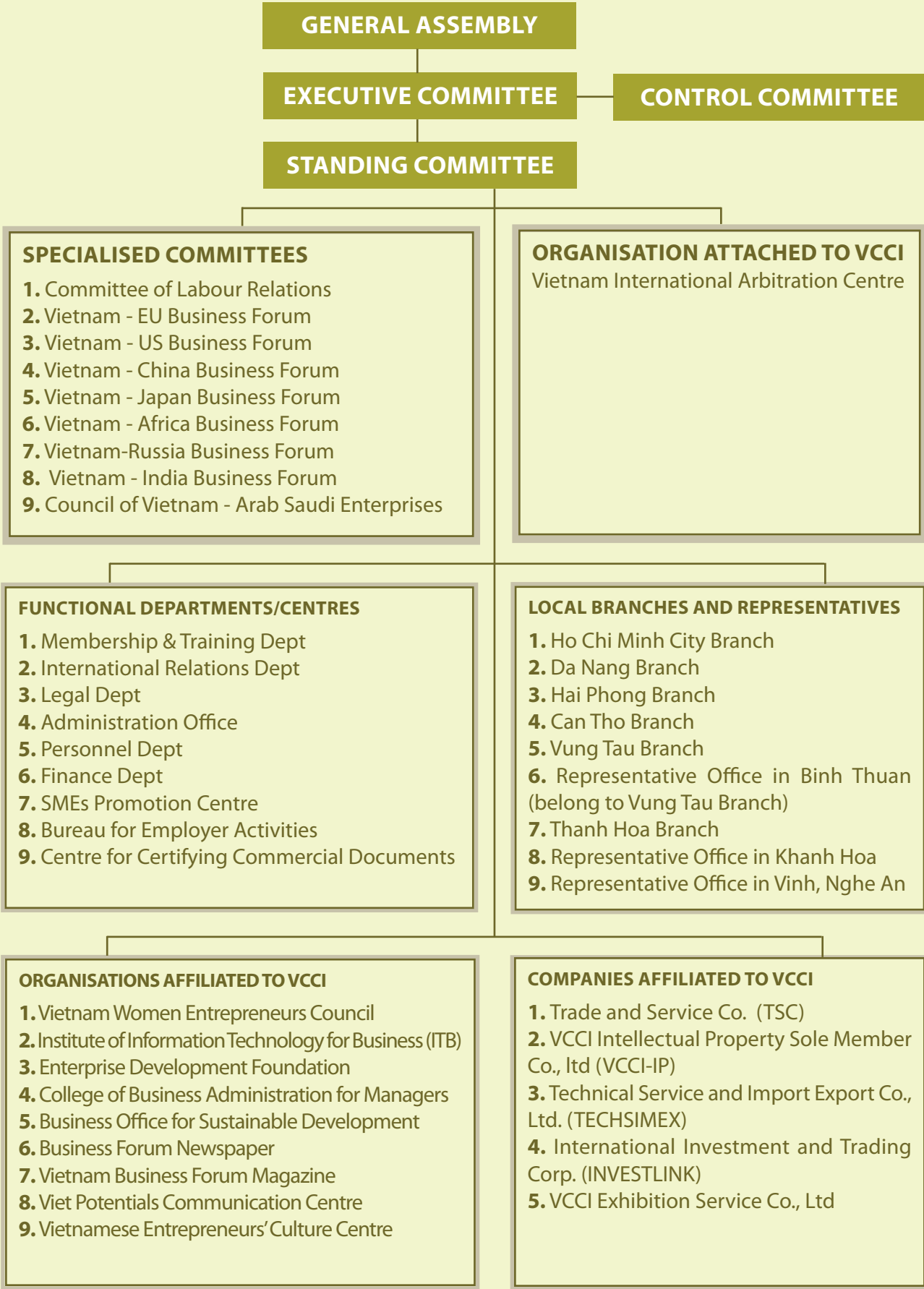
Currently, Vietnam - Latin America Business Council is inviting Vietnamese businesses to register for memberships. The council is expected to receive its operating budget from the State in 2013 to start official operation.■



SƠ ĐỒ TỔ CHỨC  
PHÒNG THƯƠNG MẠI VÀ CÔNG NGHIỆP VIỆT NAM



ORGANISATION CHART OF  
VIETNAM CHAMBER OF COMMERCE AND INDUSTRY



BAN THƯỜNG TRỰC	STANDING COMMITTEE
<p><b>Chủ tịch</b> TS. <b>Vũ Tiến Lộc</b></p> <p><b>Phó Chủ tịch Thường trực</b> Ông <b>Hoàng Văn Dũng</b></p> <p><b>Phó Chủ tịch</b> TS. <b>Đoàn Duy Khương</b></p> <p><b>Phó Chủ tịch</b> Ông <b>Phạm Gia Túc</b></p> <p><b>Tổng Thư ký</b> TS. <b>Phạm Thị Thu Hằng</b></p>	<p><b>Chairman and President</b> Mr <b>Vu Tien Loc</b>, Ph.D</p> <p><b>Standing Executive Vice President</b> Mr <b>Hoang Van Dung</b></p> <p><b>Executive Vice President</b> Mr <b>Doan Duy Khuong</b>, Ph.D</p> <p><b>Executive Vice President</b> Mr <b>Pham Gia Tuc</b></p> <p><b>Secretary General</b> Mrs <b>Pham Thi Thu Hang</b>, Ph.D</p>

TRỤ SỞ CHÍNH	HEAD OFFICE
<p><b>Trung tâm Thương mại quốc tế</b> <b>Địa chỉ:</b> 9 Đào Duy Anh, quận Đống Đa, Hà Nội <b>Điện thoại:</b> 4-35742022 <b>Fax:</b> 4-35742020/ 35742030 <b>Email:</b> vcci@fmail.vnn.vn <b>Website:</b> www.vcci.com.vn</p>	<p><b>International Trade Centre</b> <b>Address:</b> 9 Dao Duy Anh Str., Dong Da Dist., Hanoi <b>Tel:</b> 4-35742022 <b>Fax:</b> 4-35742020/ 35742030 <b>Email:</b> vcci@fmail.vnn.vn <b>Website:</b> www.vcci.com.vn</p>

CÁC ĐƠN VỊ CHỨC NĂNG	FUNCTIONAL DEPARTMENTS
<p><b>Ban Hội viên và Đào tạo</b> Trưởng Ban: Ông Hoàng Quang Phòng Điện thoại: 4-35742165/ 35742022 (số máy lẻ: 234, 235)</p> <p><b>Ban Quan hệ Quốc tế</b> Trưởng Ban: Ông Trần Thiện Cường Điện thoại: 4-35771458/ 35742162 4-35742022 (số máy lẻ: 203, 207, 244)</p> <p><b>Ban Pháp chế</b> Phó Trưởng Ban: Ông Đậu Anh Tuấn Điện thoại: 4-35771458/59/60 Fax: 4-35771459/ 35770632</p> <p><b>Trung tâm Xác nhận chứng từ thương mại</b> Giám đốc: Bà Trần Thị Thu Hương Điện thoại: 4-35771455/ 35771457/ 35742022 (số máy lẻ: 208/308)</p> <p><b>Trung tâm Hỗ trợ doanh nghiệp nhỏ và vừa</b></p>	<p><b>Membership &amp; Training Dept</b> Director General: Mr Hoang Quang Phong Tel.: 4-35742165/ 35742022 (Ext: 234, 235)</p> <p><b>International Relations Dept</b> Director General: Mr Tran Thien Cuong Tel.: 4-35771458/ 35742162 4-35742022 (Ext: 203, 207, 244)</p> <p><b>Legal Dept</b> Deputy Director General: Mr Dau Anh Tuan Tel: 4-35771458/59/60 Fax: 4-35771459/ 35770632</p> <p><b>Centre for Certifying Commercial Documents</b> Director General: Mrs Tran Thi Thu Huong Tel: 4-35771455/ 35771457/ 35742022 (Ext: 208, 308)</p> <p><b>SMEs Promotion Centre</b></p>

