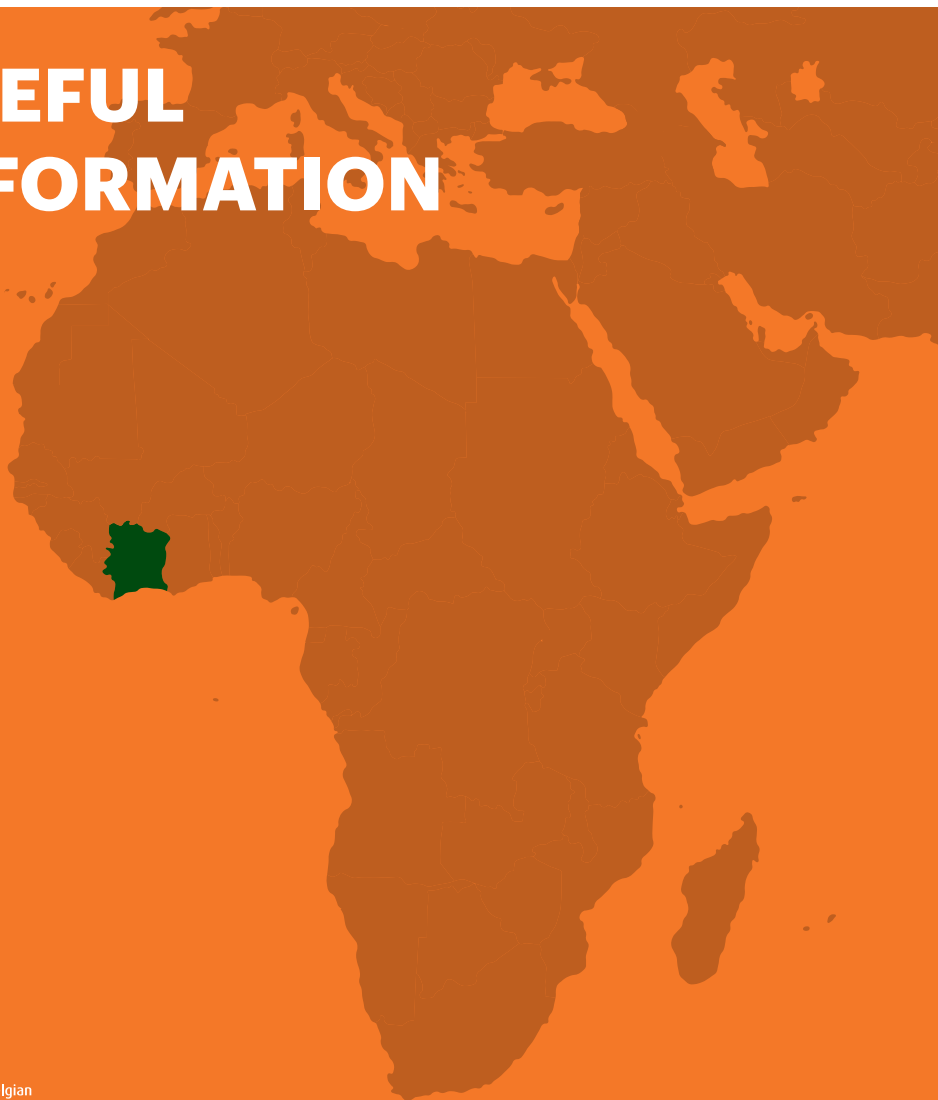


22 > 26 October 2017

REPUBLIC OF CÔTE D'IVOIRE

BELGIAN ECONOMIC MISSION TO THE REPUBLIC OF CÔTE D'IVOIRE

USEFUL INFORMATION



belgian
foreign trade agency

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GENERAL INFORMATION



1

REQUIRED TRAVEL DOCUMENTS

- **Passport and visa**

To enter the Republic of Côte d'Ivoire your **Belgian passport must be valid at least until 6 months after your return** date. A Courtesy Visa must be obtained at the Embassy of the Republic of Côte d'Ivoire.

- **Vaccination**

A vaccination against yellow fever is compulsory and **your international yellow fever certificate is required to cross the border at the airport in Abidjan**. Please have it ready at passport control. You could consider (not compulsory): Hepatitis A, Hepatitis B, Meningococcal disease.

There are appropriate health facilities and medical supplies. However, the best ones are expensive. Public and private medical facilities generally require an upfront deposit, a guarantee of payment or confirmation that the traveller has medical insurance.

