

# International Business Information *on the Web*

**SEARCHER** Magazine's Guide to Sites  
and Strategies for Global Business Research

***Sheri R. Lanza***

Edited and with a Foreword by  
***Barbara Quint***

Web Links  
& Updates

# **International Business Information on the Web**

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 Information Today, Inc.  
Medford, New Jersey

***International Business Information on the Web:  
Searcher Magazine's Guide to Sites and Strategies  
for Global Business Research***

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## **DEDICATION**

To my family, Ken, Kelsey, and Jessica;  
thank you for your love, support, and  
ability to survive without dinner  
while I was buried, writing this book.  
I love you all and couldn't have done it  
without you.

And to my parents, Jackie and Eugene Ross,  
who hopefully will now have  
a better idea of what I do for a living.

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# TABLE OF CONTENTS

<b>Figures</b> .....	<b>xi</b>
<b>Foreword</b> .....	<b>xvii</b>
<b>Acknowledgments</b> .....	<b>xix</b>
<b>Introduction</b> .....	<b>xxi</b>
<b>1. International Business Research</b> .....	<b>1</b>
<b>2. The World</b> .....	<b>5</b>
Country Facts and Figures .....	5
U.S. International Trade Administration .....	12
Economic and Financial Information .....	19
Worldwide Directory Sites .....	23
Search Engines .....	30
Foreign Embassies .....	31
Chambers of Commerce and Industry .....	38
Lists, Lists, and More Lists .....	39
The Old Stand-Bys—Commercial Services .....	43
Where Do We Go From Here? .....	47
<b>3. Western Europe</b> .....	<b>49</b>
Search Engines and Directories .....	51
Yellow Pages .....	56
Stock Exchanges .....	58
Chambers of Commerce and Industry .....	59
United Kingdom .....	64
France .....	71
Belgium .....	73
Spain .....	74
Portugal .....	77
Sweden .....	80
Italy .....	81
Germany .....	82
Denmark .....	84
The Netherlands .....	87
Regional Wrap-Up .....	88



**4. Central and Eastern Europe . . . . . 89**

Search Engines and Directories . . . . .	89
Yellow Pages . . . . .	95
U.S. Government Resources . . . . .	97
Chambers of Commerce and Industry . . . . .	102
Banking, Finance, and Stock Exchanges . . . . .	106
News Resources . . . . .	110
Poland . . . . .	112
Greece . . . . .	116
Russia . . . . .	116
Czech Republic . . . . .	118
Azerbaijan . . . . .	119
Latvia . . . . .	121
Estonia . . . . .	121
Lithuania . . . . .	122
Regional Wrap-Up . . . . .	124

**5. Latin America and the Caribbean . . . . . 125**

Search Engines and Directories . . . . .	126
Chambers of Commerce and Industry . . . . .	131
Banking, Finance, and Stock Exchanges . . . . .	133
Yellow Pages . . . . .	135
Local Government Resources . . . . .	137
Exporter and Business Directories . . . . .	139
Guatemala . . . . .	140
Argentina . . . . .	142
Brazil . . . . .	145
Caribbean . . . . .	149
Regional Wrap-Up . . . . .	156

**6. The Middle East and North Africa . . . . . 157**

Regional Resources . . . . .	157
Directories . . . . .	162
Search Engines . . . . .	166
Yellow Pages . . . . .	166
Banking, Finance, and Stock Exchanges . . . . .	167
Chambers of Commerce and Industry . . . . .	173
News Resources . . . . .	174
Palestine . . . . .	176
Lebanon . . . . .	179
Israel . . . . .	180
Egypt . . . . .	182
Morocco . . . . .	184
Sudan . . . . .	185

Bahrain . . . . .	185
Saudi Arabia . . . . .	185
Regional Wrap-Up . . . . .	186

**7. Sub-Saharan Africa . . . . . 187**

Directories. . . . .	187
Search Engines . . . . .	189
Chambers of Commerce and Industry . . . . .	190
Banking, Finance, and Stock Exchanges . . . . .	192
Yellow Pages . . . . .	193
News Resources . . . . .	194
U.S. Government Resources. . . . .	195
Regional Resources . . . . .	197
Business Directories . . . . .	205
Zambia. . . . .	206
Botswana. . . . .	208
Zimbabwe . . . . .	209
Ethiopia . . . . .	209
Angola . . . . .	210
Swaziland . . . . .	211
Uganda . . . . .	211
Regional Wrap-Up . . . . .	212

**8. Mexico and Canada . . . . . 213**

NAFTA . . . . .	213
MEXICO. . . . .	214
Directories. . . . .	214
Search Engines . . . . .	215
Banking, Finance, and Stock Exchanges . . . . .	216
Chambers of Commerce and Industry . . . . .	219
Business Directories . . . . .	221
Association and Industry Resources . . . . .	222
CANADA . . . . .	227
Directories. . . . .	227
Search Engines . . . . .	229
Yellow Pages . . . . .	230
Chambers of Commerce and Industry . . . . .	231
Associations . . . . .	232
Lists . . . . .	232
Business Directories . . . . .	235
Banking, Finance, and Stock Exchanges . . . . .	236
Business News . . . . .	239
Industry Resources . . . . .	240
Regional Wrap-Up . . . . .	245

<b>9. Asia and the Pacific</b> . . . . .	<b>247</b>
Directories . . . . .	247
Search Engines . . . . .	250
News Resources . . . . .	251
Yellow Pages . . . . .	255
Banking, Finance, and Stock Exchanges . . . . .	257
Chambers of Commerce and Industry . . . . .	260
Business Directories . . . . .	263
Regional Resources . . . . .	265
Singapore . . . . .	266
Taiwan . . . . .	269
Japan . . . . .	272
Australia . . . . .	276
New Zealand . . . . .	278
Indonesia . . . . .	280
Hong Kong . . . . .	281
Thailand . . . . .	282
India . . . . .	282
Nepal . . . . .	283
Regional Wrap-Up . . . . .	284
<b>Conclusion</b> . . . . .	<b>285</b>
<b>Appendix A: URLs of Web Sites Mentioned in the Book</b> . . . . .	<b>289</b>
Chapter 1—International Business Research . . . . .	289
Chapter 2—The World . . . . .	290
Chapter 3—Western Europe . . . . .	302
Chapter 4—Central and Eastern Europe . . . . .	310
Chapter 5—Latin America and the Caribbean . . . . .	318
Chapter 6—The Middle East and North Africa . . . . .	327
Chapter 7—Sub-Saharan Africa . . . . .	334
Chapter 8—Mexico and Canada . . . . .	341
Chapter 9—Asia and the Pacific . . . . .	350
Conclusion . . . . .	360
<b>Appendix B: Country Code Top-Level Domains</b> . . . . .	<b>363</b>
<b>Appendix C: Accepted Country Abbreviations</b> . . . . .	<b>371</b>
<b>About the Author</b> . . . . .	<b>379</b>
<b>About the Editor</b> . . . . .	<b>380</b>
<b>Index</b> . . . . .	<b>381</b>

# FIGURES

Figure 2.1	Portion of Tradeport Country Library . . . . .	7
Figure 2.2	World Bank Competitiveness Indicators— Phone Lines . . . . .	10
Figure 2.3	.XLS . . . . .	11
Figure 2.4	ITA . . . . .	13
Figure 2.5	Portion of Sample D&B GlobalSeek Report . . . . .	18
Figure 2.6	OECD Member Countries . . . . .	22
Figure 2.7	Sample OECD Statistics . . . . .	23
Figure 2.8	BUBL Country Search . . . . .	26
Figure 2.9	VIBES Table of Contents . . . . .	28
Figure 2.10	Search Engine Colossus Entries for Honduras . . . . .	30
Figure 2.11	World Chambers Network Search Results . . . . .	39
Figure 2.12	Forbes International 800 Listing . . . . .	41
Figure 2.13	Fortune Global 500 Listing . . . . .	42
Figure 2.14	BusinessWeek Top 200 Emerging Market Companies . . . . .	42
Figure 2.15	Dialog Corporation Company Profiles Table . . . . .	45
Figure 2.16	Dow Jones Interactive Web Center . . . . .	46
Figure 3.1	Table of Contents— The EU Guide for Americans . . . . .	50
Figure 3.2	A Subsector List—Europages . . . . .	53
Figure 3.3	Bureau van Dijk Search Summary . . . . .	62
Figure 3.4	Bureau van Dijk Search Results . . . . .	63
Figure 3.5	Company Data from Corporate Reports . . . . .	65
Figure 3.6	Sample Entry from the AppleGate Directory . . . . .	66
Figure 3.7	Search Results—The Enterprise Zone . . . . .	68
Figure 3.8	Business Categories for SearchEngines.com . . . . .	69
Figure 3.9	Food Producers & Processors by Market Cap— Yahoo! Finance . . . . .	69
Figure 3.10	Partial Company Listing—Yahoo! Finance . . . . .	70

**xii International Business Information on the Web**

Figure 3.11 Partial Entry—Charity Commission for  
England & Wales . . . . . 70

Figure 3.12 Map from Market Research Study—  
Invest in France . . . . . 72

Figure 3.13 Partial List of Investment Projects—  
Investing in Portugal . . . . . 79

Figure 3.14 Ten Largest Markets for Danish Electronics—  
Danish Electronics Industry Association . . . . . 87

Figure 4.1 Web Site Reviews—Orientation—  
Central & Eastern Europe . . . . . 91

Figure 4.2 Central & Eastern European Directory Online—  
Industry Sections . . . . . 92

Figure 4.3 Telecommunications Subcategories—  
YelloWeb Hungary . . . . . 95

Figure 4.4 Partial Listing of Telecommunications Reports—  
BISNIS . . . . . 100

Figure 4.5 Partial Listing of Market Research Reports for  
Estonia—CEEBC . . . . . 101

Figure 4.6 Industry Listings—Russia at Your Fingertips . . 118

Figure 4.7 Employment by Sector—State Statistical  
Committee of Azerbaijan . . . . . 119

Figure 4.8 Company Directory Listing—Estonian Export  
Directory . . . . . 122

Figure 4.9 Lithuanian Imports by Product—Lithuanian  
Development Agency . . . . . 123

Figure 5.1 Excerpts from El Salvador Entry—  
Latin American Network Information Center . . 127

Figure 5.2 Excerpts from El Salvador Entry—  
Latin American Network Information Center . . 127

Figure 5.3 Partial Search Results—CaribSeek . . . . . 128

Figure 5.4 Partial Listing of Bolivian Resources—  
American Governments on the  
World Wide Web . . . . . 137

Figure 5.5 Guatemalan Handicraft Exports—  
AGEXPRONT . . . . . 142

Figure 5.6 Foreign Companies in Argentina—  
Fundacion Invertir . . . . . 143

Figure 5.7	Jewelry for Export— Brazil TradeNet Virtual Showroom . . . . .	148
Figure 5.8	Sample Business Guide Topics— Caribbean Week . . . . .	152
Figure 5.9	U.S. Companies in Trinidad & Tobago— Tourism and Industrial Development Company of Trinidad & Tobago (TIDCO) . . . . .	153
Figure 5.10	Comparative Living Expenses— Tourism and Industrial Development Company of Trinidad & Tobago (TIDCO) . . . . .	154
Figure 5.11	More Comparative Living Expenses— Tourism & Industrial Development Company of Trinidad & Tobago (TIDCO) . . . . .	155
Figure 6.1	Portion of ArabNet Home Page . . . . .	158
Figure 6.2	Partial Description of the Top Company in the Saudi 100—ArabNet . . . . .	160
Figure 6.3	Map of Countries Covered by Arab World Online . . . . .	162
Figure 6.4	Examples of Industry Sectors— Al-Murshid Directory . . . . .	164
Figure 6.5	Company's Forecasted Income Statement Prepared by Mizrahi Bank . . . . .	170
Figure 6.6	Company Contact Information from Arab Supernet . . . . .	177
Figure 6.7	Portion of Company Profile—Lebanon.com . . .	179
Figure 6.8	Electronics Exports by Industry—Israel Association of Electronics Industries . . . . .	181
Figure 6.9	Section of the Business Links from the Israel Foreign Ministry . . . . .	182
Figure 6.10	Home Page of Business Today Egypt Online . . .	183
Figure 6.11	The House of Morocco Site . . . . .	184
Figure 7.1	U.S. Exports to Sub-Saharan Africa 1998—USAID . . . . .	196
Figure 7.2	Botswana Industry Section—Mbendi . . . . .	198
Figure 7.3	Company Directory Listing—COMESA . . . . .	201
Figure 7.4	Zimbabwe Export Statistics—ZimTrade . . . . .	203

**xiv International Business Information on the Web**

Figure 7.5 The Government of Botswana Web Site . . . . . 208

Figure 8.1 Agri-Business Subcategories—  
Mexico Channel . . . . . 215

Figure 8.2 Foreign Investment Distribution by Industry—  
Mexican Investment Board . . . . . 217

Figure 8.3 Sample Industry Sectors from  
Information Mexico . . . . . 222

Figure 8.4 Top Coffee Producing Countries—  
Mexican Coffee Council . . . . . 223

Figure 8.5 Principal Coffee Export Markets—  
Mexican Coffee Council . . . . . 224

Figure 8.6 Foreign Direct Investment—Mexican Textile  
& Apparel Industry . . . . . 225

Figure 8.7 Mexican Mining Production—Mexican Mining  
Information Centre . . . . . 226

Figure 8.8 Sample Canada.com Directory Choices . . . . . 229

Figure 8.9 Excerpts from Top 1000 List—*Globe and  
National Report on Business Magazine* . . . . . 233

Figure 8.10 Excerpt of *Canadian Business Magazine's*  
Top 50 in Sales List . . . . . 234

Figure 8.11 Sample Entry from *Profit's* List of 200 Fastest  
Growing Canadian Companies . . . . . 235

Figure 8.12 Portion of Top 150 Banks Worldwide—  
Canadian Bankers Association . . . . . 237

Figure 8.13 Sample Public Company Profile—SEDAR . . . . . 238

Figure 8.14 Portion of Telecommunications and Software  
Industry Profiles . . . . . 241

Figure 8.15 Portion of Soft Drink Industry Overview—  
Strategis . . . . . 244

Figure 9.1 Locate India's Categories . . . . . 250

Figure 9.2 AsiaSource News . . . . . 252

Figure 9.3 AccessAsia's News Links . . . . . 254

Figure 9.4 Sample Entry from Singapore Yellow Pages . . . . . 255

Figure 9.5 Partial Company Listing from World Trade  
Data Base . . . . . 264

Figure 9.6	Portion of AsiaOne Site Map .....	267
Figure 9.7	Enterprise 50 Company Profiles .....	268
Figure 9.8	Excerpts from CETRA Industry Reports .....	270
Figure 9.9	Free Publications Available from JETRO .....	275
Figure 9.10	Contact Information Links from the Japan Information Network .....	276
Figure 9.11	Map of New Zealand from Regional Search— UBD E-Directory .....	279
Figure 9.12	Partial Listing of Service Industries Profiled by the Hong Kong Trade & Development Council .....	282
Figure 9.13	Doing Business in Nepal— Table of Contents .....	283



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# FOREWORD

No more felicitous good fortune could have occurred to this editor than to start the series of *Searcher* Magazine books with one written by Sheri Lanza. In over fifteen years of editing experience, I have worked with many, many wonderful authors and colleagues, but for sheer professionalism, I would have to award the purple to Ms. Lanza. Whatever wish or desire trickled across this editor's mind, she not only accommodated, but usually anticipated!

This *International Business Information on the Web* book began as a series of articles for *Searcher* magazine called "Around the World in 80 Sites." It concentrates on "open" or "public" Web sites that any user can reach, identifying authoritative sources or, at least, those with their biases showing. In many ways, the book serves as an educational tool, too. Since she could not cover every country in the space or time allotted, Ms. Lanza chose countries in each region not only for their inherent interest and importance, but also to demonstrate the different levels of information available and how to find it when dealing with diverse economies and governmental forms.

How little we knew when we started that journey around the Global Village and entitled the articles "Around the World in 80 Sites." Eighty? What a paltry sum! This book contains over a thousand Web sites stretching across dozens and dozens of countries all over the globe—many, many more than appeared in the original articles. It also corrects the URLs for many of those cited in the articles, although that, as all searchers know, remains a never-ending battle. Nonetheless, when readers know the site name and have descriptions of content, they should be able to chase down any URLs that may have changed since this book's publication.

No creatures on earth are more rapacious, greedy, and ungrateful than editors. I would love to see Ms. Lanza expand this into another volume or two and then into an edited encyclopedia of global business information sources, covering every country on earth and both free and pay sources. Her protestations of a desire to get a life, reconnect with family, earn a living, etc. fall on deaf ears.

The book you clasp in your hands is just the first in a series of books designed to enrich and expand upon material originally published in *Searcher* Magazine. Most of the books in the series should follow the model of this one. They will confirm, enlarge, and complete research begun to produce articles for the magazine. This should save desperate readers from scrambling around their offices looking for the one missing issue with the precise article in the series that they need right now. The books will also give authors the time and the leisure to lift that last rock and find just one more source before the final re-testing begins.

If any readers have suggestions for books in this series or article topics for *Searcher*, send them (e-mail [bquint@mindspring.com](mailto:bquint@mindspring.com)). Together we can make a new world for searchers everywhere!

Barbara Quint  
Editor  
*Searcher* Magazine  
May 2001

# ACKNOWLEDGMENTS

When I think of all of the people I want to thank for their help and support, the list seems endless. I should probably start with my wonderful editor, Barbara Quint. I called Barbara one day about two years ago, even though we had never met. I had an idea for an article about international business information for her magazine, *Searcher*. Getting caught up in Barbara's enthusiasm, by the time our conversation was over, I had agreed to write a seven-part series of articles for her. A couple of days later, reality set in and I panicked at the thought of the seven articles. Then I reassured myself that writing these articles was a good thing and dove right in.

Several months later, after the first two articles had appeared in *Searcher*, I had a chance meeting with John Bryans, Editor-in-Chief of the Book Publishing Division at Information Today. We spoke about my articles, and the first seeds of the idea for this book were planted; eight months later, the contract was signed. Again, reality and panic set in and I had to reassure myself that writing this book was a good thing. So, my first two big thank yous go to Barbara and John; if it hadn't been for your encouragement and reassurance, I never would have written this book.

I'd like to thank my daughters: Kelsey, who at age 12 did her first Internet searching to help me with portions of this book, and Jessica, who showed remarkable patience for an 11-year-old when I had to tell her on numerous occasions that I was too busy writing this book to drive her here and there. There's also my husband Ken. Without his unfailing support, I could never have written this book, as I would have been paralyzed with fear.

A big thanks goes to my colleague and very close friend, Susan Weiler. Susan kept me on the straight and narrow by e-mailing me every week or so and asking "How's the book coming along?"

Finally, in order to keep this short, I'd like to give a blanket thank you to all of my friends, family, clients, and colleagues who kept hearing "Don't call me until after August 1," which was the deadline for this manuscript. Thanks to all of you for your patience and understanding. You may call me now.

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# INTRODUCTION

International business research. “What are the ten largest companies in Egypt?” “I want to know all of the countries in the world that make ball bearings. And rank them by size.” “I’m thinking of opening a factory overseas. Countries under consideration include Turkey, Venezuela, and Pakistan. What information can I find about the economies of these countries, their labor laws, the education of the population, and their export policies?” “My company makes widgets and we’d like to expand by exporting the widgets. Which countries are currently the largest importers of widgets?” “I’m considering a partnership with a company in Argentina, and I need more information on the firm.”

Business searchers receive requests similar to these all the time. And when the search extends beyond the boundaries of the business searcher’s country, he or she must cope with the globalization of the requesters’ questions. Despite the Disney mantra, “It’s a small world after all,” the world is still rather big with more than 200 countries. When looking for global business information, there’s a lot of information out there and many places to look. Where do you start? Who has the best (or most) international information? Can you expect current information? How old is too old when the information concerns a small or remote country? Should you stick with traditional commercial online sources like Dialog, Factiva (Dow Jones Interactive/Reuters Business Briefing), Lexis-Nexis, etc.—the ones professional searchers often use? Should you go “all-Web”? Or should you start with phone calls?

These questions and more plague the international businessperson and the international business searcher. This book will try to provide you with a ready-reference resource for Internet sites to use for your international research. For that reason, I only mention the traditional online services in passing and concentrate on the open Web. Think of it as an extremely long list of annotated bookmarks. (Note: The complete list of URLs in this book may be found in Appendix A and is available online at <http://www.infotoday.com/ibidirectory.htm>.)

International business information means different things to different people. It might refer to finding financial information on a company in another country or to finding an overseas buyer for a client's product or, conversely, to finding a supplier of something that your client wants to buy. Maybe you need a market research study or an industry analysis from a country other than your own. Often, country economic information will suffice to get you started. All of this (and more) helps to define what is meant by international business information.

Let's start at the broadest level, then tackle the world inch by inch. One caveat: Please be aware that this book has a bit of a U.S. bias; since that's where I'm located, it's the way I approach my research. However, that does not mean the information contained in this book is irrelevant to those living in other countries. Provided one has access to the Internet, virtually all of the sources (with a few exceptions) should be available to all readers. There is nothing to prevent someone in Spain from using these resources to research Zimbabwe, if he or she so desires. By having this book within arm's reach, a searcher's comfort level when looking for international business information should rise dramatically.

To begin, I present some of the Web sites that provide global information, and continue by focusing on each region of the world separately. The richness of each type of resource varies from region to region. Within each chapter, I discuss the types of resources roughly in the order of access most useful when conducting an initial investigation into that particular geographic area.

I also include sources for individual countries. Countries included in this book were chosen for a variety of reasons. Some countries, such as the United Kingdom, Germany, Brazil, Argentina, Egypt, Israel, Russia, Mexico, and Japan, were selected as being likely candidates for those looking for country-level international business information. Others, such as Bahrain, Guatemala, the Czech Republic, Azerbaijan, and Belgium, were chosen when the amount of information available for countries of this size was an unexpected, though greatly appreciated, surprise. And yet other countries were included because something about the country or the information piqued my interest and will hopefully pique yours, too.

My editor and I discussed including all countries in the world in this book but eventually realized the book would never be finished if we took that approach. By the time I could get through every country, the information in the first portion of the book would have

been hopelessly outdated. How many iterations of each country would I have to go through before I could say, “Stop! Enough already! Publish the book!” Besides, if we included every country, it would most likely result in a book the reader wouldn’t even be able to lift. So, with an eye to the future, a decision was made to cover as many countries as seemed reasonable. Future editions of this book will include additional countries.

One last detail before our trip about around the world begins. As many places throughout the book mention whether or not a site is searchable using Boolean logic, it would be a good idea to explain what that means. Boolean logic is a form of algebraic logic named after the nineteenth-century English mathematician George Boole. The three basic logical operators of Boolean logic are “or,” “and,” and “not.” The use of these three operators permits an algebraic manipulation of logical statements and shows how a complicated statement may be rephrased in a simpler form without changing its meaning. All right, so how does algebra relate to international business research? Let’s go through a simple example.

Say you and I wanted to look for information on textile exports from Guatemala. Assuming the search function we use supports Boolean searching, a very basic search statement could be “Guatemala and textiles and exports.” This would retrieve all items that include the words “Guatemala,” “textiles,” and “exports.” After we finish with the textile search, we might decide we want to know about other Guatemalan exports. Since we’ve already looked at textile exports, we would want to be certain that our results exclude that same information. A sample search statement could be “Guatemala and exports not textiles.” In this case, the results would include all items that include the words “Guatemala” and “exports” but none that contain the word “textiles.”

Using Boolean logic helps tremendously in a search strategy. A search function that supports Boolean is far more powerful than one that doesn’t. It allows you to zero in on relevant information and to weed out some of the extraneous matter.

Let our travels begin!



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# CHAPTER 1

## ***INTERNATIONAL BUSINESS RESEARCH***

What's the big deal? Why is conducting international business research any different from what you already do for domestic (U.S.) business research? Can't you just use your usual sources? Surely there must be international counterparts to the Internet resources you already use. But there is a difference, otherwise this book wouldn't exist. So, let's explore some of the differences between international and domestic business research. (Note: For the purposes of this book, the term "domestic business research" refers to research conducted from a U.S.-based perspective; i.e., research on companies, industries, etc. within the U.S.)

There are many resources we take for granted when looking for business information in the U.S. Public companies must produce annual and quarterly reports and file numerous forms with the Securities and Exchange Commission (SEC) that then become accessible to the general public. These various forms and reports are standardized with the same basic information elements available from company to company. Business researchers can easily find a U.S. public company's balance sheet, profit and loss statement, names of company directors and officers, and much more. There are even several options for accessing this information:

- **EDGAR—The Electronic Data Gathering, Analysis, and Retrieval System**

<http://www.sec.gov/edgarhp.htm>

This is the official site of the SEC. Some documents filed with the SEC still do not appear here, but it is the official online source for this information.

## **2 International Business Information on the Web**

- **FreeEDGAR**

<http://www.FreeEDGAR.com>

- **LIVEDGAR**

<http://www.gsionline.com>

Requires a subscription; not free.

- **Report Gallery**

<http://www.reportgallery.com>

- **The Public Register's Annual Report Service**

<http://www.annualreportservice.com>

Looking for similar information from other countries is not so straightforward. Often the information is simply not available. When looking for Canadian company information, thankfully, you can use SEDAR—System for Electronic Document Analysis and Retrieval [<http://www.sedar.com>], the Canadian equivalent to EDGAR. But, for most countries, you won't be as lucky, and the reason for this will vary by country. Some countries might not have similar reporting requirements for public companies. Others have some requirements but may not make the information available to the public or it is extremely expensive to obtain. In some cases, the information could be available but only in the local language and currency, which makes things more complicated.

Domestically, we have access to investment analyst reports, their analyses of a company's performance and how the company compares to its competition or its industry. In addition, countless free or low-cost sources for industry information can be readily obtained, some of which are listed here:

- **Hoover's Online**

<http://www.hoovers.com>

- **U.S. Industry & Trade Outlook 2000**

<http://www.ita.doc.gov/td/industry/otea/outlook/index.html>

- **U.S. Census Bureau—American FactFinder—  
Industry Quick Reports**

[http://factfinder.census.gov/java\\_prod/dads.ui.iqr.IndProfPage](http://factfinder.census.gov/java_prod/dads.ui.iqr.IndProfPage)

- **U.S. Census Bureau—Current Industrial Reports**

<http://www.census.gov/ftp/pub/cir/www>

- **U.S. Census Bureau—Statistical Abstract of the United States**  
<http://www.census.gov/statab/www>

Finding equivalent sources for industry information in other countries is quite a challenge.

Press releases are another useful source for business information. In the U.S., we are inundated with press releases: announcements of new companies, new products, new management hires, management promotions, alliances, mergers, joint ventures, etc. In the rest of the world, press releases may be few and far between (or even nonexistent) as well as difficult to access.

Industry and trade associations are good resources for further industry information, and in the U.S. there is no shortage of them. Often these organizations post their data on their Web sites, link to outside data, or make data available for purchase from the site. Not only do industry and trade associations have a Web presence, there are even directory-type sites that allow you to search for these associations. Industry and trade associations exist in other countries, but generally not as many as in the U.S. And it is less likely that the online content is as rich as what may be found domestically.

Local and financial newspapers and trade press publications for the U.S. abound on the Internet: city newspapers, financial newspapers and magazines, local business publications, and much more. Some sites provide the entire content of their print publications online; some provide selected articles; many offer searchable archives. Many international publications also make their articles available via the Internet, but you may find several obstacles to overcome when attempting to access them. Often, fewer articles are available online. Archives, if they exist, might not be searchable.

Then there's that language barrier to overcome. In my experience, many countries will have an English-language newspaper geared to expatriates living in the country. However, these newspapers generally do not publish daily; most are weekly and some even monthly. The amount of business information in them is often weak. They will more likely cover local events with cursory treatment of serious business information.

Three other reasons that make business information easier to find in the U.S. are listed here:

#### **4 International Business Information on the Web**

- The abundance of packaged industry and market research reports focusing on the U.S. outnumber by far those focusing on other parts of the world.
- Many industries in the U.S. are regulated. As such, a regulating agency for an industry will provide a collection of useful information.
- A plethora of U.S. government sites, such as those mentioned previously, will carry useful business data.

Lastly, it is easier for us to judge a source's reliability when dealing with domestic business research. For example, when we find information on a consulting firm's Web site, we often know immediately whether or not the firm is credible due to name recognition. How many of us can quickly recognize and assess the names of foreign consulting firms? Again, we are generally comfortable with the data sourced from a U.S. or state government Web site. However, if you aren't intimately familiar with a country, its government, its reporting requirements, and its data collection methods, it is difficult to gauge the reliability of the information found there.

Now, if I haven't scared you off yet, and I hope I haven't, the following chapters will help you learn how to deal with the challenges of conducting international business research. There are no magical answers, no guarantees that you will find everything you search for, no promises that you will overcome all of the obstacles mentioned here. But with this book by your side, you will certainly be well equipped to tackle the international challenges that come your way.

## CHAPTER 2

# ***THE WORLD***

As we start our journey, let's look at some basic sources useful to have on hand throughout. At times, broad-brush, overview information can suffice in deciding whether or not to pursue a project or venture. This chapter will help you find such information.

### **Country Facts and Figures— Courtesy of the U.S. Government**

Not surprisingly, the U.S. government is a treasure-trove of international information. For a variety of reasons, you can be sure that one or more federal agencies somewhere have every country in the world under study. While this sometimes means a lot of duplication, checking a few key sources can paint a pretty useful picture of any country.

When trying to get a “feel” for a country, first try the World Factbook [<http://www.odci.gov/cia/publications/factbook/index.html>], an annual from the Central Intelligence Agency. Covering more than 260 countries from Afghanistan to Zimbabwe, each entry includes a map, statistics on the population and the size of the country, descriptions of natural resources, and overviews of the country's government, economy, exports, and imports. The World Factbook is considered such a mainstay for international information that you will undoubtedly come across excerpts from it at many other sites.

You should definitely supplement World Factbook information with the U.S. State Department Background Notes

## **6 International Business Information on the Web**

[[http://www.state.gov/www/background\\_notes](http://www.state.gov/www/background_notes)]. When you click on the desired region of the world, a list of the countries within that region having available reports appears along with the date of the most recent report. Notations indicate which countries the Background Notes do not cover. While the Background Notes overlap with the World Factbook, they offer additional information on U.S. relations with the country, history, and travel advisories. After searching these two sites, you should have a good overall picture of the country in question. Occasionally, the search will end here. Maybe you will find that the country doesn't like Americans, that its economy is in a tailspin, or that its government harbors terrorists.

### ***Jump Right In***

Tradeport [<http://www.tradeport.org>] is a good jumping off point for international business information. An initiative of BAYTRADE (Bay Area Economic Forum) and LA TRADE (Los Angeles Area Chamber of Commerce), it offers a one-stop shop for comprehensive trade information, trade leads, market research reports, and more. Tradeport receives assistance from the U.S. Department of Commerce Economic Development Administration, the U.S. Commercial Service (described below), the California Trade and Commerce Agency, as well as others. Much of the information at the site comes from the STAT-USA database (discussed later in this chapter). The most useful international information, the Market Research area, contains reports by industry and by country. The Industry Library covers the following industries:

- Agriculture and Processed Foods
- Bioscience/Biomedical Technologies and Instruments
- Computer and Related Electronics
- Environmental Technologies
- Multimedia and Information Technologies
- Telecommunications

Material in the Country Library sorts as follows (see Figure 2.1):

- Country Overview
- Industry Sector Analysis Reports



**Figure 2.1** Portion of Tradeport Country Library

- Key Contacts
- Market Research Reports
- Other Sites
- Sources of Financing
- Trade Information
- Travel and Culture

The *Financial Times* site, FT.com [http://news.ft.com] is full of international news, country surveys, industry briefs, and more. The *Financial Times* has been called *The Wall Street Journal* of the United Kingdom. In truth, this site offers so much, you may find it confusing to navigate through it all. These are some of the highlights:

- News & Analysis—This area covers Market News, Business News, World News, Company News, Special Reports (key issues of the day), and Surveys. The *Financial Times* publishes more than 200 surveys a year; some are Country Briefs and others are Industry Briefs.



## **8 International Business Information on the Web**

- **Country Surveys**—These cover topics such as Top Stories, Political Overview, Regional Focus, Economy, Fact File (the Constitution, Economic Statistics, and some general statistics), Diplomacy, and Industry. Countries in the Americas, Asia/Pacific, Europe, the Middle East, and the U.K. and Ireland are included. Country Surveys are generally updated every year or two.
- **Industry Briefs**—Very current reports cover topics such as Latin American Finance, Global Investment Banking, African Mining, and India: Information Technology.
- **Premium Research**—This section contains Analyst Estimates, an order form for Annual Reports (for purchase online and delivery by mail), and Company Financials. Company Financials entries look like directory entries and generally include contact information, company URL, number of employees, senior management names, industry, product lines, business description, and company financial data (revenue, income, assets, liabilities, profit margin percentages, etc.).
- **Market Prices**—World Market Closing Prices for most exchanges around the world, Currencies, IPOs, Economic Indicators, and more are found here.
- **Industry View**—This section presents current news articles on the following industries:
  - Aerospace
  - Autos
  - Chemicals
  - Consumer
  - Energy
  - Financial
  - Information Technology
  - Manufacturing
  - Media & Entertainment
  - Medical
  - Natural Resources
  - Services
  - Telecoms
  - Transportation
- **Global Archive**—Searches of the headlines and/or text of articles from the *Financial Times*, as well as more than 3,000 publications, are offered. There are options for date limitations (up to three years back) and sorting by date or relevance. The system also lets you save searches for re-execution at a future time.

