

December 5, 2015

To
Ms. Lise Kingo
Executive Director
UN Global Compact
685 Third Avenue, FL 12,
New York, NY 10017

Dear Ms. Kingo,

Warm greetings from International Society for Small and Medium Enterprises (ISSME).

At the outset, I extend to you my sincere thanks for the important initiatives taken by UNGC to put sustainability in practice among business community. It gives me immense pleasure to submit our biennial report in line with UNGC's decision for the non-business participants to submit the Communication on Engagement (CoE) report in every two years commencing 31st of October 2013. Having associated with UNGC in March 2013, this is our first CoE Report covering the period April 1, 2013 to March 31, 2015.

Since this is our first ever report, we have included in our Report a brief introduction of our organization and its activities. Established in 2010, ISSME has emerged as one of the leading global Organization working for the wellbeing of micro, small and medium enterprises (MSMEs) world over. Our focus is mainly on promotion and creation of sustainable MSMEs with a view to resolve the twin problems of poverty and unemployment as well as bring social and environmental harmony. It is our planet and we at ISSME, thus, share the collective responsibilities to make our planet a beautiful place in live in.

We fully understand that responsible business practices among MSMEs would bring far reaching benefits in terms of prospering economies, alleviating poverty, generating employment opportunities, reducing rural-urban disparities, enhancing quality of life, bringing social harmony and above all, mitigating environmental challenges.

Keeping these things in mind, we plan our activities and have accordingly embedded the UNGC's principles in our work. We, through our communications, activities and events, also educate the MSMEs and their support institutions worldwide to take into account the principles of UNGC in their works.

The ten principles of UNGC fall under four important aspects of business operations, i.e. human rights, labour, environment and anti-corruption. These four aspects are the building blocks for sustainability of an enterprise of any shape and size. We are, thus, firm in our commitment in imbibing these principles among MSMEs and in encouraging to develop their strategies, plans and actions taking into account these principles. We assure you that we will continue in our sincere efforts to make the principles and initiatives of UNGC going forward, and engage closely with and support the UNGC in our work.

Warm regards,

Sincerely,

Sunil D Sharma Secretary General



INTRODUCTION:

The International Society for Small and Medium Enterprises (ISSME) is a leading global organisation for micro and Small & Medium Enterprises (SMEs) founded in 2010, with its headquarters at New Delhi, the capital of India. It works with members, affiliates and partners across the world for the promotion of SMEs. It enjoys special consultative/ observer status with concerned agencies in United Nation (UN) system like UN-ECOSOC, DESA, UNESCAP, UNGC, etc. and it also cooperates actively with several intergovernmental organizations.

ISSME's creation was driven by the strong desire to develop a global association of small businesses and their support institutions for the sustainable and inclusive growth of SMEs without getting influenced by any government. It tries to achieve this goal through myriads of activities such as articulating the concerns of SMEs at all relevant forums, dissemination of knowledge & information, organization of tailor-made training programmes, conferences/ seminars to create better understanding of topical issues that SMEs face and networking opportunities, lobbying for pro-SMEs policies & programmes, catalyzing international cooperation for reinforcing SMEs, etc.

ISSME brings together policy makers, experts, academics, researchers and SME entrepreneurs from around the world. They use this platform to share their experience, knowledge and expertise in their respective fields. ISSME builds synergies between the activities of SMEs support institutions across the world and the enabling framework and programmes of governments and Non-Government Organisations working for the promotion of the sector.

ISSME is an ISO 9001:2008 certified organization which necessitates it to consistently provide services that meet the expectations of its members as well as applicable statutory and regulatory requirements.

ISSME members and affiliates comprise Governments & Small Business Administrations, SME Promotional/Nodal Agencies, Banks & Financial Institutions, Industry Associations/ Federations/ Councils/Networks, Public Sector Undertakings, Chambers of Commerce & Industry, Economic Research Institutions, Universities, Regional Bodies/Groups, Academic Institutions, INGOs, Development Organizations for SMEs, Research & Training Institutions, Small Business Development Centers, Science & Technology Parks, Students, Researchers, Small Business Enterprises and Large Stakeholder Organizations safeguarding the interests of their respective sectors for SMEs. ISSME affiliates are located at different parts of the world designated as Honorary Permanent Representatives and Senior Advisors.

The ability to interact and connect with one another through ISSME provides its members, affiliates and partners an opportunity to enrich and expand their contributions to the global business community. These personal and professional contacts in other countries and across cultures give ISSME members, affiliates and partner an advantage in the global marketplace.

We are living in knowledge economy, where knowledge is the essence of doing business. ISSME, which is supported in its endeavour by a pool of experts in their respective fields being part of its



worldwide network, promotes the development of knowledge in all areas of business theory and practice.

ISSME primarily focuses on strategies and policies proven to be effective in sustained growth of SMEs. It ensures business cooperation amongst enterprises in different countries by helping with technology transfer and trade promotion. Its long list of functions includes gathering and sharing of information on policies and programmes; identifying centres for training of entrepreneurs and personnel employed by them and providing adequate marketing opportunities to small businesses by enabling their participation in global events. It also undertakes studies and research on various aspects which are crucial for small businesses.

VISION STATEMENT:

To be recognized as one of the most representative and effective leading global organisation engaged in the promotion of Small and Medium Enterprises (SMEs).

MISSION STATEMENT:

ISSME's mission is to help create an enabling environment either directly or indirectly for sustainable development of micro, Small and Medium Enterprises (SMEs) worldwide.

OBJECTIVES:

The main objective of ISSME is to foster international cooperation and put in place a framework for sustained growth of MSMEs.

Other objectives are as follows:

- Creating an integrated international platform to bolster SMEs.
- Lobbying for pro-SME policies and programmes and enactments as priority sector of the economy.
- Creating an informed understanding about SME sector, challenges of SMEs and opportunities lurking for them.
- Facilitating SMEs to establish new and strengthen existing relationship with their counterparts overseas and generating business opportunities.
- Enhancing the skills of SME owners/ managers and their employees as well as capacity development of the SME support institutions to render meaningful services.
- Facilitating SMEs for adoption of modern and environment friendly technologies.
- Sensitizing SMEs for ethical and green business practice.
- Bridging the information gap and digital divide among SMEs.
- Empowering SMEs to become part of the global value chain.
- Helping in policy formulation by finding the status of the SME sector as well as market trends through research studies and surveys.
- Encouraging innovations among SMEs for their sustainable development.



ROLE & ACTIVITIES:

In almost all countries, the contribution of micro, small and medium enterprises is significantly greater than that of large enterprises when it comes to innovations, employment generation, exports, industrial growth and optimum utilization of latent resources.

The SME sector, however, suffers from inherent weaknesses largely because of its inability to furnish suitable security for obtaining adequate credit, lack of managerial skills and skilled manpower, low level of ICT adoption, use of obsolete technologies, knowledge gap, etc. ISSME identifies such constraints and finds appropriate solutions to address these issues. It plays a pivotal role in fostering international cooperation among SME stakeholders in different countries and synergizing their effort in the larger interest of SME sector.

In order to achieve its goal and objectives, ISSME undertakes a multitude of activities, which are as follows:

ISSME

- Advocates the issues and interests of SMEs at all pertinent platforms.
- Disseminates information by bringing out several publications.
- Facilitates SMEs in the areas of technology upgradation and transfer, marketing and brand building.
- Organizes and broadcasts, in collaboration with international, regional and national organisations, information on emerging international best practices so that SMEs could adopt and take advantage of them.
- Sends regular i-Alerts or circulars to all members, affiliates and partners on latest happenings and events in SME world.
- Conducts training programmes to help SMEs and their support institutions enhance their competitiveness.
- Organises study tours/ exposure visits for SMEs and their promotional bodies.
- Organises annual international conferences on SMEs as well as Seminars & Workshops.
- Undertakes research studies on contemporary issues that SMEs face.
- Facilitates business matchmaking and trade collaborations.
- Arranges placement of counsellors, specialists, consultants and trainers to facilitate flow of knowledge and expertise in specific fields.
- Provides secondment facilities to government officers and representatives of organizations working for SMEs in other countries.
- Recognizes organizations and individuals who have contributed in a significant manner to the development and growth of SME sector in their respective countries or regions.



