

AUGUST 2018 | REPORT

RESULTS FOR THE PERIOD FROM JANUARY 1, 2018 TO DECEMBER 31, 2018



## EXPRODESK REPORT

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THE DEPARTMENT OF ECONOMIC AFFAIRS,  
COMMERCE AND INDUSTRY

# 2018 AUGUST REPORT

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Exprodesk helps entrepreneurs export their products and services around the world.

Beside of providing our clients with information and guidance, Exprodesk offers a series of presentations, workshops, webinars and training to ensure that our clients get the maximum benefit and skills necessary to successfully export their services and products.

## SUMMARY

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Exprodesk provided the following services/products:

- Detailed trade and market access information to potential exporters, general information to local and international organization as well as to a University student. Information on Aruban import tariffs was also provided to the *Rijksdienst voor Ondernemend Nederland (RVO)*.
- Exprodesk gave a presentation at the Chamber of Commerce 'Business Plaza-Step Forward' event as well as one on one (personalized) information at potential exporters at the event;
- Exprodesk organized 16 workshops, where 329 participants received theoretical, technical and practical knowledge;
- Products: Exprodesk produced its own brochures and flyers. Exprodesk also developed an 'Export Readiness Assessment' tool on its website where businesses can analyze their company's export readiness;
- Trade Missions: Exprodesk assisted with the participation of 12 Aruban businesses to the third edition of the Hub Cámara Santo Domingo 2018. Exprodesk assisted the *Duits-Nederlandse Handelskamer* delegation also with obtaining essential information and following up on local venues for their upcoming trade mission, resulting in Aruba being selected as destination for this event;
- Economic Missions: Exprodesk led Aruban businesses from Professional Services to participate at ALES 2018, VIII Annual Convention "How to develop high value-added service exports" in the Dominican Republic.
- Exprodesk collected data (by means of email, through telephone interviews and in person) from a sample size of 352 businesses for its research 'Trade Barriers Impeding Export Readiness' (analysis in Q3);

## SUMMARY (cont'd)

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### Exprodesk provided the following services/products:

- Exprodesk sought partnership possibilities with 3 potential local partners and 2 international partners;
- Exprodesk facilitated the Rijksdienst voor Ondernemend Nederland (RVO) with its Starters International Business (SIB) program by assisting 3 Aruban consultants with their applications as export coaches and 2 skype meetings with potential exporters;
- Exprodesk in collaboration with COSME program and NEX consulting undertook the project: “Select and Build Capacity of Service Sectors in Aruba and Develop Strategies that Increase Export Opportunities and Establish Market Prospects”. In this regard Exprodesk conducted a Service Industry Research. The result indicated 3 promising service sectors with export potential: Creative Industry, Professional Services and ICT;
- Based on the aforementioned results, Exprodesk organized from July 10th to July 13th, 2018 the Business Week: “Conquering new Horizons”. During the aforementioned week numerous workshop sessions pertaining to the Service Industry were given and the input of the participating businesses were gathered. This resulted in the selection of one promising service sector with the most export potential (to be conducted as a pilot), namely: professional services;
- To develop the right strategy, Exprodesk invited stakeholders and businesses to participate in this project by having one-on-one meetings with them and both attended a workshop specifically designed for professional services. This all took place in the week of August 6-10, 2018 where their valuable input was gathered. This will result in a National Export Strategy for Professional Services.
- As part of the Service Sector Project, Exprodesk not only organized workshops and personalized one-on-one meetings for the entrepreneurs in the professional services sector but offered them also the possibility to accompany them (through the whole process) to the VIII convention of the Latin American Association of Exporters of Services (ALES) 2018. There they had the opportunity to know the latest trends in the market, to identify business and investment opportunities in the sector, and participate in B2B meetings and networking sessions. Around 300 service companies of the region attended and key world players of the United States and Europe, as well as delegates of 17 countries, Export and Investment Promotion Organizations, Chambers of Commerce and Exporters Associations.



# REVIEW

329

Total participants from 16 workshops

8

Exprodsk led a delegation of 9 to the economic mission ALES 2018 in the Dominican Republic

52

Customized information provided to clients and organizations

5

Facilitated RVO with its SIB program by assisting 3 Aruban consultants with their applications as export coaches and 2 skype meetings with potential exporters

352

Amount of businesses interviewed for the research on 'Trade Barriers Impeding Export Readiness'

12

Assisted 12 Aruban businesses to participate at the trade fair 'Hub Cámara Santo Domingo 2018'

Our mission is to contribute to economic sustainable development and innovation in Aruba by building export capacity among entrepreneurs.