## Comparing Countries

You want to open a factory somewhere in Latin America. As far as you know, all of the countries in Latin America are pretty much the same. Most of the countries are Spanish-speaking, except for Brazil and a few of the smaller countries, so how much difference could there be?

The World Bank has put together some great statistics called Competitiveness Indicators [<http://wbln0018.worldbank.org/psd/compete.nsf>] to help assess economic performance and the environment for competitive business development. Here you can obtain a quick snapshot of the business environment for a country, compare the situation for a country with the averages for the region and the income group to which the country belongs, and rank the relative standing of a country for a specific indicator of interest. The database can be searched in two ways: by country or by indicator. Choosing indicator, we see five categories:

- Financial Dynamism
- Human & Intellectual Capital
- Infrastructure & Investment Climate
- Macro & Market Dynamism
- Overall Performance

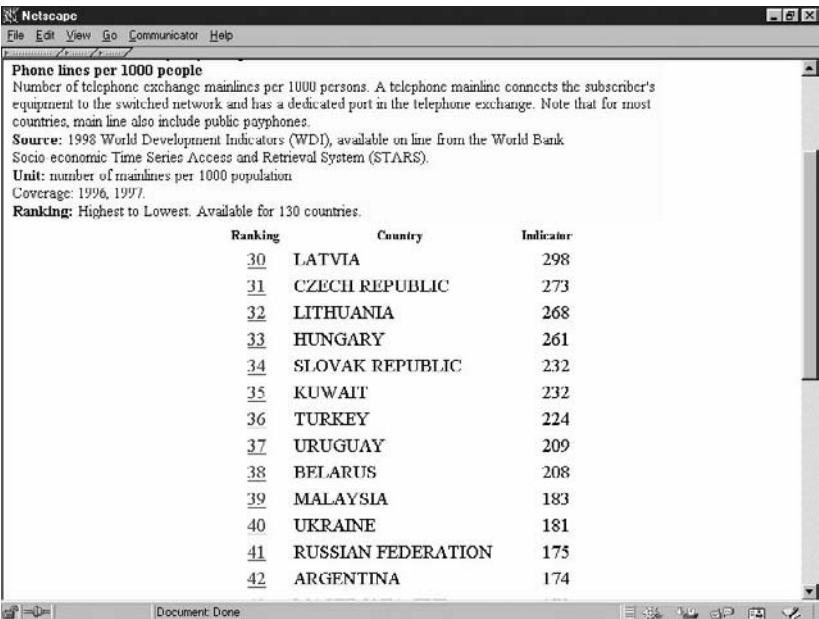
Clicking down into the Infrastructure & Investment Climate link, we see three subcategories: Information and Communication Network, Physical Infrastructure, and Socio-Political Stability. Each of these is segmented even further. For example, Information and Communications Network divides into nine subsections:

- Average Price per Call
- Daily Newspaper Circulation
- Fax Machines
- Internet Hosts
- Personal Computers
- Phone Faults
- Phone Lines

## 10 International Business Information on the Web

- Televisions
- Waiting Time for Phone Lines

If the success of your product plans depends upon the reliability and effective reach of local phone service, you might want to know which Latin American country has the most phone lines per thousand people (see Figure 2.2). Scrolling down the list (containing 130 countries ranked from highest to lowest), we see that Argentina, at number 42, is the first Latin American country to appear. The next several on the list are Chile (#47), Costa Rica (#48), Colombia (#54), Venezuela (#56), Mexico (#60), and Brazil (#61).



**Phone lines per 1000 people**  
Number of telephone exchange mainlines per 1000 persons. A telephone mainline connects the subscriber's equipment to the switched network and has a dedicated port in the telephone exchange. Note that for most countries, main line also include public payphones.  
**Source:** 1998 World Development Indicators (WDI), available on line from the World Bank Socio economic Time Series Access and Retrieval System (STARS).  
**Unit:** number of mainlines per 1000 population  
**Coverage:** 1996, 1997.  
**Ranking:** Highest to Lowest. Available for 130 countries.

Ranking	Country	Indicator
<a href="#">30</a>	LATVIA	298
<a href="#">31</a>	CZECH REPUBLIC	273
<a href="#">32</a>	LITHUANIA	268
<a href="#">33</a>	HUNGARY	261
<a href="#">34</a>	SLOVAK REPUBLIC	232
<a href="#">35</a>	KUWAIT	232
36	TURKEY	224
<a href="#">37</a>	URUGUAY	209
<a href="#">38</a>	BEJARUS	208
<a href="#">39</a>	MALAYSIA	183
40	UKRAINE	181
<a href="#">41</a>	RUSSIAN FEDERATION	175
42	ARGENTINA	174

**Figure 2.2 World Bank Competitiveness Indicators—Phone Lines**

When considering overseas operations, you should also peruse Ernst & Young International Doing Business In ... [<http://www.doingbusinessin.com>]. Here you can choose from more than 140 countries and get a quick overview of the investment climate, taxation, forms of business organization, and business and accounting practices for each country. Pricewaterhouse Coopers has International Briefings [<http://www.pwcglobal.com/extweb/frmclp11.nsf/ViewAgentByCurrMonth?OpenAgent>] that contain

articles on business, economic, and political developments by region and country.

## Data Downlink's .XLS

What if you want to partner with an overseas applications software company? You've already done some background work on a few countries and now want to focus on India. What's the next step in your search to find candidate companies? You might try turning to Data Downlink's .XLS [<http://www.xls.com>]. Searching the service does not cost, but retrieving what you find does. We searched for the applications software industry in India using the Advanced Search page, and got a list of eight companies. Checking out the first one, BFL Software Ltd., we found company and financial information available in Business & Industry News, Extel Data from Primark, and I/B/E/S Earnings Estimates (see Figure 2.3). We also found a list of the company's industries by SIC. Following through, we got price quotes on the different kinds of information—eight stories from Business and Industry (@ \$3.50/story), a variety of financial data reports from Extel (ranging from \$16 to \$56 each), and three reports from I/B/E/S (\$8 to \$50). So, by doing one simple search and spending as little as \$50 or as high as a few hundred dollars, you've started

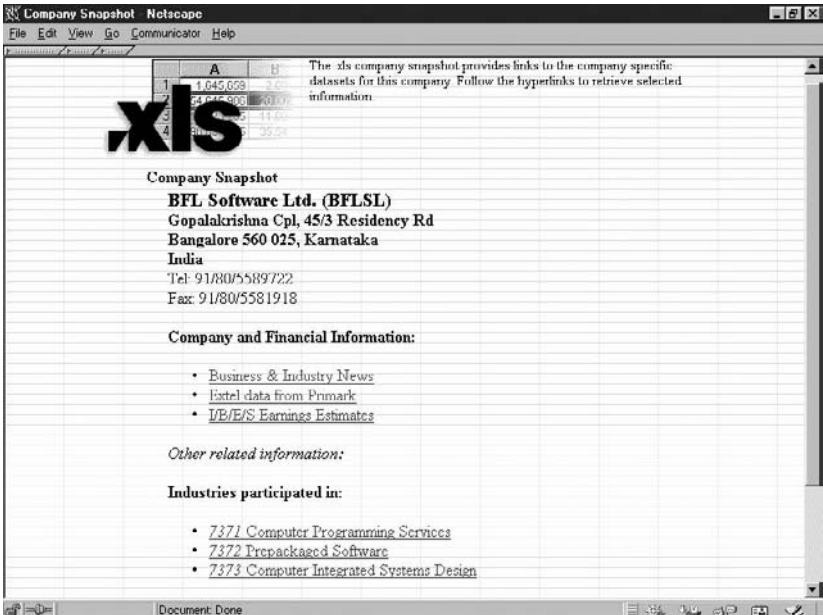


Figure 2.3 .XLS

## 12 International Business Information on the Web

to put together a nice topline picture of BFL Software, which you can supplement with information from other sources.

### U.S. International Trade Administration

Moving on to an underutilized gem, the Department of Commerce's International Trade Administration (ITA) site [<http://www.ita.doc.gov>] is a "must-see" site, jam-packed with information and research. Trust me. It really deserves a very close look. If you don't know much about the ITA, take a moment and click on the link About ITA. Also, check the Site Map to get a brief overview of what the site offers.

Big Emerging Markets—BEMs, a resource page, is especially useful. It covers the following countries that are considered to be, as the name of the section implies, Big Emerging Markets:

- Argentina
- Brazil
- Brunei Darussalam
- China
- India
- Indonesia
- Malaysia
- Mexico
- Philippines
- Poland
- Singapore
- South Africa
- South Korea
- Taiwan
- Thailand
- Turkey
- Vietnam

Each BEM country listing includes four categories of information: Overview, Exporting, Statistics, and Links (government and public sector).

Back on the main page, the Countries and Regions link leads to a listing, by region, of various ITA pages with information on individual countries and regions. Choosing Trade Information Center's Regional Pages, one finds boxes for each region of the world. As an example, under Middle East and North Africa, click on View All Documents by Country, and then select Egypt. You will now have a listing of all documents relating to Egypt, along with the date of publication (see Figure 2.4). In some cases the site will carry the full

report; in other cases it will post contact information for obtaining the report.

Report Title	Date
<a href="#">Agents/Distributors</a>	01/20/99
<a href="#">American firms with offices in Egypt</a>	04/01/99
<a href="#">Business Travel</a>	12/01/99
<a href="#">Certification and Legalization of Export Documents</a>	01/07/99
<a href="#">Chambers of Commerce in Egypt</a>	03/23/99
<a href="#">Communications Sector in Egypt</a>	02/16/2000
<a href="#">Computers and Related Services</a>	02/22/2000
<a href="#">Country Commercial Guide (CCG)</a>	08/30/99
<a href="#">Customs Regulations</a>	12/01/99
<a href="#">Customs Requirements</a>	05/21/99
<a href="#">Decree 619</a>	09/28/99
<a href="#">Defense and Defense Conversion</a>	01/07/99
<a href="#">Economic Trends and Outlook</a>	12/01/99
<a href="#">Education</a>	02/22/2000
<a href="#">Entertaining</a>	11/17/98
<a href="#">Environmental Technologies Market Overview, 1997</a>	01/07/99
<a href="#">Financial Services</a>	02/17/2000
<a href="#">Free Trade Zones/Warehouses</a>	12/01/99
<a href="#">General Information</a>	07/13/99
<a href="#">Gore Mubarak Partnership for Economic Growth</a>	04/01/99
<a href="#">Health Services</a>	02/22/2000
<a href="#">Housing and Hotels</a>	12/02/98
<a href="#">Internet Service in Egypt</a>	09/28/99
<a href="#">Investment Climate</a>	12/01/99

**Figure 2.4** ITA

In the document list for Egypt, one of the available reports is the Country Commercial Guide. The Guides are prepared annually at most U.S. embassies around the world and give an overview of the country's commercial environment with an eye toward the business needs of U.S. firms. Generally, each country report has the following sections:

- Executive Summary
- Economic Trends and Outlook
- Political Environment
- Marketing U.S. Products and Services
- Leading Sectors for U.S. Exports and Investments
- Trade Regulations and Standards
- Investment Climate
- Trade and Project Financing

## **14 International Business Information on the Web**

- Business Travel
- Appendices

At one time, only the Executive Summary was available online. If you wished to see the entire report, you had to order it directly from either STAT-USA or the National Technical Information Service (NTIS) at a cost of \$20. Now you can view the reports in their entirety online for free. (Note: The Country Commercial Guides may also be accessed directly via ITA's Trade Compliance Center [<http://www.mac.doc.gov/tcc/index.html>] or through the U.S. Commercial Service's USATrade.gov site [<http://www.usatrade.gov/Website/ccg.nsf>].)

Going back to ITA's home page, take a look at the Industries and Sectors link. Let's say you manufacture cutlery sold in the U.S., but now want to start exporting. You need to identify countries that might constitute good market candidates. Click on Consumer Goods and scroll down to Industry Coverage. Here you can choose to view a listing of covered industries sorted either alphabetically or by SIC Code. Several industries listed have dedicated pages with pertinent reports. After you find the listing for cutlery, follow this link to reach Trade Tables 1992–1999 in the middle of the page. Clicking on Exports: Cutlery brings up a nicely formatted table entitled Top 25 U.S. Export Destinations for Cutlery. From the chart we can see that the United Kingdom, Canada, and Mexico are the best bets. If you combine the U.K. with the other Western European countries on the list (France, Germany, Netherlands, and Belgium), then Western Europe seems to have great potential.

One more government site worth visiting is STAT-USA Internet [<http://www.stat-usa.gov>]. For \$175/year or \$75/quarter, you get unlimited Internet access to a broad range of market research reports and other studies. (The much more expensive CD-ROM version costs \$59/month or \$575/year. The superior Internet product updates several times a day, making it not only more cost effective, but more timely.) Among available offerings, you will find market research studies and Industry Sector Analysis (ISA) reports prepared by the overseas offices of the Commercial Service. The full text of the previously mentioned Country Commercial Guides are also included in the STAT-USA subscription.

The STAT-USA sections of primary interest to us are GLOBUS & NTDB. GLOBUS (Global Business Opportunities) offers the following:

- Daily trade leads from the Trade Opportunities Program (TOPS) and the Department of Agriculture
- Daily procurement activity from the Defense Logistics Agency, the United Nations, and the Commerce Business Daily

NTDB (National Trade Data Bank) provides access to these resources:

- Best Market Reports
- Country Commercial Guides
- Market Research Reports
- U.S. Import and Export Statistics
- More than 75 other various reports and programs

Until recently, with the exception of the Country Commercial Guides, none of the above-mentioned NTDB reports were available for individual purchase without a subscription. However, unrestricted, free access to NTDB was (and still is) available at all Federal Depository Libraries. (The Federal Depository Library Program provides government publications to designated public and academic libraries throughout the U.S. Most collections are customized for local community needs and interests. Locations of local and regional Depository Libraries are available at [http://www.gpo.gov/su\\_docs/locators/find\\_libs/index.html](http://www.gpo.gov/su_docs/locators/find_libs/index.html).)

Scroll down to Market and Country Research, the most important GLOBUS & NTDB section for international business research, and you will find eight categories:

- Best Market Reports—alphabetical by title
- Country Commercial Guides—by country—PDF and Word formats
- Foreign Agricultural Market Reports (AGWorld) (Current & Historical)
- Industry Sector Analysis Reports (Current)—by date and country



## **16 International Business Information on the Web**

- International Marketing Insight (IMI) Reports—sorted by country, industry, and report date
- Market Research Reports (IMI & ISA Historical)
- Multilateral Development Bank (MDB) (Current & Historical)—by date
- Pacific Island Reports—economic reports from the Bank of Hawaii

Other sections relating to international business research include:

- CIA International Trade Statistics
- Commercial Service International Contacts
- Current Exchange Rates
- Merchandise Trade Statistics

In December 1998, a new STAT-USA service, Newsstand, was launched, offering access to the most popular and useful files (including the Country Commercial Guides and most market research reports) on a transaction basis. By registering and providing credit card information to Newsstand, you can purchase single documents via the Internet at prices ranging from \$1 to \$20. The system allows for micropayments and bills you once at the end of the month for your usage. Newsstand was designed in response to customers' needs. If NTDB receives enough requests for other NTDB documents, it will add them to the list of already available reports.

The U.S. Commercial Service, part of the U.S. Department of Commerce, is charged with promoting and protecting U.S. business interests around the world. The Commercial Service is committed to increasing the number of U.S. firms, especially small to medium-sized firms, that benefit from international trade. This worldwide network includes offices in more than 100 U.S. cities and at more than 80 U.S. embassies overseas.

Via the U.S. Commercial Service's home page [<http://www.usatrade.gov/website>], one can link to a directory of all of the overseas Commercial Service offices, as well as to many of those offices' Web sites. These offices provide additional information difficult to find elsewhere. Going back to your plans to export cutlery,

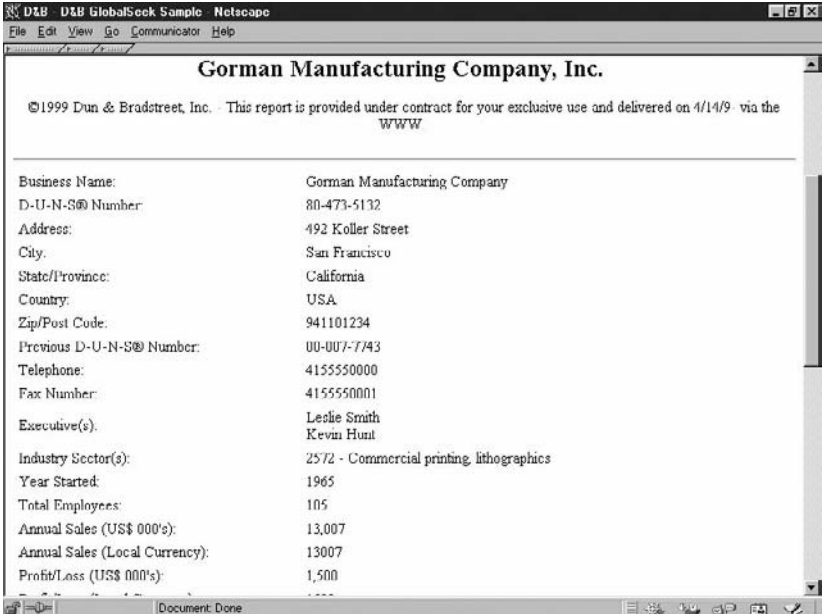
let's say you decide to export to Germany. You have found the names of a few companies in Germany that might want to import your cutlery, but you haven't had any success in finding financial information on some of those companies. For \$100 per company, the Commercial Service office in Germany will prepare an International Company profile for you. This investigative report will include key contact information, bank and trade references, financial data, sales volume, reputation, and market outlook. Additional information may include subsidiary-parent relationships, recent news items about the firm, the firm's U.S. customers, operational problems, activities of prominent owners, and branch locations. The commercial specialists who conduct your research will also provide their recommendation as to whether you should enter into a business relationship with the subject firm, and, if so, on what basis. And at all times, they will maintain your client's confidentiality.

Many other useful products and services are available through ITA's Trade Information Center (TIC) in Washington, DC. The International Trade Specialists are very well informed, eager to help, and anxious to spread the word about what they have to offer. When you're not sure where to turn, call first at 800/USA-TRADE (800/872-8723). TIC may have already done the research that you seek.

### ***Now Where to Go? Try Dun & Bradstreet***

Back to our software partnership project. You've pulled together the information from .XLS on BFL Software and some other companies, but you still need further financial information. At this point in the preliminary planning stages, you don't want to spend too much money. So try using Dun & Bradstreet's (D&B) GlobalSeek product; it only requires registration (free) to use. Member registration and log-in [<https://www.dnb.com/product/retail/menu.htm>] are easy; you do not even need to supply a credit card number to register. Once you've registered, options appear for three different types of reports, including GlobalSeek (the other two reports are U.S. information only). For \$5, you can order a GlobalSeek report that will provide basic company information, including topline financial information, SICs, number of employees, and parent company information. No credit information appears in a GlobalSeek report (see Figure 2.5).

## 18 International Business Information on the Web



The screenshot shows a Netscape browser window with the title "D&B GlobalSeek Sample Netscape". The main content is a report for "Gorman Manufacturing Company, Inc.". At the top, it states: "©1999 Dun & Bradstreet, Inc. - This report is provided under contract for your exclusive use and delivered on 4/14/99 via the WWW". Below this is a table of company details.

Field	Value
Business Name:	Gorman Manufacturing Company
D-U-N-S® Number:	80-473-5132
Address:	492 Koller Street
City:	San Francisco
State/Province:	California
Country:	USA
Zip/Post Code:	941101234
Previous D-U-N-S® Number:	00-007-7743
Telephone:	4155550000
Fax Number:	4155550001
Executive(s):	Leslie Smith Kevin Hunt
Industry Sector(s):	2572 - Commercial printing, lithographics
Year Started:	1965
Total Employees:	105
Annual Sales (US\$ 000's):	13,007
Annual Sales (Local Currency):	13007
Profit/Loss (US\$ 000's):	1,500

**Figure 2.5** Portion of Sample D&B GlobalSeek Report

If you've searched various D&B files online and can't find information on the company in question, try calling the D&B Customer Resource Center (800/234-3867); the staff is very experienced in helping you to find what you need. Maybe you or your client misspelled a company or city name due to language nuances. If indeed a record does not exist for the company, you can order a D&B investigation. A marketing record will cost between \$5 and \$10, a credit record, more. (Pricing varies for different parts of the world.) Depending upon the region in which the company is located, you should have the results of the investigation within three to fifteen days.

D&B also offers direct access to its comprehensive WorldBase database. While portions of WorldBase are available on other online services, D&B indicates that at present, the only way to access all report elements for all 52 million records is via D&B's own system. Using WorldBase, you can search the Global Marketing database, the Global Corporate Linkages database, and the previously mentioned GlobalSeek. While you could pay an annual subscription, you can also choose the transaction-based pricing plan, which carries about a \$30/month fee. Charges vary depending upon the type of record, but most fall within the 30¢ to \$3 range.

## **Economic and Financial Information**

Much can be learned about a country or a foreign company from financial data such as banking and stock market information. While individual regional chapters in this book will cover stock market and banking sites in detail, some of these sites not only list stock market and banking data, but also link to general worldwide information. These include:

- **BankInfo.com**

<http://www.bankinfo.com/intereye/international.html>

This site provides weekly and historical exchange rate data, topical articles.

- **The Bank for International Settlements**

<http://www.bis.org/cbanks.htm>

Here you find links to the majority of the Central Banks around the world; updated frequently. (A Central Bank is a country's primary monetary authority, such as the Federal Reserve Bank in the U.S. Central Banks usually have responsibility for issuing currency, administering monetary policy, holding member banks' deposits, and facilitating the nation's banking industry. They are, in a sense, the banks for other banks.)

- **BankSITE Global Directory**

<http://www.banksite.com/cmapitl.htm>

Choose a region of the world for a listing of banks and links to their sites.

- **Euromoney.com**

<http://www.euromoney.com/index.html>

Registration is required, but is free.

- **IndustryWeek's Ranking of the World's Top 50 Banks**

<http://www.industryweek.com/iwinprint/data/chart2-4.html>

- **IndustryWeek's Ranking of the World's Top Securities Dealers**

<http://www.industryweek.com/iwinprint/data/chart2-7.html>

## 20 *International Business Information on the Web*

- **Institute of Finance and Banking at the University of Göttingen—Market Places and Quotations**  
<http://www.gwdg.de/~ifbg/stock1.htm>
- **Institute of Finance and Banking at the University of Göttingen—Banks of the World**  
[http://www.gwdg.de/~ifbg/bank\\_2.html](http://www.gwdg.de/~ifbg/bank_2.html)
- **Ohio State University—Virtual Finance Library**  
<http://fisher.osu.edu/fin/overview.html>  
Check World Markets (links by region) and Investment Banks (mostly U.S. but foreign ones also noted).
- **The Internationalist—Stock Markets of the World**  
<http://www.internationalist.com/business/Stocks.html>
- **Worldclass Stocks by Country**  
<http://web.idirect.com/~tiger/stockcou.htm>

For a good overall financial directory-type site, try Qualisteam Banking and Finance [<http://www.qualisteam.com>]. With information available in English, French, and Italian (the company is based in Paris), its slogan is “The Easy Access to Essentials” and it really is, if you’re interested in international banking and finance. My only dissatisfaction with the site is that it is very slow going from page to page within the site. The main page includes the following categories:

- **Banks in the World**—This area contains links to over 3,000 banks around the world broken out by region. Number of countries covered for each region are: Asia (21), Europe (39), Latin America (31), Africa (10), and Pacific (Australia and New Zealand).
- **Financial Markets**—In addition to the U.S., this section contains links to the various financial markets around the world including stock exchanges, bonds, mutual funds, options/futures, and commodities.
- **Yellow Pages Online Banks Database**—This is a searchable database of nearly 2,000 banks around the world having a presence on the Internet.

If you want to find economic data quickly, try The Dismal Scientist [<http://www.dismal.com>]. Here you will find GDP (Gross Domestic Product) and employment situation statistics prepared by economists for the following countries:

- Argentina
- Australia
- Brazil
- Canada
- China (GDP only)
- France
- Germany
- Hong Kong
- India (GDP only)
- Japan
- Mexico
- United Kingdom

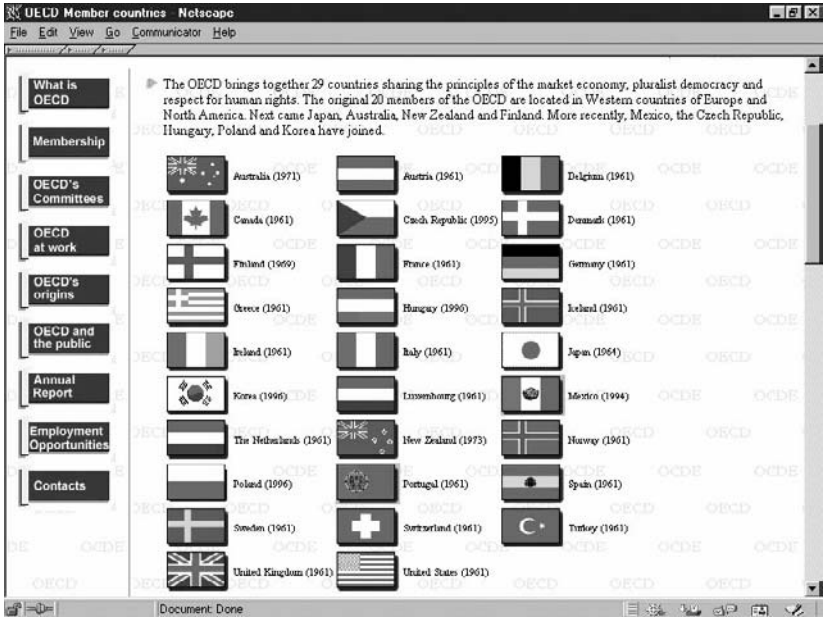
For employment situation information, a table compares the most recent four months of data; for GDP, it covers the last four quarters. For each country, the site notes the source for the data and the frequency of its release, along with a description, summary, and analysis of the figures. You can also register to be notified electronically when Dismal Scientist updates the information.

The OECD (Organisation for Economic Cooperation and Development) [<http://www.oecd.org>] is an international organization, in existence since 1961, with 29 member countries (see Figure 2.6). Its predecessor agency, the Organisation for European Economic Cooperation, was formed at the end of World War II.

The OECD's mandate is to strengthen the economies in its member countries, increase free trade, and contribute to development in industrialized and developing countries. While much of the information from the OECD is only available in a print version, there are some interesting economic statistics on its Web site [<http://www.oecd.org/std/fas.htm>] (see Figure 2.7) including the following types of data:

- Annual Comparison of Levels of GDP Per Capita—based on both exchange rates and on purchasing power parities (PPPs)
- Composite Leading Indicators—a composite indicator based on other indicators of economic activity (qualitative opinions on production or employment, housing permits, financial or

## 22 International Business Information on the Web



**Figure 2.6 OECD Member Countries**

monetary series, etc.), which signals cyclical movements in industrial production from six to nine months in advance

- Consumer Price Indices
- Gross Domestic Product—in US\$billions, based on exchange rates
- Latest Short-Term Indicators—GDP, leading indicators, consumer price indices, current balance, unemployment rates, interest rates
- Quarterly Growth Rates in GDP at Constant Prices—percentage changes from previous period, seasonally adjusted, at quarterly rates
- Purchasing Power Parities (PPPs) for all OECD Countries
- Purchasing Power Parity Based Comparative Price Levels
- Standardized Unemployment Rates

Now, while much of this information might seem like gibberish to the noneconomist, the statistics given and the comparisons shown can prove very helpful and illuminating to a company interested in

GDP per capita based on exchange rates and on PPP Netscape

File Edit View Go Communicator Help

GDP per capita, 1998  
at current prices, in US dollars

PIB par tête, 1998  
aux prix courants, en dollars des États Unis

OECD Member Countries	based on current exchange rates	based on current purchasing power parities	Pays Membres de l'OCDE
Canada	19616	24887	Canada
Mexico	4330	7040	Mexico
United States	32329	32329	United States
Australia	19477	24667	Australia
Japan (1)	29948	23074	Japan (1)
Korea	6988	14476	Korea
New Zealand (1)	13925	17566	New Zealand (1)
Austria	26166	22726	Austria
Belgium	24541	23571	Belgium
Czech Republic	5479	13011	Czech Republic
Denmark	22978	25609	Denmark
Finland	24938	21751	Finland
France (2)	24634	21156	France (2)
Germany	26217	22992	Germany
Greece	11561	14143	Greece
Hungary	4646	10268	Hungary
Iceland (1)	20192	25071	Iceland (1)
Ireland	22921	23166	Ireland
Italy	26679	21246	Italy

Document: Done

Figure 2.7 Sample OECD Statistics

doing business in another country. When considering two countries, all other factors being equal, the comparative strength of the two economies might decide the issue.

## Worldwide Directory Sites

When you don't know where to start searching or after you've exhausted all the usual sources, turn to lists and directories prepared by others. Some organization, often a library or a university, probably has prepared a list of Internet sites on your topic. Here are some that target international business information.

Statistical Data Locators [<http://www.ntu.edu.sg/library/stat/statdata.htm>] is a service of the Nanyang Technological University Library in Singapore. The page is broken into the following regions:

- Africa (South Africa)
- Asia (Singapore, Brunei, China, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Mongolia, Myanmar, Philippines, Sri Lanka, Taiwan, Thailand)



## **24 International Business Information on the Web**

- Europe (Denmark, Finland, France, Ireland, Netherlands, Norway, Slovenia, Sweden, United Kingdom)
- International
- Latin America (Argentina, Bolivia, Brazil, Chile, Colombia, Mexico, Paraguay, Peru, Venezuela)
- North America (U.S. and Canada)
- Oceania (Australia, New Zealand)
- Others (Egypt, Israel, Russia, Singapore, Turkey)

Each region has numerous links for locating statistical data by country, such as economic indicators, population profiles, country risk reports, and banking. Each time I have visited the site, it has updated within the last month, so the links are very current. With such frequent updating, it might be worth your while to check the site even if your country of interest is not on the above list. They could have added it.

The site also links to a Financial Data Locators page that contains links to many Singapore-related financial sites, as well as international financial sites in the following categories:

- Banking, Finance, Money
- Corporate Governance
- Currency, Exchange Rates
- Gov. Finance, Bonds
- Financial Online News and Newspapers
- Stock Exchanges and Securities Markets
- Bibliography on International Statistics Sources
- Investor's Listing
- Banks on the Web
- Finance Journals
- Interest Rates
- Financial Software
- International Trade

The University of Strathclyde's Department of Information Science in Glasgow, Scotland, has a series of useful international business directory sites. While some overlap, you should still check each one. Updating for the various pages in this series of sites does not appear to be uniform. Some update very currently, while others have had no updates for close to a year. Business Information Sources on the Internet: Directories Worldwide and Other Countries [<http://www.dis.strath.ac.uk/business/directories.html>] basically lists international business directories. It begins with global sources and then breaks out on a regional and country basis. It includes both fee-based and free sites. Business Information Sources on the Internet: Company Profiles and Financial Information [<http://www.dis.strath.ac.uk/business/financials.html>], as the name suggests, is a directory of sites and services on the Internet specializing in international company profiles and financial information. The Business Information Sources on the Internet series includes these sites:

- Commercial Market Research Companies  
<http://www.dis.strath.ac.uk/business/marketres.html>
- Country Information  
<http://www.dis.strath.ac.uk/business/countries.html>  
Country- and region-specific, as well as worldwide
- Statistical, Economic, and Market Information  
<http://www.dis.strath.ac.uk/business/market.html>
- Trade Directories  
<http://www.dis.strath.ac.uk/business/trade.html>  
Currently includes the categories Banking, Computing, Chemicals, Consultants and Information Brokers, Engineering, Fashion, Food, Hotels, Libraries, Manufacturing (U.S. & Canada), Media, Oil and Gas, Pipelines, Polymers & Rubber, Promotional Merchandise, Telecommunications, Training, Welding, and Wood and Paper

The Andersonian Library at the University of Strathclyde runs the BUBL 5:15 site [<http://bubl.ac.uk/link/five/wor.html>]. BUBL, established in 1990, originally stood for BULLETIN Board for Libraries. Today they call it the BUBL Information Service, or BUBL for short. The goal of the site is to provide at least five relevant resources for every subject included and a maximum of fifteen resources for most

## 26 International Business Information on the Web

subjects, which explains the 5:15. However, as they do not strictly adhere to the fifteen maximum, you may find up to thirty-five items for some subjects. From the drop-down menu, you can select a country. Alongside the name of each site, they provide a description of the type of information found at the site. They claim to check all links once a month. By going to the BUBL Updates page [http://bubl.ac.uk/link/updates/current.html] you can check what they have added to BUBL within the last couple of weeks.