ISSME ACTIVITIES APRIL 1, 2013 TO MARCH 31, 2015

In the past two years, ISSME organized the following activities and programmes.

I. INTERNATIONAL CONFERENCES

WORLD CONFERENCE ON SMEs New Delhi, India: February 14-17, 2014

ISSME Conference on SMEs concluded successfully in New Delhi during February 14-16, 2014. Around 200 participants from India, Nepal, Sri Lanka, South Africa, Vietnam, Tanzania, Botswana, Ghana, Germany, Columbia, etc. participated in the Conference. The theme of the conference was "Fostering International Linkages for SMEs Development".

Recognizing the importance of information, experiences and best practices as the way forward, the conference provided a global platform to policy makers, representatives of international organisations including the United Nations and key economic entities, members of the SME sector, trade and industry associations to congregate under one roof and share the knowledge and experience. The Conference, *inter alia*, addressed issues related to Government Policies and Fiscal Incentives; Innovation and Technology Transfer; Networks to share information for growth strategies; Entrepreneurship Development, particularly when it comes to businesses owned by women; social marketing; Role of SMEs in Creating Employment; Human Resource Development; Role and Use of ICT; Micro-financing and Need for Business Incubation Centres.



The conference had various sessions on sub-themes such as community, migrant, ethnic and social entrepreneurship; entrepreneurship education, training and support; green energy, technology and sustainable SMEs; creativity, innovation and technology transfer; indigenous entrepreneurship; socio-economic development and SMEs; small business cooperation and performance; women entrepreneurship and family business development; new research approach, theory development and critical entrepreneurship studies; SMEs

management and international entrepreneurship; new venture creation, finance, taxation and regulation; young entrepreneurs support programs & small business owners; corporate entrepreneurship; and e-entrepreneurship, e-business and e-learning

In his welcome address, ISSME President expressed profound thanks to all the participants from India and overseas. Speakers from India and different countries across the globe participated in the Conference and shared their views on various aspects of SME development. Around 28 papers were



presented during the conference and participants were very happy to partake in such a meaningful event that boosted their knowledge.

CONFERENCE ON ROLE OF SMALL BUSINESS IN PROMOTING RURAL INDUSTRIALISATION *New Delhi, India: August 17, 2013*

ISSME Conference on "Role of Small Business in Promoting Rural Industrialisation", held at New Delhi on August 17, 2013, called for an integrated approach towards rural industrialization to resolve the twin problems of poverty and unemployment in rural India. Since two-third of world's population live in rural areas, a large proportion of which are faced with dire consequences of acute poverty, special focus needs to be given to mitigate their concerns. Perhaps, this was the reason why the international community chose 'Eradicating extreme Poverty and Hunger' as the first Millennium Development Goal in 2001.

In a welfare state, attacking poverty is accorded top priority in government's agenda. Improving the quality of life for rural people is an enormous and challenging problem. Most of the rural poor are dependent on agricultural activities for sustenance. These agricultural laborers face many issues; most prominent of them are bondage slavery, meager daily wages, occupational problems etc.

To address these problems for the growth and development of the rural community, the conference resolved that due emphasis should be given on non-agricultural activities to come out with alternative employment opportunities that provide them sustainable livelihoods. As majority of the rural populace is under-utilised being only engaged in agricultural activities, there is an imperative need to optimally use this abundantly available labour resource in non-farm activities without affecting the



agricultural output. The ultimate solution to the problems of rural poverty, migration, unemployment and increasing disparities of income & wealth lies in providing gainful employment opportunities in the rural areas on a sustainable basis.

Experts observed that strategic initiatives needed to be taken while dealing with the problems of rural poverty and unemployment as they need more specific attention and it is imperative to create non-agricultural jobs in rural areas on a large scale, which is possible only by promoting rural small industries. A comprehensive and integrated approach for generating self-employment opportunities through rural industrialization is need of the hour, said the delegates.

CONFERENCE ON FREE TRADE AGREEMENTS: CHALLENGES AND OPPORTUNITIESNew Delhi, India: May 25, 2013

A conference on Free Trade Agreements was organized by ISSME on May 25, 2013 at Kerala House, New Delhi (India). The conference called upon the government to urgently address the concerns of micro, small and medium enterprise (MSME) sector with regard to India's free trade agreement



with European Union (EU). Further, it called for a careful and cautious approach while dealing with the issues.

Free trade offers advantages and disadvantages for MSMEs. There are concerns among various MSMEs and other stake holders about adverse impact of FTAs. India is in discussion with many nations for moving ahead with a FTA regime. India so far has signed FTAs with several nations such as Thailand, Sri Lanka, South Korea, Singapore, Malaysia etc. Further India's negotiations on FTA are at different stages of progress with another 20 plus countries including EU.

Mr. A C Jose, said, ISSME is concerned about the probable implications of FTAs on MSMEs. Interests and concerns of MSMEs need to be addressed. He added that "we are of the opinion that state/government support and protection cannot be underestimated for the sustenance, survival and growth of MSMEs. In the FTA scenario, State's mandate and purview to provide a protective umbrella to MSMEs has to be taken in to consideration before signing FTAs with larger entities such as EU, with whom there exist comparative disadvantages rather than advantages by India"



Speakers express various concerns and raised several questions. Some of the MSME sectors such as automobiles, agro-food processing industry, pharmaceuticals, leather & footwear, textiles, retail trade are few sectors that may face causalities, if the treaty is concluded, since EU holds comparative advantage in many such areas. The food processing industry for instance is one of the largest industries in the country mainly on account its strong

agricultural base. It contributes 14 % of the manufacturing GDP and over 6% of India's overall GDP. It employs about 13 million directly 35 million indirectly India's dairy industry is the largest in the world. With EU – India FTA, the sector fears that survival many of the food processing units would be in question. The Indian auto and auto-parts industry is of great importance for employment. It provides an estimated 10 million jobs. It is estimated that for every job created directly by the automotive industry, a further seven are created indirectly in the economy at large. Within the Indian auto-component sector MSMEs play a central role, with a high number of companies that are classified as 'small' and part of the unorganised sector. Automobile imports from EU may have negative impact to this sector in India.

The discussions were moderated by Mr. A C Jose, President of ISSME. A number of industry associations, representatives from different sectors, chambers and industry representatives participated and made presentations. Apart from that representative from Dept of Science and Technology, Railtel, PHD Chamber of Commerce, Ranbaxy Laboratories, Tata Service, Innovative Technologies &





Projects; etc. participated in the discussions and shared their opinion on the subject.

Mr. Sunil D Sharma said ISSME is in the process of a series of consultation on Free Trade Agreements and its impact on MSMEs in different regions with different industry and MSME associations in the country and would bring out the final report shortly.

II. SEMINARS

SEMINAR ON "ENHANCING THE ROLE OF WOMEN SME ENTREPRENEURS IN GLOBAL VALUE CHAIN: ISSUES, OPPORTUNITIES AND APPROACHES" Dhaka, Bangladesh: February 22, 2015

Women entrepreneurship development is a key tool for economic empowerment of women around the world. Promotion of women entrepreneurs as a part of SME development programmes has become an important policy strategy in many countries, both developed and developing ones. Although women constitute the majority of the total population, the entrepreneurial world is still a male dominated one. Their participation in global value chain is comparatively low vis-à-vis their male counterparts. Despite having the potentials to grow and take part in global value chain, the small women entrepreneurs are faced with challenges of various nature.