# INFORMATION

Nowadays, accurate information is more than simply useful or important for an SME to operate and to compete at the international level, it is vital! Therefore, we create and provide both digital and non-digital documents with single or combined types of information such as a printed or online guide of foreign importers, a guide or brochure on how to do business in a given country, a newsletter, a report, an announcement of a business opportunity, a market study, a list of upcoming trade fairs for a particular sector, a trade article, a list of potential buyers or a market news report.

In light hereof, detailed trade and market access information in multiple one on one sessions to 31 potential exporters were given. Information on Aruban import tariffs was also provided to the Rijksdienst voor Ondernemend Nederland (RVO). Exprodesk granted also general information to 14 local and 6 international organization as well as to 1 University student.

Exprodesk produced its own brochures and flyers. Exprodesk also developed an 'Export Readiness Assessment' tool on its website where businesses can analyze their company's export readiness;



# PRESENTATION

Exprodesk gave a presentation at the Chamber of Commerce 'Business Plaza-Step Forward' event where businesses present gained insight on all Exprodesk has to offer in order to guide them through the whole exporting process.

Exprodesk had a booth at the event and provided businesses with one on one (personalized) information. These potential exporters consisted of among others a restaurant owner wanting to open franchises in the Caribbean, 2 producers of hot sauces, an arts and crafts organization chairman and a wedding planner who would like to offer her services in the EU market. Other businesses came by to make an appointment for a later date.



LET'S CONTINUE TO PAVE THE WAY FOR THE FUTURE GENERATIONS

# WORKSHOPS

## TECHNICAL WORKSHOP FOR ARUBA CUSTOMS

Exprodesk organized this technical workshop with the topic 'Exporting to the European Union' in collaboration with COSME (EU funds) on February 6, 2018. This workshop was given to the heads of departments and presented by Mr. James Lenaghan who has ample experience on Customs procedures and requirements, international trade and the rule of origin (Eur 1 form).



# WORKSHOPS

## WORKSHOP COPYRIGHTS & ROYALTIES

Exprodesk in collaboration with Asosacion di Musico y Artista Arubano (AMAA) and guest speaker Mr. David Kock presented the Workshop Copyrights & Royalties on March 21, 2018. Participants were from the Cultural and Creative Industry. The facilitators were: from AMAA, Mrs. Nicole Booi, Mrs. Maybeline Arends, Mr. Victor Mathilda and Mr. Sergio Tjie-A-Loi and guest speaker was Mr. David Kock. They elaborated on international protection of the author's rights, copyright law, originality of a work and exclusive rights of authorization, how you can obtain the author's right, underlying composition, dividing the author's right and Royalties.





# WORKSHOPS

## WORKSHOP COPYRIGHTS

Exprodesk in collaboration with Bureau of Intellectual Property Aruba presented the Workshop Copyrights that was presented by Mrs. Maria Ridderstaat, Ms. Sue-Ellen Richardson and Mr. Michel Thode on March 22, 2018. Participants obtained valuable information on all matters concerning the registration of Intellectual Property and the importance of protecting your creation, especially when exporting.



# WORKSHOPS

## WORKSHOP CONTRACTS IN THE CREATIVE INDUSTRY

Exprodesk organized on April 18, 2018 the workshop 'Contracts in the Creative Industry' in collaboration with Asosacion di Musico y Artista Arubano (AMAA). Mrs. mr. Nicole Booi, Mrs. Maybeline Arends- Croes, Mr. Sergio Tjie-A-Loi & Mr. Victor Mathilda, facilitated a tremendous and very engaging Workshop, where participants trained on real contracts regarding terminologies and what should be included in a contract, what must be taken into account before signing, difference between a person's will and declaration, who is competent to close a contract, which acts are null, what is an offer and when is it accepted, verbal contracts vs written, how and when can a contract be dissolved.



# WORKSHOPS

## WORKSHOP RAISE YOUR DIGITAL IQ

Exprodesk organized 2 workshops 'Raise your Digital IQ' in collaboration with Defiant Concepts. The first one was a one-day workshop on March 22, 2018. The second one was a two-day workshop on April 19 & 20, 2018. Mr. Bruce Harms, elaborated on the difference between short term & long term marketing strategies, common SEO definitions, SEO link-building: campaign outline, Engage, Google penalties, Google+ business pages, measurement with google analytics, long tail keywords, what should you post on Social Media sites, how to use TWITTER, FACEBOOK and BLOG. Participants received a certificate after attending the two-day workshop.