BUBL also has a Countries and Continents page [http://bubl.ac.uk/link/countries.html] that appears to list almost every country in the world. Selecting a country will retrieve a list of links similar to those found by searching the 5:15 page. For some reason, slightly different results are returned from the two searches, so if you haven't found what you need, be sure to search both pages. A portion of the results of a search on Egypt appears in Figure 2.8.

**BUBL LINK / 5:15** Catalogue of Internet Resources

Home | Search | Subject Menus | A-Z | Dewey | Countries | Types | Updates | Random | About

### Egypt

See also: [Egyptian history](#)

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[A-Z Index](#)

Titles	Descriptions
<a href="#">1. Arab Nat: Egypt</a>	<a href="#">Arab Nat: Egypt</a> Brief details of the history and geography of Egypt, as well as business, culture, government and transport information. <i>Author:</i> Saudi Research & Marketing Group <i>Subjects:</i> egypt <i>DeweyClass:</i> 962 <i>ResourceType:</i> documents <i>Location:</i> uk <i>Last checked:</i> 19990131
<a href="#">2. Arab World Online</a>	<a href="#">Arab World Online</a> Range of information about the Arab world, including business, news, events, organisations, travel and entertainment, plus a commercial directory and a set of country-specific information about 22 Arab countries. <i>Author:</i> National US - Arab Chamber of Commerce (NUSACC) and Multitasking Online <i>Subjects:</i> algeria, arabs, bahrain, comoros, djibouti, egypt, iraq, jordan, kuwait, lebanon, libya, mauritania, morocco, oman, qatar, saudi arabia, somalia, sudan, syria, tunisia, united arab emirates, yemen <i>DeweyClass:</i> 305.8
<a href="#">3. CIA World Fact Book 1998: Egypt</a>	
<a href="#">4. Egypt Country Report on Human Rights Practices for 1998</a>	
<a href="#">5. Egypt Information Highway</a>	
<a href="#">6. Egypt: Presidency of the Arab Republic of Egypt</a>	
<a href="#">7. Egyptology Resources</a>	
<a href="#">8. EOHR: Egyptian Organisation for Human Rights</a>	
<a href="#">9. Ethnologue Language Database: Egypt</a>	
<a href="#">10. Index on Africa: Egypt</a>	
<a href="#">11. Library of Congress Country Studies: Egypt</a>	
<a href="#">12. Map of Egypt</a>	
<a href="#">13. Maps of Africa</a>	
<a href="#">14. Model League of Arab States: Egypt</a>	
<a href="#">15. Mummies of Ancient Egypt</a>	
<a href="#">16. Oriental Costumes: Their Designs and Colours</a>	
<a href="#">17. Political Resources on the Net: Egypt</a>	
<a href="#">18. State of Food and Agriculture</a>	

Figure 2.8 BUBL Country Search

Michigan State University's Center for International Business Education and Research (MSU-CIBER) has an index called International Business Resources on the WWW [http://ciber.bus.msu.edu/busres.htm]. You can use this site in two ways—either through the internal search engine or by scrolling down the page

and choosing a category from the Index, such as Regional or Country Specific Information (Africa). This will then bring you to a list of sites that contains African business information. The Index contains about twenty categories including these:

- Government Resources
- International Trade Information
- News/Periodicals—International
- Regional or Country Specific Information: General, Africa, Asia and Oceania, Europe, Central and South America, and North America
- Statistical Data and Information Resources

Here are a few more directory sites worth taking a look at:

- **Everything International**

<http://faculty.philau.edu/russowl/russow.html>

Maintained by a faculty member at Philadelphia University, this site covers Country & Regional Data, International Organizations, Product Classification Systems, Company & Industry Data, Market Entry (Export) Assistance, and more. The site states that they check all the links approximately once every ten days.

- **Global Reach—Global Business Center**

<http://www.gltreach.com/gbc/index.php3>

This site carries lots of information in languages other than English. For starters, the site itself can be viewed in nine languages. The contents of the site are organized by languages and regions: Chinese, German, English, Spanish, Finnish, French, Greek, Italian, Japanese, Korean, Dutch, Portuguese, Scandinavia, Pacific Rim, Central/Eastern Europe, and Africa/Middle East. Each of these sections includes, among others, a business category containing links to English and non-English sites.

- **Marketing and International Business Links**

<http://wtfaulty.wtamu.edu/~sanwar.bus/otherlinks.htm>

This is another site maintained by a faculty member, this time from West Texas A&M University. Keep scrolling down

## 28 International Business Information on the Web

the page; it's long, but don't get frustrated. Topics covered include International Business, Marketing, and Trade Journals; Barter & Countertrade; Country Rankings & Regional Studies; Doing Business Guides & Surveys; Multinational Corporations—Rankings & Surveys; and much more.

- **VIBES—Virtual International Business & Economic Sources**

<http://libweb.uncc.edu/ref-bus/vibehome.htm>

From the University of North Carolina, Charlotte, this site divides into three sections: Comprehensive (the whole world), Regional (one continent or region), and National (one country). All sites listed are in English and free. The Table of Contents gives you a good idea as to the topics covered (see Figure 2.9).

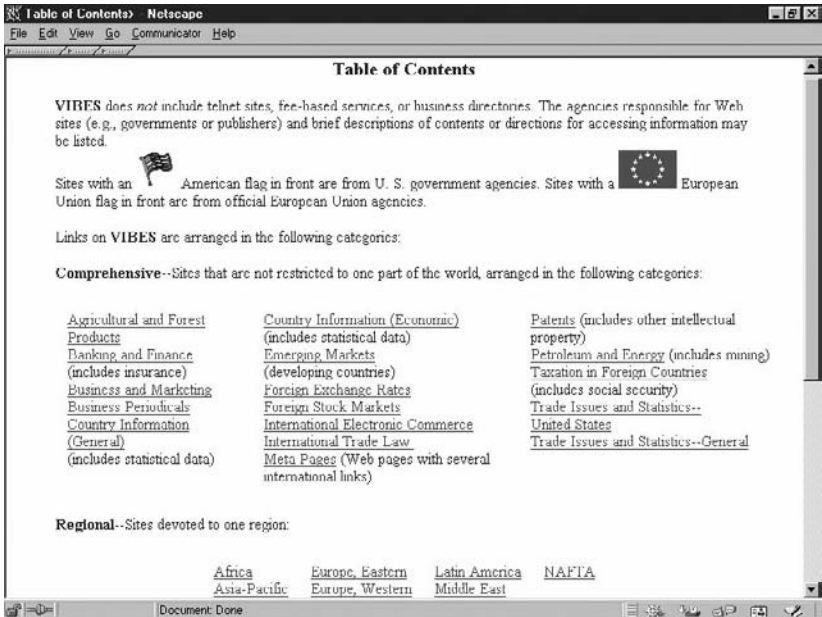


Figure 2.9 VIBES Table of Contents

- **Nanyang Technological University Library**

<http://www.ntu.edu.sg/library/biz/intrade.htm>

While the listings on this site focus on either Singapore or the Asia/Pacific Region, it also links to international trade fairs, multilateral development organizations, international trade statistics, global commerce and trade sites, and more.

- **Rutgers University Libraries (RUL) Resources for International Business**

[http://www.libraries.rutgers.edu/rul/rr\\_gateway/research\\_guides/busi/intbus.shtml](http://www.libraries.rutgers.edu/rul/rr_gateway/research_guides/busi/intbus.shtml)

This directory is divided into seven categories: Background Materials, Regions, Countries, Statistics, News, Useful Resources, and Infoservers. Two other pages at the RUL site cover Banks and Financial Services [[http://www.libraries.rutgers.edu/rul/rr\\_gateway/research\\_guides/busi/banks.shtml](http://www.libraries.rutgers.edu/rul/rr_gateway/research_guides/busi/banks.shtml)] and Company Research [[http://www.libraries.rutgers.edu/rul/rr\\_gateway/research\\_guides/busi/company.shtml](http://www.libraries.rutgers.edu/rul/rr_gateway/research_guides/busi/company.shtml)]. While the links on these two pages aren't exclusively international, if you keep scrolling down, you'll find the relevant sites.

- **Global Business Web**

<http://www.globalbusinessweb.com>

Here you will find global and regional business links, along with links to regional business news.

- **Pepperdine University Libraries International Business Web Sites**

<http://rigel.pepperdine.edu/resources/Guides/Bibintl.htm>

Short descriptions are provided for the various links for sites divided into the following categories: Countries, International Organizations, Trade, Companies, Finance, Currency, Business Reference Helpers, and Other Links.

- **Worldclass Supersite**

<http://web.idirect.com/~tiger/supersit.htm>

More than 1,000 sites from nearly 100 countries appear here. The most relevant categories are Reference, News, Money, and Trade.



Figure 2.10 Search Engine Colossus Entries for Honduras

## Search Engines

When searching the Web for international business information, try using one or more international search engines. Arnold IT [<http://www.arnoldit.com/lists/intlsearch.asp>] has compiled a very extensive list of the search engines available. It covers countries from Angola to Yugoslavia, as well as the regions of Africa, Asia, Europe, and the Middle East. While most of the search engines are not designed to retrieve business information in particular, and some might not be searchable in English, this is still a valuable road to take when you're stumped. Here are some other directories of international search engines:

- **Search Engine Colossus**

<http://www.searchenginecolossus.com>

This source contains listings for approximately 100 countries, each showing the name of the search engine and the language used for searching it (see Figure 2.10).

- **Search Engines Worldwide**

<http://www.twics.com/~takakuwa/search/search.html>

Five regions, 130 countries, and links to almost 1,000 international search engines can be found here; no indication as to language.

## **Foreign Embassies**

When you look for information on an overseas company or a market study and nothing turns up, it can be very frustrating. Here are a few more avenues to travel.

Often, the embassy of a country will have international business and trade information at its Web site. It might have specific economic information or it might have a list, with links, of major companies in the country. Try The Embassy Web [<http://www.embpage.org>], a searchable database with over 50,000 addresses, phone numbers, and e-mail addresses of diplomatic posts worldwide. Here you will find most diplomatic offices (embassies, consulates, etc.) across the world. For example, if you select Japan, you will receive a list of links to the various foreign embassies and consulates located within Japan. The Embassy Web also has a section, called International Sites, that links to many diplomacy, international affairs, trade, and policy sites. It also offers international news. The site undergoes some updating on a daily basis. It will soon offer weekly reviews and snapshots of some of the best sites on its list.

Check The Electronic Embassy [<http://www.embassy.org>], which provides information on all the foreign embassies in Washington, DC. When you choose a country, at the very least you will get contact information for that embassy; sometimes you will also get a link for the embassy's Web site. If an e-mail address is provided, you may find it tempting to send off a quick e-mail inquiry asking for information. In my experience, most of those messages go unanswered. Not so long ago, while working on a project, I sent messages to about half a dozen different embassies asking for very simple contact information and received not one reply. When I followed up with phone calls, an official at one embassy informed me that no one reads the incoming e-mail messages for the address listed at the Web site.

Either The Embassy Web or The Electronic Embassy provided the URLs for the following countries' embassy Web sites in the U.S.:



## **32 International Business Information on the Web**

- **Algeria**  
<http://www.algeria-un.org/nspage.html>
- **Antigua & Barbuda**  
[http://www.undp.org/missions/antigua\\_barbuda](http://www.undp.org/missions/antigua_barbuda)
- **Argentina**  
<http://www.embassyofargentina-usa.org>
- **Armenia**  
<http://www.armeniaemb.org>
- **Australia**  
<http://www.austemb.org>
- **Austria**  
<http://www.austria.org>
- **Azerbaijan**  
<http://www.azembassy.com>
- **Bahrain**  
<http://www.bahrainembassy.org>
- **Bangladesh**  
<http://www.un.int/bangladesh>
- **Belarus**  
<http://www.undp.org/missions/belarus/index.html>
- **Belgium**  
<http://www.belgium-emb.org/Atlas/atlas.asp?lng=EN>
- **Bosnia and Herzegovina**  
<http://www.bosnianembassy.org>
- **Brazil**  
<http://www.brasilemb.org>
- **Bulgaria**  
<http://www.bulgaria-embassy.org>
- **Burkina Faso**  
<http://www.burkinaembassy-usa.org>
- **Cambodia**  
<http://www.embassy.org/cambodia>

- **Chad**  
<http://www.chadembassy.org>
- **China, Peoples Republic of**  
<http://www.china-embassy.org>
- **China, Republic of**  
<http://www.taipei.org>
- **Colombia**  
<http://www.colombiaemb.org>
- **Costa Rica**  
<http://www.costarica.com/embassy>
- **Croatia**  
<http://www.croatiaemb.org>
- **Czech Republic**  
<http://www.czech.cz/washington>
- **Denmark**  
<http://www.denmarkemb.org>
- **Dominican Republic**  
<http://www.domrep.org>
- **Ecuador**  
<http://www.ecuador.org>
- **Estonia**  
<http://www.estemb.org>
- **Finland**  
<http://www.finland.org/index.html>
- **France**  
<http://www.info-france-usa.org>
- **Georgia**  
<http://www.georgiaemb.org>
- **Germany**  
[http://www.germany-info.org/f\\_index.html](http://www.germany-info.org/f_index.html)
- **Ghana**  
<http://www.undp.org/missions/ghana>

### **34 International Business Information on the Web**

- **Greece**  
<http://www.greekembassy.org>
- **Guatemala**  
<http://www.guatemala-embassy.org>
- **Haiti**  
<http://www.haiti.org>
- **Hungary**  
<http://www.hungaryemb.org>
- **Iceland**  
<http://www.iceland.org/index.html>
- **India**  
<http://www.indianembassy.org>
- **Indonesia**  
<http://www.kbri.org>
- **Iran**  
[http://www.daftar.org/default\\_eng.htm](http://www.daftar.org/default_eng.htm)
- **Ireland**  
<http://www.irelandemb.org>
- **Israel**  
<http://www.israelemb.org>
- **Italy**  
<http://www.italyemb.org>
- **Jamaica**  
<http://www.emjam-usa.org>
- **Japan**  
<http://www.embjapan.org>
- **Jordan**  
<http://www.jordanembassyus.org>
- **Kenya**  
<http://www.kenyaembassy.com>
- **Korea**  
[http://www.mofat.go.kr/en\\_usa.htm](http://www.mofat.go.kr/en_usa.htm)

- **Kuwait**  
<http://www.undp.org/missions/kuwait>
- **Laos**  
<http://www.laoembassy.com>
- **Latvia**  
<http://www.latvia-usa.org>
- **Lebanon**  
<http://www.lebanonembassy.org>
- **Liberia**  
<http://www.liberiaemb.org/>
- **Lithuania**  
<http://www.ltembassyus.org>
- **Madagascar**  
<http://www.embassy.org/madagascar>
- **Malaysia**  
<http://www.undp.org/missions/malaysia>
- **Mali**  
<http://www.maliembassy-usa.org>
- **Marshall Islands**  
<http://www.rmiembassyus.org/usemb.html>
- **Mauritius**  
<http://www.idsonline.com/usa/embasydc.html>
- **Mexico**  
<http://www.embassyofmexico.org/english/main2.htm>
- **Micronesia**  
<http://www.fsmgov.org/fsmun>
- **Moldova**  
<http://www.rol.org/moldova>
- **Mongolia**  
<http://members.aol.com/monemb>
- **Nepal**  
<http://www.undp.org/missions/nepal>

### **36 International Business Information on the Web**

- **Netherlands**  
[http://www.netherlands-embassy.org/f\\_netscape.html](http://www.netherlands-embassy.org/f_netscape.html)
- **New Zealand**  
<http://www.nzemb.org>
- **Norway**  
<http://www.norway.org/index.html>
- **Pakistan**  
<http://www.pakistan-embassy.com>
- **Papua New Guinea**  
<http://www.pngembassy.org>
- **Peru**  
<http://www.peruemb.org/intro.html>
- **Philippines**  
<http://www.embassyonline.com>
- **Poland**  
<http://www.polishworld.com/polemb>
- **Portugal**  
<http://www.portugalemb.org>
- **Romania**  
<http://www.roembus.org>
- **Russian Federation**  
<http://www.russianembassy.org>
- **St. Kitts and Nevis**  
<http://www.stkittsnevis.org>
- **Saudi Arabia**  
<http://www.saudiembassy.net>
- **Singapore**  
<http://www.gov.sg/mfa/washington>
- **Slovak Republic**  
<http://www.slovakemb.com>
- **Slovenia**  
<http://www.embassy.org/slovenia>

- **South Africa**  
<http://usaembassy.southafrica.net>
- **Spain**  
<http://www.spainemb.org/ingles/indexing.htm>
- **Sudan**  
<http://www.sudanembassyus.org>
- **Sweden**  
<http://www.swedenemb.org>
- **Switzerland**  
<http://www.swissemb.org>
- **Thailand**  
<http://www.thaiembdc.org>
- **Turkey**  
<http://www.turkey.org/start.html>
- **Turkmenistan**  
<http://www.turkmenistanembassy.org>
- **Uganda**  
<http://www.ugandaweb.com/ugaembassy>
- **Ukraine**  
<http://www.ukremb.com>
- **United Kingdom**  
<http://www.britain-info.org>
- **Uruguay**  
<http://www.embassy.org/uruguay>
- **Uzbekistan**  
<http://www.uzbekistan.org>
- **Venezuela**  
<http://www.embavenez-us.org>
- **Vietnam**  
<http://www.vietnamembassy-usa.org>
- **Yemen**  
<http://www.yemenembassy.org>

On occasion, a local government office might have the data needed. Purdue University Libraries offers THOR—The Online Resource [<http://thorplus.lib.purdue.edu/vlibrary/reading/govdocs/foreign.html>]. THOR contains links to various branches of foreign governments starting with Albania (Office of the President) and going through Zimbabwe.

## **Chambers of Commerce and Industry**

Chambers of commerce or industry can be useful resources for international business information. Chambers can take many forms. They are generally organizations whose members comprise individuals and/or companies with a common business interest. There are chambers for cities, states, countries, industries, and more. Sometimes chambers are private with specific membership criteria; others are open to anyone with an interest in the chamber's "theme." As with embassies, overseas chambers may have one or more lists of local businesses, often with links to their Web sites. Sometimes the chambers have market research reports, industry studies, or other publications available for sale at the Web site. The U.S. Chamber of Commerce has an international division [<http://www.uschamber.org/intl/index.html>] that offers a variety of programs and services. One of the most useful portions of this site is the section concerning the American Chambers of Commerce Abroad (AmChams) [<http://www.uschamber.org/intl/amcham.htm>], international affiliates of the U.S. Chamber of Commerce. AmChams are associations of business executives interested in U.S. foreign trade and investment. This site offers a list of all of the AmChams worldwide, many of them with links to their Web sites. If your country of interest does not have a Web site link, I would suggest calling the International Division of the U.S. Chamber of Commerce (202/463-5460) and asking for contact information. (Note: Individual country AmCham links will appear in the regional chapters.)

The World Chambers Network [<http://www.worldchambers.com>] (WCN) is an online network that links more than 10,000 chambers of commerce and industry worldwide. It is managed by three organizations: International Bureau of Chamber of Commerce (IBCC)/International Chamber of Commerce (ICC), The Paris Chamber of Commerce and Industry (CCIP), and The Global Management Center of the Trade Information Network of the UN/G77 Chambers of Commerce (GMC/TIN). WCN maintains an index of chambers of

commerce and industry searchable by region, country, city, state, or name. For example, searching on Venezuela in South America returns ten chambers sorted by city (see Figure 2.11).

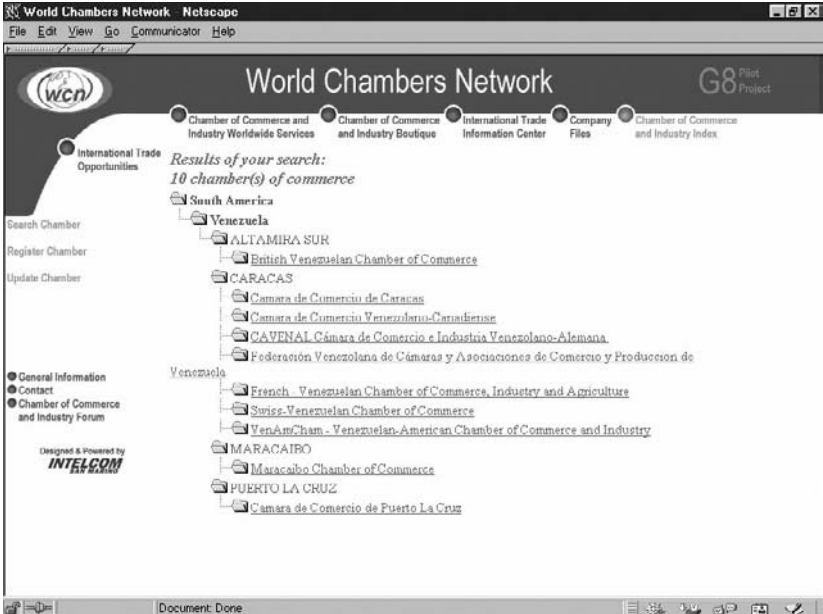


Figure 2.11 World Chambers Network Search Results

## Lists, Lists, and More Lists

People love making lists. We make to-do lists, shopping lists, Christmas card lists. And someone is always doing a Best of ... List or a Top (fill in the appropriate number) List. International Business is no exception. The lists are out there; you just need to find them. Forbes has The 2000 Forbes International 800 [http://www.forbes.com/international800]. You can search the list by company name, industry, country, or rank. Close to forty industries are represented including Aerospace & Military Technology, Banking, Business & Public Services, Energy Sources, Forest Products & Paper, Telecommunications, and Utilities—Electrical & Gas. When you find a company of interest, you get a short directory listing with contact information, number of employees, revenue, assets, profitability information, the company's ranking on the list, and a link to the company's Web site.



## **40 International Business Information on the Web**

The Forbes list updates annually with the lists for the previous two years also available. You can also search for the 100 Largest Foreign Investments in the U.S., the Top 100 International Bargains, the Top 100 U.S.-Traded Foreign Stocks, and the 100 Largest U.S. Multinationals.

Not to be outdone, Fortune has The 2000 Fortune Global 500 [<http://www.fortune.com/fortune/global500/index.html>], which contains very similar information to the Forbes list. The rankings on the two lists differ somewhat as the Forbes list does not include U.S. companies. Therefore, on the Fortune list, General Motors is number one; on the Forbes list, it is DaimlerChrysler Group. Since we want international information, this is not a serious omission. The Fortune list has a FAQ page that provides definitions to many of the terms used. A few more industries appear on the Fortune list than on the Forbes list, as well as industry median statistics.

Fortune provides links to retrieve the top performers in the following categories:

- Biggest employers
- Biggest increases in profits
- Biggest increases in revenue
- Highest profits
- Highest returns on assets
- Highest returns on revenue

Figures 2.12 and 2.13 show the entry for DaimlerChrysler from Forbes and Fortune, respectively.

And, in case Forbes and Fortune don't answer your questions regarding top international companies, you can always turn to The BusinessWeek Global 1000 [[http://www.businessweek.com/2000/00\\_28/b3689009.htm](http://www.businessweek.com/2000/00_28/b3689009.htm)]. Here you will find companies sorted by rank, country, and alphabetically, along with the Top 200 Emerging Market Companies. The nice thing about the BusinessWeek tables is that you can view them in either HTML or PDF format (see Figure 2.14).

IndustryWeek [<http://www.industryweek.com>] compiles numerous Top ... Lists. As the site is a bit difficult to navigate, I've included the URLs for most of the international ones here:

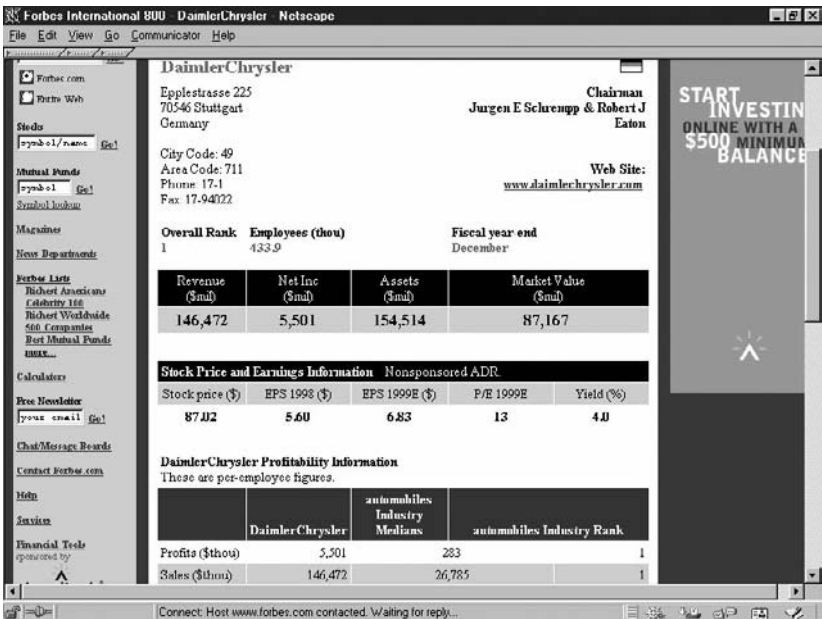


Figure 2.12 Forbes International 800 Listing

- **100 Largest IT Companies**  
<http://www.industryweek.com/iwinprint/data/chart4-7B.html>
- **Industry Financial Performance Benchmarks**  
<http://www.industryweek.com/iwinprint/data/chart3-2.html>
- **International Freight and Passenger Transport by Country**  
<http://www.industryweek.com/iwinprint/data/chart4-13.html>
- **International Electricity Costs**  
<http://www.industryweek.com/iwinprint/data/chart4-5.html>
- **Largest Advertising Agencies by Billings**  
<http://www.industryweek.com/iwinprint/data/chart2-3.html>
- **Largest Executive Search Firms**  
<http://www.industryweek.com/iwinprint/data/chart2-2.html>
- **Largest International Law Firms**  
<http://www.industryweek.com/iwinprint/data/chart2-5.html>
- **Stock Markets of the World by Market Capitalization**  
<http://www.industryweek.com/iwinprint/data/chart2-1.html>

Global 500 | Company Snapshot | Netscape

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### Company Snapshot

« Previous Next »

## No. 2 DaimlerChrysler

CEO: Jürgen E. Schrempp  
Industry: Motor Vehicle and Parts  
Headquarters: Epplestrasse 225  
Stuttgart, 70546  
Telephone: 49-711-17-1  
Website: www.daimlerchrysler.com

Current stock price  
N/A  
Current Price: N/A  
Yesterday's close: N/A  
Change: N/A  
Market data delayed at least 15 min.  
Closing prices, past 20 days  
N/A  
Stock Price vs. S&P 500 (1 year)

Global 500 Rank: 97: 17

Fortune 500 rank: N/A  
Most Admired rank: N/A

Revenue	Profits	Assets	Stockholders' Equity	Employees
\$ millions	\$ millions	\$ millions	\$ millions	
154,615.0	5,656.0	159,738.0	35,629.0	441,500
% change from 1997	% change from 1997			
110.1	21.9			

Format: 1. Thousands U.S. Dollars U.S. Securities Exchange Ticker

Figure 2.13 Fortune Dune Global 500 Listing

Acrobat Reader | [VU/VUHN1.pdf]

## The Top 200 Emerging-Market Companies

RANK 1999-2000	COMPANY	COUNTRY	MARKET VALUE U.S. \$ MIL.	PER SHARE U.S. \$	% CHG. FROM '99 (U.S. \$)	PRICE/ EBOOK VALUE RATIO	P/E RATIO	YIELD %	M/LY. U.S. \$ MIL.	PROFITS U.S. \$ MIL.	ROE %	RETURN ON EQUITY %	INDUSTRY CODE	
1	TELCEL (TELCEL)	Mexico	3,330.5	4.67	84	3.1	19	1.8	806.3	169.0	13.1	16.9	55	
2	CHINA TELECOM (HONG KONG)	China	2,529.4	2.21	21	3.9	30	0.0	316.2	833	NA	12.8	55	
3	GAP (HONG KONG)	Hong Kong	2,450.2	10.26	26	1.3	61	0.7	563.0	405.6	NA	2.16	12	
4	TAIWAN SEMICONDUCTOR MFG.	Taiwan	2,162.7	4.45	40	8.8	37	0.0	1,535	469	NA	15.6	35	
5	KOREA ELECTRIC POWER (KEPCO)	Korea	1,915.2	3.1	214	16.5	1.3	21	1.6	119.0*	0.0*	41.62*	6.1	12
6	ANGLO AMERICAN	South Africa	1,848.7	4.5	-5	1.6	13	2.0	NA	808	8296	12.4	71	
7	PPF	Argentina	1,514.6	4.3	30	3.0	21	2.0	5,501	500	13,140	7.4	11	
8	KOREA TELECOM	Korea	1,473.1	5.1	NA	3.0	68	0.7	7,996*	218*	NA	4.4	55	
9	CATHAY LIFE INSURANCE	Taiwan	1,415.7	3.11	7	6.6	31	1.4	NA	NA	NA	21.3	03	
10	PETROBRAS	Brazil	1,331.7	1.46	-24	1.3	1.3	20	2.4	104.73	807	23.313	6.4	11
11	SAMSUNG ELECTRONICS	Korea	1,205.0	70.90	0.5	1.9	40	0.7	109.29*	204*	194.42*	4.6	41	
12	HINDUSTAN LEBER	India	1,176.4	5.4	40	44	36.3	5.2	1.0	221.3*	195*	82.34*	69.0	44
13	ELECTROBRAS	Brazil	1,114.2	2.1	-34	-2	0.3	0	1.2	503.5	1159	51.257	4.9	12
14	HELLING TELECOMMUNICATIONS ORGANIZATION	Denmark	1,002.6	22	-18	-16	3.8	1.6	1.8	3039	697	NA	23.84	55
15	NATIONAL BANK OF GREECE	Greece	1,087.9	20	103	108	6.1	102	1.5	NA	784	NA	6.0	61
16	ASUSTEK COMPUTER	Taiwan	972.3	12	0.1	5.5	10.2	2.5	0.8	107.6	354	NA	40.3	35
17	UNITED MICROELECTRONICS	Taiwan	954.8	2.32	27	4.2	71	0.0	56.3*	135*	NA	5.9	35	
18	QUANTA COMPUTER	Taiwan	902.2	2.1	NA	17.1	32	0.2	1,500	202	NA	54.1	33	
19	TELKOM MALAYSIA	Malaysia	872.2	3	27	48	3.4	41	0.8	178.1	215	54.158	8.56	55
20	GRUPO MODELO	Mexico	851.1	3	13	24	2.7	32	1.2	212.5	242	NA	0.5	43
21	TELEKOMUNIKACJA POLSKA (TPSA)	Poland	850.3	6	NA	NA	3.7	32	0.0	25.41	264	NA	11.6	55
22	DE BEERS CONSOLIDATED MINES	South Africa	829.1	2.7	3	24	2.7	20	4.1	NA	407	471.9	10.8	26
23	CIFRA	Mexico	804.4	2	20	32	2.0	27	0.0	530.4	297	366.1	10.8	54
24	POHANG IRON & STEEL (POSCO)	Korea	776.7	8.1	134	97	1.2	8	1.3	938.8*	946*	165.40*	14.8	25
25	KRUIANG THAI BANK	Thailand	755.2	1	304	271	3.4	-5	0.0	NA	1660*	287.21*	NEC	61
26	TELECOMUNICACOES DE SAO PAULO (TELESP)	Brazil	739.7	12.3	-4.2	-1.3	1.1	12	5.5	238.1*	630*	82.64*	9.6	55
27	SK TELECOM	Korea	730.9	11.17	201	221	6.1	50	0.1	2000*	120*	3459*	10.56	55
28	WAL DO RIO DOCE	Brazil	704.8	-1.3	31	1.3	1.2	6.1	NA	599	991.48	10.7	25	
29	TELE ONDA DE ARGENTINA	Argentina	695.9	3	-1	-2.1	1.4	4.3	34.35	511	65.49	15.2	55	
30	CHINA DEVELOPMENT INDUSTRIAL BANK	Taiwan	619.0	2	-1	-4	3.1	24	0.0	NA	2228*	NA	13.9	62
31	ALPHA CREDIT BANK	Greece	672.4	68	47	48	7.0	26	1.9	NA	746	NA	27.0	61
32	GRUPO IBERDRA	Spain	643.2	2.1	6	17	4.4	40.2	0.0	173.4	70	43.98	NEC	51
33	LIKHOU HOLDING	Russia	637.8	9	-11	-11	4.0	230	0.1	2170.0*	73.3*	NA	1.7	11
34	PANASONIC HELLENIC TELECOM	Greece	637.7	25	NA	NA	28.8	48	NA	660	133	NA	50.0	55

Page 1 of 3 | 140% | 7.31 x 10 in

Figure 2.14 BusinessWeek Top 200 Emerging Market Companies

- **Top 25 International Accounting Networks**  
<http://www.industryweek.com/iwinprint/data/chart2-6.html>
- **Top 1000 Global Manufacturers**  
<http://www.industryweek.com/iwinprint/data/chart3-1.html>
- **Top Consulting Firms**  
<http://www.industryweek.com/iwinprint/data/chart6-2.html>
- **World's Best Hotels**  
<http://www.industryweek.com/iwinprint/data/chart4-9.html>
- **World's Best-Managed Companies**  
<http://www.industryweek.com/iwinprint/data/chart3-4.html>
- **World's Largest Steel Producers**  
<http://www.industryweek.com/iwinprint/data/chart4-3.html>
- **World's Top 50 Transnational Corporations**  
<http://www.industryweek.com/iwinprint/data/chart8.html>
- **World's Top Airlines**  
<http://www.industryweek.com/iwinprint/data/chart4-8.html>
- **World Trade Centers**  
<http://www.industryweek.com/iwiprint/data/chart5-4.html>

## **The Old Stand-Bys—Commercial Services**

Many professional searchers start any search for international business information with one or more of the traditional online services: Dialog, DataStar, Factiva, Lexis-Nexis. (Note: Each of these services has its own pricing structure with various plans available including flat-fee and pay-as-you-go options. Be sure to contact the companies for this information.) Professional searchers usually know how to search specific familiar vendors effectively, but even professionals have to avoid getting into a rut and returning to the same old databases over and over again without checking to see what else is out there—especially at a better price—on the Web. Most of the traditional services have opened access to general users via credit card payments.