<p>Giám đốc: Bà Phạm Thị Thu Hằng Điện thoại: 4-35742163/ 35742022 (số máy lẻ: 213, 232, 250, 251, 300, 310) Fax: 4-35742016 Email: vcci@smelink.netnam.com</p> <p><b>Văn phòng giới sử dụng lao động</b> Trưởng ban: Ông Phùng Quang Huy Điện thoại: 4-35742164/ 35742022 (số máy lẻ: 210, 256, 345, 214)</p> <p><b>Văn phòng</b> Chánh Văn phòng: Ông Phan Hồng Giang Điện thoại: 4-5770633/ 35742167/ 35742022 (số máy lẻ: 212, 312) Email: vcci@hn.vnn.vn</p> <p><b>Ban Tổ chức cán bộ</b> Trưởng Ban: Ông Nguyễn Bắc Hà Điện thoại: 4-35742024/ 35742022 (số máy lẻ: 333, 334)</p> <p><b>Ban Tài chính</b> Trưởng Ban: Bà Trần Hồ Lan Điện thoại: 4-35742023/ 35742022 (số máy lẻ: 218, 219, 313, 335, 318)</p>	<p>Director General: Mrs Pham Thi Thu Hang Tel: 4-35742163, 35742022 (Ext: 213, 232, 250, 251, 300, 310) Fax: 4-35742016 Email: vcci@smelink.netnam.com</p> <p><b>Bureau for Employer Activities</b> Director General: Mr Phung Quang Huy Tel: 4-35742164/ 35742022 (Ext: 210, 256, 345, 214)</p> <p><b>Administration Office</b> Director General: Mr Phan Hong Giang Tel.: 4-5770633/ 35742167/ 35742022 (Ext.: 212, 312) Email: vcci@hn.vnn.vn</p> <p><b>Personnel Dept</b> Director General: Mr Nguyen Bac Ha Tel.:4-35742024/ 35742022 (Ext.: 333, 334)</p> <p><b>Finance Dept</b> Director General: Mrs Tran Ho Lan Tel.:4-35742023/35742022 (Ext.: 218, 219, 313, 335, 318)</p>
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CÁC CHI NHÁNH	BRANCHES
<p><b>Tại Thành phố Hồ Chí Minh</b> Giám đốc: Ông Võ Tấn Thành Địa chỉ: 171 Võ Thị Sáu, quận 3, TP. Hồ Chí Minh Điện thoại: 8-39326958/ 39327301/ 39326992; Fax: 8-39325472 Email: vcci-hcm@hcm.vnn.vn</p> <p><b>Tại thành phố Đà Nẵng</b> Giám đốc: Ông Nguyễn Cường Địa chỉ: 256 Trần Phú, TP. Đà Nẵng Điện thoại: 511-3821719/ 3825814 Fax: 511-3822930 Email: vcci.dn@dng.vnn.vn</p> <p><b>Tại thành phố Hải Phòng</b> Giám đốc: Ông Phí Văn Dực Địa chỉ: 10 Đình Tiên Hoàng, TP. Hải Phòng Điện thoại: 31-3842894/ 3821016 Fax: 31-3842243; Email: vccihp@hn.vnn.vn nadvn@hn.vnn.vn</p> <p><b>Tại thành phố Cần Thơ</b> Giám đốc: Ông Võ Hùng Dũng</p>	<p><b>In Ho Chi Minh City</b> Director General: Mr Vo Tan Thanh Add: 