# WORKSHOPS

## WORKSHOP TAXATION IN THE CREATIVE INDUSTRY

Exprodesk in collaboration with PWC Aruba organized the workshop 'Taxation in the Creative Industry' on April 24, 2018. The facilitators of this successful workshop were Mrs. Jourainne Wever, Mrs. Indrah Maduro & Mr. Brian, who provided a practical approach in helping businesses comply with Aruban tax requirements, as well as in providing the latest insights and developments to optimally equip the participants in the following topics: a summary of relevant taxes, the importance of compliance, non compliance consequences, how to structure your business, special regimes and liabilities.



# WORKSHOPS

## WORKSHOP BUSINESS MODEL INNOVATION FOR EXPORTERS

Exprodesk in collaboration with COSME (EU Program) and Dr. Micheal Seepersaud organized the truly inspiring workshop 'Business Model Innovation for Exporters' on May 19, 2018. This workshop generated new ideas and stimulated interactive discussions. Participants got to know more about how to assess their export readiness, how to use the Business Model Canvas for Exporting, learned the fundamentals of a Lean Export Business Plan and how to access the ITC Portal for market data.



# BUSINESS WEEK 2018

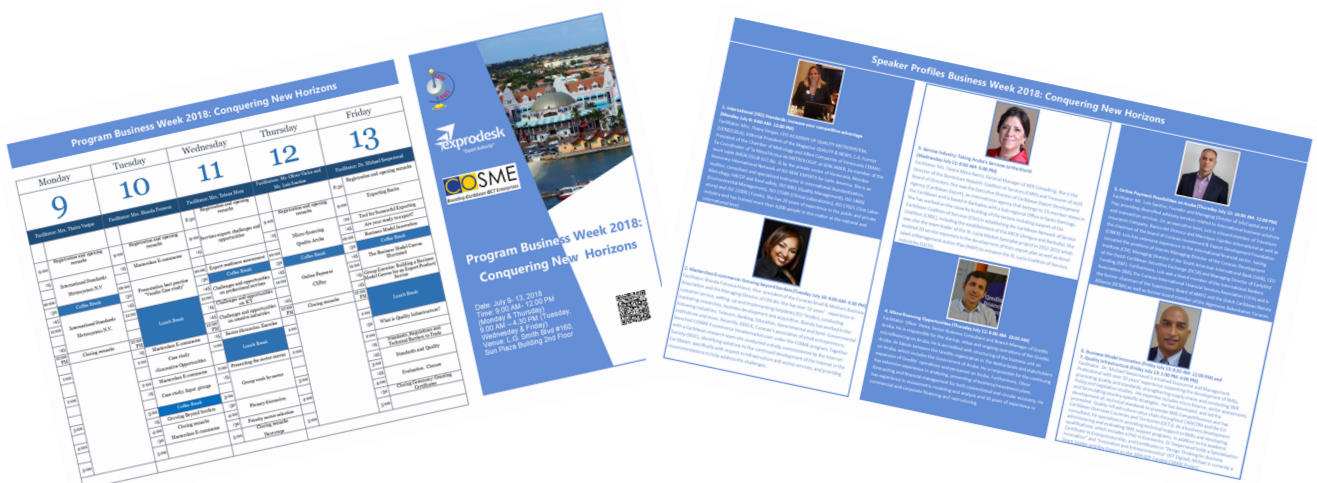
## CONQUERING NEW HORIZONS

**WORKSHOPS & PRESENTATIONS**  
**JULY 9-13, 2018**

Exprodesk in collaboration with COSME (EU Program) organized the Business Week 2018: Conquering New Horizons. This Business Week focused on businesses seeking to expand and improve their competitiveness in the export market, and also interested in exporting their product or service in the future and for trainers/consultants working with SMEs.

The Business Week consisted of the following workshops:

- International (ISO) Standards: Increase your competitive advantage (Monday July 9: 9:00 AM- 12:00 PM);
- Masterclass E-commerce: Growing beyond borders (Tuesday July 10: 9:00 AM-4:30 PM);
- Service Industry: Taking Aruba's Services to the World. This workshop is for service providers in professional services, creative industries, and ICT (Wednesday July 11: 8:30 AM- 5:00 PM);
- Micro-financing Opportunities (Thursday July 12: 9:00 AM- 10:30 AM);
- Online Payment Possibilities on Aruba (Thursday July 12: 10:30 AM- 12:00 PM);
- Business Model Innovation. This workshop is for businesses seeking to expand and improve their competitiveness in the export market, and also interested in exporting their product or service in the future and for Trainers/Consultants working with SMEs (Friday July 13: 8:30 AM- 12:00 PM);
- Quality Infrastructure Awareness: Promoting Market Access and Competitiveness through Standards and Quality (Friday July 13: 1:30 PM- 4:00 PM).