Against this backdrop, ISSME organized a Seminar on "Enhancing the Role of Women SME Entrepreneurs in Global Value Chain: Issues, Opportunities and Approaches" at Dhaka, Bangladesh on February 22, 2015. The Seminar identified various bottlenecks that hinder participation of women entrepreneurs in global market as well as grow sustainably. Varied dimensions of empowering women entrepreneurs to be part of global value chain were deliberated upon by speakers at the Seminar. On the sidelines of the Seminar, there was a day-long exhibition by small entrepreneurs to showcase their products and services.



The presentations made during the Seminar were well received and participants expressed their thanks to ISSME for such initiative. Delegates to the event showed keen interest in the products and services of the small entrepreneurs.

♣ SENSITIZATION SEMINARS ON SAFE FRAMEWORK OF STANDARDS Noida, India: December 25, 2014

The growth of global trade and increasing security threats to the international movement of goods have forced Customs administrations to shift their focus more and more to securing the international trade flow and away from the traditional task of collecting customs duties. To counter such threats, there is an urgent need to enhance the security and resilience of the global supply



chain. It is crucial to develop and maintain the trust and relationships amongst all stakeholders to facilitate and promote international trade securely, efficiently and cost-effectively. Customs modernization and harmonization therefore represent a key objective to facilitate international trade. Customs must also continue to maintain effective controls to combat cross-border crime and terrorism, which have grown and become sophisticated as a result of the new possibilities offered by world markets.

In this context, the SAFE Framework of Standards – a major global initiative to enhance the security and facilitation of the international supply chain – was developed by the WCO and its Member States in close consultation with international organizations and the world's business community with a view to revolutionize Customs operations to meet the challenges of the 21st Century. Implementation of the SAFE Framework contributes positively to economic and social development, act as a deterrent to international terrorism, secure revenue collections and promote trade facilitation worldwide.

For MSME exporters, the type of benefits that they may expect are more concrete and may include, for example: a reduced data set for cargo release, expedited processing and release of shipments, a minimum number of cargo security inspections, priority processing by customs during periods of elevated threat conditions or following an incident requiring the closing of a port and/or borders, etc. However, the benefits for AEO membership for the MSME may be more difficult to demonstrate to entities that operate from positions which are remote from the process portion of a cargo movement. It is in this middle ground in a cargo movement, somewhere between the manufacturer and the consignee, where a large number of SMEs are employed.

Under this background, ISSME organised a Sensitization Seminar in Noida on December 24, 2014. The Seminar focused on the issues and concerns related to international trade and supply chain security standards laid down in SAFE Framework of Standards. The chief objective of the Seminar was to discuss the challenges confronted by MSME sector in international trade; educate the MSMEs about the SAFE Framework of standards; and share information and experiences on export promotion through enhanced customs administration.

♣ SEMINAR ON EXPORT PROMOTION, POLICIES, INCENTIVES AND BENEFITS New Delhi, India, September 19, 2014

ISSME organized an awareness seminar on Export Promotion, Export Policy, Incentives and Benefits with the objective to aware the participants on policies and schemes for exporting from India and necessary compliances required in different sub-sectors of exports at Kerala House, New Delhi on September 19, 2014.

Leading experts from the field of health & safety, legalities and inspection and verification in relation to international certifications, fire safety as well as experienced exporters deliberated extensively on various compliances for exporters to meet global legal requirements.

The objective of the seminar was to provide the required knowledge to the stakeholders who are



engaged in export and import. Exporters and buying agents, who were present during the seminar, discussed that export business is now becoming specialized area of work and success in the competitive international markets will not be possible unless innovative approach in export planning and management is achieved.

The expert speakers observed that "adherence to the necessary compliances is one of the key challenges being faced by the exporters and keeping in view its relevance and importance in today's business environment, ISSME organized this Seminar.

♣ SEMINAR ON REVIEW OF INFORMAL SECTOR ENTERPRISES IN NEPAL: CHALLENGES & WAY FORWARD

Kathmandu, Nepal on July 30, 2014

Informal sector enterprises (ISEs) are an important segment of Nepal's economy in terms of their contribution to the economy such as employment, manufacturing output and export. Despite their pivotal role in resolving the twin problems of burgeoning unemployment and poverty, the ISEs have hardly received any attention either at policy level or public forums. With a view to create sensitization about their important contributions and sense of responsibility among the stakeholders towards the promotion of ISEs, International Society for Small and Medium Enterprises (ISSME) and Nepal Kuwait Chamber of Commerce and Industry (NKCCI) organized a Seminar on Reviewing the Informal Sector Enterprises in Nepal: Challenges and Way Forward at hotel La De Annapurna, Durbar Marg, Kathmandu, Nepal on July 30, 2014.

Around 60 participants including industry associations, policy makers, academics, microfinance institutions, cooperatives, banks and financial institutions, entrepreneurs, MSME experts, consultants, researchers, think tanks and media persons were present at the roundtable. The roundtable was inaugurated by Mr. Karna Bahadur Thapa, Hon'ble Minister for Industry, Government of Nepal and was chaired by Mr. Surendra Bir Malakar, Vice President, ISSME (Asia Region) and General Secretary, National Business Initiative, Nepal. Minister of Industry Karna Bahadur Thapa, in his inaugural address, highlighted that his Government had recognized the important role of ISEs with a special focus on agri-based enterprises in job creation in rural and semi-urban areas and emphasized the need to promote MSMEs to achieve sustainable economic growth in Nepal. He said that his government was planning to introduce a new Industrial Enterprise Act, prioritising small-scale industries and independent businesses, to create a favourable environment for entrepreneurs operating on a small scale.







"It is very unfortunate that till date policymakers have not given due consideration to the role that informal sector enterprises play in Nepal," said Surendra Bir Malakar, president of NKCCI and vice-president of ISSME. ISSME Secretary General, Mr. Sunil D Sharma advocated for a national survey on ISEs to understand the size, structure and composition of the informal sector as well as to the complexity and need of specific measures to mitigate their concerns. Mr. Siddhartha Mishra, Chief Operating Officer, ISSME gave an introduction about the topic and set tone for deliberations.

During the two-hour long discussion, several issues and concerns of ISEs were deliberated upon in detail. The participants stressed the need for skill development, education, technological support, hassle-free environment, recognition as well as pro-ISE policies & programmes, effective coordination among the key stakeholders, etc. Representatives from various small-scale industries and informal sector enterprises demanded the government to conduct a national survey on the size and structure of these enterprises and lamented that the government had not realised the significance of informal economic activities in Nepal.

SEMINAR ON "ECONOMIC CRISIS & ENTERPRISE SECURITY" AND RELEASE OF "INDIA MSME REPORT 2013"

Delhi, India: December 13, 2013

Micro, small and medium enterprises (MSMEs), which serve both economic and social objectives, are in a serious crisis putting their very survival in question. Labour is no more affordable and available as per the requirement. Raw materials are also getting more expensive on a day to day basis. Manufacturing sector, which is very important for job creation, is badly affected due to switching over by many of the manufacturing entrepreneurs to services sector, as traders, middlemen and many other seasonal activities from their original business of good production. Whereas many welfare-oriented policies introduced by the Central Government contributed to a crisis in our entrepreneurial system, which is more of a cultural crisis.

There is a severe Confidence Crisis among the entrepreneurs and, to a certain extent, among other stakeholders. The loss of confidence, on the one hand, holds back any initiative for action, particularly growth- oriented action, and breeds complacency and artificial satisfaction with the status quo ante. Governments and other providers of development assistance need to be clear as to the exact needs and the kind, quality, quantum and time-line of the assistance to be provided. Otherwise, public programmes for MSME development will lose their direction and focus.

