

Services Export Project – Phases 4 & 5

REPORT

16TH, 23RD & 30TH JUNE, 2007



CONTENTS

	Page
Introduction	2
1. ACTIVITY 1	
Retreat on “Services Export” with Stakeholders in the Health and Education Sectors	3
2. ACTIVITY 2	
Retreat on “Services Export” with Stakeholders in the Finance and ICT Sectors	6
3. ACTIVITY 3	
Retreat on “Services Export” with Stakeholders in the Trade, Construction and	
Tourism Sectors	9
 Appendices	

INTRODUCTION

There is a significant, unexploited opportunity to increase export of services in Ghana as a result of two major trends:

- The new, digital economy which now facilitates the marketing and delivery of services-on-line; and
- The trend within developed countries to contract-out or outsource non-core functions to developing countries.

PEF proposed to promote the export of professional and technical services (accounting, project management, public relations, legal counselling, etc.) by small and medium enterprises (SME's) to the West Africa sub-region and beyond. Services export differs from other export in that in the former intellectual property rather than physical products are being exported. Potential exist among professional within SME's in Ghana to export services especially to clients within the sub-region. Whilst a number of firms export services to countries in the sub-region, the potential is limited due to certain constraints (cultural considerations, unsuitable promotional materials, quality assurance, pricing, etc.), and others have not taken advantage due to lack or limited information.

The demand for services exists especially within countries that are emerging from conflicts (such as Liberia, Sierra Leone) and countries with limited capacity (the Gambia, Equatorial Guinea). Currently, these countries have had to import such services from outside the sub-region.

It is against this background that the Private Enterprise Foundation sought the support of SPEED-Ghana to undertake a project on "Services Export" in Ghana. This report covers activities undertaken under phases 4 and 5 of the project.

- Phase 4 of the Project was to organize a retreat for 10 MPs.
- Phase 5 was to organize a retreat for 100 members of the business community.

During the planning meetings for phase 4 and 5 with representatives of MPs and the business community, it was agreed that three (3) retreats, each targeting selected Services sectors be convened, to which MPs and business persons will be jointly invited to promote interaction between the two (2) groups while deliberating on the theme for each day. Consequently, the phase 4 and 5 were combined into the following activities:

- i. Organize a retreat on "Services Export" with Stakeholders in the Health and Education Sectors
- ii. Organize a retreat on "Services Export" with Stakeholders in the Finance and ICT Sectors
- iii. Organize a retreat on "Services Export" with Stakeholders in the Trade, Construction and Tourism Sectors

Participants for the various retreats were drawn from heads and leaders of various institutions, Professional bodies, Government Agencies, Members of Parliament, and Stakeholders from educational institutions, health sector, ICT Industry, Finance sector, construction sector, Trade and Tourism sector. In all, 20 participants were invited from Parliament, 18 were from Ministries, Departments and Agencies and 140 were from the business community. In all a total of 119 participants attended the three retreats.

ACTIVITY 1

RETREAT ON SERVICES EXPORT WITH STAKEHOLDERS FROM THE HEALTH AND EDUCATION SECTORS

The first retreat was held on 16th June, 2007 and participants were drawn from the Health and Education sectors.

Attendance and Participation

Thirty-seven (37) participants made up of representatives Parliamentary select committees on Finance, Education, Foreign Affairs, Health, MDAs, business community and the media attended the first retreat. Attendance sheet is attached as Appendix 1.

Methodology/Approach

The consultative meeting was characterized by opening statements from the Director-General of PEF and the Executive Secretary of GEPC. This was followed by presentations on Export of Services, case studies and discussions.

Dr. Osei Boeh-Ocansey welcomed participants to the retreat with a welcoming statement on the need for services export. The Executive Secretary of GEPC also briefed participants on GEPC's involvement and promotion of services export in the country. Mr. Edmund Opoku Agyemang, Head of Services Export department, GEPC, made a presentation on "Creating a successful Services Export Sector in Ghana". Dr. Osei Boeh-Ocansey further made introductions to presentations into both sectors with some case studies. Each of the presentation and general introductions were followed by a discussion session. Opening statements Attached as Appendix

After thorough discussions session, participants gave their recommendations on the way forward for a successful service export project take-off.