# BUSINESS WEEK 2018 CLOSING CEREMONY

## CERTIFICATE OF ATTENDANCE

Exprodesk granted Certificates of Attendance to participants who attended minimum 3 days of workshops.





# WORKSHOP DEACI & DTI QUALITY INFRASTRUCTURE

## WORKSHOP QUALITY INFRASTRUCTURE

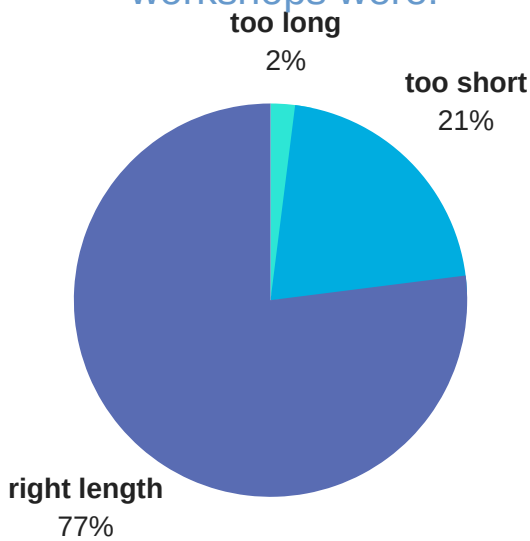
Exprodesk organized in collaboration with Mrs. Thaira Vargas of Metrosystems N.V. the intensive 4-day training: 'National Quality Infrastructure' to the staff of the Department of Economic Affairs, Commerce and Industry (DEACI) and the Department of Technical Inspection (DTI).



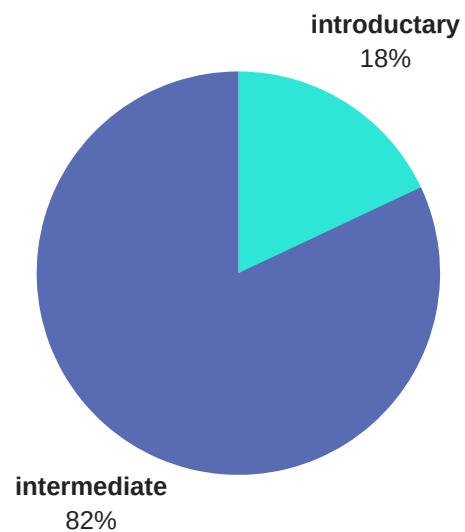
OUR NUMBERS

# WORKSHOPS EVALUATION

Given the topic, these workshops were:



In your opinion, these workshops presented material were at which level:



## Q1 WORKSHOP HIGHLIGHTS

**97%**  
Positive evaluation

**77%**  
Right length

**82%**  
Right topic level  
"intermediate"

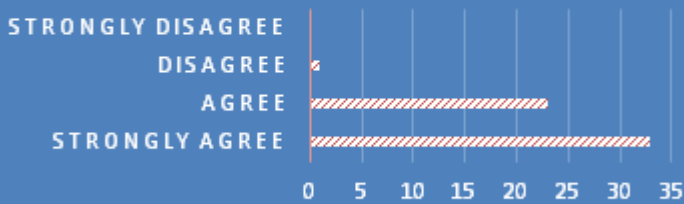
The graphs on this page and next page, provide an overview of the participants' responses to the workshop evaluation form. The results of the Surveys are as follows:

- On average, 97% of the responses showed a positive appreciation of the workshop by providing 'Strongly Agree' and 'Agree' as answers in the evaluation form;
- Duration of the workshops and presentations: 77% of the participants indicate that the workshops and presentations have the "right length" and 2% of the answers indicate a "too long" duration;
- Level of the topics: 82% of the answers indicate that the workshop material to be of an "Intermediate" level and 18% of the answers indicate that the workshop material was of an "Introductory" or "average" level.

