



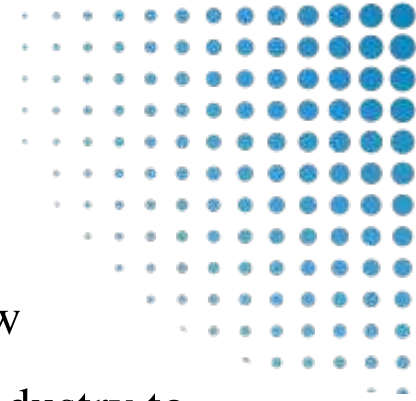
OUTSOURCE
FIJI

Your Outsourcing destination of choice

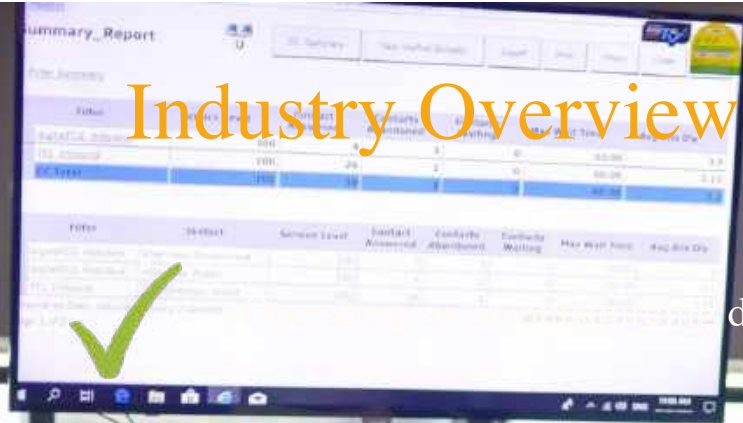
Here's what's in it for you today!

What you'll learn about today

- Fiji's BPO industry - an overview
- Potential of Fiji's Outsourcing Industry to Strengthen our "Vuvale" - Benefits for Australia and Fiji
- Companies outsourcing to Fiji and their experiences



Industry Overview



Filter Summary	Filter	Account	Screen Level	Contact Assessment	Checkouts Allocation	Priority Waiting	Max Wait Time	Flag Back Dip
100	100	100	100	100	100	100	100	100
100	100	100	100	100	100	100	100	100
100	100	100	100	100	100	100	100	100

Operating as a primary destination since 2002, with ANZ bank being the pioneer

BPO, KPO, ITO, Virtual Teams, Shared Services, co-sourcing, Global Business Service Hub (GBS)

BPOs are serving a diverse range of industries such as Online and Retail (mainly online marketplaces), Financial services, Telco, Energy, Recruitment, Engineering etc.

30 Members providing all levels of services and approximately 8000 employees



Our PACIFIC
OFFICE



Potential of Fiji's Outsourcing Industry to Strengthen our
"Vuvale" - Benefits for Australia and Fiji



Cultural Fit

- Fijians understand the Australian consumers
- English is our official language
- Australians and Fijians mostly work with a flatter management structure whereas other destinations have a more hierarchical structure
- Share the passion for rugby



2. Infrastructure

- ✓ High-Quality telecommunications and internet
- ✓ Commute to work is easier
- ✓ Access to Public Transportation
- ✓ Little to no-disruption in operations during pandemic
- ✓ 24* 7 back-up power power supply



3. Addressing Workforce Shortage

- 5000+ new graduates every year across 3 universities
- High availability of talent
- Superior customer service skills
- Young workforce and opportunities for women
- Excellent voice quality and neutral english accents

85%

68%





4. Location (Nearshoring)

- Close proximity to Australia and New Zealand
- 3 to 4 hour flight time
- Low travel costs
- "Workcation" opportunities