The Dialog Corporation [<http://www.dialog.com>] has put a few things up on its Web site that you may find extremely helpful when searching for international business information on their services.

#### **44 International Business Information on the Web**

Start with Dialog's Subject Content page [<http://www.dialog.com/info/content/subject>] and scroll down to the Business and Finance section. Two links appear: Company Intelligence Smart Tool Sheets and Products & Markets Smart Tool Sheets. Click on Company Intelligence and you will go to a page with a drop-down menu that starts with Company Profiles. Some of the other options include Company Financial Data and Company News. Select Company Profiles and Go to Table. Here you will find a table of all Dialog and DataStar databases that contain company profile information. The table lists each database by name, where it is available (Dialog or DataStar), the number of companies covered, the geographic area covered, the type of data available (directory, full-text, etc.) and the information available in the database (see Figure 2.15). A quick scroll through the table and you can easily pick out which databases could help you with an international search. Similar tables follow the other options on the drop-down menu.

Going back to the Subject Content page and following the Products & Markets link, the categories available include Market Information (broken out by Market Research Studies, Market Share Data, and Demographic Data), Multi-Industry Sources, and Product Information. Again, by going through the relevant table, you can select which databases to search for international market information.

Factiva [<http://www.factiva.com>], the new joint Dow Jones/Reuters organization running Dow Jones Interactive (DJI) and Reuters Business Briefing (RBB), has made a concerted effort to increase its non-U.S. content, the kind of material the international business searcher finds particularly useful. According to Clare Hart, President and Chief Executive Officer, out of the approximately 6,000 publications on DJI, more than one-third come from non-U.S. sources and about fifteen percent are non-English. DJI has steadily increased the number of editors working with international content, particularly in the area of emerging markets. In 1999, worldwide Associated Press content was added to the Publications Library, including current and archive material. About the same time, Dow Jones began offering an interface to the previously mentioned Dun & Bradstreet WorldBase database. The connection is seamless and Factiva users search it using the familiar DJI search screens.

Database Name (DIALOG File #; DataStar acronym)	Availability	No. of Companies	Location	Data Type	Comp. Name	Corporate Family Structure	Address	Phone No.	Executives	Description of Business	Product/Industry Codes	Trade Names	Employees
ARC Europe European Export Industry (EIRE)	DS	158,000	Europe	Dir.	Yes		Yes	Yes	Yes	Yes	Yes		Yes
American Business Directory (331)	D	9,400,000	U.S.	Dir.	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes
Asia-Pacific Directory (738) <sup>1</sup>	D	19,000	Asia, Pacific	Dir.	Yes		Yes	Yes	Yes		Yes		Yes
BDI German Industry (BDIE)	DS	28,000	Germany	Dir.	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes
Canadian Business Directory (333)	D	1,100,000	Canada	Dir.	Yes		Yes	Yes	Yes	Yes	Yes		Yes
Chemical Sources Company Directory (CSOC)	DS	11,700	Intl	Dir.	Yes		Yes	Yes				Yes	
Corporate Affiliations (315)	D	115,000	Intl	Dir.	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes
Corporate Technology Database (CTOC)	DS	42,000	U.S.	Dir.	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes
Creditreform: Austrian Companies (AWC)	DS	45,000	Austria	Dir.	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes

**Figure 2.15** Dialog Corporation Company Profiles Table

The Dow Jones Web Center greatly expands international business research capabilities. Currently, they provide links to approximately 250 non-U.S. Web sites. Of those, close to half are non-English sites. One can search in nine languages: English, Dutch, French, German, Italian, Norwegian, Portuguese, Spanish, and Swedish. For those who only have an English keyboard, DJI even offers a pop-up keyboard with the necessary non-English characters.

If you'd like to search for useful Web sites, click on the Web Site Reviews tab on the left. You can choose how you would like the results arranged—by title, total score, etc. I did a simple search on “international business” and asked for the results to be ranked by total score. My search resulted in reviews of 11 sites, including IBM and two sites from the U.S. State Department (see Figure 2.16).

The Reuters Business Briefing interface is offered in eleven languages with content appearing in more than twenty languages. An additional plus for RBB is the inclusion of news photos, not generally found in other online sources.

World Reporter is a database developed jointly by Dow Jones, The Dialog Corporation, and Financial Times Information. It consists of more than 600 worldwide publications, including newspapers,

## 46 International Business Information on the Web

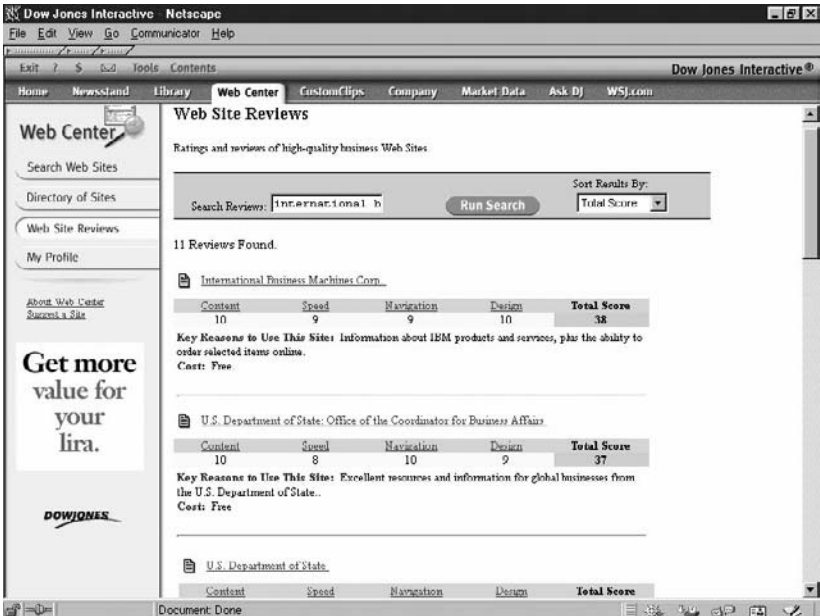


Figure 2.16 Dow Jones Interactive Web Center

business magazines, newswires, etc. Only news directly related to business appears in World Reporter, so you will not find extraneous information such as local sports, entertainment, etc. Political news appears only if it has a direct bearing on the business environment. Using DJI, the individual publications that comprise World Reporter appear separately in the Publications Library; you do not search the database separately as you would on Dialog (File 20).

Lexis-Nexis [http://lexis-nexis.com/lnc] has a number of libraries useful for locating international business information. The major libraries include Company (COMPNY), Market Research Reports (MKTRES), and World (WORLD). They also break the collection down into regional country collections. These libraries contain numerous files with international business company financial information, international market research information, and international news. To review the individual libraries and their contents easily and for free, go to the Lexis-Nexis Source Locator [http://lexis-nexis.com/lnc/sources].

## **Where Do We Go From Here?**

We have outlined general sources for international business information, but usually your needs will be much more specific, focusing on a particular region or country. To that end, you will need to complement the global information with more targeted regional or country information. So keep reading. We're about to tackle the rest of the world, region by region. It'll be a long trip and, of course, some areas will be harder to navigate than others. But, the same could be said about the early explorers trying to map the world. We'll be on a similar journey, only ours will be virtual.



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## CHAPTER 3

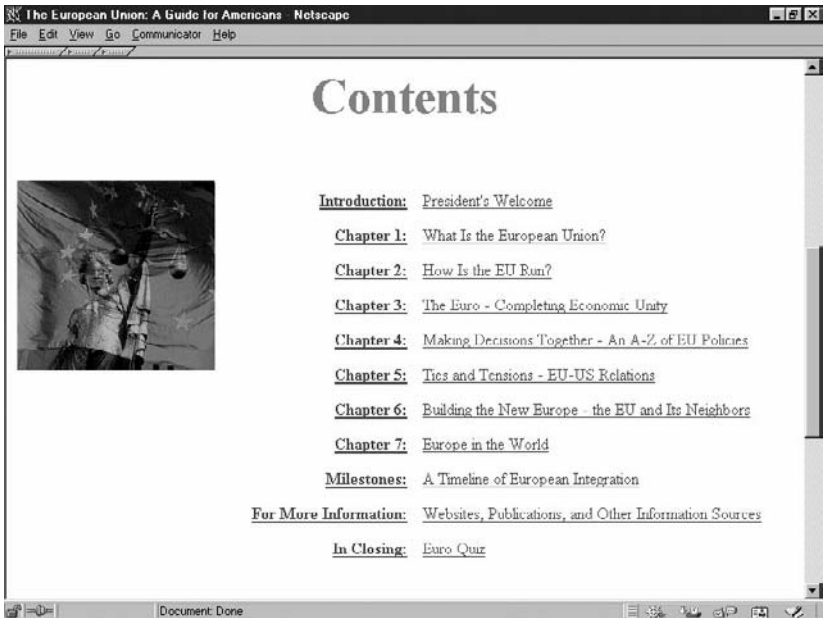
# **WESTERN EUROPE**

Western Europe is tremendously diverse geographically, culturally, linguistically, and ethnically. It should come as no surprise then that its sources of business information are equally diverse. At times one must work through difficulties to find the precise information sought, and, if found, the information may only appear in a foreign language. If you don't understand the language, your problems have only begun.

On the other hand, the stricter reporting requirements imposed by many European governments can make business research easier too. Facts and figures generally considered proprietary by U.S. privately held companies often must be reported in European countries as a matter of public record. Whether or not a privately held U.S. company operating in Europe would be held to the same reporting requirements would vary country by country and likely depend upon the organization of the European operations (subsidiary, branch, etc.). Unfortunately, given the sheer number of countries that comprise Western Europe, we cannot cover all of them in-depth; to do so would be a book unto itself. Let's start by looking at general business sources for the region. Then we'll tackle some of the individual countries in greater detail: Belgium, Denmark, France, Germany, Italy, the Netherlands, Portugal, Spain, Sweden, and the United Kingdom.

The European Union (EU) comprises fifteen countries: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, the Netherlands, Portugal, Spain, Sweden, and

the United Kingdom. The Delegation of the European Commission to the United States hosts a site called the European Union in the U.S. [<http://www.eurunion.org>] designed to inform Americans about what's going on in the European Union. A publication at the site titled *The European Union: A Guide for Americans* offers a useful introduction to a basic understanding of the EU (see Figure 3.1). (Note: A print version, including graphics not found in the Web version, may be ordered at no charge directly from the EU.)



**Figure 3.1** Table of Contents—The EU Guide for Americans

The Delegation itself does not get involved in business development and offers no services in that area. It has, however, compiled a very useful list, The European Union Business Resources [<http://www.eurunion.org/infores/index.htm>]. Several topics are covered here:

- Business Directories, Links, Databases, and More Covering the EU—European business directories (print and electronic), databases, and other sources
- Chambers of Commerce of the EU Members in the U.S.—contact details and links to the sites

- European Trade Associations
- Grants and Loans Available from the EU
- Investment Opportunities in Europe—a list of European trade, investment, and commercial offices in the U.S., often located within the country’s embassy
- U.S. Government Services for Exporters
- U.S. Private Sector Organizations

The Business Directory section also links to The European Commission’s One Stop Internet Shop for Businesses. This page answers many questions about doing business with EU countries, as well as a mechanism for obtaining personalized advice.

## **Search Engines and Directories**

EuroFerret [[http://www.euroferret.com/old\\_version.html](http://www.euroferret.com/old_version.html)] is an interesting European search engine. Established in 1996, it claims to have indexed more than 35 million documents. In addition to English, you can search EuroFerret in the following languages:

- Czech
- Danish
- Dutch
- Finnish
- French
- German
- Icelandic
- Italian
- Norwegian
- Polish
- Portuguese
- Spanish
- Swedish

EuroFerret does not use Boolean searching. For more precision, you may limit your search by country. Weather symbols indicate the relevance of a document to your query. After you see your search results, the system suggests how to refine the search.

Since I was hungry when I tested this site and, therefore, thinking about chocolate, I decided to see what EuroFerret might find on the subject. Entering “chocolate industry” as my search term, limiting the search to Belgium (supposedly one of the best sources for

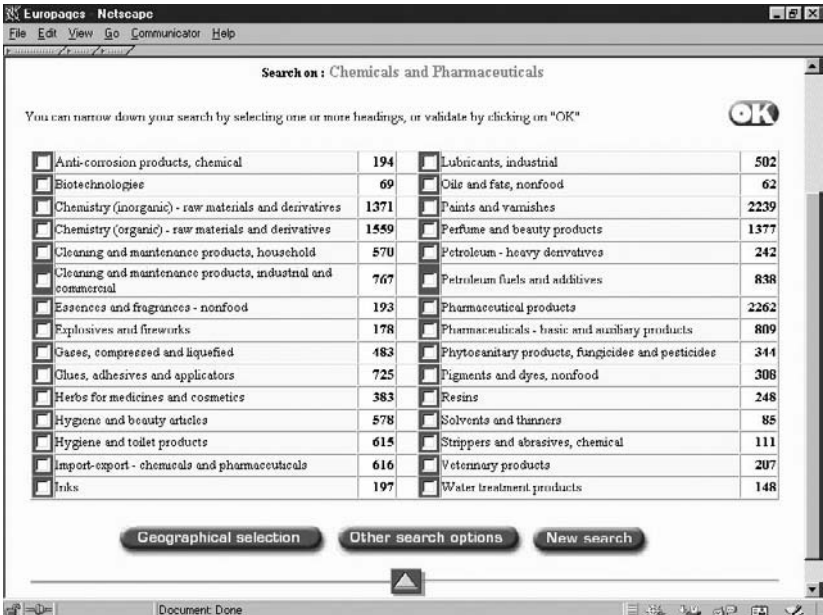
## **52 International Business Information on the Web**

chocolate), and “match all terms,” I got 16 hits, each with a bright yellow sun, which I assumed meant EuroFerret considered them all highly relevant. The first one came from the Belgian Foreign Trade Board (BFTB) site (see more on this under the Belgium subhead later in this chapter). Since I already knew about the BFTB site and liked it, I took this as a sign that EuroFerret was indeed a proficient search engine.

The latest variation on EuroFerret is WebTop.com [<http://www.webtop.com/search/topferret?PAGE=search&LOOK=euroferret>]. It belongs to the Web Solutions Division of Bright Station (formerly The Dialog Corporation). Try as I might, I had little success trying to use WebTop.com; e-mails to the company requesting additional information went unanswered. Eventually, I reverted back to the previous EuroFerret version that remains available.

Europages, the European Business Directory [<http://www.europages.com>] works something like a value-added European business Yellow Pages, with more than 500,000 listings, thirty countries, and searchable in English, German, Spanish, French, Italian, and Dutch. The first page allows searching the directory by product, service, or company name or selecting one of the twenty-five major sectors. I decided to see what happened when I chose Chemicals and Pharmaceuticals as the sector to search. This brought up a page with an extensive listing of subsectors (see Figure 3.2). Choosing “Other Search Options” at the bottom of the page gave me the additional choices of Selection by Company Data and Geographical Selection. Search results for either could be sorted by amount of information, alphabetical order, or alphabetical order by country. I could now scroll down the page and choose a subsector. I thought Herbs for Medicines and Cosmetics sounded interesting. By continuing to scroll, I could narrow my search by choosing Type of Activity (manufacturer, distributor, etc.), Workforce Size, Turnover (sales), and Country. For more specific searching, one can choose which region(s) within a country to search.

Having made my choices, Europages returned my results with only one company meeting all of my criteria. The company’s entry included basic contact information and a brief description of the company’s products, as well as a link to the company Web site.



**Figure 3.2** A Subsector List—Europages

Going back to the Europages home page, you can search for Company Catalogs in a similar fashion, although you cannot narrow the search quite as much. One drawback to this section: Even if you search in English, the catalog could very well appear in another language. (I tried using Globalink's Web Translator software on a few of the catalogs. Sometimes it worked, sometimes it didn't. It depends upon whether the text on the page is truly text or really graphics. See Conclusion for more information on translation software.)

The best feature of the Europages Web site is the Business Links section. A Practical Guide presents an overview of the European market divided into eight sections:

- Communicate with the World
- Converting to the Euro
- Exporting to and from Europe
- Jobs with a Future
- Macroeconomics Overview
- Setting Up a Company

## **54 International Business Information on the Web**

- The Computer's Revolution
- The Euro and Your Company

These sections have great facts and figures in narrative and tabular format under the subheadings of Did You Know?, Useful Links, and Statistics.

A discussion of European business directories would not be complete without at least a brief mention of the Thomas Register of European Manufacturers (TREM) [<http://www.tremnet.com>]. You must register to use the site, but registration is free. The TREM database covers approximately 180,000 manufacturers and service providers in seventeen European countries. You can search in English (both U.S. and U.K. versions), German, French, Spanish, Italian, and Dutch. The simply designed site offers searching by product/service or company name. You may also include keywords, although the site does not support Boolean searching. Unfortunately, it has no drop-down list to define products and services, so sometimes you must use trial and error to identify the appropriate terminology for the industry in question.

Search results come back with Product Headings from which to choose. Choose the relevant heading(s) and you receive a list of companies sorted by country. Click on the company to view contact information including an e-mail address. You will also learn whether the company's catalog is available for perusal online. If the catalog is not available, then the TREM site is admittedly a bit slim in the information provided. But, it still could prove useful in the early stages of a project when you have to locate companies within a particular industry.

The TREM site has a couple of other interesting features. It lets you create your own Contact List. Each company listing has an option to add that company to your Contact List. As you find companies of interest, you may add them to your list and then review and print the compiled list. The list, which can store up to ten companies, will be kept even after you log out of the site, unless you delete the companies.

You may also review your search history for the current session and rerun your searches or link directly to the listings for the companies from your search results.

About.com has a section at its site called European Search Engines & Directories [<http://websearch.about.com/internet/>

websearch/msub12-m13.htm]. While not all of the sites listed specialize in business information in particular, it's certainly worth the time to take a look at them. You never know where one site will lead you. In addition to a section on General European Search Engines & Directories, it covers the following individual countries:

- Belgium
- Denmark
- France
- Germany
- Holland
- Hungary
- Iceland
- Italy
- Malta
- Romania
- Spain
- Sweden
- Switzerland
- United Kingdom

(Note: Some of these countries will also appear in the chapter on Central and Eastern Europe.)

Here are other European search engines and directories to try:

• **AltaVista United Kingdom**

<http://uk.altavista.com>

• **Belgian Search and Navigation Matrix**

<http://mailserv.cc.kuleuven.ac.be/belgiansearch.html>

• **DENet**

<http://info.denet.dk>

DENet is a directory of Danish sites.

• **EuroSeek**—European Directory

<http://webdir.euroseek.com/?ilang=en&catid=260>

You'll find that this site is not the easiest to use. Click on the name of a country, then Business and Economy. Results usually include local companies and associations with links and brief descriptions.

• **Sear.ch**

<http://search.bluewindow.ch/search?pg=home&lang=en>

This Swiss directory is searchable in English, German, French, and Italian.



## 56 *International Business Information on the Web*

- **Search Europe**

<http://www.searcheurope.com>

- **The Web Collection**

<http://www.hugmot.is/ssafn/english>

This site is a directory of Icelandic resources.

- **UK Plus**

<http://www.ukplus.co.uk/ukplus/SilverStream/Pages/pgUKPlusHome.html>

Here you'll find a directory for the U.K.

- **VIBES—Virtual International Business & Economic Sources—Western Europe**

<http://libweb.uncc.edu/ref-bus/reg.htm#eurw>

This site from the University of North Carolina, Charlotte, includes Banking & Finance, Business & Marketing, Trade Issues & Statistics, Stock Market, and more. It also contains a list of European countries with links to companies and other country sources.

- **Voila**

<http://www.voila.com/Network>

Voila is a search engine covering the Netherlands, Belgium, United Kingdom, Spain, Portugal, Denmark, France, Italy, and Germany. It is searchable in English, Danish, Dutch, French, Italian, Portuguese, and Spanish.

## **Yellow Pages**

In a similar vein to directories, an online yellow pages directory is always a good business reference. The British Telecommunications Yell Business site [<http://www.yellowpagesbusiness.co.uk>] works well for the U.K., particularly since the business area is separate from the leisure area. It is, however, quite a bit different from the traditional yellow pages sites.

Yell Business is divided into three sections: International Trading, U.K. Business Services, and Direct Marketing. Most portions of the site require free registration. You may search for companies using various criteria and receive a count of the number of companies that match the criteria. The data itself, however, is not free. The cost displays in British pounds; after viewing it, you can purchase the

information immediately online and download the data. You may also search for credit reports on U.K. companies, which are available for a fee.

Other Western European online yellow pages sites are listed here:

- **Austria**

<http://www.gelbeseiten.at>

- **Belgium**

<http://www.infobel.com/belgium/yp/search/default.asp>

- **Denmark**

<http://www.degulesider.dk> (not in English)

<http://www.yellowpages.dk> (English)

- **France**

<http://wf.pagesjaunes.fr/pj.cgi?lang=en>

- **Germany**

[http://www.teleauskunft.de/NSAPI/Anfrage?AKTION=zeSuchseiteGelbeSeiten&SPRACHE=EN&SESSIONID=0380b1902938aa7a210007a40b&VERZEICHNIS=3&BUAB=BUNDESWEIT&H\\_NUTZUNGSBEDINGUNGEN=TRUE](http://www.teleauskunft.de/NSAPI/Anfrage?AKTION=zeSuchseiteGelbeSeiten&SPRACHE=EN&SESSIONID=0380b1902938aa7a210007a40b&VERZEICHNIS=3&BUAB=BUNDESWEIT&H_NUTZUNGSBEDINGUNGEN=TRUE)

- **Ireland**

<http://www.goldenpages.ie>

- **Italy**

<http://multilingua.seat.it/cgi-bin/webdriver?MIval=mdrindex&lingua=INGL>

- **Luxembourg**

<http://www.directory.lu/ap/default.asp?lang=3>

- **Netherlands**

<http://www.detelefoongids.nl> (not in English)

- **Norway**

<http://www.gulesider.no/index.jsp?spraak=3>

- **Portugal**

[http://www.paginasamarelas.pt/home\\_e.html](http://www.paginasamarelas.pt/home_e.html)

- **Spain (not in English)**

[http://www.paginas-amarillas.es/buscador/home\\_f.html](http://www.paginas-amarillas.es/buscador/home_f.html)

- **Sweden**

<http://www.foretagstele.se/home-en.html>

- **Switzerland**

<http://www.directories.ch/index-en.html>

## **Stock Exchanges**

When looking for financial information, a country's stock market often proves a good source. While some stock market sites might only carry stock quotes, others might include news and analysis of companies and/or industries. The following sites cover Western European stock markets with a presence on the Internet:

- **Austria—Vienna Stock Exchange**

[http://www.wbag.at/index\\_english.html](http://www.wbag.at/index_english.html)

- **Belgium—Brussels Exchange**

<http://www.stockexchange.be>

- **Denmark—Copenhagen Stock Exchange**

<http://www.xcse.dk/uk/index.asp>

- **Europe—Pan European Exchange**

<http://www.easdaq.be/easdaq.htm>

- **Finland—Helsinki Stock Exchange**

<http://www.hex.fi/eng/index.html>

- **France—Paris Stock Exchange**

<http://www.bourse-de-paris.fr>

- **Germany**

- **Frankfurt Stock Exchange**

- [http://www.exchange.de/INTERNET/EXCHANGE/index\\_e.htm](http://www.exchange.de/INTERNET/EXCHANGE/index_e.htm)

- **Baden-Württembergische Wertpapierbörse zu Stuttgart**

- <http://www.boerse-stuttgart.de>

- **Bayerische Börse—Munich Stock Exchange**

- <http://www.bayerischeboerse.de/start.html>

- **Italy**

- Italian Stock Exchange**

- <http://www.borsaitalia.it/29/129.html>

- Milan Stock Exchange—Stock Quotes**

- <http://robot1.texnet.it/finanza>

- **Luxembourg—Luxembourg Stock Exchange**

- <http://www.bourse.lu/english/index.shtml>

- **Netherlands—Amsterdam Exchanges**

- <http://www.aex.nl/aex.asp?taal=en>

- **Norway—Oslo Stock Exchange**

- <http://www.ose.no/english>

- **Portugal—Lisbon Stock Exchange**

- <http://www.bvl.pt>

- **Spain**

- Barcelona Stock Exchange**

- <http://www.borsabcn.es>

- Bolsa de Madrid**

- <http://www.bolsamadrid.es/homei.htm>

- **Sweden—Stockholm Stock Exchange**

- <http://www.omgroup.com/transaction>

- **Switzerland—Swiss Exchange**

- [http://www.swx.com/top/index\\_en.html](http://www.swx.com/top/index_en.html)

- **United Kingdom—London Stock Exchange**

- <http://www.londonstockexchange.com>

## **Chambers of Commerce and Industry**

As mentioned in the second chapter, Chambers of Commerce can be very useful sources of business information. (See Chapter 2—The World for more information on chambers.) Founded in 1958, Eurochambres, Association of European Chambers of Commerce and Industry [<http://www.eurochambres.be>] currently has more than 1,300 member chambers in more than thirty countries. Approximately 14 million businesses are represented by Eurochambre members. A Members Address List has members broken out by European Union,

## **60 International Business Information on the Web**

Central and Eastern Europe, Mediterranean, and European Free Trade Association. In all, it lists thirty-two chambers, most with an e-mail address. Eurochambres also has numerous publications and lists available, some at no charge, on topics ranging from economic surveys to electronic commerce.

Numerous American Chambers of Commerce (AmChams) are located in Western Europe:

- **American Chamber of Commerce in Austria**  
<http://www.amcham.or.at>
- **American Chamber of Commerce in Belgium**  
<http://www.amcham.be>
- **American Chamber of Commerce in Denmark**  
<http://www.amcham.dk>
- **American Chamber of Commerce in France**  
<http://www.amchamfrance.org>
- **American Chamber of Commerce in Germany**  
<http://www.amcham.de>
- **American Chamber of Commerce in Italy**  
<http://www.amcham.it>
- **American Chamber of Commerce in Luxembourg**  
<http://www.amcham.lu>
- **American Chamber of Commerce in the Netherlands**  
<http://home.planet.nl/~amchamnl>
- **U.S. Chamber of Commerce in Norway**  
<http://www.am-cham.com>
- **American Chamber of Commerce in Sweden**  
<http://www.amchamswe.se>
- **Swiss-American Chamber of Commerce**  
<http://www.amcham.ch>

Remember that cutlery export business we wanted to start? Using the International Trade Association (ITA) Web site, we determined that Western Europe was a large importer and that Germany in particular imported a great deal of cutlery. After mulling over this information, we have a new idea and need more information. In addition

to exporting our company's cutlery to Germany, we'd like to look at Germany's own cutlery manufacturers. Maybe we should partner with or acquire someone who already has a factory in Germany and increase their production capabilities. Where should we look for detailed company information?

A good start is Amadeus by Bureau van Dijk [<http://www.bvdsuite.com>]. Suzanne Clare, Bureau van Dijk's vice president of U.S. Marketing, described this Belgian company, which has operated for more than twenty-five years as a publisher of international company financial information. Bureau van Dijk has numerous products available in CD-ROM, DVD-ROM, and for use via the Internet or a company intranet, generally on a subscription basis. Most of the products are specific to Europe, although one product focuses on Japan. Amadeus (*Analyze Major Databases from European Sources*) includes information on more than 3.5 million private and public companies in thirty-one countries and updates every month. The data is organized into a standardized format to mitigate the problems of dealing with the different currencies and reporting methods of multiple countries. Bureau van Dijk receives data from almost thirty source companies throughout Europe. The information originates from the official records of various regulatory agencies.

Bureau van Dijk has another product, Fame—Financial Analysis Made Easy (available from the same site), which is very similar to Amadeus but only covers companies in the U.K. The financial information available on a given company is in much greater detail, since they don't need to standardize data across countries as in the "lowest common denominator" data collection in Amadeus. More than 440,000 public and private companies are included in the Fame database. The look and feel of searching Fame is much the same as Amadeus. Once you've climbed the learning curve on one, you can easily use the other.

While Amadeus and Fame do require subscriptions, two free features are available at the Bureau van Dijk site. On the main page of the site, there is a link for Top 20 European Companies. Clicking on any of the companies listed will get you a full financial report on that company, including location, sales, industry codes, balance sheet, and income statement (generally five years' worth of data), graphs comparing various company financial ratios to its peer group, ownership and management information, and a listing of subsidiaries.

## 62 International Business Information on the Web

The second free feature is also accessed from the main page: Free Directory. It offers various options for locating companies:

- Company Activity
- Company Name
- Company Size—three options: Very Large/Large, Medium Large/Medium/Medium Small, and Small/Very Small
- Country—specify individual country or all countries

The search results will include the company name(s), industry, and size (using the above-mentioned size criteria). The types of reports available for each company will also display; however, you must subscribe to the service to access the reports. If you need the names of companies meeting specific criteria, this is an easy and free way to do so.

I found Bureau van Dijk's customer support excellent. Phone training was extremely useful and answered all my questions easily. Customer service is strong.

The screenshot shows the Bureau van Dijk Amadeus advanced search interface. The top navigation bar includes 'Search', 'List', 'Report', 'Group Report', 'Peer Analysis', 'Statistical Analysis', 'User Profile', 'Log Out', and 'Help'. The main content area is titled 'Search Summary' and contains a table with the following data:

Delete	Edit	Enable	Criteria	Selected	Step Result	Search Result
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1 All US SIC codes (4 digits)	All Countries, Cutlery, (Cons. if not uncons.)	3421	14,986
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2 Countries	Germany, (Cons. if not uncons.)		679,965

Below the table, it states: 'Total number of companies selected: 253'. There are buttons for 'Clear Search', 'Show Boolean', 'Save Strategy', and 'Save Co. Set'. A help message at the bottom reads: 'You can change your search by: Permanently deleting a search step, Editing a search step, Temporarily including or removing a search step so you can see what effect this has on your search. To do this click on the relevant option for your chosen step. If you select edit it will take you back to the relevant search screen. If you select delete the corresponding step will be deleted. If you want to view the companies then click on list or report at the top of the screen.'

Figure 3.3 Bureau van Dijk Search Summary

Getting back to our cutlery example, we started by searching for cutlery manufacturers. Amadeus offers numerous options when searching by industry, including U.S. SIC (Standard Industrial Classification), NAICS (North American Industrial Classification)

System), and numerous other country-specific industry codes. Using the Advanced Search function and drilling down to SIC 3421—Cutlery, I found 14,986 companies listed in the database. Referring to Figure 3.3, we see that by limiting to companies in Germany, we narrow the field down to 353. (In addition to limiting by country, Amadeus offers the options of limiting by city or region within a country.) There are options for saving and/or editing the strategy. (Note: I ran this same search a little over a year earlier. At that time, only 105 companies appeared under SIC 3421 and only sixteen of those in Germany. This shows how quickly the Amadeus database has been growing.)

Choosing the List option from the top of the page provides a list of the first 20 companies in descending order by revenue. The last year for which financial information appeared and the number of employees also display (see Figure 3.4).