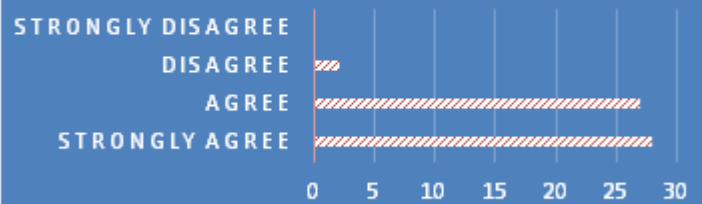
OUR NUMBERS

# WORKSHOPS EVALUATION

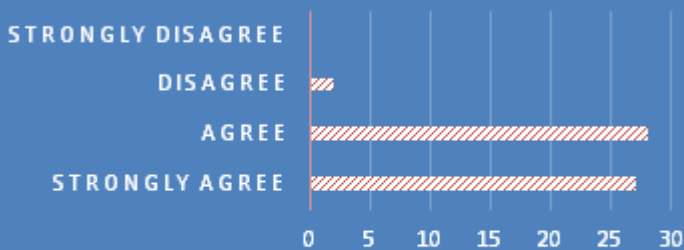
**WORKSHOP ARE WELL ORGANIZED, MAIN POINTS ARE WELL COVERED AND CLARIFIED**



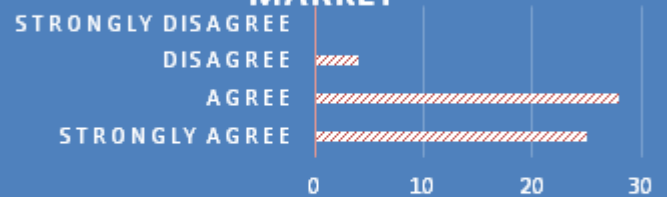
**THE WORKSHOP WAS APPLICABLE TO MY (FUTURE) PROFESSION**



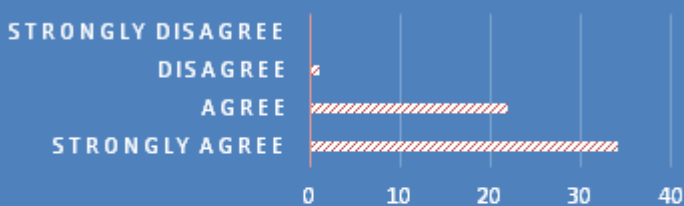
**I CAN APPLY THE KNOWLEDGE GAINED TO MY CAREER**



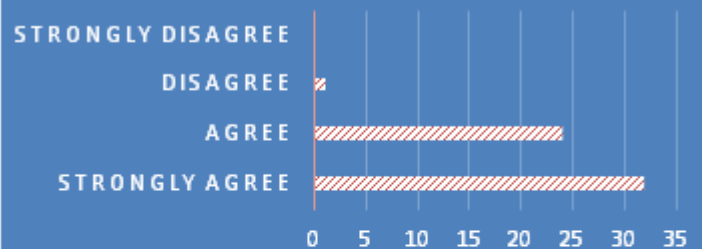
**THE CONTENT OF THIS WORKSHOP HAS IMPROVED MY VIEW OF THE GLOBAL MARKET**



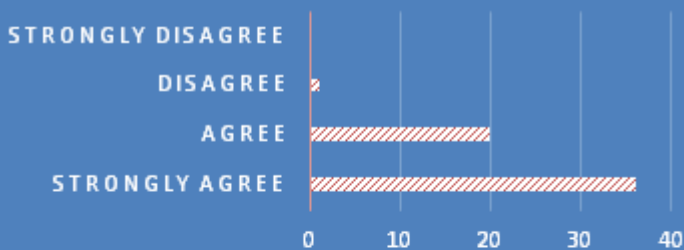
**I HAVE LEARNED ABOUT NEW AREAS ON THE WORKSHOP TOPIC**



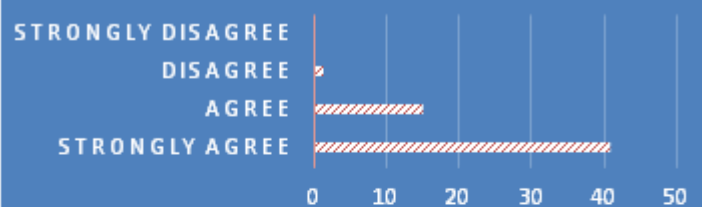
**THE CONTENT WAS PRESENTED IN AN ORGANIZED MANNER**



**THE FACILITATOR WAS A GOOD COMMUNICATOR**



**THE FACILITATOR WAS KNOWLEDGEABLE ON THE TOPIC**



For complete testimonials, please see videos on Exprodesks' Facebook page

## WORKSHOP TESTIMONIALS

"E workshop ta bayendo hopi bon, e hendenan ta hopi honest den lo cual nan ta enfrenta kinan na Aruba; obstaculo pero tambe chances cu actually bo por export bo professional services den un manera exitoso"



**Sandy van Thol**  
Owner Sotto Voce Solutions  
Tax Specialist

"E workshop te awor ta super bon, nos a haya diferente tools .... e ehersicionan y informacion ta super valuable pa nos .... e idea di Exprodesk ta hopi inovativo pero sumamente necesario pa nos comerciantenan local"