Protect yourself from insect bites by wearing light-coloured, long-sleeved, loose fitting, tucked-in shirts, long pants, closed shoes or boots; and by using insect repellent on exposed skin. When possible stay in a well-screened or air-conditioned room.

Always opt to go out in groups of at least two. Abidjan is a relatively safe city but, like everywhere, you must avoid certain areas.

Furthermore, Abidjan is not a pedestrian city at all: avoid wandering its streets – even in the nice neighbourhoods – looking for a restaurant, café or shop. Travel to your destination by taxi.

It is a good idea to know your destination in advance and check with the hotel staff the safety of the neighbourhood.

For more details, please consult the travel advice issued by FPS Foreign Affairs in Dutch or French:

www.diplomatie.belgium.be

3

FLIGHTS AND LUGGAGE

On Sunday 22 October from 08:30 onwards, Ms. Astrid Van Snick (M: +32 470 34 52 53) of the Belgian Foreign Trade Agency will welcome you **at the dedicated Brussels Airlines check-in counter and luggage drop off area at row 1 of Brussels National Airport**. Brussels Airlines recommends doing your check-in online before going to the airport.

Luggage with the sticker «Belgian Economic Mission» will be identified by Belgian and Ivorian authorities and the Sofitel Abidjan Hôtel Ivoire as being part of the mission. It is in your best interest to have it on all your suitcases for the duration of the mission. You can still obtain one or more stickers at check-in from Ms. Astrid Van Snick.

Brussels Airlines allows **two pieces of maximum 32 kg in Business Class** and **2 pieces of maximum 23 kg in Economy Class of checked luggage**. Individual items with total dimensions (length + width + height) exceeding 203 cm are subject to evaluation on acceptance.

Regarding hand luggage, passengers flying **Business Class** are permitted **two pieces of carry-on baggage** (must weigh no more than 16 kg). Furthermore, **another item of carry-on baggage – such as a handbag, laptop bag or briefcase – is allowed**.

Economy Class customers are permitted **1 piece of carry-on baggage** (must weigh no more than 12 kg). Furthermore, **another item of carry-on baggage – such as a handbag, laptop bag or briefcase – is allowed**.

OVERVIEW OF THE FLIGHTS OF THE ECONOMIC MISSION

DAY	TIME SCHEDULE LOCAL TIME	ROUTE	FLIGHT NUMBER
SUNDAY 22 OCTOBER 2017	10:35 – 15:15 FLIGHT DURATION: 06:40	BRUSSELS → ABIDJAN	SN 285
WEDNESDAY- THURSDAY 25 & 26 OCTOBER 2017	18:55 – 20:30 21:30 – 05:10 FLIGHT DURATION: 08:15	ABIDJAN → OUAGADOUGOU OUAGADOUGOU → BRUSSELS	SN 256

All information can be consulted on the official website of Brussels Airlines:
www.brusselsairlines.com/en-be/practical-information/allowances-fees/travel-to-from-africa.aspx

4

NAME BADGE

You are requested to wear your personal name badge of the «Belgian Economic Mission» in a visible way, from departure at the airport in Brussels throughout the mission.

Without badge and/or a personal invitation for selected activities, access will be denied by the local and Belgian security as the security regulations will be strictly respected and applied.

In case you did not receive your name badge before departure, you can still collect it upon arrival in Abidjan right before the information session on Sunday 22 October at the BFTA-registration desk in front of the “**Salle des Fêtes**” in the “**Centre des Congrès**” of the Sofitel Abidjan Hôtel Ivoire. After the information session, you can collect your badge at the secretariat of the mission.

5

SECRETARIAT OF THE MISSION

During the mission, a secretariat of the Belgian Economic Mission will be set up at “**Salle Mankono**” on the ground floor of the main building of the Sofitel Abidjan Hôtel Ivoire. The secretariat will be operational from Saturday 21 October, 09:00, until Wednesday 25 October, 15:00.

Here you can receive the latest information, address all your questions and visit in case you have a problem with your badge.

6

DEPARTURE TIMES

Please note that **departure times of buses and other organized transport will be strictly observed.**

Kindly respect the departure times mentioned in your programme and be present in the lobby of the hotel 10 minutes prior to departure time. **Latecomers will not be waited for.**



GOOD TO KNOW BEFORE DEPARTURE



1

LANGUAGE

The official language of the Republic of Côte d'Ivoire is **French**. However, there are around 60 regional languages and few people speak English. If you plan to speak English, it is important to arrange an interpreter who speaks French.