171 Vo Thi Sau Str., Dist.3, HCMC. Tel:8-39326598/ 39327301/ 39326992 Fax:8-39325472 Email: vcci-hcm@hcm.vnn.vn</p> <p><b>In Da Nang City</b> Director General: Mr Nguyen Cuong Add: 256 Tran Phu Str., Da Nang City Tel: 511-3821719/ 3835654/ 3825814 Fax: 511-3822930 Email: vcci.dn@dng.vnn.vn</p> <p><b>In Hai Phong City</b> Director General: Mr Phi Van Duc Add: 10 Dinh Tien Hoang Str., Hai Phong City Tel: 31-3842894/ 3821016; Fax: 31-3842243 Email: vccihp@hn.vnn.vn; nadvn@gn.vnn.vn</p> <p><b>In Can Tho City</b> Director General: Mr Vo Hung Dung Add: 12 Hoa Binh Str., Can Tho City</p>



<p>Địa chỉ: 12 đại lộ Hoà Bình, TP. Cần Thơ Điện thoại: 710-3824918/ 3825638 Fax: 710-3824169 Email: cantho-vcci@hcm.vnn.vn</p> <p><b>Tại thành phố Vũng Tàu</b> Giám đốc: Bà Vũ Thị Thu Hà Địa chỉ: 155 Nguyễn Thái Học, phường 7, TP. Vũng Tàu Điện thoại: 64-3852710/ 3570266 Fax: 64-3859651 Email: vccivtsme@hcm.vnn.vn</p> <p><b>Tại Thanh Hoá</b> Giám đốc: Ông Ngô Xuân Nhân Địa chỉ: 597 Nguyễn Chí Thanh, TP. Thanh Hoá Điện thoại: 37-3754640 Fax: 37-3574641 Email: vccith@hn.vnn.vn</p>	<p>Tel: 710-3824918/ 3825638 Fax: 710-3824169 Email: cantho-vcci@hcm.vnn.vn</p> <p><b>In Vung Tau City</b> Director General: Mrs Vu Thi Thu Ha Add: 155 Nguyen Thai Hoc Str., Ward 7, Vung Tau City Tel: 64-3852710/ 3816072 Fax: 64-3859651 Email: vccivtsme@hcm.vnn.vn</p> <p><b>In Thanh Hoa</b> Director General: Mr Ngo Xuan Nhan Add: 597 Nguyen Chi Thanh Str., Thanh Hoa City Tel: 37-3754640 Fax: 37-3574641 Email: vccith@hn.vnn.vn</p>
CÁC VĂN PHÒNG ĐẠI DIỆN	REPRESENTATIVE OFFICES
<p><b>Tại thành phố Vinh</b> Trưởng Đại diện: Ông Nguyễn Duy Tuấn Địa chỉ : 254 Trần Phú, TP. Vinh Điện thoại: 38-3561109/ 3844012 Fax: 38-3842026</p> <p><b>VPĐD tại tỉnh Khánh Hoà</b> Trưởng Đại diện: Ông Trần Xứn Địa chỉ: nhà A5 Chung cư 2, Lê Hồng Phong, TP. Nha Trang Điện thoại: 58-3878089 Fax: 58-3878057 Email: vcci-kh@dng.vnn.vn</p>	<p><b>In Vinh City</b> Chief of Representative: Mr Nguyen Duy Tuan Add.: 254 Tran Phu Str., Vinh City Tel.: 38-3561109/ 3844012 Fax: 38-3842026</p> <p><b>In Khanh Hoa Prov</b> Chief of Representative: Mr Tran Xun Add.: A5 apartment building 2, Le Hong Phong Str., Nha Trang City Tel.: 58-3878089 Fax: 58-3878057 Eail: vcci-kh@dng.vnn.vn</p>
CÁC CÔNG TY VÀ TỔ CHỨC TRỰC THUỘC	AFFILIATED COMPANIES AND ORGANISATIONS