**Jurima Bryson**  
Owner JB Advocaten  
Attorney at Law

"E experiencia te awo cu Business Week y locual cu Exprodesk ta organisa te awor aki ta sumamente bon. Mi ta hopi contento cu Economische Zaken y Exprodesk a tuma e iniciativa pa bin cu recursonan pa companianan"



**Rendell de Kort**  
Owner Lovely Data  
Management Consultant

"Mi a enjoy e sessions nan di Exprodesk masha hopi mes. Mi ta encurasha nan pa sigui hasi esaki pa ta un support pa e SMEs nan na Aruba"



**Sandy van Thol**  
Owner Professional Organization  
Marketing & Advertising Specialist

"... mi ta participando den e actividadnan di Exprodesk, locual mi ta haya hopi interesante .... akinan bo ta pone bo negoshi den realidad.... full e picture unda bo ta para .... mi ta recomenda boso tambe, bin akinan haya training"



**Hector Mercado**  
Owner Sismercado  
ICT Specialist

"Mi ta encanta e cursonan cu nan ta presenta, mi ta siña hopi. E ta bon pa e desaroyo di e negoshi .... e la expande mi vision ariba terenonan posibel cu tin den e mercadonan .... un estimulo pa sigui bai dilanti"



**Xina Tromp Giel**  
Future Startup  
Personal Development Specialist

## WHAT WE HAVE SO FAR

# ONGOING PROJECTS

## PROJECTS

- The Cultural and Creative Industry Project
- Te Aruban Service Sector Project



We conduct various projects to stimulate export activities that will contribute to a sustainable and innovative economy. The projects will also contribute to the competitiveness and diversification of the Aruban economy.

Exprodesk works closely with the Department of Culture Aruba on the Cultural and Creative Industry Project in order to promote and develop those industries which have their origin in individual creativity, skill and talent and which have a potential for wealth and job creation through the generation and capitalization on intellectual property.

The Service Industry Project identified Professional Services as the promising service sector in Aruba with export potential. Moreover, this project will design and implement a strategy to support SMEs through the development of personalized solutions.

## WHAT WE HAVE SO FAR

# Projects (cont'd)

### SERVICE INDUSTRY

Exprodesk in collaboration with COSME Program, managed by Ecorys, has hired NEX consulting to assist in undertaking the project: "Select and Build Capacity of Service Sectors in Aruba and Develop Strategies that Increase Export Opportunities and Establish Market Prospects". A Service Industry Research was conducted. Based on the results, Exprodesk organized from July 10th to July 13th, 2018 the Business Week: "Conquering new Horizons". During the aforementioned week numerous workshop sessions pertaining to the Service Industry were given and the input of the participating businesses were gathered. This resulted in the selection of a promising service sector with export potential, namely: professional services.

Professional services for this project consists of:

- Management consulting (including technology services when they apply to management consulting);
- Engineers and architects;
- Accounting services;
- Legal services.

The specific objectives of the project are:

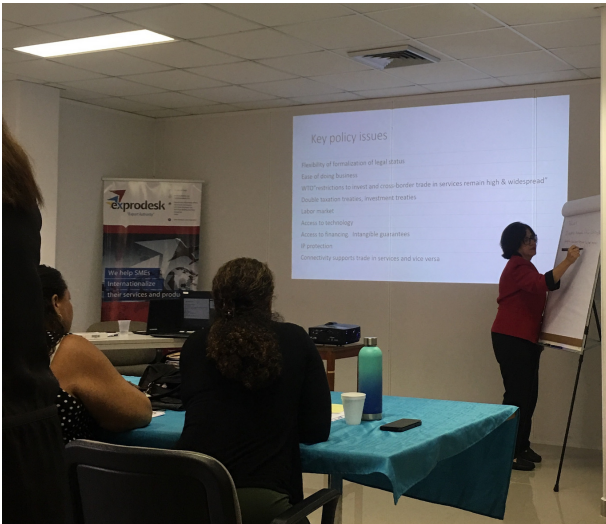
1. To select high priority and potential sectors and develop sector strategies for export;
2. To identify specific actions to support the selected priority sector through a pilot project.

To develop the right strategy, Exprodesk invited stakeholders and businesses to participate in this project by having one-on-one meetings and by attending a workshop specifically designed for professional services. This took place in the week of August 6-10, 2018 where their valuable input was gathered. This will result in a National Export Strategy for Professional Services.