2

CURRENCY AND MONEY

The official currency of the Republic of Côte d'Ivoire is the West African CFA Franc (FCFA). There are two different CFA currencies: CEDEAO (XOF) and CEMAC (XAF). If you bring local currency from Belgium, make sure it is XOF.

1 EUR = XOF 655.96

1,000 XOF = EUR 1.5

It is easier to withdraw cash from ATMs than to exchange currency. ATMs of many (but not all) banks will accept foreign cards. There are two ATMs in the precinct of Sofitel Hôtel Ivoire. SIB (Attijariwafa), BICICI (BNP) and Banque Atlantique are also safe bets. Visa, Master Card and Maestro will work for both debit and credit, though be advised very few shops, restaurants or bars will take cards.

Cash is king. Always have enough on you but not so much that it might be a safety risk (max. XOF 50,000). If you plan to take a party out for dinner, it is advisable to ask if the restaurant will take cards when booking.

3

ELECTRICITY

At the hotel an adaptor is not necessary as type C and type E plugs are used (220V, 60 Hertz). Same power voltage and same plugs as in Belgium.



4

WEATHER

In Abidjan, the month of October is hot, with temperatures oscillating between 25 °C and 30°C. Humidity levels are very high and partial showers likely.

5

MOBILE PHONES

The country code for the Republic of Côte d'Ivoire is +225. Roaming works for all Belgian providers. There is an Orange outlet in the Sofitel if you plan to take a local SIM card. Other available networks are MTN and Moov. You will have to provide your passport even for a prepaid contract.

The website below gives you more information about which type of smart-phone will work in the Republic of Côte d'Ivoire.

www.willmyphonework.net

6

BUSINESS TIPS

Ivorians place a lot of emphasis on hierarchy. Important things to remember include:

- **Use the formal version of “you” (vous)**

When conducting business in French, refrain from using the informal version of “you” (“tu”) in business meetings unless you have a close personal relationship. Use “vous” unless invited to do otherwise.

- **Titles are important**

When addressing someone who is senior to you, whether in age or status, use “Monsieur” and “Madame” followed by the person’s title: e.g. “Monsieur le directeur” / “Madame le Ministre”, etc. Alternatively, you can use “Monsieur” / “Madame” followed by the last name: e.g. “Monsieur Ouattara” / “Madame Yao”, etc.

- **Handshake**

A handshake is the standard greeting. Women who know each other well may kiss three times. Eye contact is also important, but staring can be considered aggressive, so make sure to look away occasionally.

- **Value of expertise**

Ivorians expect their managers to be experts in their field. However, they also value wisdom, which means realizing that, no matter how much of an expert you are, you still have some things to learn. To gain respect, demonstrate your expertise, but do not be a know-it-all. Asking your counterpart for advice is always well perceived.

■ **The art of small talk**

Start meetings with small talk rather than jumping straight into business. Acceptable topics are family (especially children), sports or cultural events, and even the weather. Because of the country's dependence on agriculture, weather is fundamental to the well-being of many Ivorians. It is acceptable to talk to mutual acquaintances to find out more about the person you will be meeting so that you can start building a relationship.

■ **Avoid politics**

Avoid addressing the country's political situation. It is complex and highly partisan and sure to land you in hot water. If someone asks your opinion, be diplomatic, saying something like, "I don't understand the situation well enough to have a firm opinion."

■ **Business relationships**

Business relationships depend very much on the exchange of favours. As you develop relationships with individual Ivorians, they will do things to make life easier for you: invite you to local festivals, provide introductions to influential people, fill you in on the other people you are going to work with, etc.



GOOD TO KNOW DURING THE MISSION



1

ARRIVAL

Upon arrival, the time in Abidjan is 2 hours behind of Brussels (GMT +00). At the airport of Abidjan, each participant collects his/her own luggage from the conveyor belt and proceeds through the usual exit to the buses reserved for the delegation at the entrance of the airport.

The trip from the airport to the Sofitel Abidjan Hôtel Ivoire takes about 45 minutes, depending on traffic.

2

INFORMATION SESSION IN ABIDJAN

The Belgian Economic Mission officially starts in Abidjan with an information session for the entire Belgian delegation on Sunday 22 October 2017, at 18:30 in the “**Salle des Fêtes**” in the “**Centre des Congrès**” of the Sofitel Abidjan Hôtel Ivoire.

After the information session, you will receive your personal programme with your B2B meetings and all invitations for official activities. This session will be followed by a welcome cocktail.

3

TIPPING

Tips are always welcome but not mandatory. Ivorians are friendly and service is usually excellent. Nonetheless, you should only tip in restaurants - if service has been good. Rather than a % of the bill, choose a flat amount between XOF 2,000 and 5,000, according to the amount of the bill.