DISCUSSIONS - HEALTH SECTOR

1. Participants cautioned that when comparisons are made between Ghana and other countries such as Malaysia, the Political and Economic environment have to be taken into consideration. India's development of its film industry can be attributed the stable political atmosphere. Though Nigeria has also developed its film industry, theirs can be attributed to the willingness of actors and actresses to return home after furthering their education outside the country.
2. Participants were of the view that it is the private sector which will have to drive the services export initiative. of service export. It was suggested that as a country, we should focus on two or three areas and develop it to international standards. Service exports are knowledge and technology-based and as such the integration of health and education is quite laudable.
3. One important issue that arose during the discussions was the need retain younger graduates in the country especially in the medical field has to do with retention of younger graduates especially in the medical field. Most would want to leave right after passing out of school in seek of greener pastures. It was therefore suggested that a national policy formulated that would deal with the issue of brain drain in the health sector in particular.
4. As a first step we need to build good infrastructural facilities which include training institutions, training personnel, etc. The availability of such infrastructure would help develop capable and globally competitive health professionals which would help put us on the Global map. The Cardiothoracic Centre at Korle-Bu cited as an example for attracting patients from other countries in the West African sub-region and beyond.
5. Participants encouraged private sector participation in the provision of infrastructural facilities in the health sector.

DISCUSSIONS - EDUCATIONAL SECTOR.

1. Services are being exported when foreign students attend institutions in the country especially the Tertiary institutions. Currently at the University of Ghana, there are students from Angola, Japan, Nigeria, etc who are pursuing various courses. It was gathered that although the percentage of foreign students is less than 5% of the whole student population at the University of Ghana. The revenue generated from this foreign student population is far reaching. That has helped most departments to put up more facilities to help with the running of the University.
2. Ghanaian entrepreneurs should be encouraged to establish educational institutions in other countries as is been done by other foreign institutions which have set up branches of their institutions in the country. Ghanaians who have set up educational institutions outside the country

should be identified and encouraged. Examples were given of American schools, British schools French schools established in the country. This is a clear case of service exporting and this should be encouraged especially for Ghanaians who are interested in pursuing this course.

RECOMMENDATIONS

1. The film and drama industry must be supporting by encouraging Graduates from the School of Performing Arts, NAFTI and other recognized bodies to stay in the country to help revamp the sector.
2. It was recommended that there should be a critical analysis of the sectors which the nation intends moving into. The focus should be on comparative areas which will enable the country to make giant strides in those areas.
3. Participants recommended that fresh health personnel who graduate from school should be encouraged to stay in the country for a while before leaving the country.
4. Good infrastructure should be put in place as a first step for the facilitate the training of personnel to replace those leaving. Private sector operators should also be encouraged to take active part in the provision of infrastructural services in the sector.

CONCLUSIONS

Participants concluded that there is the need to have a more streamlined procedure of health professional leaving the country. This will help facilitate a more organized, well coordinated export of health personnel from the country. There will however be the need for replenishment by way of putting in place good infrastructure to help train more in place of those leaving.

ACTIVITY 2

RETREAT ON SERVICES EXPORT WITH STAKEHOLDERS FROM THE FINANCE AND ICT SECTORS

The second retreat was held on Saturday 23rd June 2007 and participants drawn from the finance and ICT sectors.

Attendance and Participation

Forty-one (41) participants made up of representatives Parliamentary select committee on Finance, MDAs, business community and the media attended the retreat. Attendance sheet is attached as Appendix 4.

Methodology/Approach

The methodology/approach was the same as one used for the first retreat

DISCUSSIONS - ICT SECTOR.

1. The Ministry of Communication in 2006 conducted a study on the issue of making the country competitive in IT enabled service. A detailed report captured the unavailability of quality office space in Accra, high cost of band width, unreliability of band width and the energy crisis etc which needs to will to be addressed as early as possible. That notwithstanding, the window of opportunity in Ghana is quite minimal and as such the country needs to make good use of these opportunities presently before other African countries like Mauritius, Kenya, Uganda, South Africa etc who currently are making giant strides in the ICT sector take advantage of our incapability.
2. The issue available but expensive ICT facilities such as computers and its accessories which are not readily available must be made more available and more accessible and less expensive. Students of Kwame Nkrumah University of Science and Technology (KNUST) by their own ingenuity and efforts have managed acquire computers at their residences and hostels which helps them to practically learn at their own pace. In recent times Government in collaboration with some IT firms are making available IT

equipments and peripherals at LOW COST to other educational institutions and the general public.