<p><b>1. Hội đồng Doanh nhân nữ Việt Nam</b> Chủ tịch: Bà Nguyễn Thị Tuyết Minh Điện thoại: 4-35742022 (số máy lẻ: 339, 211) Fax: 4-35742023/ 35746937</p> <p><b>2. Viện Tin học doanh nghiệp (ITB)</b> Viện trưởng: Ông Lê Văn Lợi Địa chỉ: 9 Đào Duy Anh Hà Nội Điện thoại: 4-35742187; Fax: 4-35742622 Website: www.itb.com</p> <p><b>3. Viện Phát triển doanh nghiệp</b> Viện trưởng: Bà Phạm Thị Thu Hằng</p>	<p><b>1. Vietnam Women Entrepreneurs Council</b> Chairwoman: Mrs Nguyen Thi Tuyen Minh Tel: 4-35742022 (Ext: 339, 211) Fax: 4-35742023/ 35746937</p> <p><b>2. Institute of Information Technology for Business (ITB)</b> Director: Mr Le Van Loi Add: 9 Dao Duy Anh Str., Hanoi Tel: 4-35742187 Fax: 4-35742622 Website: www.itb.com</p>

<p>Địa chỉ: 9 Đào Duy Anh, Hà Nội Điện thoại: 4-35744031/ 35771076 Fax: 4-35744031 Email: contact_edf@vcci.com.vn</p> <p><b>4. Trường Đào tạo quản lý doanh nghiệp</b> Hiệu trưởng: TS. Nguyễn Văn Nga Địa chỉ: Tòa nhà VINATEX, số 10 Nguyễn Huệ, quận 1, TP. Hồ Chí Minh Điện thoại: 8-38243338; Fax: 8-38243339 Website: www.cbam.edu.vn</p> <p><b>5. Văn phòng Doanh nghiệp vì sự phát triển bền vững</b> Giám đốc: Ông Nguyễn Quang Vinh Địa chỉ: 9 Đào Duy Anh, Hà Nội ĐT: 4-35743492; Fax: 4-35743492 Email: vbli@hn.vnn.vn; Website: www.vbli.info</p> <p><b>6. Báo Diễn đàn Doanh nghiệp</b> Tổng Biên tập: Ông Phạm Ngọc Tuấn Địa chỉ: tầng 5, Toà nhà VCCI, số 9 Đào Duy Anh, Đống Đa, Hà Nội Điện thoại: 4-35742053/ 35743990/ 35742055 Fax: 4-35742052 Email: toasoan@ddd.com.vn Website: www.ddd.com.vn</p> <p><b>Văn phòng đại diện TPHCM</b> Lầu 6, số 171 Võ Thị Sáu, phường 7, quận 3, TP. HCM Điện thoại: 8-39321702/ 39321703/ 39321730; Fax: 8-39321704 Email: dddn-hcm@ddd.com.vn</p> <p><b>Văn phòng đại diện Cần Thơ</b> 12 Hoà Bình, quận Ninh Kiều, TP. Cần Thơ Điện thoại: 710-3815593; Fax: 710-3815594 Email: dddn-cantho@ddd.com.vn</p> <p><b>Văn phòng đại diện tại Đà Nẵng</b> Tầng 2, số 183 Hoàng Diệu, TP. Đà Nẵng Điện thoại: 511-3583588; Fax: 511-3565263 Email: dddn-da nang@ddd.com.vn</p> <p><b>Văn phòng đại diện Hải Phòng</b> 11 Trần Phú, Ngô Quyền, TP. Hải Phòng Điện thoại: 31-3921117 Email: dddn-hai phong@ddd.com.vn</p> <p><b>7. Tạp chí Vietnam Business Forum</b> Tổng Biên tập: Ông Đoàn Duy Khuong Địa chỉ: Tầng 4, Tòa nhà VCCI, số 9, Đào Duy Anh, Hà Nội Điện thoại: 4-35743985/ 35743063 Fax: 4-35743985/ 4-35743063 Email: vbfhanoi@gmail.com</p>	<p><b>3. Enterprise Development Foundation</b> Director General: Mrs Pham Thi Thu Hang Add: 9 Dao Duy Anh Str., Hanoi Tel.: 4-35744031/ 35771076; Fax.: 