

1. DOES JAMAICA HAVE AN OUTSOURCING INDUSTRY?

Jamaica has a long and proven track record in the outsourcing industry. Considered “Truly Nearshore”, Jamaica currently has over 50 companies operating in outsourcing industry; 16 have been in existence over 10 years.

2. WHAT HAVE OUTSOURCING COMPANIES FOUND UNIQUE ABOUT JAMAICA?

The Jamaican worker. With its educated, service oriented, culturally aligned and cost competitive workforce, company’s expectations are usually exceeded within months of implementation.

3. WHY IS JAMAICA CONSIDERED “TRULY NEARSHORE”?

Being only 90 minutes away from Miami by air and with hundreds of weekly international flights, Jamaica is easily accessible and well connected to the North American market. The connectedness of both markets is further enhanced by the country being in the east coast time zone which has a been of tremendous value to companies deciding on a nearshore location.

4. WHO ARE SOME OF THE MAJOR OUTSOURCING PROVIDERS OPERATING FROM JAMAICA?

Jamaica boasts a number of internationally recognized outsourcing firms doing a range of services for Fortune 100 and 500 clients. Industry heavyweights include companies such as Xerox, Teleperformance, Sutherland Global Services, Alorica, HGS and Startek

5. WHAT INDUSTRIES ARE SERVED FROM JAMAICA?

Our operators serve a plethora of industries including, but not limited to, retail, technology & media, financial services and insurance, medical, legal, public sector, education and professional services, travel and tourism and healthcare.

6. WHAT SERVICES ARE BEING OFFERED FROM JAMAICA?

Services being offered from Jamaica include, but is not limited to technical support (levels I, II & III), customer service, finance and accounting, claims processing, graphic design, software development and market research & analysis.

7. IN WHAT LANGUAGES ARE SERVICES BEING DELIVERED?

All services are being delivered in English Language which is Jamaica’s native language. Being the 3rd largest English speaking country in the Americas (behind the USA and Canada), Jamaica is ideally placed for anyone seeking English language talent.

8. HOW IS JAMAICA’S TELECOMMUNICATIONS INFRASTRUCTURE?

With redundant fibre rings both on and off island, Jamaica provides a robust and redundant telecommunications environment with low levels of latency. A myriad of circuits are readily available in main cities and population centres to provide high-quality



global connectivity and support even for the most data intensive operations.

9. IS THE GOVERNMENT COMMITTED TO THIS INDUSTRY?

Yes, the outsourcing industry is seen as a priority sector for the country. The two main political parties have identified this sector as key to growing the Jamaican economy and thus have been giving it the necessary support to facilitate the sector’s growth.

10. WHAT KIND OF SUPPORT IS BEING GIVEN TO REALISE THE GROWTH ENVISAGED?

Recognising that the ability for the industry to scale will be primarily dependent on the availability of quality human capital, the government has been working with the educational institutions, from primary to secondary, on programmes to increase and enhance the human capital of the country. Specific to the BPO industry, the HEART TRUST NTA, Jamaica’s national training agency, has introduced BPO specific programmes and is charged with providing the requisite support to the industry.

11. WHAT INCENTIVES ARE BEING OFFERED TO COMPANIES WITHIN THE OUTSOURCING SECTOR?

Outsourcing companies tend to operate in Special Economic Zones which provide a range of benefits (see table below). Companies can opt to locate in an SEZ (in which case the company operates as an occupant) or operate as a standalone SEZ (in which case the company operates as a developer/occupant).

INCENTIVES OFFERED TO COMPANIES IN JAMAICA'S OUTSOURCING SECTOR

Tax Measures	Developer	Occupant
Corporate Income Tax - Effective Tax Rate* of 7.5%	✓	✓
Asset Tax Relief	x	✓
Customs Duty Relief	✓	✓
Relief from Income Tax on Rental Income	✓	✓
GCT Relief (on all goods & services entering the Zone)	✓	✓
Employment Tax Credit	✓	✓
Promotional Tax Credit (R&D and training)	✓	✓
Capital Allowance	✓	✓
Relief from Income Tax on Dividend	x	✓
Stamp Duty Payable (SEZ Authority exempt from Stamp Duty)	50%	50%
Relief from Transfer Tax (SEZ Authority exempt from Transfer Tax)	✓	x
Environmental Levy Payable	✓	✓

*Conditions apply based on full application of tax credits against 12.5% headline Corporate Income Tax rate

12. ARE THERE INCENTIVES AVAILABLE IF I CHOOSE TO BUILD MY OWN BUILDING?

Yes incentives are available when building as a SEZ developer as noted in the table above. Alternately, there is the Urban Renewal Incentive which is given based on whether the location falls within a designated area in downtown Kingston. The incentives are mutually exclusive and they can be accessed by any developer of commercial space.

13. IS ANY SPECIAL FINANCING AVAILABLE FOR PERSONS BUILDING SPACE FOR THE OUTSOURCING INDUSTRY?

Through the Development Bank of Jamaica the government is providing low interest loans to developers seeking to build or expand outsourcing operating space. These loans can be accessed through Authorised Financial Institutions (AFIs). This again demonstrates the government's support to the development of the industry.

14. HOW EASY IS IT TO START A COMPANY IN JAMAICA?

It is very easy to start a company in Jamaica. Presently Jamaica is ranked 1st in Latin America and the Caribbean on the World Bank Doing Business Report in reference to starting a business. The information to register a company can be had on the Companies Office of Jamaica website <https://www.orcjamai-ca.com>

15. HOW DOES JAMPRO ASSIST INVESTORS WHO ARE INTERESTED IN SETTING UP OUTSOURCING OPERATIONS IN JAMAICA?

JAMPRO, the Jamaica Promotions Corporation, is the trade and investment promotions agency for the Government of Jamaica. We provide research assistance to help firms in completing their due diligence and project facilitation support to ensure an efficient implementation of the investor's

project. Key areas of support we offer include, but are not limited to:

- providing data on and insight into Jamaica and its business landscape;
- identifying suitable office space;
- facilitating introductions to key stakeholders and support services providers; and
- advising and guiding clients through a variety of processes, including those to secure visas and work permits.



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