DISCUSSIONS – FINANCIAL SECTOR.

Discussions at the Retreat revealed that:

1. There is the need for training and capacity building of our banking institutions to make loans available to the service industry.
2. The capacity of our insurance firms in the country needs to be strengthened so they can also support the services of giving out long term loans.
3. It was recommended that Governments in the sub-region push for the establishment an ECOWAS Reinsurance Company to help with the financial needs of the sub-region
4. Plans are therefore underway to integrate the capital markets in the Sub-region to help increase the capacity of the sub-regional market to attract investors on to the market. This will help the Ghanaian capital market to attract bigger investment than is the case now and therefore helps finance the growth of the service sector in the country.

RECOMMENDATIONS

Various recommendations were made for an effective streamline procedure of service exports in the ICT and Finance sectors country. These include:

1. Reducing the cost of the backbone and bandwidth that runs into the country for easy access.
2. Building the capacity of financial institutions to help provide support to the developments of new ICT Projects.
3. Participants encouraged the Government to invest heavily in ICT.
4. To be more competitive, most of the financial sectors institutions should be encouraged to move to new grounds outside the country and spread over to various countries in the sub-Region.

5. Participants suggested that owing to the advancement in technology, ICT can be used in most activities.

CONCLUSION

To make Ghana the gateway to Africa measures should be put in place to harness ICT services. Participants came to a conclusion that ICT should be made more accessible in terms of reduced cost of computer peripherals and accessories.

ACTIVITY 3

RETREAT ON SERVICES EXPORT WITH STAKEHOLDERS FROM THE TRADE, CONSTRUCTION AND TOURISM SECTORS

The third retreat was held on Saturday 30th June 2007 and participants drawn from Trade, Tourism and Construction sectors.

Attendance and Participation

Forty-one (41) participants made up of representatives from MDAs, business community and the media attended the retreat. Attendance sheet is attached as Appendix.

Methodology/Approach

The methodology/approach was the same as one used for the first retreat

DISCUSSIONS - TOURISM SECTOR.

1. The hospitality industry is been burdened with a multiplicity of taxes that the central government though there is virtually no support. Traditionally there has been problems with payment of such taxes because of the non –existence of support to the sector.
2. There is the need for service association to educate members on the need for periodic training to in order to be well versed with the changing trend in the Tourism sectors.

DISCUSSIONS - CONSTRUCTION SECTOR

1. In the past in term of service exports, State Construction Company was in Angola to do programme but due to some problems the programme fizzled out. Currently the State Housing Corporation and a private firm, Mapco construction has mapped out plans of making in-rows into the estate development in Angola.
2. Previously most of our major infrastructures were built by local construction firms i.e. State Construction Corporation (SCC) which developed Job 600, Liberty house and the BlackStar line. The industry has been taken over by foreign firms who most of the times do not team up with local construction firms. The private sector will have to team up strongly to take over the vacuum which has been created to prevent the local construction industry from total collapse.

3. There are a few companies working outside. Efforts should be made to contact such successful ones to share their experiences with the local ones. Lessons could be learnt from those who have taken such initiatives outside the country to help inform those who are interested in also exporting their services outside.
4. Payment of Contract fees are most of the time not paid even after the completion of work. These deter qualified professionals in the sector from engaging in constructional works. In the end, incompetent individuals with no professional knowledge who then ventures into the area thus creating shoddy work. There is truly the need to press on Government to take the necessary actions to make payments on time.
5. UNDP used to sponsor capacity building programmes for the construction industry. When the funding dried up, there has been virtually no training programme directed towards the construction firm except for a day or two workshop programmes which is not enough. Eventually every contract will be passed on to foreigners to execute including repairs and maintenance.