These were some of the issues of MSMEs discussed and recommendations emerged during the **Seminar on "Economic Crisis & Enterprise Security" and Release of India MSME Report 2013** held at SRI Auditorium, Shriram Institute for Industrial Research, 19, University Road, Delhi-110007 on December 13, 2013. The Seminar was organised by International Society for Small and Medium Enterprises (ISSME), jointly with Institute of Small Enterprises and Development (ISED) and Shriram Institute – Technology Business Incubator (SRI-TBI).

The Seminar was attended by around 70 participants including SME leaders, policy makers, trade & industry associations, international agencies/ organizations, academics, SME practitioners, banks



and financial institutions, NGOs working for MSMEs, informal sector enterprises & associations, entrepreneurs, media persons, etc.

Mr. G Sajeevan, Deputy Director General, Office of Development Commissioner (MSME) was the Chief Guest of the Seminar. Other speakers and dignitaries at the seminar were: Mr. Sudarshan Sareen, Vice President, ISSME & Member, Prime Minister's Council on MSMEs; Dr. K M Chako, Director, Shriram Institute for Industrial Research; Dr. Laxman Prasd, Group Director (R&D), Raj Kumar Goel Group of Institutions; Dr. P M Mathew, Director, Institute of Small Enterprises and Development, Cochin; Dr. A K Tyagi, Senior Assistant Director, Shriram Institute for Industrial Research; and ISSME Secretary General Mr. Sunil D. Sharma. While Mr. Sudarshan Sareen chaired the Seminar, Mr. Sharma moderated the Seminar.



SEMINAR ON CHALLENGES IN MSME FINANCE AND NEW MODES OF FINANCES New Delhi, India: September 18, 2013

The Seminar on Challenges in MSME Finance and New Modes of Finance, organized by ISSME in New Delhi on September 18, 2013, called for smoother, simplified procedures and efficiency on the part of lending institutions dealing with MSMEs. 70 participants from industry, associations, chambers of commerce, entrepreneur clubs, prospective entrepreneurs from Entrepreneurship Training Institutes and B-Schools and NGOs and Micro Finance Institutions participated in the conference. The Seminar called upon MSMEs and Entrepreneurs to exploit various alternative financing modes available.

Speakers at the conference highlighted the fact that loan rates in the international market, where forces of demand and supply determines the rate of interest remains much lower than in most developing countries. Some of the speakers opined that bankers often have apprehensions about extending available collateral free loans support to MSMEs as they fear that such support if extended, might turn their loans as "non-performing assets" (NPAs). Therefore, experts called for devising mechanisms to alleviate such fears, so as more credit flows to MSMEs without collaterals. Presentations were made by experts on topics such as issues and challenges in MSME Finance, procedural hurdles, finance schemes & programmes by banks, schemes by government/s, alternative modes of finances, Micro Finance for Micro Enterprises, Angel Investors, Venture Capital, Stock Market for MSMEs, Alternative Investment Markets for non-listed small entities etc.



Speakers also addressed emerging trends such as market driven MSME Finance scenario, where fund accessibility becomes smoother for profitable & viable enterprise propositions and said that once global economy becomes a more coherent unit with WTO and more Free Trade Agreements, such would be the case and a demand – supply driven MSME finance market would emerge.

SEMINAR ON FDI IN RETAIL SECTOR

New Delhi, India: June 18, 2013

ISSME seminar on 'FDI in Retail: Impact on Micro, Small and Medium Enterprises (MSMEs)', concluded with a call for arriving at a comprehensive trade policy to regulate domestic trade sector and treating small retailers on par with MSMEs. The Seminar, attended by around 60 participants, was held in New Delhi on June 18, 2013. The seminar was organized in the context of Government of India's plan to permit 51 percent foreign direct investment (FDI) in the multi-brand retailing.

The seminar concluded that absence of a comprehensive retail trade policy makes the entire retail operations direction-less and also provides less chance to these MSM retail enterprises to fight for their interests. Though policies/ laws exist, they are on different aspects and are administered by different agencies/authorities. Hence, the seminar advocated a comprehensive policy that would not only help them grow on a sustained basis but also would help Government to address their issues more effectively.

Also, the seminar highlighted the need for an official definition for retail trade enterprises and according them a status of MSMEs; need for building up a proper data base of retail enterprises; scope for linkages with large chains/retail stores; and more importantly putting in place an effective regulatory mechanism to preserve the interest MSM retailers.

SEMINAR ON IMPACT OF WTO AGREEMENTS ON INDIAN AGRO & FOOD PROCESSING INDUSTRY

Gurgaon, India: April 15, 2013

ISSME organised a half-day seminar on impact of WTO agreements on Indian agro & food processing industry at Gurgaon, Haryana on April 15, 2013. The seminar was attended by 50 participants, including entrepreneurs/exporters of Agro & Food Processing sector, representatives of associations, support institutions and research and academic institutions.

Welcoming participants to the Seminar, Mr. A K Goyal, Vice President, ISSME observed that though the new economic order has posed challenges, it also has opened new business opportunities for SMEs. And then he outlined the objectives of the seminar, which are: appraising the impact of recent international trade regulations on various segments of Indian agro and food processing sector and assessing the requirements of the sector to become competitive and export oriented; and suggest an action plan therefor.

The Workshop was conducted in three technical sessions. The speakers at the Seminar presented status of agro & food processing industry in India and the technological advancement required for



this sector; detailed the impact of WTO on the sector and discussed the challenges and opportunities arising out of WTO and presented concerns related to intellectual property rights and its implications on Indian agro & food processing industry. Participants asked several questions on what measures should the Government of India take and how the entrepreneurs in the industry should respond in order to give a new momentum to the Indian agro and food processing industry during the Open House discussions, which followed the technical sessions.

III. Workshops

WORKSHOP ON "EMPOWERING VIETNAMESE SMALL AND MEDIUM ENTERPRISES" POSITION IN THE INTERNATIONAL MARKET: MANNER AND DEVELOPING ORIENTATION"

Hanoi, Vietnam: August 6, 2014

Ho Chi Minh City, Vietnam: August 8, 2014

With a view to enhance the sustainable growth of Vietnamese SMEs and their integration into the world economy, ISSME in cooperation with Research Institute of Small and Medium Enterprises (RISME) organized couple of workshops: one in Hanoi on August 6, 2014 and other in Ho Chi Minh City on August 8, 2014.

In **Hanoi**, 80 persons attended the Workshop which included dignitaries such as Asso. Prof. (Dr.) Pham Bch San, Deputy General Secretary, Union of Science and Technology, Vietnam; Associate Prof. (Dr.) Pham Tat Thang, Representative of the Ministry of Industry and Trade; Mr. Luu Minh Duc - Deputy Head of Industrial Management department, Department of Ha Noi Industry and Trade; Leaders and experts from 30 important institutes in Vietnam; Presidents, Vice Presidents, General Secretaries and experts from 20 societies, industry associations in Hanoi and the Northern provinces such as Thai Binh, Lang Son, Thai Nguyen, Hai Phong, etc.; 20 Directors and Deputy Directors of Small and Medium Enterprises in Hanoi capital and the Northern provinces; media houses including central television channels. The workshop had reviews and assessment by experts, business leaders of the SMEs in Vietnam.



Overview of the Workshop in Hanoi



At the other Workshop organized at **Ho Chi Minh City**, 70 delegates participated. The dignitaries who participated in the Workshop were Prof. Dr. Nguyen Van Cuong, Deputy Director, Representative of the Government Office; Dr. Nguyen Bach Phuc, Chairman, Society of Science and Technology Consulting and Management in Ho Chi Minh. The main focus of the Workshop hovered around how to improve the conditions of SMEs which were neglected because of Government's lack of concern for them and inaccessibility of SMEs to Government support packages.