Company name	Country	Com Code	Last Year	Number of employees Last Year	Operating revenue / turnover th USD Last Year
1 <input type="checkbox"/> WMF WUERTEMBERGISCHE METALLWARENFABRIK	Germany	C2	1998	5,348	632,218
2 <input type="checkbox"/> GILLETTE BETEILIGUNGS GMBH	Germany	LF	1998	1	590,518
3 <input type="checkbox"/> GILLETTE DEUTSCHLAND GMBH & CO. OHG	Germany	LF	1998	1,300	440,413
4 <input type="checkbox"/> WILKINSON SWORD GMBH SOLINGEN	Germany	U1	1998	757	194,100
5 <input type="checkbox"/> SCHNEIDER + KLEIN GMBH	Germany	LF	1998	550	140,466
6 <input type="checkbox"/> GILLETTE BERLIN HOLDING GMBH	Germany	LF	1998	3	61,826
7 <input type="checkbox"/> BIC DEUTSCHLAND GMBH & CO	Germany	LF	1998	140	59,773
8 <input type="checkbox"/> ROBBE & BERKING SILBERMANUFAKTUR SEIT 1874 GMBH & CO. KG	Germany	LF	1998	220	40,048
9 <input type="checkbox"/> ED WESTHOF DREIZACKWERK	Germany	LF	1998	210	29,886
10 <input type="checkbox"/> PALOS PAUL LASENBECK GMBH & CO. KG	Germany	LF	1998	93	25,105
11 <input type="checkbox"/> DEKA-QUALITÄTMESSSCHIRH GMBH	Germany	LF	1998	5	23,909
12 <input type="checkbox"/> C. JUL. HERBERTZ GMBH & CO	Germany	U1	1997	n.a.	23,268
13 <input type="checkbox"/> AUTO FLOCKE GMBH & CO. KG	Germany	U1	1996	n.a.	19,521
14 <input type="checkbox"/> TONDEO-WERK GMBH	Germany	U1	1998	n.a.	17,611
15 <input type="checkbox"/> MICHELI* BESTECK- U. METALLWARENFABRIK	Germany	LF	1998	105	16,736

Figure 3.4 Bureau van Dijk Search Results

To see a detailed financial report on any company on the list, highlight the company and click on the Report option. Various graphs, charts, and analyses can be created from the report. Graphical representations of company Profit and Loss Statements also appear. Results can also be exported in various formats including Excel, Word



(.rtf), and ASCII text. By selecting different companies on the list and compiling reports and analyses, we have plenty of information for our cutlery exporting project.

### **United Kingdom**

The United Kingdom is a good place to start. The common language makes it easier to get around the various information sources. Often some of the information that a client seeks may appear in an annual report. Company Annual Reports On Line (CAROL) has a separate section entitled Reports UK [<http://www.carol.co.uk>] where you can search for the annual report of a company located in the United Kingdom. Search options include searching alphabetically by a company's name or by type of industry, with close to forty industries represented. Once you select the company, the system provides the company's annual report.

If you don't find what you seek at the CAROL site, try the recently revised Corporate Reports [<http://www.corpreports.co.uk>] (see Figure 3.5). Currently, Summary Reports are free (although you must register at the site); Full Reports require a subscription. You must download a free plug-in software, Djvu, to view the reports. You can search by industry or company name and go directly to the company's annual report. Records include the following elements:

- Company Data—Directory-type information (see Figure 3.5)
- Full Report & Accounts—Subscription required
- Summary Report & Accounts—Balance Sheet, Chairman's Statement, Directors & Advisers, Profit & Loss

Implemented in 1996, the Department of Trade & Industry's Information Society Initiative Programme for Business (ISI) is a partnership between industry and the U.K. government to help U.K. businesses compete in the information-based global economy. ISI obviously realizes the value of trade associations as good sources for business information, since it sponsors the Trade Association Network Challenge (TANC) [<http://www.brainstorm.co.uk/TANC/Welcome.html>], which produces a long (and searchable) list of U.K. trade associations. Unfortunately, many companies list only their snailmail address in the contact information, but those with a Web

site link directly. Another page at the site [<http://www.brainstorm.co.uk/TANC/Bookmarks/Welcome.html>] separately lists trade associations with a Web site, along with links to government and NGO (nongovernmental organization) sites, business sites, business directories, trade opportunities, and more. These sites mostly focus on business in the U.K., although some have a more general European or international scope.

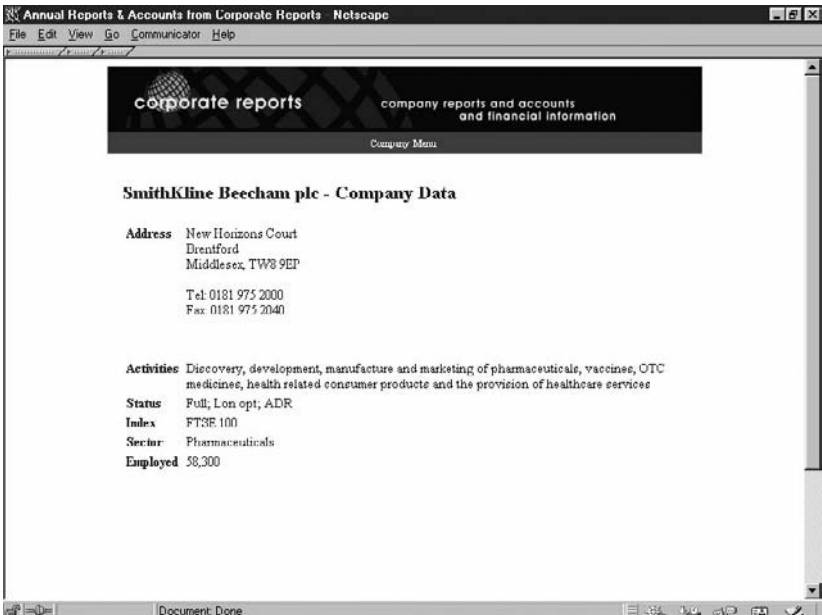


Figure 3.5 Company Data from Corporate Reports

## Company Directories

When compiling a list of companies or looking for directory-type information, several free places deserve a quick check before heading to the traditional fee-based systems. Start with Companies House [<http://www.companies-house.gov.uk>], an agency of the British government responsible for the registration of companies in the U.K. and the dissemination of company information. More than 1.5 million companies list with Companies House. While you can use the site to obtain detailed information on the process of registering a company in the U.K., the site also has a section that provides Free Company Information [<http://www.companies-house.gov.uk/frame.cgi?OPT=free>]. Here you can search by name to determine whether or not an individual has been disqualified from

## 66 International Business Information on the Web

serving as a company director. The Company Name and Address Index lets you search by company name and obtain information regarding the company's address, date of incorporation, type of company, nature of business, mortgage, previous name(s), branches, and overseas operations. Remember, however, that the search sections in this site only operate on weekdays from 8 A.M. to 8 P.M. (GMT). Forget about using it on weekends and plan to work your time zone schedule around Greenwich Meridian Time.

For more directory information, try AppleGate Directories [<http://www.apgate.com>]. The company publishes six directories for the U.K. and Ireland: Agribusiness, Electronics, Engineering, Oil & Gas, Plastics & Rubber, and Recruitment Services. You can search the directories by company name, product, town, postal code, or senior personnel. Listings are brief, but they can provide a good starting point in a search, since they do include at least the company address and a contact name. Some entries will also include an e-mail address, Web site, and cursory financial information (see Figure 3.6). One word of caution: AppleGate does not research companies for inclusion in the directories. Companies voluntarily ask for inclusion in one or the other of the directories, so the directories on this site are by no means comprehensive.

The screenshot shows a Netscape browser window displaying the AppleGate Electronics Directory. The page has a dark header with the site name and navigation links. Below the header, there's a navigation bar with 'ELECTRONICS DIRECTORY' and 'COMPANY INDEX'. A sidebar on the left contains various menu items like 'UK & IRELAND', 'NEWS', 'GENERAL', 'SEARCH', and 'DIRECTORIES'. The main content area features a search bar with an alphabetical index (A-Z) and a detailed entry for 'Datalink Electronics Ltd'. This entry includes contact information such as address, phone, fax, and email, as well as a small photograph of people working in an office. The footer contains copyright information for 1996-2000 AppleGate Media Ltd.

**Datalink Electronics Ltd** Netscape  
File Edit View Go Communicator Help

**THE APPLGATE FIRST DIRECTORY**

**ADVERTISE YOUR COMPANY HERE**  
DON'T BE THE MISSING LINK.  
[Visit our Website](#)

**HOT LINKS**

- [Accountants](#)
- [Company Names](#)
- [Recruitment](#)

**ELECTRONICS DIRECTORY** ● COMPANY INDEX

**UK & IRELAND** Page last updated: Friday, April 7 2000

**NEWS**

- [Industry News](#)
- [Publish your News](#)

**GENERAL**

- [All about AppleGate](#)
- [Add your Company](#)
- [Addresses, web, Us](#)
- [Site Statistics](#)
- [CD-ROM Version](#)
- [Contact AppleGate](#)

**SEARCH**

- [Company](#)
- [Business](#)
- [Post Code](#)
- [Town/City](#)
- [Top People](#)
- [Top Company](#)

**DIRECTORIES**

- [Agribusiness](#)
- [Electronics](#)
- [Engineering](#)
- [Oil & Gas](#)
- [Plastics & Rubber](#)
- [Recruitment Services](#)

**ABCDEF GHIJKLMN OPQRST UVWXYZ #**

**Datalink Electronics Ltd**  
8 Jubilee Drive  
[Loughborough](#)  
**LE11 5JQ**  
Tel: 01509 234023  
Fax: 01509 234049

**Internet:** [www.datalink.electronics](http://www.datalink.electronics)  
**Email:** [E.Losmore@datalink.electronics](mailto:E.Losmore@datalink.electronics)  
**Managing Director:** [Ray.Losmore@](mailto:Ray.Losmore@)  
**Sales Director:** T. Dwyer

**Year established:** 1904  
**Turnover at this address:** 5m UK pct  
**Employees at this address:** 37  
**Programs at this address:** 2

**Products and Services:**  
[CEM - Compact Electronic Manufacture](#) [Testium Service](#)

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Ltd

Figure 3.6 Sample Entry from the AppleGate Directory

The Enterprise Zone [<http://www.enterprisezone.org.uk>] targets small and medium enterprises (SMEs). While it provides a great deal of information about starting a company in the U.K., the site also has a Business Directory. Here you can search by company name, product or service, town, county, or postal code. Searching on the pharmaceutical industry returned over fifty companies. The search results screen shows the company name, town, and specialty. Some companies also have links to e-mail and Web sites (see Figure 3.7). The specialty section allows you to link to more traditional directory-type listings. One word of caution, when using this site, don't assume that the first companies on the list are the biggest or the most well-known. For a fee, companies can have their names listed at the top of the list.

British Trade International [<http://www.brittrade.com>], a government organization, is a joint effort of the Foreign and Commonwealth Office and the Department of Trade and Industry to support British trade and investment. The most interesting portion is the industry overviews with profiles on almost 50 industries, including Aerospace, Biotechnology, Construction, Environmental, Pharmaceuticals, and Telecoms. Some of the topics covered in the profiles are as follows:

- Links to sector exhibitions and seminars
- Priority markets for trade promotion for the next three to five years (countries segregated by high priority and priority)
- Sector overview
- Sector trade associations
- Subsectors covered

Directory information for British Trade International comes from TradeUK [<http://www.tradeuk.com>]. In the International Buyers section, you choose your own country in order to get to the search screen. You may then search for British suppliers by company name, product, sector, or service.

Searchengine.com [<http://uk.searchengine.com/english>] offers searching in multiple categories; most of them consumer-oriented. However, a category for Business allows you to search by numerous business categories and industries (see Figure 3.8). Once you choose

## 68 International Business Information on the Web

a category, the system will display subcategories. For example, if you choose Engineering, you will see Civil Engineering and Mechanical Engineering as subcategories. After selecting either of them, you will get a list of companies displayed that includes links to the companies' Web sites.

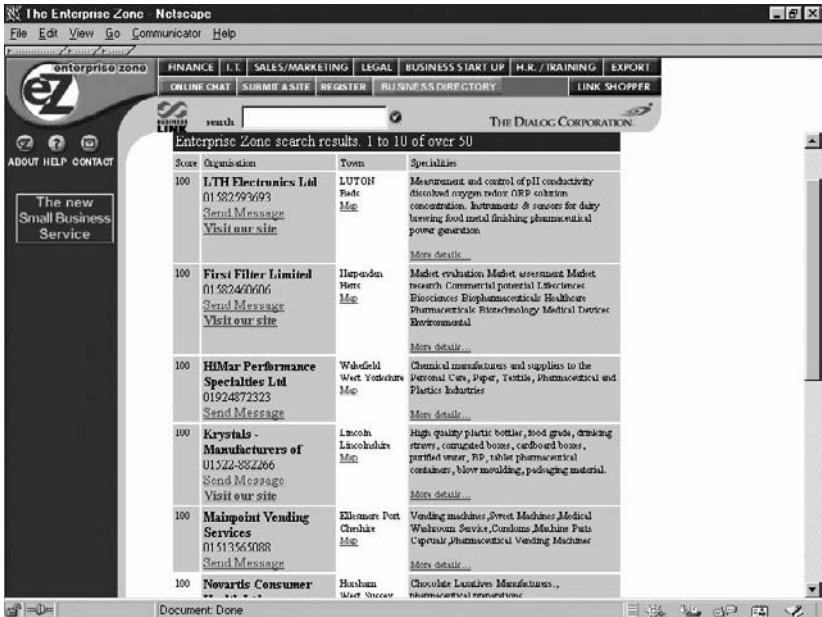


Figure 3.7 Search Results—The Enterprise Zone

As our final directory site, we recommend Yahoo! Finance—UK & Ireland [http://uk.biz.yahoo.com/p/ukie/a]. Here, as with most other directories, you can search by company name or industry. When searching by industry, you can also sort companies by market capitalization. Searching on Food Producers & Processors, we see that Unilever clearly leads the pack, followed by Cadbury Schweppes PLC (see Figure 3.9). Going to the profile for Unilever, we get a nice overview of the company, including activities, head office, and topline financial information (see Figure 3.10).

The Customs House has collected customs duties for England since the eighth century. At some point The Customs House was renamed The HM Customs and Excise Information Service [http://www.hmce.gov.uk] and now has a government Web site that helps to explain various business taxes and regulations, including VAT, excise, and customs. For information not available directly online, the site provides a local contact for obtaining further details.

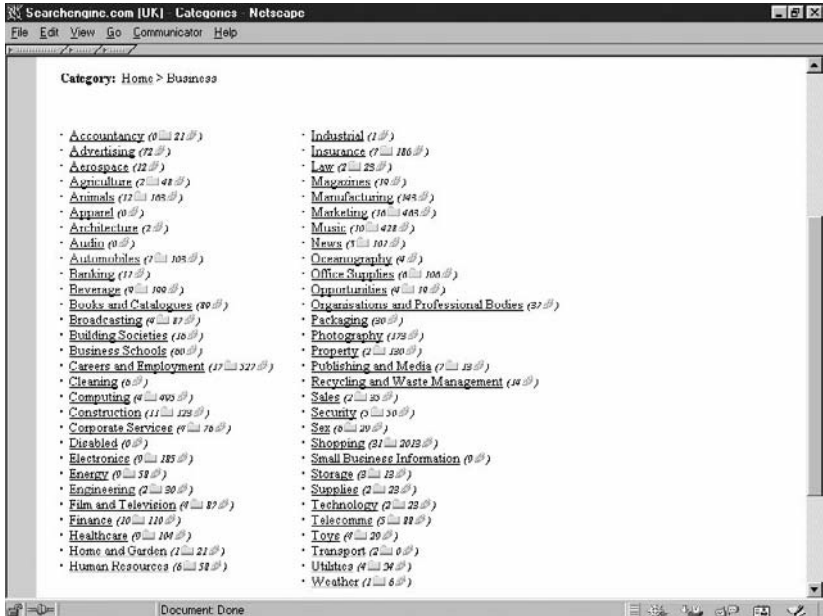


Figure 3.8 Business Categories for SearchEngine.com

The screenshot shows a Netscape browser window titled "Yahoo! UK & Ireland Finance Company Profiles Food producers & processors Market Cap Netscape". The address bar shows "http://uk.finance.yahoo.com/". The page content is titled "Food producers & processors" and displays a table of company profiles. The table has columns for Company, Recent Share Price (£), Market Cap (Mill.£), Last AR, Profit Margin %, and ROCE %. The data is as follows:

Company	Recent Share Price (£)	Market Cap (Mill.£)	Last AR	Profit Margin %	ROCE %
<a href="#">Unilever</a>	411.00	31,512.00	11.20	31.50	
<a href="#">Cadbury Schweppes PLC</a>	413.00	8,341.00	16.30	41.80	
<a href="#">Associated British Foods PLC</a>	376.00	2,979.00	7.50	14.10	
<a href="#">United Biscuits (Holdings) PLC</a>	263.00	1,244.00	7.30	22.20	
<a href="#">Tate &amp; Lyle PLC</a>	228.00	1,043.00	5.30	10.50	
<a href="#">Unigate PLC</a>	300.00	688.00	6.10	20.20	
<a href="#">Northern Foods PLC</a>	107.00	629.00	8.50	21.60	
<a href="#">Geest PLC</a>	501.00	369.00	5.20	25.00	
<a href="#">Brake Bros PLC</a>	638.00	333.00	4.00	21.10	
<a href="#">Booker PLC</a>	128.00	316.00	0.90	8.90	
<a href="#">Express Dairies PLC</a>	87.50	261.00	8.30	39.60	
<a href="#">Hazelwood Foods PLC</a>	82.50	191.00	6.00	17.60	
<a href="#">Dairy Crest Group PLC</a>	137.00	155.00	6.10	23.40	
<a href="#">Matthews (Bernard) PLC</a>	112.00	139.00	8.20	18.90	
<a href="#">Perkins Foods PLC</a>	93.50	117.00	7.80	23.40	
<a href="#">Devro PLC</a>	58.00	93.10	12.00	17.80	
<a href="#">PIG International Group PLC</a>	31.50	92.30	-2.50	4.30	
<a href="#">WT Foods PLC</a>	47.50	72.30	11.50	25.80	

Figure 3.9 Food Producers &amp; Processors by Market Cap—Yahoo! Finance

## 70 International Business Information on the Web

Yahoo! UK & Ireland Finance Company Profiles ulvr Netscape

File Edit View Go Communicator Help

Unilever Ticker: ULVR

More Info: [Quote](#) | [News](#) | [Profile](#) | [Research](#)

**ACTIVITIES:** Foods, home and personal care products  
**STATUS:** Full, Lon option, ADR.  
**INDEX:** FTSE 100  
**SECTOR:** Food producers & processors

**HEAD OFFICE:** Unilever House, PO Box 68, Blackfriars, London, EC4P 4BQ Tel: (020) 7822 5252. Tlx: 28395 Fax: (020) 7822 5951

**REGISTRARS:** Lloyds TSB Registrars, 54 Pershore Road South, Kings Norton, Birmingham, Lloyds TSB Registrars. Tel: (0121) 433 8000. Fax: (0121) 433 8030.

**ANNCMNTS:** Int - early Aug. Final - late Feb  
**AGM:** early May  
**INTERIM:** (6 Aug 99) 1/2 yr to 30 Jun 99 T/O £13,656m (£13,504) Pre tax profit £1,392m (£1,363m). EPS 11.5p (11.3p).  
**NOTES:** (Figures in accordance with FRS3)

**More Information**

- [Hemmington Scott](#)
- [Company Report from Annual Reports Club](#)
- [Financial Glossary](#)
- [Search Yahoo! for related links](#)

**Food producers & processors**

- [Alphabetical Industry Listing](#)
- [Industry Listing By Capitalisation](#)

Year ended 31 December		1997	1998	1999
Turnover	Mil. £	29,766.00	27,094.00	26,994.00
Pre tax profit	Mil. £	4,719.00	3,085.00	2,860.00
Norm earn per share	p	26.30	24.80	28.00
FRS3 earn per share	p	43.70	25.80	25.40
Div per share	p	8.42	10.70	12.50

Document: Done

Figure 3.10 Partial Company Listing—Yahoo! Finance

Charity Commission for England & Wales Netscape

File Edit View Go Communicator Help

Charity COMMISSION for England and Wales

Register Publications What's New Events  
 About Us Home Search Operational Guidance

**ENABLING DISABLED PEOPLE THROUGH INFORMATION TECHNOLOGY (EDIT)**

**Registered Number** 1079826  
**Subsidiary Number** 0  
**Other Name(s)** n/a

**Correspondent Details** THE SECRETARY  
 EDIT, UNIT 14  
 IMEX BUSINESS PARK  
 SHOBNALL ROAD  
 BURTON ON TRENT  
 STAFFORDSHIRE  
 DE14 3AU  
 01283 510022

**Objects** TO ENABLE DISABLED AND DISADVANTAGED PEOPLE TO IMPROVE THEIR LIFESTYLES BY PROVIDING EFFECTIVE TRAINING IN INFORMATION TECHNOLOGY AND OTHER RELEVANT OFFICE SKILLS. IN PARTICULAR TO ENHANCE THE PROSPECTS FOR SUCH TRAINED PEOPLE TO OBTAIN EMPLOYMENT BY ACTING AS A BRIDGE TO LINK THEM WITH EMPLOYERS AND INSTITUTIONS OF HIGHER LEARNING WHETHER WORK ACTIVITIES ARE CONDUCTED IN A WORKPLACE, PLACE OF LEARNING OR AT HOME, AND TO CARRY OUT SUCH OTHER CHARITABLE MATTERS AS THE COMPANY MAY FROM TIME TO TIME DECIDE

Document: Done

Figure 3.11 Partial Entry—Charity Commission for England & Wales



The Charity Commission for England and Wales maintains a database of over 180,000 charities in those two countries [<http://www.charity-commission.gov.uk>]. To find a charity, you can search by name, keywords, area, or registered number. Entries include other names for the charity, contact information, objectives, and any subsidiaries (see Figure 3.11).

## **France**

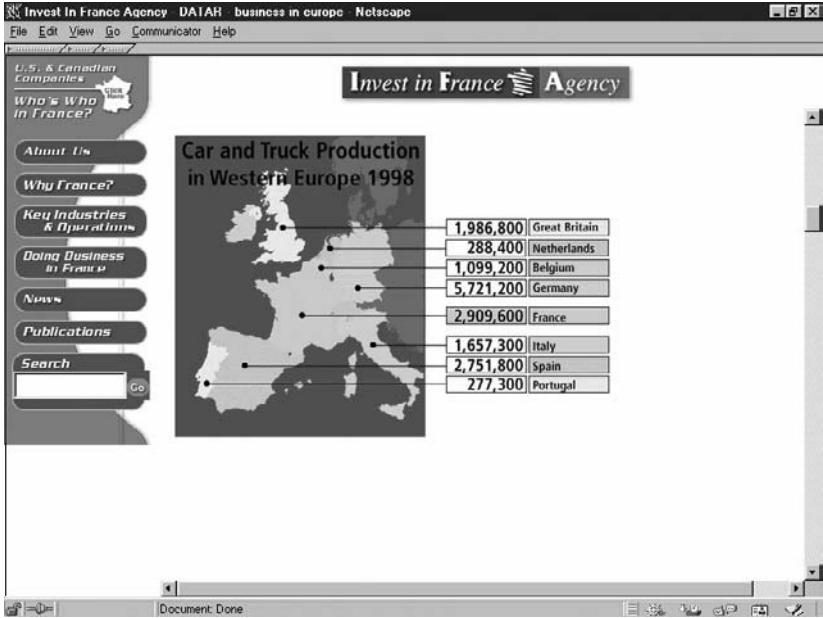
Looking for information about doing business in France? If you look nowhere else, check out Invest in France Agency—North America (IFANA) [<http://www.investinfrancena.org>]. DATAR (Délégation à l'Aménagement du Territoire et à l'Action Régionale), the French government agency responsible for foreign investment, established IFA in 1969 to assist North American companies doing business in France. This site overflows with information—and all of it free!

The section “Doing Business in France” covers areas such as legal structures, taxation, employment regulations, financial assistance, environmental protection, international trade, and industrial and intellectual property rights. This represents key information for anyone trying to decide whether or not to begin operations in France. Pair this with what’s found in the Why France? section (economic statistics, including market size, inflation, and gross domestic product, as well as information on transportation and infrastructure, the telecommunications network, productivity and labor costs, and corporate and personal income taxes), and you might be ready to make a decision.

The Key Industries and Operations section carries small market research reports on the automotive, biotechnology, computer hardware and peripherals, semiconductors, software and multimedia, and telecommunications industries. The reports contain a great deal of useful information, much of it in chart, graphical, or picture format (see Figure 3.12). They also offer short overviews of four types of operations: Call Centers, Headquarters, Logistics, and Research & Development. Announcements and descriptions of existing facilities available for purchase or lease appear in this section, often accompanied by photos of the facility.



## 72 International Business Information on the Web



**Figure 3.12** Map from Market Research Study—Invest in France

The Publications section has more detailed reports available in PDF format. Topics covered include the auto supply industry, biopharmaceuticals, call centers, human resources, and information technology.

News covers a variety of topics and contains the monthly publication *News@Invest in France*. Investment Reports list new corporate activities in France by industry and company.

A final interesting portion to the site is *Who's Who in France*. This contains The 200 Largest French Subsidiaries of North American Corporations as of December 1999, case studies of twelve American companies with successful operations in France, and quotes from American executives involved in operations in France.

The site's search function, which I had found agonizingly slow a year before, has improved greatly. Results appear about as quickly as one would expect and include relevancy rankings, title, abstract, and a direct link to the article.

If what you need doesn't appear at the site, try calling one of the seven IFA-NA offices in North America. You can find contact information at the site. Given the comprehensive coverage and beautiful layout of the IFA site, one can anticipate a pleasant and productive experience from communicating with one of the offices directly.

## Belgium

From France, let's hop on over to nearby Belgium. The Belgian Foreign Trade Board (BFTB) [<http://www.obcebdh.be/en/obce/index.html>] provides a site loaded with information and statistics. After reviewing this site, you might wonder how you (and your clients) have overlooked all that little Belgium has to offer. Contrary to the name, the site actually combines information on Belgium and Luxembourg, or the Belgium-Luxembourg Economic Union (BLEU). Some interesting statistics can be found here:

- BLEU is the world's eleventh biggest exporter and tenth biggest importer
- BLEU is the world's leading exporter of raw and cut diamonds
- BLEU is the world's second biggest exporter of chocolate and chocolate products

If diamonds are a girl's best friend, then between the diamonds and the chocolate, Belgium must be a girl's favorite country.

At the BFTB site, you will find reports and statistics on BLEU foreign trade; lists of Trade Federations and Associations, Chambers of Commerce, Airports, Port Associations, and a Traders Association (most with links directly to the Web sites); and a calendar of International Trade Fairs in which the BFTB will participate throughout the year. An Exporters' Directory carries approximately 11,000 listings searchable by company name or product/service. BFTB also creates and hosts Web sites for small and medium-sized enterprises (SMEs). You can search these sites either alphabetically by company name or by industry sector.

Belgian Economic Assets has brief statistical overviews of the following fourteen industries:

- |  |   |
|--|---|
| • Agriculture                            | • Furniture                                 |
| • Banking                                | • Glass                                     |
| • Chemicals                              | • Mechanical Engineering                    |
| • Construction                           | • Metal & Plastic Products                  |
| • Diamonds & Jewelry                     | • Non-ferrous Metals                        |
| • Electrical Engineering/<br>Electronics | • Textiles, Clothing, &<br>Leather Products |
| • Food & Drinks                          | • Transportation Equipment                  |

## **74 International Business Information on the Web**

Going to The BFTB Publications for the Foreign Business World page [<http://www.obcebdbh.be/en/Services/biec.html>], you will find a brief discussion of the quarterly review *Belgium Economic & Commercial Information*. Scrolling down the page, you see links for about twenty previous and future issues, each one a detailed industry analysis for areas such as Belgian leather, food processing, telecommunications, and plastics.

If all else fails and you cannot find what you need online, you can use the list of Belgian Chambers of Commerce abroad, including two in the United States, to initiate contacts for additional information.

One complaint: While loaded with wonderful information (and all for free!), the BFTB site loads that information extremely slowly. Going from page to page within the site is painful. Before you tackle this site, be certain you have some paperwork on hand to keep you busy while the pages load.

The Federation of Belgian Companies (VBO/FEB) [<http://www.vbo-feb.be/ukindex.htm>] is another useful site. The VBO/FEB is an employers organization representing more than 30,000 Belgian companies. Unfortunately, a good portion of the material in this site is only available in French or Dutch, but you can still find some useful information on Belgium in English.

The Members section covers three different categories of members, each with its own listing. Most listings include a description of the member's activities, as well as contact information and links to Web sites. Many of the entries are associations, always helpful contacts when conducting research. The Other Sites section includes several additional essential sites for anyone interested in business in Belgium.

## **Spain**

Finding business information about Spain on the Web was more difficult than I anticipated; there was little available in English. While I expected that the majority of sites would be in Spanish, I never dreamt that I would also encounter Castellano, Catalan, Basque, and even Galician. (I must confess, I was intrigued by the mention of Galician, as I had never heard of it. So, like any good researcher, I set out to learn more. Galicia is an area in northwestern Spain composed

of the provinces Lugo, La Coruña, Pontevedra, and Orense. Galician is a Romance language belonging to the Iberian romance family of languages. Looking at some language examples, it appears to be a combination of Spanish and Portuguese.)

Since I'm partial to chambers of commerce, let's begin our journey through Spain with the Spain–U.S. Chamber of Commerce [<http://www.spainuscc.org/index.html>]. Based in New York, the Chamber was founded in 1959 and, as expected, is focused on fostering trade and investment between the two countries. While the site doesn't contain too much value-added material, it does offer some suggestions.

The most useful portion of the site might well be the links to the Web sites of most of the Chamber's corporate members; in both the U.S. and Spain, several products are offered on a fee-for-service basis, such as:

- Macroeconomic statistical data
- Commercial and/or industrial statistical data
- Tariffs and customs fee information
- Directories of Spanish manufacturers
- Listings of importers and exporters in Spain
- Customized market research studies

*Spain: The Business Link* is a quarterly business journal published by the Chamber with an emphasis on bilateral trade issues. The previous two issues are available at the site; while the issues aren't searchable, the tables of contents are listed along with links to the stories.

Two potentially interesting publications are offered for sale: Spanish Subsidiaries of U.S. Corporations and U.S. Subsidiaries of Spanish Corporations. A sample page of each is displayed at the site.

The Chamber has compiled a list of useful links covering topics such as the Spanish financial markets, banks, media, trade and business directories, government sites, and more. Few, if any, of these sites have an English option.

## **76 International Business Information on the Web**

Typically Spanish [<http://www.typicallyspanish.com/>] is a good site for news from Spain, with searchable archives dating back to January 2000. The site is updated daily and has a synopsis of that day's news. And, for those of you interested in gambling, the winning lottery numbers are also posted.

Links to Spanish newspapers, magazines, and television and radio stations are supplied via the Media page. While there is a Business section, I did not find it particularly useful. The content at Typically Spanish is offered in eight other languages: Spanish, French, German, Italian, Dutch, Polish, Russian, and Swedish.

Invest in Spain [<http://www.investinspain.org>] is organized by the Spanish Ministry of Economy. Choose About Spain from the main page and click on The Economy. Here there is information on structural reforms, basic economic indicators, market size, and foreign trade statistics. Spain's main trading partners are the European Union countries; interestingly, the U.S. only accounts for approximately 5% of both Spanish imports and exports. However, looking at the FDI Statistics section (Foreign Direct Investment), we see that the U.S. is responsible for over 25% of the foreign direct investment in Spain.

Following the Industry link, you will find overviews of six industry sectors:

- Automotive
- Chemical
- Electronics
- Food
- High Tech
- Telecommunications

The site also contains a discussion of Spain's infrastructure, including roads, railways, ports, airports, and national technology parks. The FAQ section answers questions about Spain's labor market regulations and includes a link to an English version of the Labor Guide, prepared by the Ministry of Labor and Social Affairs.

There are two categories in the Links area: Regional Agencies and Guide to Business. Regional Agencies displays a map of Spain divided into the various Autonomous Communities (regions) of the country with links to the local government sites for each. The Guide to Business has been prepared by ICEX (Instituto Español de Comercio Exterior). These areas, among others, are covered:

- The Spanish Financial System
- Company and Commercial Law
- Investment Grants and Incentives in Spain
- Labor and Social Security Regulations

As mentioned previously, there really isn't a great deal of Spanish business information on the Internet in English; this may change with time. If you're really stuck and the above sites don't answer your questions, try some of the search engines and directories listed in Chapter 5—Latin America and the Caribbean. Occasionally these sources include Spain, even though it's obviously not located in Latin America. Depending upon what you need and if you have even a rudimentary knowledge of Spanish (or French or Italian), you might also try some of the sites offered by the Spanish government. Sometimes you can look at a chart or graph and discern the headings, which makes the numerical content easy to interpret. Start with the site of the Instituto Nacional de Estadística (National Statistics Institute) [<http://www.ine.es/>]. As the Spanish government's agency for collecting and disseminating statistics, it offers a great deal of statistical information on economics, industry, agriculture, demographics, and more.

## **Portugal**

When I was in junior high, my social studies class studied Europe. Each student had to write a report on his or her assigned country and do a presentation in front of the class. I had the misfortune of being assigned Portugal, which was considered a relatively insignificant country. My trip to the local library turned up nothing, aside from the requisite write-ups in the various encyclopedias. I remember cajoling

## **78 International Business Information on the Web**

my parents into taking me to the big library downtown, where I finally found a few measly books on Portugal. Needless to say, my grade on that project was not one of my highest, due to the lack of information. If only today's Internet had existed then, my whole future might have turned out differently.