RECOMMENDATIONS

Various recommendations were given for an effective streamline procedure of service exports in the Trade, Tourism and Construction and sectors: These include;

- . The Association should therefore be active in and team up in order to have a unified voice
- Because of the level of Competition that exists in recent times, Government should back the local construction market so they can live up to expectation.
- A regulatory legal framework should also be put in place.
- The industry players should be able to identify the way forward following the passage of a policy framework has been put in place.

Appendix 1. WELCOME ADDRESS BY DR. OSEI BOEH-OCANSEY, THE DIRECTOR-GENERAL OF PRIVATE ENTERPRISE FOUNDATION

It gives me great pleasure to welcome you to Marina Hotel, Dodowa, to the series of brainstorming retreats on the services sector. The Services Sector is the second largest source of employment after agriculture, employing 33 percent of the economically active population (in year 2000). It is also the second largest contributor to GDP at about 30 percent of total contributions at 1993 constant prices.

Immense opportunities for economic growth and employment generation exist in the services sector. Some of these have been captured in GPRS II and the Ghana ICT4AD Policy, 2003.

In the pre-budget preparation, consultations with MOFEP and MOTI last year, PEF made recommendations for a major initiative targeting the services sector especially Services Exports. PEF had argued that among its attributes, a survey in over 50 developing countries revealed the majority of services exporters were small firms with less than 10 employees where 40 per cent of the firms had less than 5 employees. These characteristics are favorable to typical Ghanaian Enterprises. The recommendations were accepted.

Consequently, in the Budget and Economic Policy Statement for the 2007 Financial year, On pages 292-293 of SECTION EIGHT: POLICY INITIATIVES FOR 2007 BUDGET, from paragraph 1284 to 1286 Subtitled: Global Services Delivery, it is stated

1. Mr. Speaker, in today's global village, trade relationships between countries have expanded to include services that in the past were not considered tradable. Developments in other countries indicate that a wide range of services are exportable. These include the export of expertise in key service areas such as peacekeeping services, health, sports, banking, accounting, legal and information technology services. Ghana should take advantage of these opportunities to increase the contribution of the services sector to our balance of payments and GDP.
2. Mr. Speaker, it is clear that Ghana has a significant comparative advantage in services. Thanks to our educational sector, we have a well educated labour force that can be the foundation for making Ghana a major service provider to the rest of the world. We have increasingly demonstrated our potential to contribute to global service delivery by making our expertise in peacekeeping, health and construction available to other countries
3. Mr. Speaker, in 2006 Government initiated the International Financial Services Centre Project to enable Ghana to provide a wide range of banking and non-banking financial services to offshore customers. This project is expected to become fully operational by March 2008. In 2007, government will start an initiative to make the provision of global services a major contributor to our export earnings and GDP growth. We will be holding extensive consultations with professional associations and the services industry to design a practical strategy to link Ghana to the global services supply chain. This initiative will be coordinated by MOFEP, MOD, MOI, MOC, MOESS, MOH

Today is the first (1st) of the three (3) consecutive weekend retreat workshops being organized by PEF in conjunction with The Ghana Export Promotion Council (GEPC) with kind sponsorship from Support Program for enterprise Empowerment and Development (SPEED) – Ghana, a component of DANIDA Business Sector Program Support (BSPS)

Today's session will focus on Health and Education.

The second will focus on ICT and FINANCE

The Third on Trade, Construction and Tourism

Our Chairman for today is NANA AKOMEAH, Chairman of the Parliamentary Select Committee on Trade, Industry and Tourism

Mr. Edmund Opoku-Agyemang, of GEPC will be workshop facilitator.

Appendix 2. STATEMENT BY THE EXECUTIVE SECRETARY OF GHANA EXPORT PROMOTION COUNCIL (GEPC) – MR COLLINS BOATENG

He noted that as a nation we should bring out these issues and discuss the way forward as to how individuals involved can benefit and the country too can also benefit. Using Philippines as an example, he noted that one of their key foreign exchange activities is in the field of services export. Most people go to work in the Middle East and repatriate their monies back home. In this way, the individuals benefit while their country also benefits.