4-35744031 Email: contact_edf@vcci.com.vn</p> <p><b>4. College of Business Administration for Managers</b> Rector: Ms Nguyen Van Nga, Ph.D Add: VINATEX Bldg., 10 Nguyen Hue Str., Dist. 1, HCMC. Tel: 8-38243338; Fax: 8-38243339 Website: www.cbam.edu.vn</p> <p><b>5. Business Office for Sustainable Development</b> Director General: Mr Nguyen Quang Vinh Add: 9 Dao Duy Anh Str., Hanoi Tel: 4-35743492; Fax: 4-35743492 Email: vbli@hn.vnn.vn Website: www.vbli.info</p> <p><b>6. Business Forum Newspaper</b> Editor-in-Chief: Mr Pham Ngoc Tuan Add: 5th Flr., 9 Dao Duy Anh Str., Dong Da Dist., Hanoi Tel: 4-35742053/ 35743990/ 35742055 Fax: 4-35742052 Email: toasoan@diendandn.net Website: www.ddd.com.vn</p> <p><b>HCM City Rep. Office</b> 6 th Flr., 171 Vo Thi Sau Str., Ward 7, Dist. 3, HCM City Tel: 8-39321702/ 39321703/ 39321730 Fax: 8-39321704 Email: dddn-hcm@ddd.com.vn</p> <p><b>Can Tho Rep. Office</b> 12 Hoa Binh, Ninh Kieu Dist., Can Tho City Tel: 710-3815593; Fax: 710-3815594 Email: dddn-cantho@ddd.com.vn</p> <p><b>Da Nang Rep. Office</b> 2nd Flr., 183 Hoang Dieu Str.,– Da Nang City Tel: 511-3583588; Fax: 511-3565263 Email: dddn-da nang@ddd.com.vn</p> <p><b>Hai Phong Rep. Office</b> 11 Tran Phu, Ngo Quyen Dist., Hai Phong City Tel: 31-3921117 Email: dddn-hai phong@ddd.com.vn</p> <p><b>7. Vietnam Business Forum Magazine</b> Editor-in-Chief: Mr Doan Duy Khuong Add: 4th Flr., 9 Dao Duy Anh Str., Dong Da Dist., Hanoi Tel: 4-35743985/ 35743063 Fax: 4-35743985/ 4-35743063 Email: vbfhanoi@gmail.com</p>
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<p>Website: <a href="http://www.vccinews.com">http://www.vccinews.com</a>  <b>Cơ quan đại diện phía Nam</b>  Số 171 Võ Thị Sáu, quận 3, TP. Hồ Chí Minh  Điện thoại: 8-39321729/ 39321700/ 39322774;  Fax: 8-39321701  <b>Văn phòng đại diện phía Bắc</b>  Tầng 4, 208 Đề La Thành, Đống Đa, Hà Nội  Tầng 7, số 3 đại lộ Lê Ninh, TP. Vinh, Nghệ An  Điện thoại: 4-62754809; Fax: 4-62754835</p> <p><b>8. Trung tâm Truyền thông tiềm năng Việt</b>  Giám đốc trung tâm: Ông Phạm Văn Hoán  Địa chỉ: 9 Đào Duy Anh, Hà Nội  Điện thoại: 4-35742577/ 35742054  Fax: 4-35742160  Email: <a href="mailto:tiemnangvietvcci@gmail.com">tiemnangvietvcci@gmail.com</a></p> <p><b>9. Trung tâm Văn hóa doanh nhân</b>  Giám đốc: Ông Lê Lựu  Địa chỉ: Nhà I, ngõ 319 đường Tam Trinh, phường Hoàng Văn Thụ, quận Hoàng Mai, Hà Nội  Điện thoại: 4-36340170; Fax: 4-36340172  Email: <a