Overview of the Workshop in Ho Chi Minh City

Many entrepreneurs, business leaders, and economic researchers at the workshop shared common ideas that "Empowering Vietnam SMEs' position in the global market" was just the beginning step of the long-term operation sequences. "If SMEs desire to develop strongly, be well-equipped to compete in domestic and global market, they must associate with each other, share experiences for mutual development and there are many ways to improve its position", resolved the participants. Mr. Sunil D Sharma, Secretary General of ISSME said that though change was inevitable for SMEs in Vietnam after becoming the signatory to WTO agreements, they could adapt gradually to the changing scenario and all SME support agencies should empower and enable them to take a leap from the domestic market to global one. He added that small enterprises should focus more on innovation, adoption of modern technology, upgrade skills in order to enhance their competitiveness to be in the race.

₩ORKSHOP ON MANAGING INNOVATION & TECHNOLOGY TRANSFER FOR SMEs *New Delhi, India: May 14-15, 2014*

ISSME organised a two-day Workshop on "Managing Innovation & Technology Transfer for SMEs" at New Delhi on May 14-15, 2014.

The programme was designed for officials of intermediary organisations engaged in innovation and technology transfer to small and medium enterprises to help them assess innovation and technology needs, effectively market innovations and acquire updated technology transfer methodologies. Key features of the Programme included practical exercises in technology audit, presentation of real-life case studies based on international experiences and visit to the Foundation



for Innovation & Technology Transfer of Indian Institute of Technology, Delhi, India for interaction with Business Incubators supported by it.

35 participants, representing scientific research and technology transfer institutions, business and technology incubators and SME support institutions attended the Programme. In his keynote address, President of ISSME Mr. Jose emphasised the need for encouraging and supporting innovations for making the SME sector competitive in the fast changing economic environment. He stressed upon the need for networking of scientific research and knowledge institutions with the industry and its representative associations such as ISSME for accessing new and updated technologies.

In his welcome address, Mr. Suni D Sharma, Secretary General, ISSME, stated that with unprecedented growth in information and communication technology, the life cycle of a product was getting shorter day by day. He opined that only those enterprises, which acquire 'state-of-the-art' technology, innovate and invest in R&D would survive and grow. Though continuous research and development and innovation had become a prerequisite for staying competitive, it had become increasingly difficult for SMEs to plan, realise and evaluate innovation processes due to lack of sufficient knowledge and resources. Recognising this, ISSME had planned this Workshop.

Mr. Siddhartha Mishra, COO, ISSME spoke on issues of Intellectual Property Rights in innovation and technology transfer agreements and on safeguarding the legal interests of stakeholders. He highlighted the role and type of business support intermediaries for innovation and technology transfer and stressed the need for academia-industry linkages to make innovation happen.

EXPECTATIONS FROM BUDGET 2014-15: INPUTS FOR BUDGET FORMULATION FROM MSME STAKEHOLDERS

New Delhi, India: November 23, 2013

The International Society for Small and Medium Enterprises (ISSME) organized a consultative workshop on Expectations from Budget 2014-15: Inputs for budget formulation from Micro, Small and Medium Enterprise (MSME) stakeholders, at YWCA Conference Hall, New Delhi, India on November 23, 2013.





All the participants called for considering MSME as a priority sector at the policy level and enhancing budgetary allocations significantly. Participants also called for ensuring that the allocated funds are



utilized and spent, so that MSMEs would get benefited. A number of recommendations related to taxes such as, service tax, MAT, central excise, etc. came up. Also, there were specific suggestions for simplification. Industry associations and entrepreneurs raised several specific issues that need attention in the budget.

"Apart from suggestions and recommendations emerged from today's discussions, we also received a large number of inputs, recommendations, suggestions and proposals from our partners such as associations, entrepreneurs and MSMEs from all over India", said Mr. Sunil D Sharma, Secretary General, ISSME. He further added that, "a detailed set of suggestions and recommendations would be compiled based on the responses and will be communicated to the concerned, as a common demand from the Indian MSME stakeholders, and further organize a representation in this regard to press for our demands."

Mr. Sudarshan Sareen, Member, Prime Minister's Council on MSMEs and President, Delhi Productivity Council, delivered the keynote address. CA N. Parasuraman, CA R C Jain, Mr. Sunil Sharma, ISSME Secretary General, Mr. Vijay Seth, General Secretary, Indian Micro, Small Industry and Handicrafts Association, Mr. Rakesh Solanki, Mr. Sashi Bhushan Pandit, Mr. D. K Gupta, Mr. Vignesh Jha, Mr. Siddhartha Mishra, Chief Operating Officer, ISSME made different presentations. Dr. P. Koshy, Director, ISSME, chaired and moderated the discussion. More than 25 people representing different sectors participated and raised sector specific concerns and presented suggestions and inputs for consideration.

♣ SPECIAL WORKSHOP ON IDENTIFYING AND ENHANCING SERVICES SECTOR EXPORTS New Delhi, India: July 27, 2013

A one-day Special Workshop on identifying & enhancing services sector exports was organised by ISSME at New Delhi, India on July 27, 2013. The programme was aimed at enhancing capabilities of Trade Promotion Organisations (TPOs), Banks/Financial Institutions, SME support organisations and SMEs in identifying and promoting services exports, which has been identified as the fastest growing component of international trade, and providing them useful insight into the tools provided by ITC in promoting services export and new techniques for enhancing SMEs competitiveness in this sector. Twenty participants representing TPOs, SME Support Agencies and Banks/Financial Institutions and managers of SMEs attended the Workshop.

In his opening statement, the President of ISSME, Mr. A C Jose expressed happiness over the initiative of ISSME aimed at developing capabilities of TPOs and SME support institutions in this vital sector which is gradually overtaking the manufacturing sector in creating new jobs and in boosting exports. He emphasized the important role of SMEs in enhancing exports and creating job opportunities. He felt that services sector played a vital role in facilitating all aspects of economic activity. Infrastructural services (transportation, communications, and financial services) provided the support necessary for any type of business. Educational, health, and recreational services influence the quality of labour available to firms. Professional services provide specialized expertise to increase firms' competitiveness. The quality of available governmental services determined the



relative efficiency of the economic environment in which firms must operate. Increasingly, even in goods production, the major portion of value-added (up to 70 percent) came from services inputs.

In his welcome address, Mr. Sunil D Sharma, Secretary General, ISSME, thanked the participants for attending the Workshop. Mr. Sharma also thanked the team members for the excellent arrangement of venue, faculty and logistics support. Mr. Sharma emphasised that the service sector was the fastest growing component of international trade. The greatest export potential is in the business-to-business services such as information technology, accounting, construction services, etc as well as in tourism. Technology has had a tremendous impact on the service sector, as many services could now be marketed and delivered online, eliminating the need to travel and transport, in many cases. Traditionally, service exporters had not relied on government assistance with their trade promotion initiatives, due to the fact that programmes are primarily oriented to exporters of goods.

Mr. Siddhartha Mishra, COO, ISSME elaborated on the recently upgrades trade in services section. He hoped that the Workshop would provide an excellent opportunity to the participants to make contacts with their counterparts in different countries and exchange information and knowledge on services export promotion policies and practices.

During the Program, extensive presentations were made by experts which focussed on various aspects of developing services export markets, networking skills, commercial implications of the General Agreement on Trade in Services and aligning policies to support service exporting. The presentations were reinforced by case studies and success stories. The Workshop highlights were group exercises on preparing for international events, raising awareness of services export, effective web presence, and developing a national action plan to promote trade in services.