# Projects (cont'd)

## SERVICE INDUSTRY



# TRADE MISSION

## HUB CÁMARA SANTO DOMINGO

Exprodesk is pleased to have assisted the Vice-Consul of Commerce Affairs and Business Development of the Dominican Republic, Mr. Edward W. McCollum and the Director of Intelligence at CEI-RD (Centro de Exportación e Inversión de la República Dominicana), Mr. Jonathan Aragonéz with the participation of 12 Aruban businesses at the third edition of the Hub Cámara Santo Domingo 2018, which is the biggest trade fair in the Caribbean which merges exhibitions, business meetings, product launches, workshops and presentations.



Prior to participating at the exhibition Hub Cámara Santo Domingo 2018, Exprodesk facilitated an information session that was given by Mr. McCollum, to a group of business owners and executives.

### 12 ARUBAN BUSINESSES

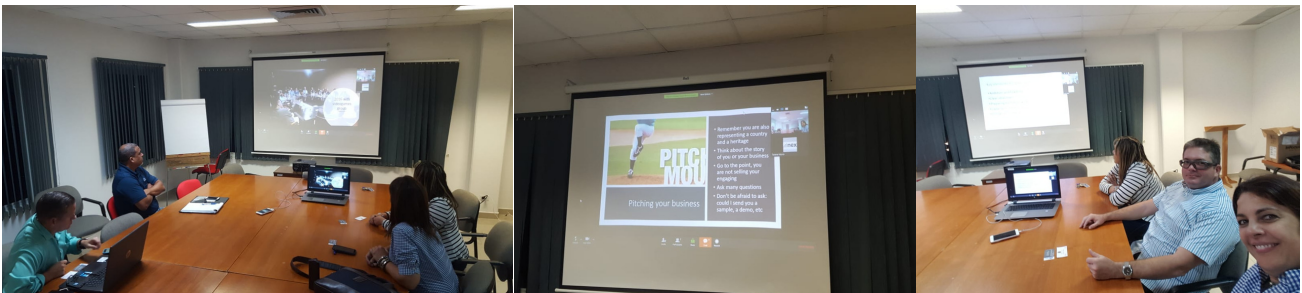
1. Kelant-Rose N.V.
2. Press Play Promotions
3. Compra Distribution N.V.
4. Ghitman & Company N.V
5. Katra Productions & Trading N.V.
6. Divi Resorts
7. Ace Contractor Cleaning & Services
8. Dylser N.V. General Contractors
9. Gianni's Group
10. Ginger Aruba RosKen
11. Grape Holding N.V.
12. Ling & Sons N.V.



## TRADE MISSION

**ALES 2018, VIII ANNUAL CONVENTION**

Exprodesk led a delegation to ALES 2018, VIII Annual Convention as part of the project: “Select and Build Capacity of Service Sectors in Aruba and Develop Strategies that Increase Export Opportunities and Establish Market Prospects”. As part of the Service Sector Project, Exprodesk not only organized workshops and personalized one-on-one meetings for the entrepreneurs in the professional services sector but offered them also the possibility to accompany them (through the whole process) to the VIII convention of the Latin American Association of Exporters of Services (ALES) 2018. There they had the opportunity to know the latest trends in the market, to identify business and investment opportunities in the sector, and participate in B2B meetings and networking sessions. Around 300 service companies of the region attended and key world players of the United States and Europe, as well as delegates of 17 countries, Export and Investment Promotion Organizations, Chambers of Commerce and Exporters Associations.



Prior to attending ALES 2018, Exprodesk facilitated an information session and workshop on Business Pitch and Networking that was given by Ms. Taiana Mora, to prepare the group of business owners and executives.

# TRADE MISSION ALES 2018, VIII ANNUAL CONVENTION

## ARUBAN DELEGATION

### Name

1. Eduard Erasmus
2. Vanessa Hollander
3. Ricky Nava
4. Raymond Hoek

### Company (B2B participant)

- Erasmus Consulting & Training
- Press Play Promotions
- PMEC
- The Media Productions

### Name

5. Sharon Meijer
6. Alfredo Mateo Zabala
7. Santa Soriano
8. Edward McCollum

### Delegation from Aruba

- Department of Economic Affairs,  
Commerce and Industry
- Consul of the Dominican Republic
- Vice-Consul of the Dominican Republic
- Vice-Consul of Commerce Affairs and  
Business Development of the  
Dominican Republic



# AMBASSADOR OF THE KINGDOM OF THE NETHERLANDS IN THE DOMINICAN REPUBLIC



The Aruban delegation participating in ALES 2018 was invited by the Ambassador of the Kingdom of the Netherlands in the Dominican Republic, Mrs. Annemieke Verrijp to attend a welcome ceremony at the residence of the embassy on the occasion of the visit of the Minister of Economic Development of Curacao, Mr. Steven Martina together with the delegations from Aruba, Curacao and Sint Maarten. Also present at said ceremony was the Commercial Delegate at the Embassy of the Kingdom of the Netherlands, Mr. Reinier Davina.