href="mailto:ttvhdd@hn.vnn.vn">ttvhdd@hn.vnn.vn</a></p> <p><b>10. Công ty TNHH MTV dịch vụ kỹ thuật &amp; xuất nhập khẩu (TECHSIMEX)</b>  Giám đốc: Ông Trần Quốc Hùng  Địa chỉ: 9 Đào Duy Anh, Hà Nội  Điện thoại: 4-38524422/ 38527422/ 38523948;  Fax: 4-38524080  Email: <a href="mailto:techsimex@fpt.vn">techsimex@fpt.vn</a>  Website: <a href="http://www.techsimex-vn.com">www.techsimex-vn.com</a></p> <p><b>11. Công ty Dịch vụ thương mại (TSC)</b>  Giám đốc: Ông Đoàn Duy Tiến  Trụ sở chính: 9 Đào Duy Anh, Hà Nội.  Điện thoại: 4-39344181/ 39362133  Fax: 4-38266649; Email: <a href="mailto:tsc.vcci@viettel.com">tsc.vcci@viettel.com</a>  <b>Chi nhánh: tại Thành phố Hồ Chí Minh</b>  Địa chỉ: 171 Võ Thị Sáu, phường 7, quận 3  Điện thoại: 8-39320246/ 39326497  Fax : 8-39325691  Email: <a href="mailto:btta_vcci@hcm.fpt.vn">btta_vcci@hcm.fpt.vn</a>  <b>Tại thành phố Đà Nẵng</b>  Địa chỉ: 256 Trần Phú  Điện thoại: 511-3826831; Fax: 511-3873002  Email: <a href="mailto:tscdn@dng.vnn.vn">tscdn@dng.vnn.vn</a>  <b>Tại thành phố Cần Thơ</b>  Địa chỉ: 12 đại lộ Bình Dương  Điện thoại: 71- 3826641  Email: <a href="mailto:tsccantho@hcm.vnn.vn">tsccantho@hcm.vnn.vn</a></p>	<p>Website: <a href="http://www.vccinews.com">http://www.vccinews.com</a>  <b>Southern Rep. Office</b>  171 Vo Thi Sau Str., Dist.3, HCM City  Tel: 8-39321729/ 39321700/ 39322774  Fax: 8-39321701  <b>Northern Rep. Office</b>  - 4th Flr., 208 De La Thanh Str., Dong Da Dist., Hanoi  - 7th, 3 Lenin Boulevard, Vinh City, Nghe An Province  Tel: 4-62754809; Fax: 4-62754835</p> <p><b>8. Viet Potentials Communication Centre</b>  Director General: Mr Pham Van Hoan  Add: 9 Dao Duy Anh Str., Hanoi  Tel: 4-35742577/ 35742054; Fax: 4-35742160  Email: <a href="mailto:tiemnangvietvcci@gmail.com">tiemnangvietvcci@gmail.com</a></p> <p><b>9. Vietnamese Entrepreneurs' Culture Centre</b>  Director: Mr Le Luu  Add: Block I, 319 alley Tam Trinh Str., Hoang Van Thu Ward, Hoang Mai Dist., Hanoi  Tel.: 4-36340170  Fax: 4-36340172  Email: <a href="mailto:ttvhdd@hn.vnn.vn">ttvhdd@hn.vnn.vn</a></p> <p><b>10. Technical Service and Import Export Co., Ltd. (TECHSIMEX)</b>  Director: Mr Tran Quoc Hung  Add.: 09 Dao Duy Anh Str., Hanoi.  Tel.: 4-38524422/ 38527422/ 38523948;  Fax : 4-38524080  Email: <a href="mailto:techsimex@fpt.vn">techsimex@fpt.vn</a>  Website: <a href="http://www.techsimex-vn.com">www.techsimex-vn.com</a></p> <p><b>11. Trade and Service Co. (TSC)</b>  Director : Mr Doan Duy Tien  Head Office: 09 Dao Duy Anh Str., Hanoi.  