One of the difficulties that people who have left and now decided to come back find the system in Ghana very difficult is integration. They mostly complain about unavailability of modern equipments been used in the country as compared to ones been used outside, a unsupportive processes of working in the country. These are issues which need to tackled so that we can well channel most of the things we need to work efficiently

GEPC as part of the Private - Public Partnership (PPA) agenda is happy to associate with PEF to see how best the issues of services export can be well streamlined to the benefit of individuals and the country as a whole. People involved in services export if they channel their

ACTIVITY 1

Appendix 3. CODE OF RECRUITING PRACTICES FOR INTERNATIONAL RECRUITMENT OF HEALTHCARE WORKERS – GLOBAL ALLIANCE FOUNDATION

Many countries, both developed and developing, are experiencing shortages of skilled health workers. In all countries, including the United States, these shortages reduce the countries' capacity to provide good quality health services to their populations. Some countries are solving this problem by systematically recruiting nurses, midwives, doctors, pharmacist and other healthcare workers from developing countries. This practice often deprives source countries of knowledge, skills and expertise for which extensive resources have been expended. Although international recruitment provides many healthcare workers with job opportunities, experience and improved living conditions, it often results in economic, social and family hardships for those left behind.

The issue of migration of health professionals applies to all countries in the world over. This was confirmed at a recent international conference of Nurses held in Yokohama. It was discovered that there was no single country among 110 countries present that was self-sufficient in terms of the numbers of nurses. Indigenous nurses even from the USA are also leaving the country for elsewhere. In some countries like Bermuda, There are basically no infrastructures for training of Nurses. Most of their Nurses are recruited outside the country while few of the Nurses are trained outside the country especially in the USA and brought back to practice in the country.

In keeping with the Global Alliance Foundation's core values, the alliance partners and stakeholders pledge to adopt a code of Recruiting Practices for the International Recruitment of Healthcare Workers that specifically deals with international recruitment issues and solutions. In recent years UK has phased out the Charlatan recruitment institutions through this new code of practice and replacing it with a number of credible and recognized institutions including Universities. These accredited institutions are empowered to conduct the recruitments and placements of such needed professionals.

This Code is intended to provide alliance partners in all countries a framework from which international recruitment should take place. This Code is sensitive to the needs of recipient countries and migratory rights of individual health professionals; and proposes to provide realistic solutions that adhere to legal and regulatory migration practice. This Code follows the adoption of the Code of Organisation (WHO), the International Council of Nurses (ICN), and the International Council of Midwives (ICM) and more than 100 countries at the World Health Assembly in May 2005. In Ghana, the Nurse Statutory Council of

Ghana is collaborating with the Ministry of Health to enforce the law of bonding. Though this law existed over the years it wasn't very much enforced. Even after serving the five years of bonding, the Council of Nurses and the Ministry of Health will have to collaborate to give a clearance before one can leave the country.

Position Statement

The Global Alliance Foundation's Code of Recruiting Practices states our position to regulatory authorities and universal healthcare systems, the profession of nursing and other health sector stakeholders on our practice to serve as a global facilitator in the skills education and training of nurses and professional healthcare workers for global service. This Code of Recruiting Practices is not a legal document. Rather, these are the principles of cooperation and consensus for all the Alliance Partners to subscribe.

Guiding Principles

The Code of Recruiting Practices applies the principles of transparency, fairness and participation. In making this code of practice work, it's a give and take affair. The combatant effect of migration is not only about brain drain but also about brain gain. Most health personnel who migrate more often acquires further their education more knowledge which are non-existent in the country and get back to practice such areas of expertise.

- The Alliance Partner adheres to the rules of fairness to provide full and accurate information to our candidates on:
 1. the nature and requirements of the job that recruits are expected to perform.
 2. countries to which they are being recruited
 3. administrative and contractual requirements
 4. their rights
 5. selection procedures
 6. rate of pay
 7. living conditions
 8. professional development and continuing education
 9. furthering job opportunities for advancement

In the U.K System of Nursing there are Post Basic Professional Nurses from Ghana have fitted so well into the system especially Professionals Practicing Ophthalmic nursing, Critical Care Nursing, E &T Nursing etc which are been offered in Ghana. They are therefore helping the UK systems very well and such are been accorded that professional status.