For example, I could have tried Welcome to Portugal [<http://www.portugal.org>], developed by Investment, Trade and Tourism of Portugal (ICEP), a government agency that operates under the Ministry of Economy. The Information section offers basic background information about Portugal (history, geography, population, GDP, airports) as well as socioeconomic indicators. It also describes brochures covering about a dozen industries that export from Portugal including wine, home textiles, apparel, auto components, cork, and natural stone and tile. The actual brochures may be ordered at no charge.

The Buying section breaks into three parts:

- Trade Shows—dates, locations, industries
- Associations and Financial Institutions—primarily contact information for banks
- Contacts and Addresses—contact information for industry associations and chambers of commerce

Much of the useful information for the business researcher appears in the Investing section including details of major investment projects. Each project lists the company, country, dollar amount of the investment, and more (see Figure 3.13). Investing also contains more economic data and a few detailed (considering they're free) industry market studies: auto sector, electric and electronics, and the service industry. There are descriptions for a Guide for Investors and Business Portugal, a monthly newsletter on the country's business climate; both are available for ordering. The Investment Links section covers government sites of importance to the foreign investor.

WELCOME TO PORTUGAL

INVESTING IN PORTUGAL

INFORMATION  
BUYING  
TOURISM  
LOCATIONS  
WEBSITES  
CONTACT US  
HOME

MAJOR INVESTMENT PROJECTS 94 / 95 / 96 / 97 / 98						
COMPANY	COUNTRY	TOTAL (US\$M)	NUMBER OF JOBS	PROJECT DATE	SECTOR	
Amucerasas Reunidas de Jara	Spain / Italy	96	224	Greenfield 1994	Agro-Industry	
Texas Instruments / Samsung	USA / South Korea	133	750	Expansion 1995	Electronics	
Ford Motor Company	USA	229	130	Expansion 1995	Automobile	
General Motors	USA	94	1066	Expansion 1996	Automobile	
Siemens AG	Germany	511	750	Greenfield 1996	Electronics	
Friedrich Grohe AG	Germany	37	255	Greenfield 1996	Metal	
Siemens Matsushita Components	Germany / Japan	100	360	Greenfield 1997	Electronics	
Hella Climate Control	South Korea	70	144	Greenfield 1997	Automobile	
Lear Corporation	USA	100	4022	Greenfield 1998	Automobile	

**Figure 3.13** Partial List of Investment Projects—Investing in Portugal

At one time, this site had a search function, but it didn't work well. That probably explains the current lack of any search capabilities. Still, given all of the information available at Welcome to Portugal, I would certainly use the site and keep checking to see if the search function reappears.

One last note: For nonworkaholics, the site also provides a comprehensive section on tourism.

If you don't find everything you need at Welcome to Portugal, check out PortugalOffer [<http://www.portugaloffer.com>], put together by the Portuguese company Financetar and managed by its Chairman and CEO, António Neto da Silva, a Portuguese entrepreneur, who is the former Deputy Chairman of the Portuguese Export Promotion Board and former Secretary of State for External Trade and Foreign Investment. The number of companies listed at the site is purposely limited to offer only the "crème de la crème" (presumably in the opinion of Mr. da Silva). As with many of the other business sites discussed, you can search the site by company name, region, industry, number of employees, and annual sales.

The first page of the site offers links to summaries of some of the current top Portuguese business news articles. They also offer an



archive that goes back approximately two-and-a-half months. The Portugal Overview link leads to an extensive business overview of Portugal, including information on exports, imports, and GDP. Clicking on either Agriculture & Fisheries, Industry, or Services & Trade will take you to the main page for each of those sections where you can view the Sector Overview for that area. Sector Overviews are quite meaty and written by people such as the former Minister of the Economy and the former Minister of Agriculture. Each sector also divides into subsectors that in turn list companies within the subsector. Here you will find not only descriptions of the companies and contact information, but often information on market share, exports, and revenue.

## Sweden

Do they really eat Swedish meatballs in Sweden? Frankly, I don't know, but finding Swedish business information in English is quite a trick. As one would expect, most of what exists appears in Swedish. Since my trusty translation software doesn't handle Swedish, that makes things a bit difficult.

BolagsFakta [[http://www.bolagsfakta.se/bolagsfakta/index\\_eng\\_start.html](http://www.bolagsfakta.se/bolagsfakta/index_eng_start.html)] has provided annual reports and other financial information about quoted Swedish companies since 1995. The site is a bit confusing to navigate at first but, with practice, becomes easier to use.

Start out by choosing an industry sector. These sectors are represented:

- Automotive
- Building & Construction
- Business
- Chemical
- Consultory Services
- Education & Employment
- Energy
- Environment & Recycling
- Fairs & Exhibitions
- Finance
- Forestry
- Healthcare & Medical
- Iron & Steel
- Software
- Textile & Clothing
- Travel & Tourism

Some categories provide links to industry articles and an alphabetical list of companies. Company names link to directory-style information that includes a good description of the company and its products. Other categories contain links to industry associations.

The site offers the opportunity to subscribe to more than thirty e-mail newsletters on a variety of topics, some a bit more specialized than you might expect, such as Early Adopters, E-commerce, Web Profits, and Web TV.

When last checked, the site appeared to have undergone a massive overhaul and some of the best information no longer appeared. But I hope that the overhaul will continue and the missing information will reappear in some form or another.

## **Italy**

Finding Italian business information on the Internet in English is almost impossible. While on my quest for information in English, I decided to cheat a little and found the site for the Italian Trade Commission in Canada (ITC) [<http://www.italcomm.com/e/index.html>]. Here, of course, I had my choice of three languages: English, French, or Italian. I decided to play it safe and choose English. Even here, however, not all links led to English. Let's look at those that did.

The first stop at the ITC site should be the Economic News section, which is full of charts and graphs dealing with Italy's economic outlook. Some of the more useful topics that are covered relate to imports, exports, and trade balance. Next, let's check the Select Opportunities section, which appears as a pop-up window. Eight industry sectors are represented here along with some of the companies in each sector. You can either scroll down the list to view the entries for all of the companies or you can choose the name of a company and go directly to its entry that contains contact information, industry sector, e-mail and Internet links, and a short description of the company's business.

With the Links section, it's hit or miss as to whether the listed sites will appear in English. For example, I was pretty confident that the site Business and Investment in Italy would be in English, but it wasn't. Surprisingly, the National Institute of Statistics (ISTAT) [<http://www.istat.it/homeing.html>] provides an English option. This is extremely helpful, as ISTAT compiles some very useful

## 82 *International Business Information on the Web*

information. (Note: Even with the English option, some of the sections of the ISTAT site are still only available in Italian.)

One of ISTAT's reports is *Italy in Figures*, a PDF document covering Italian demographics, economic statistics, and imports and exports by sector in good detail. The report has little text; most of the information is presented in tables, charts, graphs, and maps. The News section has new statistical releases such as industrial turnover, retail trade index, and foreign trade.

Back in the Links section of the ITC, another site turned out to offer English options:

- **Italian Ministry of Foreign Affairs**

<http://www.esteri.it/eng/index.htm>

The ITC has several publications online available for download in PDF format. Topics include High Technology (several documents), Bottling Technology, and Food Processing. To order other publications, follow the instructions for obtaining a list. Lastly, ITC maintains a directory of industry trade shows held in Italy.

## Germany

Speaking of countries for which I don't speak the language, let's give Germany a try. I figured with Italy I had it a bit easier because I spoke Spanish, a language somewhat similar to Italian. Anything in German would definitely fall outside my reach. Luckily, the first German site I tried was in English and quite useful too.

Founded in 1870, Commerzbank [<http://www.commerzbank.com>] is one of the top three private-sector banks in Frankfurt. In the left column on its main page, choose Economic Data and Forecasts. Several documents containing information on the German Economy appear in this section:

- Cost of Living Index—compares all of Germany to Eastern and Western Germany
- Economy Monthly—selected monthly economic indicators
- Forecast—historical economic indicators and a one-year forecast

- Producing Sector Expected Output—historical and projected output by industry
- Sector Update—an industrial overview with specifics on a few key industries

A great deal of international information is also available here including:

- Commodity Prices—an international overview
- Interest Rate Forecasts for Industrialized Nations
- Interest Rates and Currencies for Germany and Europe
- Viewpoint—articles on German and European economic issues

The Federal Commissioner for Foreign Investment in Germany [<http://www.foreign-direct-investment.de>] has a site relatively short on substance, but long on useful links. Before getting to the links, let's discuss what the site itself offers.

Click on Germany at a Glance and you will see several categories. Economy gives an up-to-date view of the economy and Economic Sectors discusses the structure of German industry and competition. After reading those two sections, I'd suggest skipping ahead to the Additional Information area and perusing the links listed.

These links had information in English:

- **Confederation of German Employers' Associations**  
<http://www.bda-online.de/www/bdaonline.nsf/EnglishFrameSet>
- **Federal Statistical Office—Germany**  
[http://www.statistik-bund.de/e\\_home.htm](http://www.statistik-bund.de/e_home.htm)
- **Hamburg Institute for Economic Research**  
[http://www.hwwa.de/hwwa\\_engl.html](http://www.hwwa.de/hwwa_engl.html)
- **Institute for Economic Research**  
[http://www.ifo.de/orcl/dbssi/main\\_e.htm](http://www.ifo.de/orcl/dbssi/main_e.htm)
- **Invest in Germany**  
<http://www.invest-in-germany.de/Engl/index1.htm>

## **84 International Business Information on the Web**

For directory information on German companies, try the Seibt Directories [[http://industrie.seibt.com/e\\_index.htm](http://industrie.seibt.com/e_index.htm)]. Five different directories are available for searching:

- Environmental Technology
- Industry
- Medical Technology—surgical instruments, medical devices, pharmaceutical technologies, dental goods, pharmaceutical equipment, rehabilitation devices, hospital equipment
- Packaging Industry
- Surface Technology

As with many other directories, companies pay for inclusion. So use caution with your search results and don't expect them to be all-inclusive for any particular industry, product, or service.

One more directory for German companies is the Hoppenstedt Company Database [<http://www.Firmendatenbank.de/endex.html>]. You can search the database by company name, town, postal code, state, industry, sales, number of employees, or products, with drop-down menus available to help with postal codes and industry titles. If you don't have a subscription to the database, you can only access the contact information. With a paid subscription, you also receive names, titles, and functions of key personnel, industry, products, import/export activities, annual sales, number of employees, legal status, year founded, banking addresses, equity capitalizations, subsidiaries and branch offices, shareholdings in affiliated companies, land ownership, vehicle fleets, EDP-equipment, special product lines, and detailed financial data (in the case of banks).

If you think you would find this database useful on a regular database, you can try it out for two weeks free.

## **Denmark**

I tend to get excited when I find great sites (in English, preferably) from very small countries. It's kind of a Samson versus Goliath type of thing; the little guy trying to make his voice heard. Well, I must admit that Denmark is really out there hustling with some great business information.

Start with Invest in Denmark [<http://www.investindk.com>], a government investment promotion organization. The site has four main sections:

- Company Profiles
- Facts and Figures
- Invest in Denmark
- News and Info

Invest in Denmark should be the first stop on your tour. Here you find that Denmark promotes four major sectors and why. One is wireless communications, for which they offer a lengthy report. The report includes a discussion of the business climate in Denmark and profiles of companies and suppliers. The profiles cover several topics:

- Background and Core Competencies
- Business Strategy
- Company Policy
- Contact Information
- Number of Employees
- Partnering Interests
- Products
- Turnover

A similar report covers power electronics, defined as the use of microprocessors for the control and/or conversion of electrical power.

Another strong industry sector is distribution and call centers. The full text of the publication, *Hub Denmark*, appears on the site and includes information on Denmark's capabilities in these areas, comments from major international companies regarding their Danish operations, and a list of foreign companies with distribution or call centers in Denmark.

The final sector addressed is medical, referred to as Medico. It too carries overview information and statements from foreign companies with Danish operations.

## **86 International Business Information on the Web**

The News and Info section has current and past copies of the *Newsletter*. Each *Newsletter* contains current news on important industry sectors as well as the latest news from foreign companies established in Denmark.

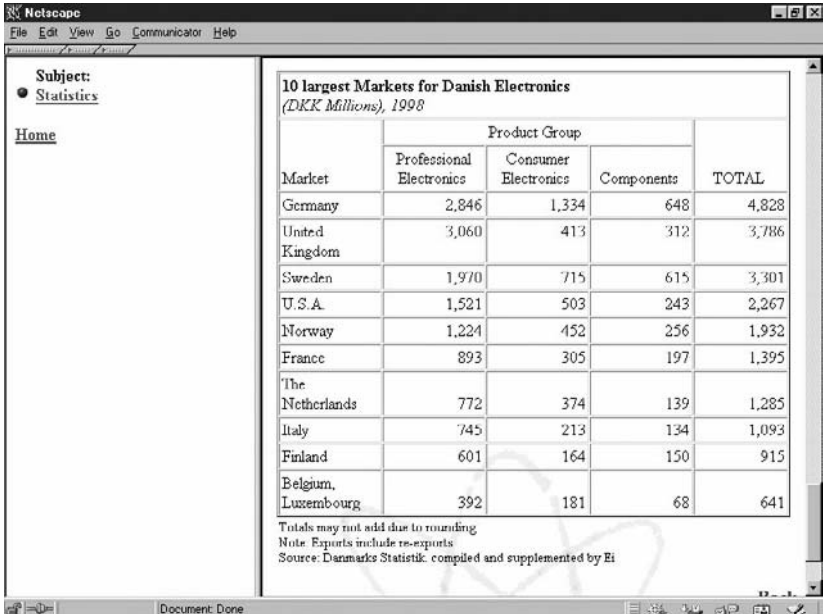
Facts and Figures covers many aspects of business in Denmark. These are some of the areas touched upon:

- Business Costs—property market, leaseholds, electricity, and telecommunications costs
- Distribution and Logistics—infrastructure, distribution system by road, air, and sea
- Education and Labor Qualifications
- Establishing a Business in Denmark
- Facts About Denmark—economic statistics, overview of the economy
- Foreign Direct Investments
- Incentives
- Labor Costs and Productivity
- Living in Denmark
- Taxation
- The Danish Labor Market

The Company Profiles section is a bit of a misnomer. Although more than thirty companies have entries here, the section doesn't really offer full profiles. Instead, each has an overall description of the company and its Danish operations, followed by remarks responding to the question "Why Denmark?"

If you want statistics on the electronics industry, the Danish Electronics Industry Association [<http://www.ei.dk/default.asp>] is the place to go. It has over five years of data compiled and the following tables:

- Ten Largest Markets for Danish Electronics (see Figure 3.14)
- Danish Electronics by Industry Group
- Total Danish Electronics Imports and Exports—professional electronics, consumer electronics, and components
- Total Sales in the Danish Electronics Industry



**10 largest Markets for Danish Electronics**  
(DKK Millions), 1998

Market	Product Group			TOTAL
	Professional Electronics	Consumer Electronics	Components	
Germany	2,846	1,334	648	4,828
United Kingdom	3,060	413	312	3,786
Sweden	1,970	715	615	3,301
U.S.A.	1,521	503	243	2,267
Norway	1,224	452	256	1,932
France	893	305	197	1,395
The Netherlands	772	374	139	1,285
Italy	745	213	134	1,093
Finland	601	164	150	915
Belgium, Luxembourg	392	181	68	641

Totals may not add due to rounding  
 Note: Exports include re-exports  
 Source: Danmarks Statistik, compiled and supplemented by Ei

**Figure 3.14 Ten Largest Markets for Danish Electronics—  
Danish Electronics Industry Association**

It also provides a directory of companies belonging to the association. Directory entries include contact information, a link to the company's Web site, top personnel, e-mail links, and a brief description of the company's activities. You can also search for companies via an alphabetical product list. Additional information at the site appears only in German.

Members of the Danish IT Industry Association [<http://www.itb.dk>] include manufacturers, importers, distributors, retailers, OEMs, and software houses with products ranging from office equipment to sophisticated computer and telecommunications systems. All members are listed alphabetically in the association's database. Information includes contact information and a paragraph describing the company and its activities. The site does have a search function searchable in Danish or English, with appropriate little flags at the bottom of the page. However, everything else on the search screen is in Danish and, as hard as I tried, I could not figure out how to search in English.

## The Netherlands

The Netherlands Foreign Investment Agency (NFIA) [<http://www.nfia.com>] makes a very compelling argument for investing in



## **88 International Business Information on the Web**

the Netherlands. Start with About the Netherlands and you will learn about the workforce, the economy, geography, transportation, tax incentives, and more. Next, try Industries, where you will find overviews of the following industries:

- Automotive
- Biotechnology
- Call Centers
- Chemicals
- Food Processing
- Logistics
- Manufacturing
- Medical Devices
- New Media

Each industry overview includes the names of the international companies having operations within the Netherlands. For most of the companies, they also provide an article discussing the company's operations in the Company Profiles section.

The News section has business-related articles with archives back to June 1997. The NFIA publishes *Netherlands Investment News* three times a year and provides the full text at the site. Articles in *Netherlands Investment News* generally include a profile of one of the country's regions, a report on the investment climate, news about the foreign companies in the country, special industry reports, and more.

### **Regional Wrap-Up**

As you can see, sources for Western European business information are, quite literally, all over the map. I would venture a guess that many of us will fail to explore many excellent sites due to language barriers. For example, according to Guido Moradei, an information professional in Italy, few Italian producers have taken the opportunity to share information online using international hosts or directly via modem dial-up access. In cases where you have problems with language or access, you might consider developing a contact within the country and considering a subcontracting arrangement.

## CHAPTER 4

# **CENTRAL AND EASTERN EUROPE**

Central and Eastern Europe—has an exotic ring to it, doesn't it? Many of us know so little about that part of the world, and the rapid changes over the last decade have made it hard to keep current. Seems like every time we turn around, a new country springs up. The upside of all the change is that a whole new area for business and trade has opened up. Previously inaccessible markets have become hotbeds of competition. Open a newspaper or a magazine, turn on the television news, and you're bound to come across stories about this area.

Don't be fooled, though. In spite of all the change and all the news, it's not easy to find reliable business information for this region. It takes a lot of digging and creativity. The languages alone are enough to make your head swim. When you add all of the wars, fighting, and general discontent into the equation, it's amazing that there is so much interest in doing business here. Companies entering (or continuing) in business in Central and Eastern Europe need to be extremely aware of the potential dangers to personnel and property. All of this attests to the extreme necessity of assessing the regional situation on a continuing basis. To help you on your way, the countries of Azerbaijan, the Czech Republic, Estonia, Greece, Poland, Russia, Latvia, and Lithuania are covered individually in this chapter.

### **Search Engines and Directories**

For a good jumping off point, try Orientation [<http://www.orientation.com>], from Orientation Global Network, Inc., an Internet

portal with regional services for Central and Eastern Europe, as well as Africa, the Middle East, Asia, Oceania, and Latin America/Caribbean. Started in Hong Kong in 1998, the company is now based in New York, though still maintaining Hong Kong offices. The Orientation Global Network currently has approximately twenty products: six are regional and more than twenty are country. They license regional products to local partners in each country. For example, Orientation Czech Republic is a joint effort of Orientation and the local partner, a company called Yellow Duck. Partners tend to be leading ISPs or content providers in each country.

The main page for Central and Eastern Europe [<http://eeu.orientation.com>] offers a variety of options for searching, including a focus by country or topic. More than twenty countries are represented with topics running the gamut from Art & Literature to Travel & Exploration. For our purposes, the most useful topic would likely be Business & Trade, although, depending upon the search, I would not rule out Health & Science or Internet & Computers.

Choosing Business & Trade, we see several subtopics displayed:

- Associations & Organizations
- Business Opportunities
- Classifieds
- Companies & Industries
- Cybermalls & Shops
- Directories
- Doing Business In ...
- Economy
- Finance
- Marketing
- Media/Publications
- Shows & Events
- Transport

Click on any of the subtopics and you will see a list of the sites Orientation has indexed on that topic. Each item includes a brief

description, the name of the country covered, and the language of the site. Descriptions tend to be quite frank, and, if a site is not useful, Orientation will quickly note that fact. For example, they commented on one site, the Czech Top 100, “Absolutely useless listing of names of 100 Czech companies. No criteria are given and there are no links” (see Figure 4.1).



**Figure 4.1** Web Site Reviews—Orientation—Central & Eastern Europe

Similarly, if you choose a country from the main page, the system will return a list of subtopics for that country, as well as news headlines, a weather report, and an exchange rate converter. Several countries in this region have their own Orientation sites:

- Albania
- Bulgaria
- Czech Republic
- Hungary
- Moldova
- Romania
- Russia

The site provides other useful information as well. The Today section offers the top news stories of the region, including business and sports coverage. You can also listen to news in eleven different

## 92 International Business Information on the Web

languages, read the top stories of the day from each country, and browse Orientation's newspaper, magazine, radio, and television Web site collections. Social Issues provides some interesting tools for nonprofits including Find a Consultant, Nonprofit Guides, and Nonprofit Conferences.

The Central and Eastern European Business Directory [<http://www.ccebd.co.uk/ccebd/business.htm>] can help find companies in a particular industry. However, please keep in mind that companies list in this directory on a voluntary basis, so it is by no means a comprehensive listing.

Two sections of this site could prove especially useful. If you want an overview of one of the countries in the region, click on Countries in the left portion of the screen to see a list of twenty-four countries. Choosing any of them takes you to a copy of the CIA World Factbook entry for that country. Granted, you could get this by going directly to the CIA World Factbook site [<http://www.odci.gov/cia/publications/factbook/index.html>], but if you're already here, it's handy.

Back on the main page again, this time choose Directory. Scroll down the page and you have a choice of sixteen Industry Sections (see Figure 4.2).



**Figure 4.2** Central & Eastern European Directory Online—Industry Sections

I decided to choose Textiles, Leather and Dress Making (#11) and received a list of twenty companies along with a short description of each company. Ivanovo Worsted Mill (production of a wide range of ready-made fabrics of wool blend and yarns) looked promising, so I checked out its entry. I must admit, for a free directory with voluntary listings, the information provided is impressive. In addition to the usual contact information, it carried the e-mail address and the names of the president and managing director. Here's more of what I learned:

- Year founded—1963
- Type of ownership—joint stock company
- Number of employees—3,000
- Annual production—up to 6 million running meters
- Fabrics produced—wool fibers in combination with polyester fibers
- Raw materials used—merino wool fiber, polyester fiber
- Price of ready-made fabric—US\$4 to US\$8 per running meter
- Awards won by the company—1994 Golden Globe (obviously not the one awarded in the entertainment industry)
- Market share in the region—16%

Not bad for free. Granted, the accuracy of the data could be questioned due to the manner of its collection, but in a part of the world where business information is hard to come by, this is definitely a good start.

Other relevant country and regional search engines and directories contain useful information:

- **CARNet—Croatian Academic and Research Network Directory**  
<http://www.hr/wwwhr>
- **DIR.bg—The Bulgarian Directory**  
<http://www.dirbg.com>

An option for English is at the top of the page. Business & Economics category has many subheadings.

- **East European Search Engine—Sherlock**  
<http://www.sherlock.cz>  
You can search all of Eastern Europe or just the Czech Republic or Slovakia.
- **Internet Resources in Kyrgyzstan**  
<http://www.kg>
- **Kyrgyzstan On-line**  
<http://www.online.kg>
- **LATNET—Welcome to Latvia**  
<http://www.latnet.lv>
- **List of Home Pages in Lithuania**  
<http://neris.mii.lt/serveriai/bendra/servers.html>
- **Moldova Internet Resources**  
<http://www.ournet.md>
- **REENIC—Russian and East European Network Information Center**  
<http://reenic.utexas.edu/reenic.html>  
This directory is compiled by the Center for Russian, East European, and Eurasian Studies at the University of Texas at Austin.
- **REESWeb—Russian and East European Studies Internet Resources**  
<http://www.ucis.pitt.edu/reesweb/Econ/econind.html>
- **RoBBy—The Hellenic Search Engine**  
<http://www.robby.gr>  
Categories such as Government, Science & Education, Organizations, and Computer & Internet are included.
- **Russia on the Net**  
<http://www.ru>  
This site is produced by the University of Pittsburgh Business, Economics, and Law Resources.
- **SEEBN.net—Southeastern Europe Business Network**  
<http://www.seebn.net/search.cfm>  
This business directory is searchable by company name, country (Albania, Bosnia, Bulgaria, Croatia, Kosovo, Macedonia, Montenegro, or Romania), product group, or product. The site is supported by the U.S. Agency for International Development.

- **VIBES—Virtual International Business & Economic Sources—Eastern Europe**

<http://libweb.uncc.edu/ref-bus/reg.htm#eure>

From the University of North Carolina, Charlotte, this site includes Banking & Finance, Business & Marketing, Business Periodicals, Country Economic Information, and Meta-Pages.

- **YuSearch.com (Yugoslavia)**

<http://www.yusearch.com/start.html>

Also, remember to check the directories and search engines listed in the Western Europe chapter. Many of them include Central and Eastern Europe as well.

## Yellow Pages

YelloWeb Hungary [<http://www.yellowweb.hu/index.asp?lang=1>] lets you search for businesses in Hungary. While not comprehensive and charging companies for a listing, it is in English and searchable by category. The more than twenty business categories listed range from Agriculture to Tourism and Catering. You can even drill down within a category to become more specific. For example, I started with Telecommunications and got five subcategories back (see Figure 4.3):



**Figure 4.3 Telecommunications Subcategories—YelloWeb Hungary**



Telecommunications Systems, Telecommunications Consulting, Telecommunications Equipment, Telephone Companies, and Telephone Switches. The entries contain simple contact information and links to the company's Web site, if available.

Other Internet Yellow Pages sites cover the region with some countries having more than one:

- **Business Belarus**  
<http://www.telemedia.by>
- **Croatian Telecommunications Telephone Directory**  
<http://imenik.hinet.hr/imenik-asp/index.asp?lang=us>
- **Czech Republic Golden Pages**  
<http://www.zlatestranky.cz/enindex.html>
- **Czech Yellow Pages**  
<http://www.infobank.sk/cz/indexe.htm>
- **Hellas Yellow Pages—Greece**  
<http://www.hellasyellow.gr>
- **Hungarian Internet Yellow Pages**  
<http://www.yellowpages.hu/default.asp>
- **Latvia Yellow Pages**  
<http://www.telemedia.lv/en>
- **Lithuanian Internet Yellow Pages**  
<http://www.visalietuva.lt/starten.htm>
- **Moldova Yellow Pages (a Yahoo!-style directory)**  
<http://www.moldova.net/english>
- **Moscow Business Telephone Guide**  
<http://www.mbtg.net>
- **Poland Yellow Pages (a Yahoo!-style directory)**  
<http://www.yellowpages.pl>
- **Romanian Yellow Pages**  
<http://www.romanianyellowpages.com>
- **Romanian Yellow Pages**  
<http://www.yellowpages.ro>

- **Romanian Yellow Pages Online**

<http://www.imago.ro>

- **Slovakia Yellow Pages**

<http://www.yellowpages.sk>

## **U.S. Government Resources**

After all your searching in databases for business information on Central or Eastern Europe, perhaps you still haven't found too much useful or current information. Face it, with all the strife and turmoil going on in that part of the world for the last decade or so, collecting and compiling statistics and business information about the area may not have risen high on the list of things to do for the locals. Unless you're actually on the ground in the region and know your way around, it could prove pretty difficult to find what you need. Here's where the U.S. government can help a lot. When it comes to business resources for Russia, the New Independent States (NIS), and Central and Eastern Europe, the U.S. government overflows with information.

For your first stop, go to the Business Information Service for the Newly Independent States (BISNIS) [<http://www.bisnis.doc.gov>], a service of the U.S. Department of Commerce established in 1992. After looking at this site, all I can say is that the people in the U.S. embassies must be awfully busy trying to make things easier for U.S. companies to do business in the region. The site apparently undergoes frequent revisions.

The section Latest News updates every few days with reports from the various embassies in Eastern Europe. Most of the reports carry updates on financial and economic developments in the individual countries, although occasionally they provide more focused special reports. Upcoming tenders and events in the region are also described. Previously, this section was searchable and had archives going back about five years. Hopefully, as the site continues to evolve, this search function will return.

The main page for Country Reports divides into four parts covering the following areas:

- **Caucasus—Georgia, Armenia, Azerbaijan**

## **98 International Business Information on the Web**

- Central Asia—Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan
- Russian Federation
  - Central Region—Kaluga, Lipetsk, Moscow City & Oblast, Oryol, Ryazan, Tula, Tver, Vladimir, Voronezh, and Yaroslavl
  - Northwest Region—Arkhangelsk, Kaliningrad, Karelia, Murmansk, Novgorod, Pskov, Saint Petersburg/Leningrad Oblast, and Vologda
  - Volga Region—Chuvash Republic, Kirov, Mariy El, Mordovia Republic, Nizhny Novgorod, Saratov, Samara, Sochi, Tatarstan, and Volgograd
  - Southern Region—Dagestan, Krasnodar, and Rostov
  - Urals—Republic of Bashkortostan, Chelyabinsk Oblast, Perm Oblast, Sverdlovsk Oblast, Tyumen Oblast, and Udmurtia
  - Siberia—Altai Krai, Republic of Buratya, Irkutsk, Krasnoyarsk, Novosibirsk, Omsk, and Tomsk
  - Far East Region—Amurskaya Oblast and Jewish Autonomous Region, Chita, Chukotka, Kamchatka, Khabarovsk, Magadan, Primorskiy Krai, Sakha/Yakutia (Yakutsk), and Sakhalin Oblast (Yuzhno-Sakhalinsk)
- Western NIS—Belarus, Moldova, Ukraine

Topics covered in the Country Reports vary from one country to another:

- Banking and Finance
- Business and Professional Services
- Country Commercial Guides (yet another source)
- Economic and Financial Developments
- Industry Reports
- Legal and Regulatory
- Links and Contacts

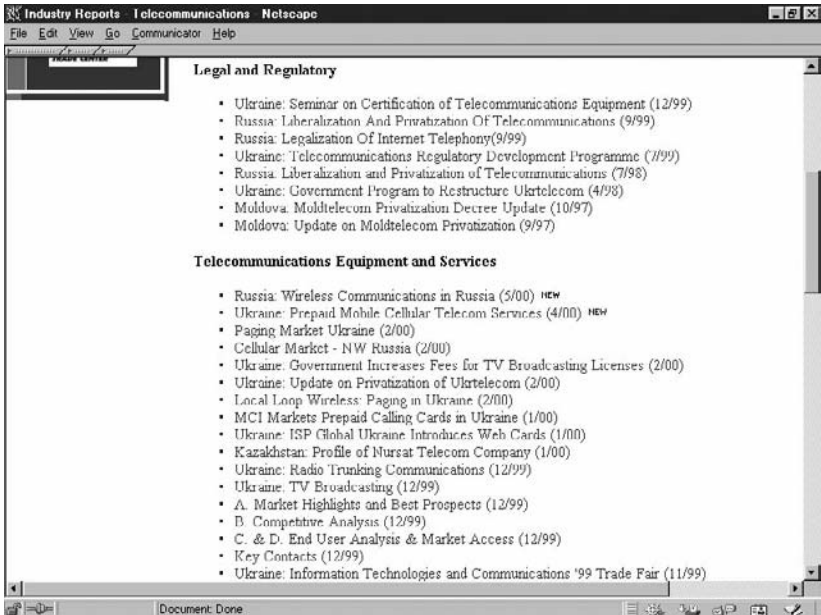
- Political Developments
- Taxes
- Tenders

An extensive selection of market survey reports appears in the Industry Reports section. Reports here date from 1997 to the present and cover the following industries:

- Banking and Finance
- Certification
- Computers, Software, and Electronics
- Consulting and Related Services
- Consumer Goods
- Construction and Real Estate
- Energy Sector
- Environmental Technologies
- Food Sector and Agribusiness
- Natural Resources
- Legal and Regulatory
- Medical Sector
- Miscellaneous and Defense
- Telecommunications
- Transportation and Distribution

A partial listing of market studies in Telecommunications may be seen in Figure 4.4.

The BISNIS Bulletin is published monthly in PDF format and contains reports on NIS market developments, trade agreements, business opportunities, financing information, and trade event calendars. The searchable versions of the current issue, as well as the archives back to 1997 are posted at the site. Other information available at the BISNIS site includes annual U.S. exports to the NIS by state (year by



**Figure 4.4** Partial Listing of Telecommunications Reports—BISNIS

year back to 1995), trade leads, events, a quick reference guide to the major import charges and customs procedures in NIS countries, a general guide to sources of financing, currency exchange rate data (via Bloomberg.com), and, of course, useful links.

For a Central and Eastern Europe counterpart to BISNIS, try CEEBICnet—Central and Eastern Europe Business Information Center [<http://www.mac.doc.gov/eebic/ceebic.html>]. CEEBIC, established in 1990 and sponsored by the U.S. Department of Commerce, covers the following countries:

- Albania
- Bosnia and Herzegovina
- Bulgaria
- Croatia
- Czech Republic
- Estonia
- FR Yugoslavia
- FYR Macedonia
- Hungary
- Latvia
- Lithuania
- Poland
- Romania
- Slovak Republic
- Slovenia

Coverage for each country includes several market research reports—even a country as small as Estonia has fifteen market research reports (see Figure 4.5). There is also a list of U.S. companies operating in each country. This could be useful on more than one front. You can identify already established competition or use the list to conduct your own market research by contacting some of the companies and discussing their experiences in the country.