4

GETTING AROUND

Local taxis (orange) can be hailed in the street and are safe to use. Preferably, opt for **Africab** (www.afri-cab.com) or **TaxiJet** (www.taxijetci.com), which you can pre-order (with an app or a phone call – similar to Über) and obtain a set price ahead of your trip and get a receipt. With orange taxis, always make sure they know the destination and agree on a price before getting into the car. Avoid communal yellow or blue taxis (wôro-wôro) and minivans (gbaka).

If you plan to take a taxi (whether orange or Africab/TaxiJet), have small change or, even better, the exact amount. Otherwise, you are always at risk of giving the driver an extremely generous tip.

■ Taxis

Africab

T: +225 56 96 66 36

www.afri-cab.com

TaxiJet

T: +225 22 42 98 18

www.taxijetci.com

If you have several meetings, in different parts of the city, it may be advisable to rent a car with driver. The companies below offer a reliable service at competitive rates (Between 30,000 and XOF 40,000 / day, depending on the car, half-day options negotiable):

■ Limousine service

Global Competence Group

T: +225 08 27 86 28

T: +225 06 77 60 80

T: +225 20 21 37 84

globalcompetencegroup@gmail.com

Anfase Service

T: +225 09 93 20 83

T: +225 01 75 90 53

anfaservices@yahoo.fr

- **Recommended lunch restaurants**

The below options are simple, easy, quick, good and in close proximity to the Sofitel Abidjan Hôtel Ivoire. They are perfect for lunch and will accommodate relatively large groups if warned in advance.

- **Espace 331**

T: +225 22 44 03 41

A: close to "Lycée Mermoz"

Ivorian food

- **Le Bavarois**

T: +225 22 48 69 01

A: in front of St Jean Church

Bavarian food

- **La Dolce Vita**

T: +225 22 44 57 79

A: close to City Hall, Cocody

Italian food

- **Maquis du Val**

T: +225 22 48 50 94

A: close to "Lycée Ste. Marie"

Ivorian food

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RESTAURANTS

- **Recommended dinner restaurants**

The below options are more focused on sophisticated atmosphere and refined cuisine. Better suited for dinner and slightly more expensive.

- **Kajazoma**

T: +225 22 41 78 62

A: off Boulevard des Martyrs,

Deux Plateaux

Ivorian and International food

- **Le Débarcadère**

T: +225 40 82 57 31

A: next to the lagoon ferry station,

between the FHB and CDG bridges

International food

- **Le Toit d'Abidjan**

A: Sofitel Abidjan Hôtel Ivoire

- **Recommended for late drinks**

- **Happy Hour**

- T: +225 07 22 31 12

- A: below the 'Pyramide', Plateau

- As the name suggests, perfect for post-work Happy Hour business drinks.*

- **La Pharmacie / La Salsa**

- T: +225 20 22 06 31

- A: Boulevard VGE, Zone 4

- Loud music, heavy cocktails, party atmosphere*

- **La Casa**

- T: +225 07 80 84 84

- A: Rue des Marjolaines, Biétry

- Laid-back atmosphere*

- **Parker Place**

- T: +225 05 37 34 59

- A: Rue Paul Langevin, Zone 4

- Best for live music and dancing*

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MEDICAL AID

■ Hospital

For emergencies, go to Polyclinic GMP or PISAM hospital:

Polyclinique GMP (Groupe Medical du Plateau)

T: +225 20 22 21 05

A: Av. Lamblin, between the former CNPS and Versus Bank, Plateau - 01
BP 551 Abidjan 01

PISAM (Polyclinique Internationale Sainte Anne-Marie)

T: +225 22 48 31 31

A: Rue Cannebière, Av Joseph Blohorn Cocody - 01
BP 1463 Abidjan 01

■ Doctor

Dr. Konan Adjoua Alaine

T: +225 07 09 76 03

A: Cocody St. Jean (House call)

■ Pharmacy

Pharmacie St Jean

T: +225 22 44 62 49

A: Bd. Latrille, opposite Cité Rouge, Centre, junction St Jean Cocody - 08
BP 34 Abidjan 08

■ Dentist

Dr. Yobouet Kouamé Norbert

T: +225 02 62 42 14

A: Above the pharmacy of Lycée Technique, first floor, Cocody

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CONTACT DETAILS

Please refer to the section “Contact organizers” of the website www.belgianeconomicmission.be, in the app “Belgian Economic Mission” or in the final chapter of the brochure of the participants.



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