- The Alliance partner's written and verbal agreements to recruit nurses and healthcare workers from developing countries must describe the education and grade level, skills and expertise and number of candidates that are being sought.
- The Alliance partner will only contract of service with an employer, or to the Government as a condition of their education or training. The Alliance Partner pledges to ensure that candidates disclose this information before he/she is considered eligible for emigration.
- The Alliance Partner agrees to Retention and Replenishment of nurses and allied health workers migrating from developing countries through transnational training and education, and the transfer of technology to our developing country alliance partners;
- The Alliance Partner pledges to contribute to the retention and replenishment of migrating nurses and allied health workers through support of educational grants and scholarships and other financial contributions for the continuing education and skill development of his workers.

An alliance Partner is an institution that agrees to take part in service exporting but will have to liaise with the source count

APPENDIX 4

List of Participants – Retreat on Services Export for Health and Education Sector

No.	NAME	ORGANISATION	POSITION
1	Hon. Joe Gidisu	Parliament	MP
2	Brahms Achaiyao	MOTI/PSD	Director
3	Albert Ewool	GEA	Accountant
4	Agnes Adjei-Sam	GETIC/GEPC	Trade info Specialist
5	Edmund Opoku-Agyeman	GEPC	Head, Services Dept
6	Prof. Andrew A. Adjei	Colleges of Health Sciences, Korle-Bu	Deputy Provost
7	Felix Tettey-Fio	Pnv Consultant	Snr. Consultant
8	Anthony Sikpa	PEF Governing Council	Vice-President
9	Phillip Amoah	GES	Teacher Education Division
10	Ivan Addae-Mensah	University of Ghana	RETIRED
11	Gabriel E. K. Baku	Central University College	DEAN
12	C. Mintah Agyemang	Min. of Foreign Affairs	Acting Director
13	Joshua Glover -Tay	Global Bus. Dr	Snr Consultant
14	Thoedore Markham	T- Mark Consult	CEO
15	Michael Kwadade	Immigration	Deputy Superintendant
16	Hon Samuel Adu-Gyamfi	Parliament	MP
17	E. C Boateng	GEPC	CEO
18	John Kumah	PPC Consult	Research Assist.
19	Hon. J. Appietu-Ankrah	Parliament	MP

20.	Sal Doe Amegavie	GNCCI	Chief Executive
22	Koranteng Evans	Business and Fin. Times	Reporter
23	Christian Akorlie	Ghana News Agency	Snr. Reporter
24	Prince Marfo	Private Medical Practioners	Secretary
25	Charles NixonYeboah	CITI FM	Broadcast Journalist
26	Nuestadt Amartefio	IFC	MSME
27	Benjamin Tetteh	JOY FM	Reporter
28	Kwaku Asante-Krobea	Ghana Registered Nurses' Association	Gen. Secretary
29	Celestina Aggrey	GES	Curriculum Research & Development Division
36	Dr. Osei Boeh-Ocansey	PEF	Director-General
37	Moses Agyemang	PEF	Senior Economist
38	Samuel Odei Apau	PEF	
39.	Francis A. Somuah	PEF	
40.	A. A. Addo	PEF	Asst. Project Manager
41	Daniel Dzissem	PEF	Service Personnel

List of Participants – Retreat on Services Export for Finance and ICT Sector

No.	NAME	ORGANISATION	POSITION
1	Peter Tease	Bank of Ghana	Research Officer
2	Desmond Boateng	Ministry of Communication	
3	Kwaku Owusu Osei	GICTAD	
4	Patrick John Laryea	NCA	
5	Ekow Acquah-Arhin	Security and Exchange Commission	
6	Ms Gladys Quaye	Security & Exchange Commission	
7	Kwasi Amoa	Kessconsult	
8	Nicholas Gyabaah	FSD/MOFEP	HOD Banking
9	John Amoah	AC Consult	
10	Edmund Opoku-Agyemang	GEPC	Head, Services Dept
11	Agnes Adjei-Sam	GETIC	Manager
12	Godwin Amuzu	MOFEP	Director
13	George Adjei	Prudential bank	Coordinator Credit Administration
14	Frederick Asamoah	MOTI, PSD & PSI	
15	Dunwell Eku	SPEED Ghana	Programme Coordinator
16	Kwabena Denkyira	Min. of Information	Deputy Director
17	Theodore Markham	T-Mark Consulting	
18	Michael Kwadade	Ghana Immigration Service	
19	Ben Heh	Min of Trade and Industry, PSD and PSI	