**Figure 4.5** Partial Listing of Market Research Reports for Estonia—CEEBC

Trade and investment leads are available for agribusiness/food processing, automotive, computer/electronics, consumer goods, energy/environment, housing/construction, manufacturing, medical, chemicals, metals/mining/raw materials, technology, transportation, retail, services, and miscellaneous. The list of leads includes the country name and the date posted. You can browse through an archive of previous leads.

Other topics offered by CEEBIC include sources of financing, U.S. Embassy reports, trade fair information, a taxes and tariffs chart, and key regional contacts.

## Chambers of Commerce and Industry

This region consists of many small countries that may change identities. As in most parts of the world, there are numerous chamber of commerce Web sites, all offering different types of information. Some of the sites offer little more than a listing of members with contact information. But this can prove more valuable than you might initially think, helping you to identify companies currently doing business in the country.

### **AmChams**

Rather than go into great depth on just a few of the chamber sites, let's hit the highlights for a good number of them and then just list some of the others, starting with the American Chambers of Commerce (AmChams):

- **American Chamber of Commerce in Azerbaijan**

<http://www.amchamaz.org>

Unfortunately, the pickings on this site are a bit slim. No list of members, but it does list the Board of Directors that includes each individual's company name and title. It also has a very brief Doing Business in Azerbaijan section.

- **American Chamber of Commerce in Bulgaria**

<http://www.amcham.bg>

Contact information for state institutions and agencies, embassies, banks, travel agencies, airlines, press, and the European Council of American Chambers of Commerce (ECACC) can be found here as well as current and past issues of *AmCham Bulgaria Magazine*, featuring analyses of current business issues, profiles of members, and business opportunities.

- **American Chamber of Commerce in the Czech Republic**

<http://www.amcham.cz>

This site features an alphabetical list of members, a brief assessment of current business climate, and descriptions of business opportunities.

- **American Chamber of Commerce Estonia**

<http://www.acce.ee>

This site has a list of members, including detailed contact

information and products, a newsletter archive featuring articles such as Franchising in Estonia, and useful links.

- **American Chamber of Commerce in Hungary**

<http://www.amcham.hu>

An alphabetical list of members (individuals and companies) shows contact information only. The full text of *Business Hungary* is available back to 1999.

- **American Chamber of Commerce in Latvia**

<http://www.amchamlatvia.lv>

Information on this site includes an alphabetical listing of members with contact information and industry designation, current and previous issues of the quarterly publication *American Investor*, and links to Latvian government and business sites.

- **American Chamber of Commerce in Lithuania**

<http://www.acc.lt>

This site provides a membership listing, contact information, industry, and Web site link, as well as a page of useful links.

- **American Chamber of Commerce in Poland**

<http://www.amcham.com.pl>

A list of more than 300 member companies is sorted by sector. Unfortunately, it doesn't always work properly. A complete directory is available for purchase. The current issue of the monthly publication *American Investor* can be accessed.

- **American Chamber of Commerce in Romania**

<http://www.amcham.ro>

General information about the Chamber is provided in addition to a list of members; with contact information, industry, and Web site (no link). Excerpts from Chamber newsletter, general business and tax overview provided by Deloitte & Touche Romania, legal aspects of doing business in Romania, and monthly tax bulletins from Arthur Andersen Romania are also available.

- **American Chamber of Commerce in Russia**

<http://www.amcham.ru>

The list of more than 480 member companies is presented



both alphabetically and by product/service, some with links to Web sites. Other information includes white papers (market and industry studies), past issues of *AmCham News* (each issue highlighting an industry), and a collection of Business Resources links.

- **American Chamber of Commerce in Ukraine**

<http://www.amcham.kiev.ua>

Profile of the Chamber includes a list of the Board of Directors and their affiliated companies, plus a list of member companies. However, at my last visit, all information about the companies had moved to a Members Only section.

## **Other Chambers—Not AmChams**

- **Athens Chamber of Commerce and Industry**

<http://www.acci.gr>

A member directory is searchable by industry but only contact information is provided. The alphabetical listing of member companies includes links to Web sites. The full-text of *Trade with Greece*, current and back issues is accessible.

- **Association of Balkan Chambers**

<http://www.abcinfos.com>

Member countries are Albania, Bulgaria, Cyprus, Greece, F.Y.R. Macedonia, Romania, Turkey, and F.R. Yugoslavia.

- **Chamber of Economy of Bosnia and Herzegovina**

<http://www.komorabih.com/eindex.html>

Searchable membership directory entries include a description of business activity, information on reconstruction and development projects, and commodities and services (both offered and needed). Bosnia and Herzegovina in Figures is an overview aimed at the foreign business community. The remainder of the site is still under construction, but looks promising.

- **Bulgarian Chamber of Commerce and Industry**

<http://www.bcci.bg>

Among the information on this site are a searchable list of member companies, current and historical exchange rate

information, a searchable system for posting business opportunities, links to Web sites of Bulgarian companies, contact information for regional Chambers of Commerce and Industry in Bulgaria, current and past issues of *Infobusiness Newsletter*, and a country profile.

- **Croatian Chamber of Economy**

<http://www.hgk.hr>

Searchable company database entries include standard contact information and business activity. Entries are a mix of English and Croatian.

- **Latvian Chamber of Commerce and Industry**

<http://sun.lcc.org.lv>

The alphabetical directory of member companies contains contact information and brief company descriptions. Full-text of *Importers Guide to Latvia—1999* is available.

- **Economic Chamber of Macedonia**

<http://info.mchamber.org.mk>

The list of member companies is organized by industry. Some companies have links to their Web sites; others have a description at the Chamber's site. A list of major products exported from Macedonia is also provided.

- **Chamber of Commerce and Industry of Romania and Bucharest**

<http://www.ccir.ro>

This site provides links to other Chambers of Commerce and Industry in Romania. There is also a list of investment projects by industry, a searchable database of business opportunities, virtual trade fairs and exhibitions, a good Useful Links page, and a searchable listing of Romanian companies via ROBIX (ROmanian Business Information eXpress). Contact and some additional information is available for free in a demo version. Opportunity to subscribe for more complete information is offered.

- **Russian American Chamber of Commerce**

<http://www.rmi.net/racc>

A good set of links by numerous categories highlights this site. It also includes several industry links and news excerpts.

- **Russian Federation Chamber of Commerce and Industry**

[http://www.rbcnet.ru/eng\\_home.htm](http://www.rbcnet.ru/eng_home.htm)

- **Yugoslav Chamber of Commerce and Industry**

<http://www.pkj.co.yu/YCCL.htm>

This site presents an overview of the Yugoslav economy and the country as a whole, as well as a list of Yugoslav banks and insurance companies. Caution: This is a very slow loading site.

## **Banking, Finance, and Stock Exchanges**

The European Bank for Reconstruction and Development (EBRD) [<http://www.ebrd.org>] covers almost the entire alphabet of countries in Central and Eastern Europe: Albania to Uzbekistan. Established in 1991, the EBRD promotes private sector development in the region by investment and management of development projects. For detailed information on the EBRD and its projects, download the Annual Report available in PDF format. Unfortunately, this site can be confusing at first use. It does not make readily apparent which sections have what information. In the lower-right corner, there is a link to the Site Map—use it! This is one instance where it really helps to make this your first stop. Although not as detailed as one might like, it does cut down on the learning curve time. Additionally, the site has a rudimentary search function.

In order to find EBRD activities by country or sector, click on Operations. From here you can find the sectors emphasized for each country and the projects funded in the following broad sectors:

- Agribusiness
- Energy efficiency
- Equity funds
- Financial institutions
- Municipal and environmental infrastructure
- Natural resources
- Power and energy utilities
- Property, tourism, and shipping
- Telecommunications, informatics, and media
- Transport

This gives a good indication as to the needs in the various countries. For example, the transport sector listed commitments for five new railway projects, approval of a loan for the restructuring of the M1/M15 motorway project in Hungary, and a loan to the Albanian Government as part of an international effort to modernize the main east-west highway linking Albania with the former Yugoslavia and the rest of southeastern Europe.

The EBRD publishes a Country Investment Profile [<http://www.ebrd.org/english/opera/Country/index.htm>] for each country in the region. The profiles include sections on the economy, investment climate, financial sector, key contacts, legal and regulatory environment for foreign investors, and more. The profiles are now available online, in PDF format. You can also order hard copies of individual reports or a full set of all twenty-six reports.

If you have ongoing research needs in this region, you might want to purchase the *EBRD Directory of Business Information Sources*. This directory details more than 2,000 print, online, and CD-ROM sources for Central and Eastern European business information.

Created in July 1996, The Federal Commission for the Securities Market (FCSM) [<http://www.fedcom.ru/ewelcome.html>] is the successor agency to the Federal Commission on Securities and the Capital Market of the Russian Federation. This agency supervises the development of Russia's capital market and tries to ensure the protection of investors' rights. The site contains decrees, documents, resolutions, and regulations pertaining to securities and the capital market dating back to 1995. The FCSM also published a 1998 Annual Report. News items relating to the FCSM and new decisions post on the site in a very timely manner. Many of the documents at the site are available in either HTML or PDF format—a nice feature. One section provides links to other Internet resources on the Russian securities market for additional information.

Skate Financial Network [<http://www.skatefn.com>] supplies financial information on European emerging markets. More than 2,000 securities are followed in the following sixteen countries:

- Bulgaria
- Estonia
- Croatia
- Hungary
- Cyprus
- Kazakhstan
- Czech Republic
- Latvia

## **108 International Business Information on the Web**

- Lithuania
- Poland
- Romania
- Russia
- Slovakia
- Slovenia
- Turkey
- Ukraine

Each of the countries has its own section that includes a country profile and annual macroeconomic indicators for the most recent three years. The country profile includes items such as most developed industry sectors and the largest companies by revenue.

The following industries are covered:

- Chemical products
- Conglomerates
- Construction
- Construction materials
- Engineering
- Financial, insurance, real estate
- Food
- Hotels
- Information technologies
- Media and publishing
- Metals
- Oil and gas
- Power industry
- Telecommunications
- Wholesale and retail trade

Industry coverage includes a list of the companies covered by Skate, key market indicators, and key operating indicators. Profiles of the companies, in PDF format, are available only to paid subscribers.

It always helps to know how to contact the Central Bank in a country. Some of the Central Banks in this region are listed here:

- **The Croatian National Bank**  
<http://www.hnb.hr>
- **The National Bank of the Czech Republic**  
<http://voskovec.radio.cz/gov-cr/bank.html>
- **The Bank of Estonia**  
<http://www.ee/epbe/en>
- **The National Bank of Hungary**  
<http://www.mnb.hu/index-a.htm>
- **The Bank of Lithuania**  
<http://www.lbank.lt/Eng/DEFAULT.HTM>
- **The National Bank of Moldova**  
<http://www.bnm.org/english/index.htm>
- **The Central Bank of the Russian Federation**  
<http://www.cbr.ru/eng>
- **The National Bank of Slovakia**  
<http://www.nbs.sk/INDEXA.HTM>
- **The Bank of Slovenia**  
<http://www.bsi.si/html/eng/index.html>

These are the Central and Eastern European stock exchanges with a presence on the Internet:

- **Bulgaria—Bulgarian Stock Exchange**  
<http://www.onlinebg.com>
- **Croatia—Zagreb Stock Exchange**  
<http://www.zse.hr>
- **Cyprus—Cyprus Stock Exchange**  
<http://www.cse.com.cy>
- **Czech Republic—Prague Stock Exchange**  
[http://stock.eunet.cz/bcpp\\_e.html](http://stock.eunet.cz/bcpp_e.html)
- **Estonia—Tallinn Stock Exchange**  
<http://www.tse.ee/english/index.html>
- **Greece—Athens Stock Exchange**  
<http://www.ase.gr>

- **Hungary—Budapest Stock Exchange**  
<http://www.fornax.hu/fmon/stock/data/bethath.html>
- **Latvia—Riga Stock Exchange**  
<http://www.rfb.lv>
- **Lithuania—National Stock Exchange of Lithuania**  
<http://www.nse.lt>
- **Macedonia—Macedonian Stock Exchange**  
<http://www.mse.org.mk>
- **Romania—Bucharest Stock Exchange**  
<http://www.bse.ro>
- **Russia—Federal Commission for the Securities Market**  
<http://www.fedcom.ru/ewelcome.html>
- **Slovakia—Bratislava Stock Exchange**  
<http://www.bsse.sk/bsseApp/index.asp?LANG=EN&ITM=HOME>
- **Slovenia—Ljubljana Stock Exchange**  
<http://www.ljse.si/StrAng/PrvaStr/PrvaStr.asp>

## **News Resources**

One should always try to access local business publications, particularly in a region such as Central and Eastern Europe, which might not get a lot of coverage in the international business press. Yes, the countries in this area are in the news a great deal, but generally from a political perspective; the business climate in the individual countries and the companies located within them often get lost in the bigger picture. Additionally, with so many languages to take into consideration, finding business news in English can be quite a chore. Let's make the task a bit easier by looking at some of the resources for Central and Eastern European business news—some regional and some country specific.

*Business Europa* [<http://www.business-europa.co.uk/bemag.html>], a Central European business magazine, has a smattering of information at its site. Sample reports are available online for a couple of countries (Bulgaria and Ukraine, when I visited) and summary reports for the following countries:

- Albania
- Armenia
- Azerbaijan
- Belarus
- Bosnia-Herzegovina
- Croatia
- Czech Republic
- Estonia
- Georgia
- Hungary
- Latvia
- Lithuania
- Macedonia
- Moldova
- Poland
- Romania
- Russia
- Serbia & Montenegro
- Slovakia
- Slovenia
- Ukraine

Please note that the amount of information varies greatly by country. If, however, you have or plan on having ongoing projects in this region of the world, it's worthwhile to check out the site and consider a subscription to the print version of the magazine. A nine-issue subscription at the time of publication cost US\$90.

• **Central Europe Review**

<http://www.ce-review.org/index.html>

• **CEEBIZ.com**

<http://www.ceebiz.com>

A group of electronic newsletters covers IT & Telecom, Banking, Real Estate, and Capital Markets in Central Europe; paid subscription required. The site offers the ability to customize newsletters from other industry selections.

• **Central Europe Online**

<http://www.centraleurope.com>

A news-oriented portal for Central Europe focuses particularly on general and business news. In addition to the main regional section, it also has separate sections for: Croatia, Czech Republic, Hungary, Poland, Romania, Slovakia, Slovenia, and the Balkans (Albania, Bosnia, Bulgaria, Macedonia, and Yugoslavia).



- **Czech the News**

<http://www.czech.cz/washington/newslet/newslet.htm>

This site contains a monthly newsletter from the Embassy of the Czech Republic in Washington, DC, with archives to 1994.

- **Newspapers of the Czech Republic**

<http://www.columbia.edu/~js322/czech.html>

This site provides links to various Czech newspapers with notes in English.

- **Interfax**

<http://www.interfax-news.com>

Interfax provides business, political, and financial news for the countries in the region. Free daily headlines are available, as well as selected industry reports. All else requires a paid subscription.

- **The Moscow Times**

<http://www.themoscowtimes.com>

This site is updated daily and has a separate section for business news.

- **The Prague Post Online**

<http://www.praguepost.cz>

This site is updated weekly.

- **The Slovak Spectator**

<http://www.slovakspectator.sk>

Provides weekly news with archives to September 1999.

- **The St. Petersburg Times**

<http://www.sptimes.ru/cgi-bin/home.cgi>

Publishes on Tuesdays and Fridays.

- **The Warsaw Voice**

<http://www.warsawvoice.com.pl>

Provides weekly Polish and Central European news with archives to 1996.

## **Poland**

If you're interested in doing business in Poland, you're in luck. Business information is more readily available here than for most

other countries in the region. Business Polska [<http://www.polska.net>] is a great place to start. First, look at POLAND: Fundamental Facts, Figures, and Regulations (reached from the Investor's Guide link on the main page). This PDF document runs forty-eight pages and hits most of the important business highlights, including these segments:

- Average gross wages by sector
- Foreign trade
- Forms of legal business entities
- GDP structure by sector
- Import and export restrictions
- Industry production—output and trends
- Intellectual property protection
- Purchase of real estate by foreigners
- Sectors of foreign investment
- Taxes

Another useful publication at the site is *Business Opportunities in Poland: A Guide for American Investors*. Topics covered include Investment Risks, Taxes and Social Security Costs, Intellectual and Industrial Property, and Commercial Relations Between the U.S. and Poland. The section Examples of Sectoral Prospects for American Investors gives brief overviews and some market information on the following industries:

- Construction, including toll motorways and home and office construction
- Electronics
- Health, including medical equipment and pharmaceuticals
- Laboratory and scientific equipment
- Power industry
- Telecommunications

The publication's Annex provides an extensive list of useful contacts for those doing business in Poland.

Business Polska offers three different ways to search for Polish companies. The first is via a direct link to the CEEBICnet site (described earlier in the "U.S. Government Resources" section). The second is via a link to the American Chamber of Commerce in Poland site (described earlier in the "Chambers of Commerce and Industry" section). The final way is to choose a business sector and view a list of companies within that sector, many linked to company Web sites.

They also carry links to a number of other useful sites, including the Warsaw Stock Exchange, various domestic and international news sites, relevant chambers and business organizations, and market reports. The market reports come from CEEBICnet. The title of each report lists the publication date, so you can readily check for currency.

After you have thoroughly researched Poland for your client, try one more interesting point on this site: a link to Hotels Poland: Castles and Palaces [[http://www.HotelsPoland.com/castle\\_palace](http://www.HotelsPoland.com/castle_palace)]. Here you can make your own reservation for a stay in a castle in Poland. You will have more than twenty-five castles and palaces to choose from at rates ranging from US\$29/night to around US\$99/night. Cinderella, anyone?

Inside Poland [<http://www.insidepoland.com.pl>] is a very Yahoo!-like site for Poland with numerous subject categories to choose from, ranging from the more serious (Business, News, Government) to the more lighthearted (Weather, Travel, Photographs). The Business category, like all good business sites, offers a list of companies, sorted by city or sector. As I've come to expect for this part of the world, most entries offer nothing more than contact information. However, if you need to find someone "on the ground" in Poland to supplement your research, try one of the Business categories—Market Research.

If you have a client who plans to travel to Poland, use the Internet Service Provider category to locate a local ISP; there were 104 when I checked.

Inside Poland also has a free e-mail news service that provides local news from local sources under the following news categories:

- Corporate News
- Domestic and Political News

- Economic News
- International News
- Sports

Once you complete the free registration form, they will deliver your news via e-mail every afternoon.

Similar Inside ... sites are available for many other countries in the region:

- |                  |              |
|------------------|--------------|
| • Albania        | • Macedonia  |
| • Baltic States  | • Moldova    |
| • Belarus        | • Yugoslavia |
| • Bosnia         | • Romania    |
| • Bulgaria       | • Russia     |
| • Croatia        | • Slovakia   |
| • Czech Republic | • Slovenia   |
| • Hungary        | • Ukraine    |

The Warsaw Business Journal compiles several lists of companies in Poland [<http://www.wbj.pl/common/bol/default.asp?site=2>]. Most company listings have links to the company's Web site. The lists include:

- Top 100 Companies
- Top Exporters
- Top Private Foreign Investors
- Top Women-Run Businesses

Several industry categories on the page can help you locate companies. Similar lists are available from the Prague Business Journal [<http://www.pbj.cz/common/bol/default.asp?site=1>] and the Budapest Business Journal [<http://www.bbj.hu/common/bol/default.asp?site=3>].

## Greece

Invest in Greece (INVgr) [<http://www.invgr.com>] is a good mix of information on Greece. In order to reach some of the information, you must register at the site (it's free) and you will receive a user name and password via e-mail. The downside of this is that it can take a couple of days before you receive them, which could become a problem if time were of the essence.

Without registration, you can read stock market information including a list of the companies on the stock exchange, sorted by industry and carrying links to company Web sites. You can also view sections outlining economic indicators, an explanation of the Greek economy over the last two years, company news, useful links, and an archive of selected stories.

Much more is available after registration. There are company profiles and more detailed articles about Greek companies in the news.

## Russia

Russia Today [<http://www.russiatoday.com>] is a good portal with which to start looking for business information on Russia. This searchable site updates daily with general and business news. The Business News section includes a Stock and Currencies area (current stock information, a currency converter, and exchange rate data), pertinent stories from PR Newswire, and ON24, with news in audio and video format. It also offers subscriptions to daily e-mail news updates.

The Country Info section is divided into several sections:

- Biographies—biographies of important politicians
- Constitution—the full-text of the Russian constitution
- Features—special articles and topics
- Government—information about the Federal Assembly, Federation Council, State Duma, and the Executive Branch

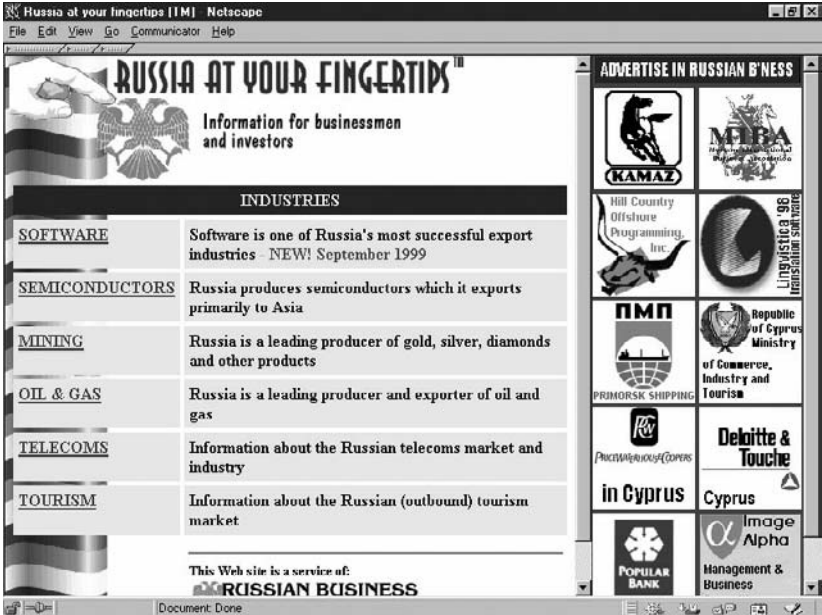
- Government Addresses—contact information for important government committees
- Hot Sites—links to Web sites in more than 20 categories and descriptions of their content. Additional links appear in the E-commerce section.

A good site for those interested in doing business in Russia is *Russia at Your Fingertips* [<http://www.publications-etc.com/russia/index2.html>]. While much of the site has not updated for the last nine to twelve months, some of the information offered will not change very rapidly. (When we last checked, a page at the site stated that the site is undergoing construction and will shortly convert into a business to business portal.)

Start with the Business FAQ section. Topics covered include the Russian Business Environment, Selling Products to Russia, Setting Up a Company in Russia, Buying from Russia, Selling Services in Russia, and Investing in Russia. Material seems very comprehensive and forthright.

The site has a small Russian/CIS Exporters Directory with, at last viewing, only a handful of companies listed. Each listing has a short statement describing the company and a link to its Web site. There are also articles on some of the major industries (see Figure 4.6) in Russia:

- Mining
- Oil & Gas
- Semiconductors
- Software
- Telecommunications
- Tourism



**Figure 4.6 Industry Listings—Russia at Your Fingertips**

Bucknell University has a page of U.S. firms in Russia [<http://web3.departments.bucknell.edu/scripts/russian/usfirms>]. You can search for companies by name, service, or product, or you can list all the companies alphabetically. Entries contain very cursory contact information, but do give some insight as to the companies already doing business in Russia.

## Czech Republic

Czech Republic [<http://www.czech.cz>] has a good deal of basic information about the country. Exploring some of the links on the right side of the page, Basic Facts, Political System, Country & People, History of the Czech State, will provide overall background information on the Czech Republic. After exploring those areas, scroll down the page to the links with more concrete business information.

- Communication—Provides a general overview of media in the country; links to various news sources.
- Economy—Discussion of the country's economic situation

- Investment—Outlines the investment advantages to doing business with the Czech Republic and links to a Doing Business in the Czech Republic guide
- Other Czech Servers—Offers links to other Internet Czech resources

The Czech Info Center [<http://www.muselik.com/czech/frame.html>] has a searchable business directory. Some sections of the directory seemed still under construction, but much was already functional when last viewed. Other, more general, Czech information also appears on the site, such as travel, news, biographies, and even recipes.

## Azerbaijan

Azerbaijan is not exactly a word that trips easily off the tongue; nor is it easy to spell. It's also not a country from which one would expect to find much business information. However, the State Statistical Committee of Azerbaijan Republic [<http://www.stat.com.baku-az.com>] has some pretty amazing tables available at its site (see Figure 4.7):

State Statistical Committee of Azerbaijan Republic - Netscape					
File Edit View Go Communicator Help					
<i>Employment by branches (thsd. person)</i>					
Branches	1995 <sup>*)</sup>	1996 <sup>*)</sup>	1997 <sup>*)</sup>	1998 <sup>*)</sup>	in percent to total
Total	3613.0	3686.7	3691.1	3701.5	100
Industry	352.1	282.9	242.0	240.2	6.5
Agriculture and forestry	874.0	921.3	842.5	835.5	22.6
Construction	185.1	164.1	153.3	155.6	4.2
Transport and communication	159.1	168.3	166.3	168.3	4.5
Trade and public catering, material and technical equipment supply and sales, procurement	396.2	456.6	602.8	704.0	19.0
Communal dwelling services, living subsistence contribution	81.8	86.1	94.6	95.5	2.6
Health care, physical training and social security	174.5	181.9	184.5	190.0	5.1
Education, culture and art	372.6	374.6	365.8	368.5	10.0
Science and scientific services	34.1	33.6	32.5	32.0	0.9
Credit, finance and insurance	14.2	14.0	10.5	11.0	0.3
General administrative organizations	66.6	68.9	67.8	68.0	1.8

**Figure 4.7 Employment by Sector—State Statistical Committee of Azerbaijan**



## **120 International Business Information on the Web**

- Average monthly wages of employees of different professions and posts (in local currency)
- Employment by branches (meaning sector)
- Employment by ownership and type of establishment (state enterprise, private, cooperative, etc.)
- Indicators of industrial production
- Main indicators of construction
- Main trading partners
- Number of pensioners

Based in Washington, DC, the U.S.-Azerbaijan Council [<http://ourworld.compuserve.com/homepages/usazerb>] publishes the *Caspian Business Report* twice a month (archives at site back to November 1996) and *Caspian Crossroads Magazine* approximately once a quarter (archives at site back to Winter 1995). Subscription information for the hard-copy versions of both is available at the site. Take a look at the services offered by the Council. They could prove a valuable resource if the information you seek is not readily available.

A great set of links has been compiled at Azerbaijan Internet Links [<http://resources.net.az>]. For business purposes, the most useful areas are Economy and Azerbaijan in Internet. The Economy section has the following categories:

- Banks
- Communication
- Companies, Firms, and Consortiums
- Exchanges
- Fuel and Energy
- General Information
- Information Systems and Computers
- Insurance Companies
- International Economic Relations
- Privatization

- Transport
- Travel and Recreation, Hotels

## **Latvia**

Interested in going to a virtual trade show? Check out Latvian Business Pages [<http://www.expo.lv>] for a different twist. On the main page, click on Online Exhibition and you go to the Exhibit Hall to see five categories of exhibits: Food, Consumer Goods, Industry, Transport, and Services. Choose any of the companies shown and you reach that company's "exhibit," most in English. For additional companies, click on Classifier. A very detailed Useful Business Links section not only covers Latvia extensively, it also includes Estonia, Lithuania, Kazakhstan, Kyrgyzstan, Tajikistan, Uzbekistan, Armenia, Belarus, Georgia, Moldova, Ukraine, and Russia.

The Latvian Business Directory [<http://www.zl.lv/new1/region-eng.htm>] claims that it has close to 60,000 businesses in its database. To begin, choose from twenty-five regions within Latvia. A search screen offers the option of searching by company name, city or district, street, product, or service. All entries in the database contain contact information. Some also contain a product/service description and a link to the company Web site. To reach a very extensive help section for searching, click on User Manual.

## **Estonia**

Estonia may be a small country, but it is definitely dancing as fast as it can to build up its business economy. The Estonian Trade Council [<http://www.ee/ETC>], a nonprofit trade organization, has a pretty impressive Web site. It provides overviews of the food export, furniture, and engineering industries and offers a link to the Estonian Clothing and Home Textiles Importers Guide 1998.

You can look through the Trade Council's list of members alphabetically (browsing by activity does not appear to work), or you can use the search function. To test the search capabilities, I entered the term "furniture" and received three hits. Checking out the entries, I found contact information, year established, number of employees, activities, and products. Some entries also included export countries, turnover, and export turnover.

## 122 International Business Information on the Web

Ekspress Hotline [http://www.1182.ee/eng] has a very extensive Estonian Export Directory, searchable by company name and goods/services. Remember our previous cutlery searches? I decided to see whether or not Estonia had any cutlery manufacturers. Searching on “cutlery” returned three subcategories, one for “stainless steel cutlery.” Following that link, one company appeared: Toprest Ltd. The company’s entry included contact information, turnover, year founded, number of employees, and a brief description of the products offered (see Figure 4.8).

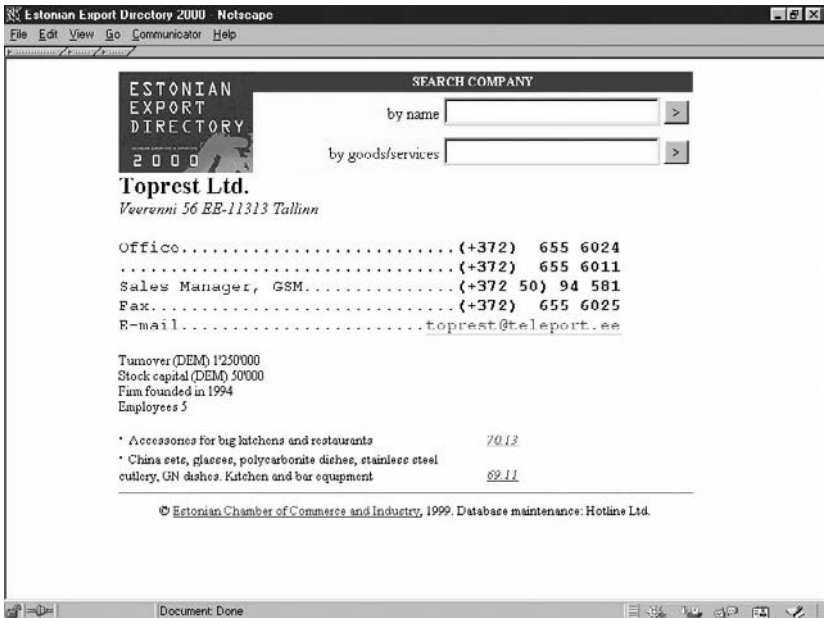


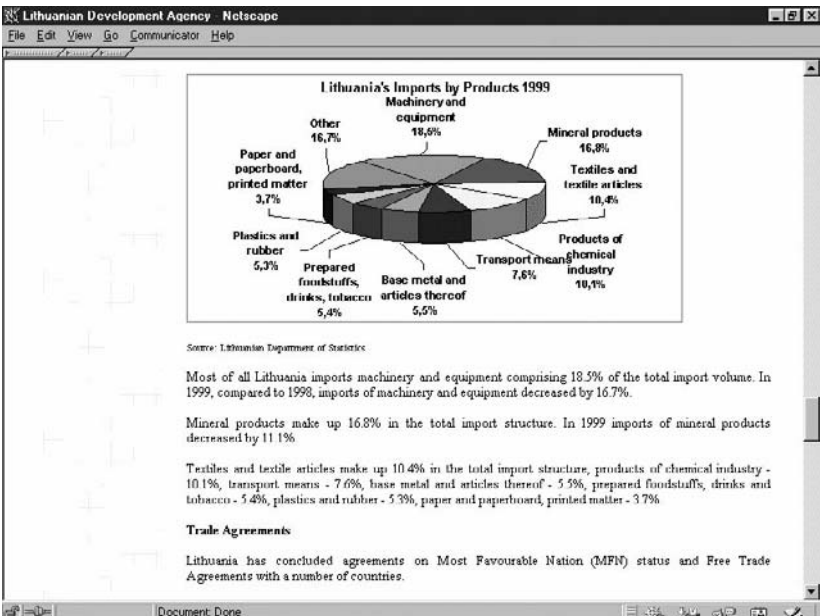
Figure 4.8 Company Directory Listing—Estonian Export Directory

## Lithuania

Advantage Lithuania [http://www.lda.lt] is the Web site for the Lithuanian Development Agency (LDA). Start by clicking on Invest in Lithuania and you get Ten Reasons to Invest in Lithuania. On the left portion of the screen, you can explore the Country Profile, Business and Investment Climate, Legal Environment, Key Business Sectors, Foreign Trade, and Links and Resources. Each of the Key Business Sectors (wood processing, textiles, electronics, machinery and IT, food and agriculture, chemicals and pharmaceuticals, transportation infrastructure and distribution, financial services, and

travel and tourism) includes a short industry overview and mentions the major foreign investors in the industry.