Tel: 4-39344181/ 39362133  Fax: 4-38266649  Email: <a href="mailto:tsc.vcci@viettel.com">tsc.vcci@viettel.com</a>  <b>Branches: In Ho Chi Minh City</b>  Add: 171 Vo Thi Sau Str., Ward 7, Dist.3  Tel: 8- 39320246/ 39326497; Fax : 8-39325691  Email: <a href="mailto:btta_vcci@hcm.fpt.vn">btta_vcci@hcm.fpt.vn</a>  <b>In Da Nang City</b>  Add.: 3rd Flr., 256 Tran Phu Str.,  Tel: 511-3826831; Fax: 511-3873002  Email: <a href="mailto:tscdn@dng.vnn.vn">tscdn@dng.vnn.vn</a>  <b>In Can Tho City</b>  Add: 12 Binh Duong Str.  Tel: 71-3826641  Email: <a href="mailto:tsccantho@hcm.vnn.vn">tsccantho@hcm.vnn.vn</a>  <b>In Hai Phong City</b>  Add: 107 Dien Bien Phu Str.</p>
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<p><b>Tại thành phố Hải Phòng</b>  Địa chỉ: 107 Điện Biên Phủ  Điện thoại: 31-3745400; Fax: 31-3745411</p> <p><b>12. Cty TNHH MTV sở hữu trí tuệ VCCI</b>  Giám đốc: Ông Trần Huy Phương  Địa chỉ: 9 Đào Duy Anh, Hà Nội.  Điện thoại: 4-35771365  Fax: 4-35771563/ 38241642/ 38256446  Email: <a href="mailto:patent@vcci-ip.com">patent@vcci-ip.com</a>;  <a href="mailto:trademark@vcci-ip.com">trademark@vcci-ip.com</a></p> <p><b>13. Công ty Đầu tư và Thương mại quốc tế (INVESTLINK)</b>  Giám đốc: Ông Phạm Chí Thừa  Địa chỉ: 22 Nguyễn Văn Thủ, phường Đakao, quận 1, TP.HCM  Điện thoại: 8-39104054/ 39104055/ 39104056  Fax: 8-39104053  Email: <a href="mailto:investlinksg@hcm.vnn.vn">investlinksg@hcm.vnn.vn</a>;  <a href="mailto:inveslinkthua@fpt.vn">inveslinkthua@fpt.vn</a>  <b>Chi nhánh: 11 Phan Kế Bính, Hà Nội</b>  Tel: 4-39104354  Email: <a href="mailto:investlinkth@hn.vnn.vn">investlinkth@hn.vnn.vn</a></p> <p><b>14. Công ty TNHH Tổ chức triển lãm VCCI</b>  Giám đốc: Bà Bùi Thị Thục Anh  Địa chỉ: Tầng 5, 171 Võ Thị Sáu, quận 3, TP. Hồ Chí Minh  Điện thoại: 8-39320177/ 39326339  Fax: 8-39325789  Email: <a href="mailto:events@vietcham_expo.com">events@vietcham_expo.com</a>  Website: <a href="http://www.vietcham_expo.com">www.vietcham_expo.com</a></p> <p><b>15. Công ty Phát triển thông tin (IDC)</b>  Giám đốc: Ông Trần Quốc Hùng  Địa chỉ: phòng 902, Tòa nhà Sao Bắc, 4 Dã Tượng, Hà Nội  Điện thoại: 4-39420908/ 39424891/ 39424235  Fax: 4-39420967  Email: <a href="mailto:idc-hn@netnam.vn">idc-hn@netnam.vn</a>/ <a href="mailto:idc-hn@hn.vnn.vn">idc-hn@hn.vnn.vn</a>  Website: <a href="http://www.vidc.com.vn">www.vidc.com.vn</a>  <a href="http://www.danhbadoanhnghiep.vn">www.danhbadoanhnghiep.vn</a>  <b>Chi nhánh: Tầng 8, 171 Võ Thị Sáu, quận 3, TP. Hồ Chí Minh</b>  Điện thoại: 8-39321610; Fax: 8-39321820  Email: <a href="mailto:idc-hcmc@saigonnet.vn">idc-hcmc@saigonnet.vn</a></p>	<p>Tel: 31-3745400; Fax: 31-3745411</p> <p><b>12. VCCI Intellectual Property Sole Member Co., Ltd</b>  Director General: Mr Tran Huy Phuong  Add: 09 Dao Duy Anh Str., Hanoi  Tel: 4-35771365  Fax: 4-35771563/ 38241642/ 38256446  Email: <a href="mailto:patent@vcci-ip.com">patent@vcci-ip.com</a>,  <a href="mailto:trademark@vcci-ip.com">trademark@vcci-ip.com</a></p> <p><b>14. International Investment and Trading Corp. (INVESTLINK)</b>  Director General: Mr Pham Chi Thua  <b>Head office:</b> add: 22 Nguyen Van Thu Str., Dakao Ward, Dist.1, HCM  Tel: 8-39104054/ 39104055/ 39104056  Fax: 8-39104053  Email: <a href="mailto:investlinksg@hcm.vnn.vn">investlinksg@hcm.vnn.vn</a>;  <a href="mailto:inveslinkthua@fpt.vn">inveslinkthua@fpt.vn</a>  <b>Branch:</b> add: 11 Phan Ke Binh Str., Hanoi  Tel: 4-39104354  Email: <a href="mailto:investlinkth@hn.vnn.vn">investlinkth@hn.vnn.vn</a></p> <p><b>14. VCCI Exhibition Service Co., Ltd</b>  Director General: Ms Bui Thi Thuc Anh  Add: 5th Flr., 171 Vo Thi Sau Str.,Dist.3, HCMC.  Tel: 8-39320177/ 39326339; Fax: 8-39325789  Email: <a href="mailto:events@vietcham_expo.com">events@vietcham_expo.com</a>  Website: <a href="http://www.vietcham_expo.com">www.vietcham_expo.com</a></p> <p><b>15. Information Development Co.,Ltd. (IDC)</b>  Director General: Mr Tran Quoc Hung  <b>Head office:</b> add: Suite 902, North Star Bldg., 4 Da Tuong Str., Hanoi  Tel: 4-39420908/ 39424891/ 39424235  Fax: 4-39420967  Email: <a href="mailto:idc-hn@netnam.vn">idc-hn@netnam.vn</a>/ <a href="mailto:idc-hn@hn.vnn.vn">idc-hn@hn.vnn.vn</a>  Website: <a href="http://www.vidc.com.vn">www.vidc.com.vn</a>  <a href="http://www.danhbadoanhnghiep.vn">www.danhbadoanhnghiep.vn</a>  <b>Branch:</b> add: 8th Flr., 171 Vo Thi Sau Str., Dist.3, HCMC  Tel: 8-39321610; Fax: 8-39321820  Email: <a href="mailto:idc-hcmc@saigonnet.vn">idc-hcmc@saigonnet.vn</a></p>
CÁC TỔ CHỨC BÊN CẠNH VCCI	ATTACHED ORGANISATIONS TO VCCI
<p><b>Trung tâm Trọng tài quốc tế Việt Nam</b>  Chủ tịch: Ông Trần Hữu Huỳnh  Điện thoại: 4-35742021/ 35744001</p>	<p><b>Vietnam International Arbitration Centre</b>  Chairman: Mr Tran Huu Huynh  Tel: 4-35742021/ 35744001</p>