The participants had immensely benefited from it. The feedback from the participants indicated that the Programme had provided them a valuable insight into emerging trends and techniques of services trade and measures to enhance export from Services Sector.

IV. Round Tables

↓ ISSME ROUND TABLE DISCUSSION ON EMPOWERING INFORMAL SECTOR ENTERPRISES FOR GLOBAL MARKET OUTREACH: CHALLENGES AND WAY FORWARD New Delhi, India: November 12, 2013

Informal Sector Enterprise sector has got the presence of highly talented entrepreneurs. But they need a helping hand at various stages of their growth, so that many of them could graduate into micro, small and medium sized enterprises and grow further, contributing much more to the economic growth and development, as formal enterprises in the economy. However, an economic and enterprise focused approach is needed, as that only would augment their competiveness and enhance their employment and wealth generation capacity. Further, there is a need to address issues such as packaging, marketing, product quality and better, appropriate & green technologies.



Also, training and capacity building requirements of informal sector needs to be addressed along with creating an institutional mechanism that provide various services to them such as hand holding, mentoring, technology & finance facilitation and providing information to informal sector at each of the community bloc level.

These were some of the recommendations emerged out of a round table discussion organized by International Society for Small and Medium Enterprises (ISSME), on November 12, 2013 at YWCA, New Delhi. ISSME is an international organization working for the promotion of SMEs and informal sector entrepreneurs globally.

The discussion was attended by representatives from various industry and informal sector enterprise associations & forums, micro finance agencies, NGOs, government and many grassroots organizations and informal sector entrepreneurs. In the era of global market, it was important for enterprises to get equipped to be part of global value chains. In this context they need to address issues like better designs, quality of the products, packaging as well as IT based marketing tools as well. Mr. Charles referred about some of the models, such as FABINDIA. How FAB India procures from informal sector ventures and ensures good prices for their products was narrated. Also, he narrated some of the initiatives by NGOs.





V. Training Programs

TRAINING PROGRAMMES ON EXPORT AND IMPORT CONDUCTED IN VIETNAM

Hanoi, Vietnam: October 4-9, 2014

Ho Chi Minh City, Vietnam: November 11-16, 2014

Couple of training programmes on export and import were conducted in Vietnam jointly by Research Institute for Small & Medium Enterprises (RISME) and ISSME. While the first training programme was held in Hanoi during October 4-9, 2014, the second one was held in Ho Chi Minh city during November 11-16, 2014. Each programme was attended by 30 participants.

The training courses were designed based on recent developments in export-import laws & trends pertaining to micro, small & medium enterprises (MSMEs) with renowned faculties/speakers and



subject matter experts. Topics covered during the training programmes included International Trade Basics, Environment, Rules and Agreements; Export-Import Policies, Schemes, Formalities and Legalities in Vietnam; Product & Market Selection and Strategies for International Marketing; Finance — An important aspect of Export and Import; Logistics, Insurance, Quality & Risk Management; Pricing, Procedures, Packaging and Documentation in Export; Import Procedures and Documentation; Role of Internet, Website, Social Media, E-commerce in Enhancing International Trade; and Role of Export Promotion Councils, ISSME and Participation in International Trade Fairs and Exhibitions.

At the end of both the training programmes, participants were taken to export houses for exposure visits. The training programmes were well received by the participants and 20% of them are now efficiently handling the export-import business. At the end, participants were given certificates of their participation and successful completion of the course.





EXECUTIVE CERTIFICATE PROGRAMMES ON EXPORT & IMPORT *New Delhi, India: June 9-15, and July 22-28, 2014*

In view of the growing complexities of international trade, globalization of the markets, internet and stiff competition, an entrepreneur is required to have a thorough knowledge of the theory and practice of international trade. Recognizing the major problems one faces either as a beginner or as a trainer with respect to locating foreign market, product sourcing, pricing, payment, financing procedures and documentation, buyer search, export promotion etc., ISSME conducted couple of one-week Executive Certificate Programmes on Export and Import in New Delhi during June 9-15, and July 22-28, 2014.

Each programme had attracted 15 participants. The major objectives of the programme were to give participants an understanding of the concept & intricacies of international trade and to familiarize them with various documents Involved in export import activities along with other areas such as international marketing, sourcing, custom clearance and participation in international trade fairs and exhibitions.

Looking at the demand of these training programmes, ISSME is now contacted by some of the management institutes in the national capital region of India to conduct such courses for their students, particularly for those who are pursuing MBA in international business.



VI. WEBINARS

CHIP CARD ACCOUNTS FRAUD

Tuesday, March 17, 2015 3:00-4:30 PM IST

Liability for counterfeit fraud on chip card accounts will shift from the chip card issuer to business owners who have not upgraded to chip-activated terminals. With this webinar ISSME tried to bring together experts to help MSMEs understand how new payment technologies impact their business' bottom line and what MSMEs need to know about liability for counterfeit fraud on chip card accounts.

SECRETS OF MAKING A DIGITAL FOOTPRINT

Tuesday, March 3, 2015 3:00-4:30 PM IST

In today's marketing world consumers are considered as serious researchers. When they are on the hunt for a new product or service, they will search across devices, use multiple sites, and make decisions after reading quality content and reviewing videos and images. ISSME organized an action-oriented conversation of subject matter experts and entrepreneurs.

♣ SERIES: SMEs GROWTH AND PROMOTING ENTREPRENEURSHIP

Tuesday, February 15 - Friday, February 18, 2015 3:00-4:30 PM IST

ISSME hosted a series of webinars for promoting entrepreneurs education and MSMEs growth. The emphasis was on financial empowerment and building the entrepreneurship skills of the next generation of micro, small and medium business owners, using business basics, social networking and business strategizing.

Following topics covered during this series of webinar:

Topic: Things an Entrepreneur Needs to Know

Tuesday, February 15, 2015 at 3:00 p.m.

Topic: Entrepreneurship Empowers Everyone Wednesday, February 16, 2015 at 3:00 p.m.

Topic: Team Building

Thursday, February 17, 2015 at 3:00 p.m. **Topic: Entrepreneurship & Networking** Friday, February 18, 2015 at 3:00 p.m.



SERIES: HOW TO PREPARE TO ACCESS CAPITAL FOR YOUR BUSINESS

Access to capital is the main concern for entrepreneurs and small and medium-sized enterprises. However, as an entrepreneur or SME, are they prepared to access capital for their business? ISSME had organized a webinar series to help entrepreneurs and SMEs learn how to build business credit and prepare for a business loan.

EASY STEPS TO BUILDING BUSINESS CREDIT

Monday, November 3, 2014 3:00-4:30 PM IST

Experts shared real life business success stories and failures as a result of the care of or the lack of attention to establishing, monitoring and building strong business credit. They taught the basics of business credit and the different ways it can impact a company's ability to manage cash flow, access funding, become a successful supplier, win a contract and more.

Topics covered:

- Why you should care about business credit?
- Who are we?
- Understand how business credit works.
- Concrete steps you can take to improve your business credit.

> ACCESS TO CAPITAL: PREPARING TO MEET YOUR LENDER

Wednesday, November 5, 2014 3:00-4:30 PM IST

Experts tried to put light on various questions generally ignored by entrepreneurs while making a plan to access capital like: Do you think a bank loan will help you grow your business? Do you know what it takes to get that loan? Have you considered alternative lending options? How about equity options? For many, the journey to access capital for a startup or growing business can feel like a daunting excursion into the unknown. The good news is that there are plenty of organizations in your area that have the resources and assistance to help you prepare.

In this webinar, experts also taught about the resources available in their area that provide business and technical assistance, and how to prepare for their journey to access capital.

Topics covered:

- What are the lending options available to business owners in today's climate?
- How do business owners who successfully get loans prepare before meeting a lender?
- What are the National resources available to help you get further educated on your options?