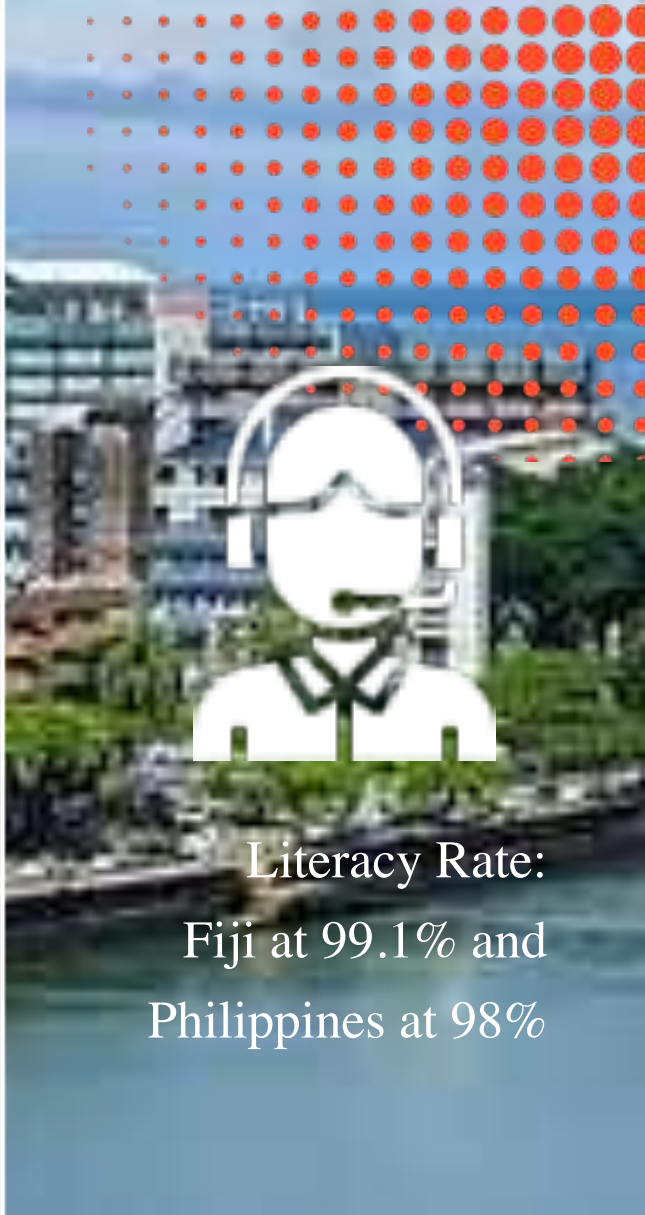
5. Staff Retention

- Employment opportunities are highly valued in Fiji
- High value jobs
- Single digit staff turnover
- Short and easy commute
- BPO employment is considered prestigious
- People are motivated to work for international companies for exposure



Below **5%** attrition rate!







Shift work/overnight
processing

Duty free equipment
for outsourcing centers



6. Fiji as a "risk-diversification" location

- 100% fully vaccinated workforce
- Resilient infrastructure and workforce enhancing the ability to work from home/hybrid model
- Staff loved coming back to work - sense of community and belonging
- Little to no disruption in operations
- No more restrictions
- BPOs are now recognised as essential services

6. Investment Incentives

Why Invest in Fiji?

- ✓ **Carry forward losses**
Up to 8 years

- ✓ **Job Creation Tax Incentives**

Up to 400% tax deduction for first time employees, part-time student employees, employment of persons with disabilities and for employers providing development opportunities for their employees.

- ✓ **A tax holiday and a duty concession package**

Will be granted to new investment in an ICT Park (including data storage services)

Capital Investment (\$)	Tax Holiday
\$10,000,000 to \$30,000,000	20 years
In excess of \$30,000,000	25 years

- ✓ **25% Investment Allowance**

For renovation of buildings

- ✓ **Risk Diversification Opportunity**

In Fiji, the BPO industry is an essential services and are allowed to operate during lockdowns and times of crisis - ensuring business continuity.

- ✓ **20 Year Tax Holiday for BPO/ICT Infrastructure Development**

Capital Investment (\$)	Tax Holiday
\$2,000,000 to \$5,000,000	10 years
\$5,000,000 to \$10,000,000	15 years
In excess of \$10,000,000	20 years



- ✓ **100% Tax Deduction**

For employer superannuation contribution



20 Year Tax Holiday

- ✓ **Cost Competitive**
To other outsourcing destinations

- ✓ **Duty Free Equipment**
For outsourcing centers

- ✓ **Fiji's Special Economic Zone (SEZ)**

Take advantage of Fiji's Special Economic Zone (SEZ) with supporting infrastructure and utilities to facilitate BPO development

- ✓ **Quality Workforce**
Access to talented and highly qualified workforce

- ✓ **Easy Access**
To technology, infrastructure and transportation. Global transportation hub.

Value for Fiji



- Employment Opportunities and improved standard of living
- Fosters development of Fiji's Digital Economy
- Increase in Foreign reserves
- Access to international systems and standards
- Ability to become a large employer for the Fijian economy

*25,000 by 2025

Role of Outsource Fiji

- To market and promote Fiji as an Outsourcing Destination
- To protect the industry
 - To ensure Quality and Credibility
- To help reduce the supply demand gap with opportunities for talent development and capacity building
- To serve our members (their voice) and create a conducive business environment for OS operations

Upcoming....



Infrastructure Standards Launch for Fiji's Outsourcing Industry & Panel Discussion

Register Now


for a full-day session which includes morning tea, lunch, and networking opportunities with Ministers, international investors, BPOs, heads of organizations, and property owners. Limited seats available*

Who can Register?

- *Property Developers
- *Construction Companies
- *Real Estate Agencies
- *Telecommunication service providers
- *BPO/KPO Operators
- *IT and Tech Support Businesses
- *Investors
- *Financial Institutions
- *Any other interested individuals



Members
\$100pp

Non Members
\$150pp



To register, simply visit <https://bit.ly/3QZ5PKE> or scan the QR code provided. Registrations close at 3pm on Wednesday 14 September 2022. Sponsorship opportunities are also available.

To view the tentative programme, visit <https://outsourcefiji.com/5845-2/> or for more information, please email our Communications and Marketing Coordinator Ms Shvika Supriya on shvika@outsourcefiji.com or call 77991164.

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It's All About You!



ANZ



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Thank you for listening!

Got any questions? Connect with us!

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