20.	Samuel G. Eshun	Vitalinfonet	
21	Joshua Ofori	IS2 Communication	
22	P. K. Sarfo	ICT Today	Systems Analyst
23	Michael Ayeh	Ghanaian Times	Reporter
24	Patrick Biddah	The Enquirer	Reporter
25	Daniel Nanor	Chronicle	Reporter
26	Hon James Appietu-Ankrah	Parliament	MP
27	Benjamin Tetteh	Joy FM	Reporter
28	Evans Koranteng	Business & Financial Times	Reporter
29	Denise Clarke	MOESS	
30	Karim Morsh	Call centre	
31	Ato Gaisie	Internet Ghana Ltd	CEO
32	Dorothy Gordon	Kofi Annan Centre of Excellence, AITI	Director-General
33	Denise Amoa-Ababio	KNUST School of Business	
34	Ayitey Bulley	Ghana Telecom	
35	A. Kapini Atafori	Statesman	Business Editor
36	Dr. Osei Boeh-Ocansey	PEF	Director-General
37	Moses Agyemang	PEF	Senior Economist
38	Daniel Dzissem	PEF	Service Personnel
39	Samuel Odei Apau	PEF	
40.	Francis A. Somuah	PEF	
41.	A. A. Addo	PEF	Asst. Project Manager

LIST OF PARTICIPANTS - Retreat on Services Export for Trade, Tourism and Construction Sector

No.	NAME	ORGANISATION	POSITION
1	A.A. Shaban	GUTA	Dept. General Sec
2	Humphrey Kuma	Ministry of Tourism & Diasporan Relations	Ag. Director
3	Daniel Keelson	MOTI/PSD/PSI	ACO
4	K.H.Osei-Asante	Ghana Institution of Surveyors	Vice-President
5	William Guyster	Good Morning Africa	CEO
6	Agnes Adjei-Sam	Ghana Export Trade Information Centre	Manager
7	Edmund Opoku-Agyemang	Ghana Export Promotion Council	Head, Services Export Development
8	J. Peter Wartemberg	AESL	Dep. Managing Director
9	Helen Arthur	Alpha Property Services(GIS)	Asst. Proj Coordinator
10	Jonathan Osei	Ghana Hotels Association	Asst. National Secretary
11	Nana Opei V	Ghana Hotels Association	Tema Area Regional Chairman
12	Isaac Ohene	CEPS	Chief Collector- Export
13	Edward Amanor	ABCECG	Regional Chairman
14	Dennis Amoa-Ababio	DENNICOM CONSULT/ KNUST School of Business	CEO
15	Beverly A. Bryant	N>C. Central University	Director
16	Alfred Asumadu	Ghana Tourist Board	Marketing Officer
17	Josh Glover-Tay	Global Business Development	Consultant
18	Theodore Markham	T-Mark Consulting	CEO
19	Daniel Nanor	Chronicle	Reporter
20	David Nutakor	G.I.F.F	President
21	Stella W. Appenteng	Tour Operators Union of Ghana	President
22	Nkunu Akyea	Tour Guides Association of Ghana	President

23	Abubakar Salifu	GNA	Reporter
24	Joseph Agbonu	Ghana Consult	Consultant
25	Fritz Okoe	Association of Car Rentals	Vice-President
26.	Anasthasia Dzovor	GhanaianTimes	Reporter
27	Patrick Biddah	The Enquirer	Reporter
28	Thompson Agbonu	Association Car Rentals	Gen Secretary
29	Osei Kwame Agyeman	Ghana Institute of Architects	Vice-President
30	William Cudjoe	Silver Tours	Managing Director
31	Ampoma Augustine	Graphic	Reporter
32	Dr. Osei Boeh-Ocansey	PEF	Director-General
33	Moses Agyeman	PEF	Senior Economist
34	Francis Affum Somuah	PEF	
35	Daniel; Dzssem	PEF	
36	Samuel Odei Apau	PEF	
37	A. A. Addo	PEF	Asst Project Manager