ENTREPRENEURSHIP WEBINAR SERIES

To provide resources to people age 50+ who want to start or grow a small business, ISSME had organised a series of webinars on a variety of topics, such as creating a business plan, financing business, and marketing business online.

➤ BECOMING YOUR OWN BOSS: HOW TO WRITE A WINNING BUSINESS PLAN Tuesday, October 7, 2014 3:00-4:30 PM IST

Have you considered developing a plan for your business? Do you know what elements you should include, like sources of financing and marketing ideas? In this webinar, our experts tried to address some of these basic questions/issues and also talked about the importance of business plan in getting business up and running.

Topics covered:

- How to determine if you are ready to open a small business
- Why having a business plan is important
- Basic elements of a business plan
- Guidance on how to find local counseling resources to help develop your plan
- How to amend a plan as your business changes

FINANCING YOUR BUSINESS: HOW TO GET FUNDING

Wednesday, October 8, 2014 3:00-4:30 PM IST

During this free, one-hour webinar experts from ISSME provided the guidance on how to finance a business. From writing a financial plan to determining sources of funding, tried to answer the questions.

Topics covered:

- Estimating startup costs
- Types of funding sources
- Non-traditional sources of funding
- Meeting with a bank or credit union
- Financially sustaining your business

SOCIAL MEDIA 101: A ROADMAP TO WINNING CUSTOMERS

Thursday, October 9, 2014 3:00-4:30 PM IST

Entrepreneurs and experts from ISSME tried to answer various questions during a free, one & half hour-long webinar, including:



- Developing a marketing plan
- Using social media
- Building a website
- Sizing up the competition
- And, more

Q & A SESSION WITH SMALL BUSINESS MENTORS: GET YOUR QUESTIONS ANSWERED

Friday, October 10, 2014 3:00-4:30 PM IST

During this "Ask the Experts" session, entrepreneurs and ISSME experts answered various questions on:

- Developing your business idea and plan
- Securing financing
- Marketing
- Getting a mentor
- And, more

> LEGAL AND TAX ISSUES FOR SMALL BUSINESSES

Monday, October 13, 2014 3:00-4:30 PM IST

During this free, hour-and-half long webinar, entrepreneurs learned about the most common legal and tax issues while starting their business.

Topics covered:

- Registering your business
- Business contracts
- Certifications and licenses
- Special tax implications
- And, other areas

SMEs: ENTREPRENEURSHIP AND INNOVATIVE

Monday, September 1, 2014 3:00-5:00 PM IST

During this free, two hours long webinar on SMEs: Entrepreneurship and Innovative participants learned strategic thinking skills and administrative techniques for appropriately allocating public resources. This will, in turn, stimulate local entrepreneurs to invest in and manage new businesses and industries that will efficiently compete in national and international markets.



HOW TO BECOME A SUCCESSFUL CONSULTANT OR CONTRACTOR

Wednesday, September 3, 2014 3:00-4:30 PM IST

Subject matter experts and ISSME advisors gave guidance on this specific model of business as well as existing contractors and consultants also gave tips on how they did it to the budding professionals. Experts discussed about:

- Assessing if consulting/contracting is right for you.
- Certifications and special licensing requirements.
- Networking and marketing.
- Generating leads and researching competitors.
- And more.

EMERGENCY RESPONSE PLAN FOR SMES

Friday, September 5, 2014 3:00-4:30 PM IST

During this free, hour-and-half long webinar business experts and ISSME discussed about business continuity plans in case of natural disaster, technology failures, or other business interruptions:

Topics covered:

- Incorporating continuity planning into your overall business plan.
- Types of minor and major business disruptions.
- Tips on how to deal with anticipated and unexpected changes in your small business.
- Interaction with external organizations including contractors and vendors.
- And more.

VII. EVENTS PROMOTED BY ISSME AS AN INTERNATIONAL PARTNER

♣ CONSUMER ELECTRONIC SHOW - CES 2015

Las Vegas, Nevada, U.S.A. January 6-9, 2015 and January 7-10, 2014

ISSME was official international partner for CES 2015. CES is the world's largest annual consumer technology tradeshow taking place at Las Vegas, Nevada, U.S.A. It is also world's leading innovation event and the launch pad for some 20,000 technology products every year. CES 2015 was organized during January 6-9, 2015 and CES 2014 was organized during January 7-10, 2014.



As an international partner, ISSME promoted the event worldwide and led a business delegation to CES. ISSME led a delegation of around 50 entrepreneurs including from India and other countries to CES 2015 and around 25 delegates to CES 2014.

The main purpose of leading business delegations to such international platform was to help SMEs have international trade tie-ups and business linkages as well as to grab new business opportunities so as to facilitate international trade. In addition, the delegates became aware of the new technologies and innovations showcased during the event. The visit fulfilled the aspirations of all the delegates.







Hannover, Germany April 13-17, 2015

For the first time, ISSME was official international partner for this year's Hannover Messe 2015. It is the world's leading trade fair for industrial technology. This year's edition, i.e. Hannover Messe 2015 was organized during April 13-17, 2015. This year, India was the partner country at the event.

As an international partner, ISSME promoted this event worldwide and led a business delegation of around 20 persons to Hannover Messe 2015. The main purpose of leading business delegations to such international platform was to help SMEs have international trade tie-ups and business linkages as well as to grab new business opportunities so as to facilitate international trade.



ASIA-PACIFIC BUSINESS FORUM (APBF) 2014
Colombo, Sri Lanka
November 25-27, 2014

APBF 2014 was organized by the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) in collaboration with the Sri Lankan Board of Investment, Federation of Chambers of Commerce & Industry in Sri Lanka, National Chamber of Commerce of Sri Lanka and Ceylon Chamber of Commerce in Colombo, Sri Lanka during November 25-27, 2014. This year's Forum discussed the theme "Enhancing Regional Business Sustainability and Investment".



APBF is an important dialogue and networking event held each year in Asia and the Pacific. The Forum facilitates exchanges between high-level professionals in the private and public sectors. Participants discuss pressing issues regarding governance, economic development, regional integration, trade and investment, corporate sustainability, disaster risk resilience and other key subjects. The multi-stakeholder setting engages policy-makers, business representatives, international agencies, civil society organizations and academics.

ISSME promoted the event as an international partner and facilitated participation of some delegates from Asia-Pacific region to the event. At the invitation of UNESCAP, ISSME Secretary General, Mr. Sunil D Sharma and COO, Mr. Siddhartha Mishra participated in the event and deliberated on measures for SMEs to grow sustainably. Apart from participation in this event, they called on several senior leaders from different countries in Asia-Pacific to further ISSME activities towards promoting SMEs in their respective countries.





AFRICAN SME EXPO

Abuja, Nigeria October 28-30, 2014

The African SME Expo is an annual capacity building conference and networking trade event in Africa, aimed at providing a continental forum for international business partnership for emerging and start-up SMEs as well as to foster importation of ideas, and exhibiting of new innovations and technology and sharing knowledge of international business practice. The event is the most comprehensive trade exposition for SMEs in Africa with the mission to bring together investors, entrepreneurs, policy makers, government representative and political heads who are actively engaged in SME development.

The Expo was held at Abuja, Nigeria during October 28-30, 2014 with the theme 'SMEs: The Panacea to Global Industrial Revolution'. ISSME was the international partner of the Expo and promoted this event among the SME stakeholders across all continents. ISSME Country Representative in Nigeria Prince Agboola was the event Director and Small and Medium Enterprises Development Agency in Nigeria (SMEDAN) was the host of the event.



Africa Expo focused on capacity building, food security, clean energy, clean water, effective, efficient health care delivery, innovation, entrepreneurship, youth employment and human capital development are all inter-linked facets of the same diamond.