This was another great networking opportunity for the Aruban entrepreneurs.



RESEARCH

# TRADE BARRIERS IMPEDING EXPORT READINESS

## CENTRAL RESEARCH QUESTION

What impedes Aruban businesses to internationalize and what can facilitate their export process?

## SUB- QUESTIONS

1. What are the differences between SMEs that export and those that do not?
2. Why do non-exporting SMEs not wish to export?
3. How many non-exporting SMEs would like to export?
4. How do non-exporting SMEs who do wish to export differ from non-exporting SMEs who do not wish to export?
5. What are the biggest barriers preventing non-exporting SMEs, who do wish to export, from exporting?
6. How long have the exporting SMEs been exporting?
7. To which countries are the exporting SMEs exporting?
8. What are the most important motivating factors enjoyed by SMEs that do export?
9. Which actions do exporting SMEs expect from the government in order to facilitate the export process?
10. Which actions do exporting SMEs expect from the export facilitators in order to facilitate the export process?

Desk research (secondary research) and, quantitative research were conducted by means of a structured questionnaire and was distributed to 352 businesses through email, telephone and in-person interviews.

This research will provide insights into:

1. Why businesses are currently not exporting;
2. Which trade barriers exporters find most significant;
3. How the government and export facilitators can assist in facilitating export;
4. Identify export-motivating factors that can assist in the export process.



*Insights from this research could be used to tailor specific export promotion initiatives, which will assist Exprodesk in achieving its value added proposition of growing export in volume and value, diversifying export services/products, diversifying export markets, diversifying the exporters' base and regional commercial integration.*

# OUR NEW POTENTIAL PARTNERS

Exprodesk met with new potential partners to pursue new ventures and initiatives being inter alia:

- Assist, support and meet SMEs needs
- Create new opportunities for Exporters
- Showcasing Aruban products and services internationally
- International publication, distribution and promotion of local musicians
- Facilitation of online payment for SMEs
- Valued Partner for Periodical Workshops



## RIJKSDIENST VOOR ONDERNEMEND NEDERLAND (RVO)

DUTCH MINISTRY OF FOREIGN AFFAIRS

## AVL DIGITAL GROUP

INTERNATIONAL PUBLISHER

## QREDITS

MICRO FINANCE ENTITY

## GRANT THORNTON

ACCOUNTING & TAX ADVISORY SERVICES

## CXPAY

E-COMMERCE AND ONLINE TRANSACTIONS COMPANY

# RIJKSDIENST VOOR ONDERNEMEND NEDERLAND (RVO)

Dutch Ministry of Foreign Affairs

Exprodesk, being the central point of contact of *Rijksdienst voor Ondernemend Nederland* (RVO) facilitated the Starters International Business (SIB) program by contacting and assisting 3 Aruban consultants with their applications as export coaches for this program.

In order to strengthen the foreign economic relations of the entire Kingdom, various instruments for trade and investment promotion of the Ministry of Foreign Affairs have been made available since 1 January 2018 for entrepreneurs in Aruba and the other parts of the Caribbean Netherlands.

The service and (subsidy) schemes apply to trade and investment promotion in countries outside the Kingdom. They are offered in cooperation with local partners under the same conditions as Dutch companies.

Therefore, the aforementioned coaches will help Aruban businesses with a concrete action plan and an internationalization strategy. These businesses can apply for a coach voucher and receive this service for free.



Exprodesk also provided RVO with information on 3 Aruban potential exporters as test cases in order to introduce the services to the representatives of the kingdom in the Netherlands, namely *Arubahuis*.





# RIJKSDIENST VOOR ONDERNEMEND NEDERLAND (RVO)

Launching event collaboration Exprodesk & RVO

Exprodesk together with 'Rijksdienst voor Ondernemend Nederland ("RVO")' organized on May 24, 2018 the Dutch Subsidy Program Information Session: Start your International Business for every (potential) exporter in Aruba. The deepening ties in terms of economic cooperation between Aruba and the Netherlands is leading to more opportunities for Aruba's (potential) exporters to gather knowledge and information about foreign markets.

The Department of Economic Affairs, Commerce and Industry, the Chamber of Commerce and Industry, the Aruba Trade and Industry Association, the Free Zone Aruba and the Aruba Investment Agency were also present at this launching event.