"The challenge is to craft each of these facets into a coherent national, regional and senatorial system. All too often, however, each of these facets is developed in isolation. This silo approach fails to exploit the inherent synergy," the organisers said.

♣ NATIONAL SMME POLICY COLLOQUIUM

Johannesburg, South Africa October 21-23, 2014

The contribution of small and medium enterprises towards economic development was the focal point at the beginning of a three-day gathering between business leaders, government and other stakeholders in Johannesburg on October 21, 2014. One of colloquium's aims was to assist with the development of the Department of Small Business Development's policy, and how to align its objectives with the National Development Plan. ISSME was the partnering international organization of the Colloquium. Our Country Representative in South Africa, Mr. Moses Mwanjirah participated in the panel discussion representing ISSME.

The National SMME Policy Colloquium, hosted by the Industrial Development Corporation, focuses



on SME issues including the need for greater access to funding. The role of the Small Business Ministry was also up for discussion with delegates deliberating the future of SME development, the mandate of the department, and its vision.

Executive director at Black Business Council, Danisa Baloyi, said that SMEs should be central to economic development of South Africa and thus, should be helped by all means necessary to achieve their objectives. "We have to put our small businesses at the center of the world's economy. Most European's economies are small business driven. And China's SMMEs contribute 50% to GDP and 75% employment whereas only 2% of our small businesses are exporting abroad," Danisa said.





In her address, the Minister of Small Business Development, Lindiwe Zulu, assured delegates that the colloquium would not be another talk shop, but that her department would take the proposals, suggestions and its outcomes very seriously. "This colloquium carries the responsibility to lobby government. We need to have coordination of activities with businesses as government. We need to consider what the people say about unconducive legislation so that all the outcomes fit into the department's and parliament's systems," Zulu said.

↓ VIETNAM MANUFACTURING EXPO 2014

Hanoi, Vietnam August 27-29, 2014



Dr. Pham The Hung, ISSME Country Representative (Left) at the Expo



The opening ceremony of Industrial components and subcontracting Vietnam 2014 and Vietnam Manufacturing Expo 2014 was taken place. Dr. Pham Tien Hung – ISSME Country Representative in Vietnam participated in the event on behalf of ISSME. Dignitaries such as Mr. Do Thang Hai - Deputy Minister of Ministry of Industry and Trade; Mr. Nguyen Van Suu - Vice Chairman of Hanoi People's Committee, Mr. Nghia Dung - former Minister of Ministry of Transportation were present in the Opening Ceremony among other delegates.

VIII. DISSEMINATION OF INFORMATION

Helping entrepreneurs, SME support institutions, experts, educators, researchers, small business enterprises and policymakers to promote and develop SMEs since its establishment.

ISSME publications are designed to help small businesses in developed, developing and least developed countries gain a greater share of international cooperation. Our publications are designed to boost the SMEs capacity – and the competitiveness – of the sector across the world.

During this period, ISSME released fortnightly e-bulletins, monthly news magazine, quarterly journal and various circulars on issues of importance to SMEs across the world. At present, all our flagship publications are circulated to around 150,000 readers all over the world. Details of ISSME flagship publications are as follows:



SME Voice: In its pursuit to create awareness and disseminate frontline knowledge and latest information on SME sector around the globe, ISSME brings out the monthly magazine titled "SME VOICE". The magazine focuses on a specific theme pertaining to SMEs and features lead articles, latest developments in SME policies and business environment across the globe, new business ideas & opportunities, emerging environment-friendly technologies, renewed support measures, trade cooperation, expert advice for SME entrepreneurs, latest trends in SME development, SME book world, interviews of successful SME entrepreneurs and upcoming important international events

in the SME sector. The magazine, which reaches to SMEs and their stakeholders worldwide, is now known as a true mouthpiece of SMEs and their support institutions. The magazine reaches out to CEOs, Managers, Entrepreneurs, Banking and Financial Sector Professionals, Research Scholars, MBA and Technology Students, Business Incubators and Technology Centers, as well as NGOs, Research Institutes, Government Agencies and Ministries and UN Agencies and other International organizations across the world. In addition, it reaches out to exporters, importers, shipping firms, exhibition and event management companies across the world. It has an online subscription of around 100,000 to its credit across all continents.





Global SME Watch: It provides small businesses with essential and up-to-date information relating to activities in the sector. It highlights and analyses events, trends, best practices and opportunities. It also reports on policies and new laws which have the potential to impact the world of small businesses. The bulletin is distributed in two week intervals in both paper and electronic formats (.pdf file) and is FREE OF CHARGE to members, affiliates and partners of ISSME.



International Journal for Small and Medium Enterprises (IJSME) is an international journal with a focus on Small and Medium Enterprises (SMEs) and, hence, is dedicated to the formulation, development, implementation and evaluation of pro-SME policy with a view to support the SME owners and managers in their business operations. IJSME provides a place for quality papers including theoretical as well as empirical research articles, issues pertaining to policies and practice within the fields of small business and entrepreneurship, evidence-based case studies, best practice, policy briefs, business models, entrepreneurial ideas, reports, statistical overviews and

strategies for enhancing the competitiveness and sustainable growth of SMEs. Apart from contributing to the academic literature, IJSME aims at providing conceptual and practical insights and generating innovative ideas for SME promotion at all levels. The articles, case studies and other write-ups that IJSME carries in its quarterly issue are immensely important to all the SME stake holders who seek to understand small businesses, entrepreneurial processes and outcomes.

VIII. BUSINESS MATCHMAKING AND INTERNATIONAL TRADE FACILITATION

EXPOSURE VISIT TO VIETNAM

Ho Chi Minh City, Vietnam March 11-20, 2015

A business delegation comprising seven entrepreneurs was organized by ISSME during March 11-20, 2015 to Ho Chi Minh City, Vietnam to explore the feasibility of importing several products from Vietnam. The targeted sectors and products were leather products, rubber, betelnut, cinnamon, marble, pharmaceutical and ground nut. The trip was extremely useful for the entrepreneurs.

BUSINESS MATCHMAKING VISIT TO NEPAL

Kathmandu, Nepal December 10, 2014

ISSME organized a team of ten entrepreneurs to a business matchmaking meeting at Kathmandu, Nepal on December 10, 2014. The visit turned out to be highly successful with seven of the entrepreneurs from India getting engaged through successful tie-ups with their counterparts in Nepal.



INTERACTION WITH ENTREPRENEURS

Chennai, Tamil Nadu (India) November 24, 2014

ISSME organized a business delegation of 12 Enterprises to Chennai, Tamil Nadu province of India to have an exposure visit. The interactions were held in the areas of finished leathers, hosiery products and raw herbs.

★ DELEGATION FROM HO CHI MINH CITY OF VIETNAM

New Delhi, India November 10 – 20, 2014

A delegation led by a Vietnamese trading company visited India during November 10-20, 2014 to find out long term suppliers who could supply finished leather for manufacture of shoe. ISSME arranged several business visits to Kanpur, Tamilnadu and Kolkata to explore such suppliers.

BUSINESS DELEGATIONS FROM VIETNAM

New Delhi, India October 28, 2014

A delegation consisting of entrepreneurs dealing with leather, tooth pick, fabrics and lime stone paid a visit to New Delhi, India on October 28 again to have detailed talks with the importers and exporters in India for tie-ups. All these meetings were arranged by ISSME.

Business Counselling

During the above said reporting period, ISSME had received numerous queries regarding business start-ups, smooth functioning of business, business diversification as well as seeking solutions to their business challenges. The Secretariat and country offices of ISSME in different countries handled these queries with due diligence to ensure that their queries are answered properly. This counselling service of ISSME has become very popular particularly among micro and small entrepreneurs as they have been benefited immensely through ISSME.