From the main page, choose Buy from Lithuania. Apparently the best products to acquire from Lithuania are textiles, furniture, chemicals, machinery and automotive components, electronics, and processed foods. You can also learn about Lithuanian trade conditions (taxes, tariffs, quotas, etc.), foreign trade statistics (see Figure 4.9), business opportunities, and the services of the Lithuanian Development Agency. The Exporters' Database, still under construction at my last visit, is now functional and searchable by company name, keyword or product code/HS code. For a free database, the entries are quite extensive. They include contact information (with the name of the appropriate individual), languages spoken, year founded, number of employees, turnover, export capacity (in percentages), major export partners (by country), business experience, and product descriptions sorted by HS code. As with many of the free databases, please bear in mind that inclusion is voluntary and the information provided by the companies is not verified. There is an outline of the services available through the LDA and points of contact. As in many cases, the personal approach



**Figure 4.9** Lithuanian Imports by Product—Lithuanian Development Agency

may constitute the best route to follow for hard-to-find business information.

Most Central and Eastern European countries will have agencies similar to the LDA, which can seem like wonderful oases in deserts of business information. Using a search engine, try the phrases “investment promotion,” “investment and export promotion,” or “trade development” along with the name of a country. While you will undoubtedly get many irrelevant hits, you should easily find the right one in the search results.

## **Regional Wrap-Up**

As stated in the beginning, Central and Eastern European business information is not easy to find. If you are lucky enough to find what you’re looking for, be wary of the quality of the information. There are wonderful business opportunities in the region, but you will have to dig to find them. As always, consider supplementing open Web searches with the traditional online vendors—although you might not have much success there either for this region. But with the sites in this chapter in hand, you’re in a good position to respond to an opportunity in this area.

## CHAPTER 5

# **LATIN AMERICA AND THE CARIBBEAN**

In the previous chapters, we traveled all around Europe and found ways to handle the intricacies of dealing with multiple languages and cultures. Now we turn to Latin American and Caribbean business information. Piece of cake, you say—basically one language and one culture. Nothing could be further from the truth. Sure, the major language is Spanish, but at the very least you will also find English, French, Portuguese, and some local Indian dialects.

Since the majority of the countries are Spanish-speaking, much of the rest of the world tends to view Latin America as one homogeneous entity with interchangeable countries. Wrong!

What is the definition of Latin America? Different people and organizations define the area and the term differently. On more than one occasion I've had colleagues call me to ask: "My business adviser wants me to look for information about the widget industry in Latin America. What does he mean by Latin America? Central America? Mexico? South America? Some combination of all three? Or a completely different grouping of countries?" To me, Latin America includes Mexico, Central America, South America, and the Spanish-speaking Caribbean countries of Cuba and the Dominican Republic. I generally also throw in Haiti, even though it is French-speaking, since it shares the island of Hispaniola with the Dominican Republic.

When you tack on the Caribbean to complete the region, you add countries that have colonial roots in France, Africa, the Netherlands, and Great Britain. Of course, Brazil brings in the influence of Portugal. So much for homogeneity. Let's see if we can find some ways to muddle through this confusion and still find useful business information. We'll look at a selection of regional, government, and directory sites; specialized search engines; some country-specific sites for Argentina, Brazil, the Caribbean, and Guatemala; and more.

## **Search Engines and Directories**

When I get the question asked in the Microsoft ads, "Where do you want to go today?," my answer is generally, "I don't know; probably someplace different than yesterday and maybe somewhere I've never been." Such is the curse (or blessing, depending upon your point of view) of the business searcher. Every day, every project differs. The challenge probably explains why so many of us enjoy what we do, but it also tends to make things a bit more difficult. Personally, I feel that directory sites are like Belgian chocolates—you can never have enough of them.

Start any Latin American search with the Latin American Network Information Center (LANIC) site of the University of Texas at Austin [<http://lanic.utexas.edu>]. LANIC, begun in 1992, focuses on the creation and maintenance of directories and guides to Internet-based resources on Latin America. Receiving countless awards over the years, the site covers thirty-six countries and fifty-one subjects. If I didn't have any leads to start a Latin American search, I would definitely begin here.

You have the option of starting with a country or a subject. I chose a country and tried El Salvador. This took me to the El Salvador page, divided into several sections: Academic Research Resources; Arts & Humanities; Economy; General; Government; Network & Information Services; News & Media; Other Resources; Portals, Directories & Search Sites; and Travel & Tourism. The sections, while not identical, are very similar from country to country and consist of numerous links (see Figures 5.1 & 5.2). As one would imagine, some countries have substantially more entries than others.



Figure 5.1 Excerpts from El Salvador Entry—Latin American Network Information Center

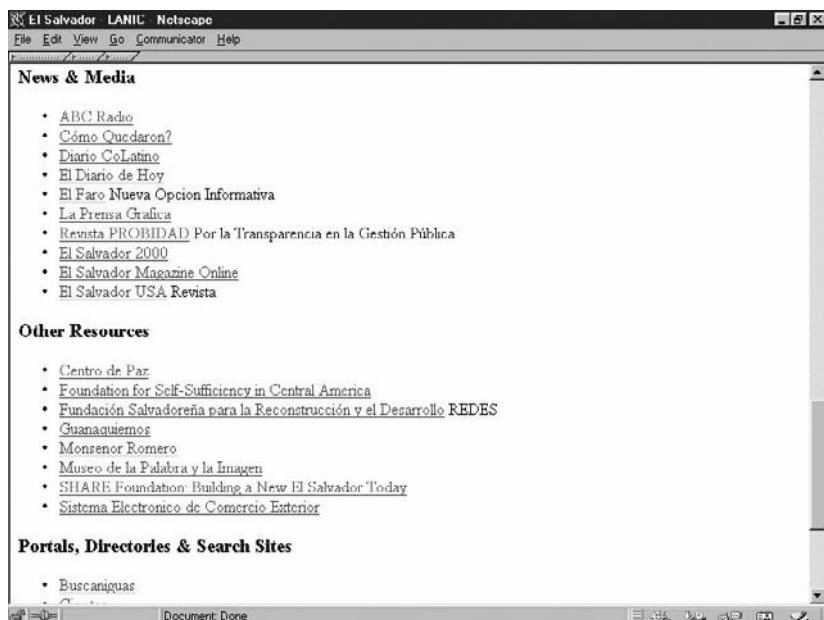


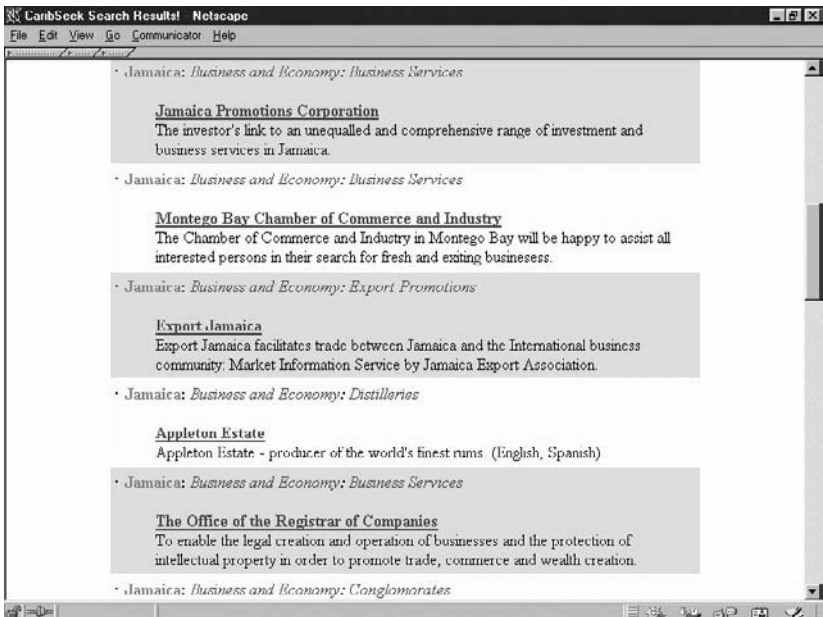
Figure 5.2 Excerpts from El Salvador Entry—Latin American Network Information Center



Depending upon your needs, you might also find it worthwhile to try the subject option. When I chose Economy as the subject and Trade as a subheading, I went to a page with trade-related listings by country, as well as links to Trade Agreements & Negotiations, Fair Trade and Non-Profit Organizations, Publications, Other Western Hemispheric Resources, and International Resources.

CaribSeek [http://www.caribseek.com] bills itself as “The Premier Caribbean Search Directory.” Much of the site is devoted to “fluff” (tourism, sports, shopping, and the like); however, the search function may help the serious business searcher by offering seven different search options (country, category, subcategory, URL, title, description, and keywords) and limited Boolean searching.

You can search the entire directory, the entire Caribbean, only the islands, or an individual country or island. I decided to see what CaribSeek would find in the area of Business & Economy for Jamaica. Twenty-one matches were found (see Figure 5.3). Most of the sites seemed to hold good potential; Jamaica Promotions Corporation, Montego Bay Chamber of Commerce and Industry, and Export Jamaica looked particularly promising. The Office of the Registrar of Companies might also prove useful, depending upon one’s needs.



**Figure 5.3 Partial Search Results—CaribSeek**

Rhodes College in Memphis, Tennessee, produces several nice directories of international sites. Two pertain to our concerns: International Studies—Americas [<http://blair.library.rhodes.edu/ishtmls/americas.html>] covering North America, Central America, and the Caribbean and International Studies—South America [<http://www.rhodes.edu/ishtmls/SAmerica.html>]. The sites segment into general sites and country sites. Scrolling down the page of the Americas site (omitting the North American categories), one finds Caribbean, Island Links, Mexico, Central & Latin America—General Links, and Central & Latin America—Country Links. Similarly, the South America site separates into South America—General Links, and South America—Country Links. Many of these links take you to local newspapers (often in English), legal information, newsletters, and other Latin American directory sites. No value-added information appears at the site, nor is the information searchable (there's nothing to search), but as with many directory sites, it can help point you in the right direction.

The University of North Carolina at Charlotte offers VIBES—Virtual International Business and Economic Sources, a directory of Internet links, all in English and available free of charge. VIBES—Latin America [<http://libweb.uncc.edu/ref-bus/reg.htm#latin>] offers links to nearly thirty Latin American and Caribbean sites. Sources can also be found via individual country name.

@BRINT [<http://www.brint.com>], established in 1994, is a consulting firm that specializes in business technology and knowledge management. It refers to itself as a “virtual knowledge enterprise.” The site contains a section entitled International Business & Technology that provides an extensive directory of sites. One section, Americas: Business & Technology [<http://www.brint.com/Country.htm#IntAmerica>], lists approximately twenty sites (including Canada) that would help people looking for Latin American business information. Some of the sites link to other, more specialized directories, while some sites link to specific studies such as Demographics and Behavior of the Chilean Internet Population.

Other directories and search engines for Latin America and the Caribbean include:

- **Caribbean Cyberspace**

<http://www.CaribbeanCyberspace.com>

Covers all Caribbean countries. Contains more fluff than business information, but is still worth checking.

- **Caribe Search**

<http://www.caribeseach.com>

Also Caribbean, this site can be searched in English, Spanish, French, German, Italian, and Portuguese.

- **Centramerica.com**

<http://directory.centramerica.com>

Information on this site covers Belize, Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, and Panama.

- **Central America on the Net**

<http://www.latinworld.com/centro>

Organized by country, each section is available in English, Spanish, and Portuguese.

- **Costa Rica Internet Directory**

<http://www.arweb.com/cr>

Contains a separate category for business.

- **EuroSeek Caribbean**

<http://webdir.euroseek.com/?ilang=en&catid=271>

Users can search by country or topic on this and the next two EuroSeek sites.

- **EuroSeek Central America**

<http://webdir.euroseek.com/?ilang=en&catid=266>

- **EuroSeek South America**

<http://webdir.euroseek.com/?ilang=en&catid=265>

- **Latin American/South American Search Engines and Directories**

<http://websearch.about.com/internet/websearch/msub12-m14.htm>

- **South America on the Net**

<http://www.latinworld.com/sur/index.html>

- **The Caribbean on the Net**

<http://www.latinworld.com/caribe/index.html>

- **Yaguá Business**

[http://www.yagua.com/cgi-local/categorias.cgi?categoria=Comercio\\_y\\_Empresas](http://www.yagua.com/cgi-local/categorias.cgi?categoria=Comercio_y_Empresas)

This site covers Paraguay; mostly in Spanish, some English.

## **Chambers of Commerce and Industry**

We have already discussed (and I'm sure we will again) the usefulness of Chambers of Commerce. Doing business research on Latin America is no exception. The region is home to the Association of American Chambers of Commerce in Latin America (AACCLA) [<http://www.aaccla.org>], founded in 1967. AACCLA has twenty-three members in twenty-one Latin American and Caribbean countries (Ecuador and Brazil each have two chapters). It represents more than 16,000 companies in the region and serves as an advocate for trade and investment with the United States.

Each AACCLA chapter has its own section of the site, which generally includes the following information:

- Contact Information
- Economic Outlook
- Link to the country's American Chamber (AmCham) site
- News—previous thirty days
- Publications
- Related Links
- Selected Government Contacts
- Statistical Snapshot—economic indicators, top trading partners
- Upcoming Events—trade shows, conferences

Be sure to check out individual AmCham sites (listed on the next page), as many of them contain pertinent business information. Information on important business issues in the region also resides here, such as background and up-to-the-minute information on the Free Trade Area of the Americas (FTAA) and the Caribbean Basin Initiative (CBI). AACCLA offers an extensive list of publications for sale, most within the \$10 to \$150 range.

- **American Chamber of Commerce in Argentina**  
<http://www.amchamar.com.ar>
- **American Chamber of Commerce of Bolivia**  
<http://www.bolivianet.com/amcham>
- **American Chamber of Commerce for Brazil, Rio de Janeiro**  
<http://www.amchamrio.com.br> (Portuguese only)
- **American Chamber of Commerce for Brazil, São Paulo**  
<http://www.amcham.com.br/english>
- **Chilean-American Chamber of Commerce**  
<http://www.amchamchile.cl>
- **Colombian-American Chamber of Commerce**  
<http://www.amchamcolombia.com.co>
- **Costa Rican-American Chamber of Commerce**  
<http://www.amcham.co.cr>
- **American Chamber of Commerce of the Dominican Republic**  
<http://www.amcham.org.do>
- **Ecuadorian-American Chamber of Commerce, Guayaquil**  
<http://www.caecam.org/amcham.html>
- **American Chamber of Commerce of El Salvador**  
<http://www.amchamsal.com>
- **American Chamber of Commerce in Guatemala**  
<http://www8.bcity.com/amcham2>
- **American Chamber of Commerce in Jamaica**  
<http://www.amchamjamaica.org>
- **American Chamber of Commerce of Nicaragua**  
<http://amchamnic.com/index1.htm>
- **American Chamber of Commerce and Industry of Panama**  
<http://www.panamcham.com>
- **American Chamber of Commerce of Trinidad & Tobago**  
<http://www.amchamtt.com>
- **Chamber of Commerce Uruguay-U.S.A.**  
<http://www.zfm.com/amchamuru>
- **Venezuelan-American Chamber of Commerce & Industry**  
<http://www.venamcham.org/ingles/welcoeng.htm>

## **Banking, Finance, and Stock Exchanges**

The Center for Latin American Capital Markets [<http://www.netrus.net/users/gmorles>] has an interesting Web site that serves a variety of purposes. The Florida International University in Miami, Florida, hosts the Center. If you need to search for data on the capital markets of Latin America, the Research section of the site links to numerous studies. Another portion of the site, Exchanges, offers links to most of the Latin American stock exchanges currently online. Descriptions give an indication of what information appears on each site with the most important sites (in the opinion of the Center) highlighted. The News section links to numerous publications with descriptions in English. Some of the publications are general or regional, others are country-specific. A final section, General Economic Data, offers resources for Latin American economic data.

While on the subject of the stock exchanges within the region, here are links to those that have a Web site (not all sites are in English):

- **Argentina—Bolsa de Comercio de Buenos Aires**  
[http://www.bcba.sba.com.ar/sib\\_i.htm](http://www.bcba.sba.com.ar/sib_i.htm)
- **Barbados—Security Exchange of Barbados**  
<http://www.cweek.com/sebact.html>
- **Bermuda—Bermuda Stock Exchange**  
<http://bsx.com/cgi-win/bsx.exe/bsxindex>
- **Bolivia—Bolsa Boliviana de Valores**  
<http://bolsa-valores-bolivia.com>
- **Brazil—Rio de Janeiro Stock Exchange**  
<http://www.bvrj.com.br>
- **Brazil—São Paulo Stock Exchange**  
<http://www.bovespa.com.br/indexi.htm>
- **Cayman Islands—Cayman Islands Stock Exchange**  
<http://www.csx.com.ky>
- **Chile—Bolsa de Comercio de Santiago**  
<http://www.bolsadesantiago.com/english/index.asp>

- **Colombia—Bolsa de Occidente**  
[http://www.bolsadeoccidente.com.co/0index\\_en.html](http://www.bolsadeoccidente.com.co/0index_en.html)
- **Colombia—Bolsa de Bogotá**  
<http://www.bolsabogota.com.co>
- **Ecuador—Bolsa de Valores de Guayaquil**  
<http://www4.bvg.fin.ec/eng/default>
- **Ecuador—Bolsa de Valores de Quito**  
<http://www.ccbvq.com/bolsa/html/home.html>
- **Honduras—Bolsa Centroamericana de Valores**  
<http://www.bcv.hn>
- **Jamaica—Jamaica Stock Exchange**  
<http://www.jamstockex.com>
- **Nicaragua—Bolsa de Valores de Nicaragua**  
<http://www.bolsanic.com/engl.html>
- **Paraguay—Bolsa de Valores de Asuncion**  
<http://www.pdv.com.py/bolsa/index.html>
- **Peru—Lima Stock Exchange**  
<http://www.bvl.com.pe/homepage2.html>
- **Trinidad and Tobago—Trinidad and Tobago Stock Exchange**  
<http://stockex.co.tt>
- **Venezuela—Caracas Stock Exchange**  
<http://www.caracasstock.com/newpage/english/english.htm>

In previous chapters, we've discussed the usefulness of Central Banks. Here are links to those in the region that have an Internet presence (again not all are in English):

- **Banco Central de la República de Argentina**  
[http://www.bcra.gov.ar/english/e\\_english.htm](http://www.bcra.gov.ar/english/e_english.htm)
- **Central Bank of Barbados**  
<http://www.centralbank.org.bb>
- **Banco Central de Bolivia**  
<http://www.bcb.gov.bo>
- **Banco Central do Brasil**  
<http://www.bcb.gov.br/defaulti.htm>

- **Banco Central de Chile**  
<http://www.bcentral.cl>
- **Banco Central de la República—Colombia**  
<http://www.banrep.gov.co/home4.htm>
- **Banco Central de Costa Rica**  
<http://www.bccr.fi.cr>
- **Banco Central de la República Dominicana**  
<http://www.bancentral.gov.do>
- **Banco Central del Ecuador**  
<http://www.bce.fin.ec>
- **Banco Central de Reserva de El Salvador**  
<http://www.bcr.gob.sv/ebcr000.htm>
- **Banco de Guatemala**  
<http://www.banguat.gob.gt/menugen.asp?kmenu=INDICE>
- **Banco Central de Honduras**  
<http://www.bch.hn>
- **Bank of Jamaica**  
<http://www.boj.org.jm/home30.html>
- **Central Bank of the Netherlands Antilles**  
<http://www.centralbank.an>
- **Banco Central de Nicaragua**  
<http://www.bcn.gob.ni>
- **Central Reserve Bank of Peru**  
<http://www.bcrp.gob.pe/english/e-Default.htm>
- **Banco Central del Uruguay**  
<http://www.bcu.gub.uy>
- **Banco Central de Venezuela**  
<http://www.bcv.org.ve>

## **Yellow Pages**

Below is a listing of Latin American Internet yellow pages directories. As you can see, some countries have more than one. Whenever possible, I have tried to point you to the English versions. However, there are still a few not available in English.



- **Argentina—Páginas Amarillas**  
<http://www.paginasamarillas.com.ar>
- **Argentina—Páginas Doradas**  
[http://www.paginas-doradas.com.ar/PDPortal/guia\\_clasificada/guia\\_clasificada.asp](http://www.paginas-doradas.com.ar/PDPortal/guia_clasificada/guia_clasificada.asp)
- **Bermuda Yellow Pages**  
<http://www.bermudayp.com>
- **Brazil Biz**  
<http://www.brazilbiz.com.br/english>
- **Chile—Las Amarillas de Internet**  
<http://www.amarillas.cl>
- **Chile Business Directory**  
<http://www.chilnet.cl/consultas/abajoesp.asp>
- **Colombian Yellow Pages**  
<http://www.quehubo.com>
- **Costa Rica Páginas Amarillas**  
<http://www.costaricapages.com/local/localhome.htm>
- **Páginas Amarillas de El Salvador**  
<http://www.paginasamarillas.com/paginasamarillas/Salvador/Salvador.asp?NuevaB=2>
- **Páginas Amarillas de Guatemala**  
<http://www.paginasamarillas.com/paginasamarillas/guatemala/guatemala.asp>
- **Páginas Amarillas de Panama**  
<http://www.paginasamarillas.com/paginasamarillas/Panama/Panama.asp?NuevaB=4>
- **Paraguay Páginas Amarillas**  
[http://www.uninet.com.py/GUITEL/paginas\\_amarillas.html](http://www.uninet.com.py/GUITEL/paginas_amarillas.html)
- **Páginas Amarillas de Peru**  
<http://www.paginasamarillas.telefonica.com.pe>
- **Páginas Amarillas de Uruguay**  
<http://www.guiatelefonica.com.uy/principal/index.htm>

• Venezuela—La Guía

<http://www.caveguias.com.ve>

## Local Government Resources

One should never overlook governments as good sources of business information and one site simplifies this resource for Latin America and the Caribbean. American Governments on the WWW [<http://www.gksoft.com/govt/en/america.html>] gathers all these sources on one easy-to-use location. This site is part of the Governments on the WWW series, online since June 1995.

Each regional section is broken up by country and lists the number of entries per country, along with the date of the last change. Click on a country to view a list of links for that country's government sites. Choosing Bolivia, we see numerous National Institutions including the National Congress, Ministry of Economic Development, Ministry of External Trade and Investment, and the National Institute of Statistics (see Figure 5.4). We also find links to Municipal Institutions (similar to state and local government offices), Bolivian consulates and embassies in other countries,

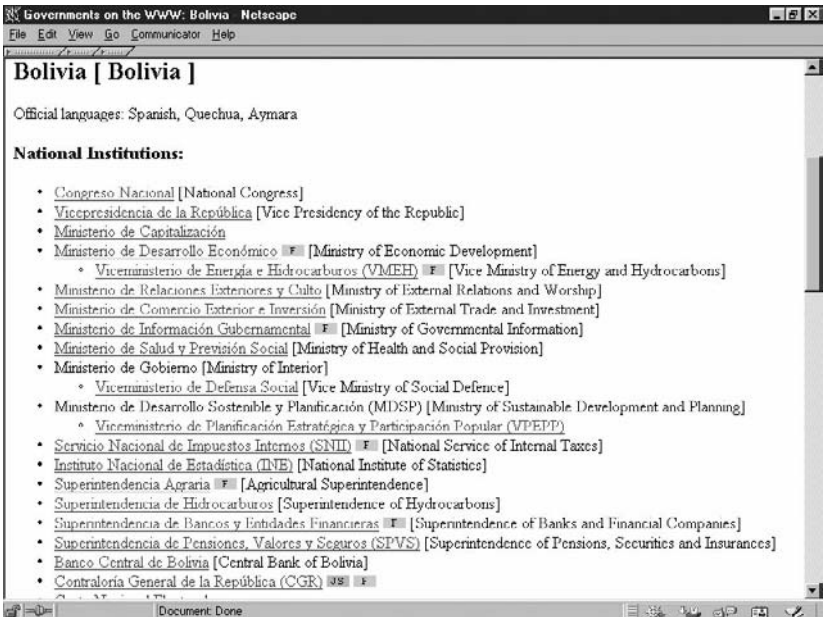


Figure 5.4 Partial Listing of Bolivian Resources—American Governments on the World Wide Web

Political Parties, and sites for Additional Information. While the number of listings for Bolivia is quite impressive (thirty), it pales in comparison to some of the other countries: Argentina (179), Brazil (357), and Chile (107).

The Organization of American States (OAS) Trade Unit has the Foreign Trade Information System or SICE from the Spanish acronym Sistema de Información al Comercio Exterior [<http://www.sice.oas.org>]. SICE provides a centralized location for public information and documents on trade in the Western Hemisphere in the four official languages of the OAS: English, Spanish, Portuguese, and French. The site is searchable in all four languages. While the site offers little in the way of value-added information, it can prove very useful in locating an abundance of Latin American and Caribbean trade information and is easy to navigate. These sections are also helpful:

- **Trade Agreements**—The texts of various multilateral, regional, free trade, bilateral, and other agreements appear here—many in English and Spanish, some only in Spanish. If you don't feel up to wading through an entire agreement, another section of the site offers summaries for many of the documents.
- **Free Trade Area of the Americas (FTAA)**—Just about anything you would want to know about the FTAA appears here. (A Free Trade Area is a region or a grouping of countries with no trade barriers between the countries. Import tariffs, quotas, and export subsidies are lifted for trade among the member countries.)
- **Investment Treaties**—Key points of bilateral investment agreements for twenty-five countries.
- **Trade Related Links**—Sorted by country, this site also links to Central Banks; various ministries such as Foreign Affairs and Economy, Industry, and Commerce; embassies; investment promotion agencies. It also provides links to tariff information, trade statistics (from official and nonofficial sources), and statistical agencies of various governments in the region.
- **Intellectual Property Rights**—Text of laws and regulations, directory of national authorities, and links to official sites in the region can be found here.

## **Exporter and Business Directories**

Most countries in the region have at least one, and often more, exporters' or business directory sites. The sites are usually quite similar. Some can be searched by company name, product location, etc., and others offer alphabetical listings. Some even specialize in a particular industry. Start with these:

- **Bolivia Business Online**

<http://www.boliviabiz.com/business/company.htm>

Companies are listed alphabetically within sectors. The fifteen sectors include agriculture, communications, trade, and industry. Company listings link to company Web sites.

- **BrazilBiz**

<http://www.brazilbiz.com.br/english>

Individual industry sectors fall under the two broad headings of Products and Services. Company listings include contact information, link to company Web site, and brief company description (often in Portuguese).

- **DdeX Venezuela**

<http://www.ddex.com/index-e.html>

Search for exporters, products, and services alphabetically or by sector using the harmonized system. There is a separate section for engineering. Contact information and product listing are provided. The site also has an International Links section and an overview of Venezuela.

- **El Salvador Directory of Importers and Exporters**

[http://www.elsalvadortrade.com.sv/i\\_html/directorio.html](http://www.elsalvadortrade.com.sv/i_html/directorio.html)

Contains two directories, one for importers and one for exporters, that can be searched by product name or tariff code.

- **Haiti Business Directory**

[http://www.haitibusiness.com/INDEX.CFM?ACTION\\_RECHERCHE=RECHERCHE\\_ANGLAIS](http://www.haitibusiness.com/INDEX.CFM?ACTION_RECHERCHE=RECHERCHE_ANGLAIS)

Companies are listed alphabetically by category in a combination of English and French.

- **Latin Export**

<http://www.latinexport.com>

This site covers Brazil, Argentina, Bolivia, Chile, Paraguay, and

Uruguay and contains four searchable directories: export companies, trading companies, service companies, and industry associations.

- **Latinvestor—Chilean Listed Companies**

<http://www.latinvestor.com/listed%20companies/listed-ch.htm>

Offers an alphabetical listing of Chilean companies on the Internet. Some companies have links to capsules at the Hoovers site.

- **Latinvestor—Colombian Listed Companies**

<http://www.latinvestor.com/listed%20companies/listed-co.htm>

Same as above for Colombian companies.

- **Peruvian Business Directory**

<http://www.denperu.com/denexe/home-e.asp>

Several search options are provided: alphabetical, company name, SIC, keyword, and more. Contact information offers Web site links, where available.

- **Trade Venezuela Trade Directory**

<http://www.trade-venezuela.com/DIRENG.HTM>

Alphabetical listing of companies; ten industries covered.

- **Uruguay.com**

<http://www.uruguay.com/enlaces/yellow.html>

This section of Uruguay.com site is called Yellow Pages but is really an alphabetical listing of companies in Uruguay. It includes brief description of companies and links to Web sites.

## **Guatemala**

Guatemala is one of my favorite countries. Though I have never lived there, I have visited several times over the years. The climate is wonderful, earning it the nickname “Land of the Eternal Spring,” and the textiles made there are outstanding. I normally don’t like to shop, but turn me loose in Guatemala, and that’s pretty much all I’ll do. Traveling in Guatemala can be a bit dangerous, but if you use common sense and some caution, it’s not too bad.

An ideal place to start Guatemalan business research, particularly when interested in investing in the country, is Guatemala Online [<http://www.quetzalnet.com>], which has been put together using some very impressive sources. (Quetzal, by the way, is both the national bird of Guatemala and the name of the currency.) Several organizations contribute to the content of Guatemala Online:

- The Guatemalan Ministry of Economy
- Guatemalan Development Foundation (FUNDESA)—a private, nonprofit institution that promotes Guatemalan trade and investment
- Chamber of Enterprise—composed of the principal chambers and business associations of the Guatemalan private sector
- AGEXPRONT—the Association of Exporters of Non-Traditional Products
- Central Bank of Guatemala
- INGUAT—the Guatemala Tourism Institute

The site begins with a narrative that asks and answers the question “Why invest in Guatemala?” and continues with a brief Country Profile and an Economic Overview. Just to demonstrate the wide variety of statistics and other information available at this site, here are some facts about Guatemala:

- Physicians Per Capita—4.7 per 10,000 persons
- Labor Force—2,500,000; 57.0% agriculture, 14.0% manufacturing, 13.0% services, 7.0% commerce, 4.0% construction, 3.0% transport, 0.8% utilities, 0.4% mining
- Telecommunications—fairly modern network centered in Guatemala City; 97,670 telephones; stations—91 AM, no FM, 25 TV, 15 shortwave; connection into Central American Microwave System; 1 Atlantic Ocean INTELSAT earth station
- National Libraries—100; Special Libraries—16

A Business Guidebook at the site, published by FUNDESA, provides information on various topics, including the legal framework for foreign investment, types of Guatemalan companies, taxation, and labor laws. Both traditional and nontraditional investment areas are discussed. The coverage outlines and explains the various

local institutions involved in international trade and provides contact information for numerous public and private banks. It also carries an extensive section on tourism, but one really geared more to the vacationer than the business traveler.

Unfortunately, Guatemala Online’s searchable Directory of Exporters seemed to have disappeared when last checked. The link now takes you directly to the previously mentioned AGEXPRONT [http://www.agexpront.com] site, where those interested in doing business in Guatemala can find further information. There are brief overviews and statistics on the seafood, agricultural, wood, handicrafts, apparel and textiles, and manufacturing sectors (see Figure 5.5). For each of the six sectors, they provide a short database of exporters with contact information and a brief product description. Databases are not searchable.

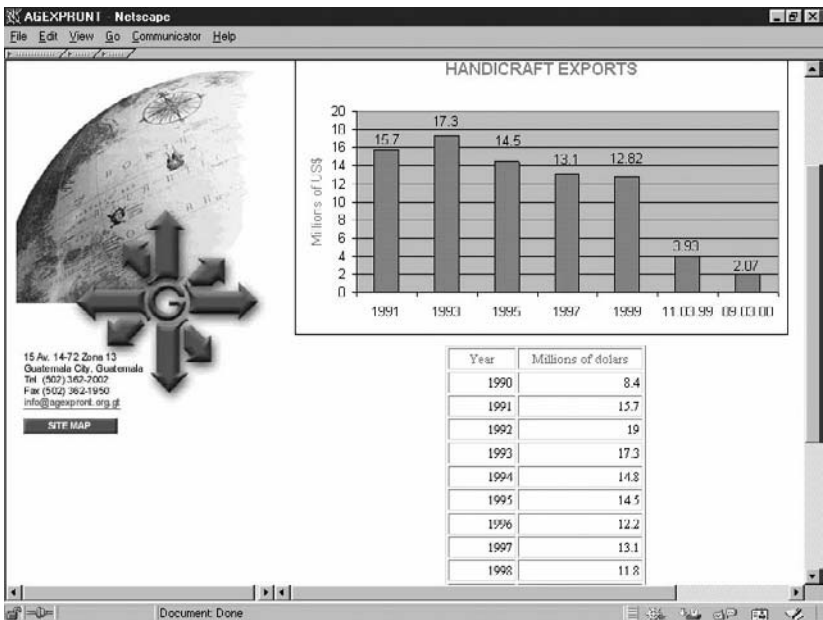


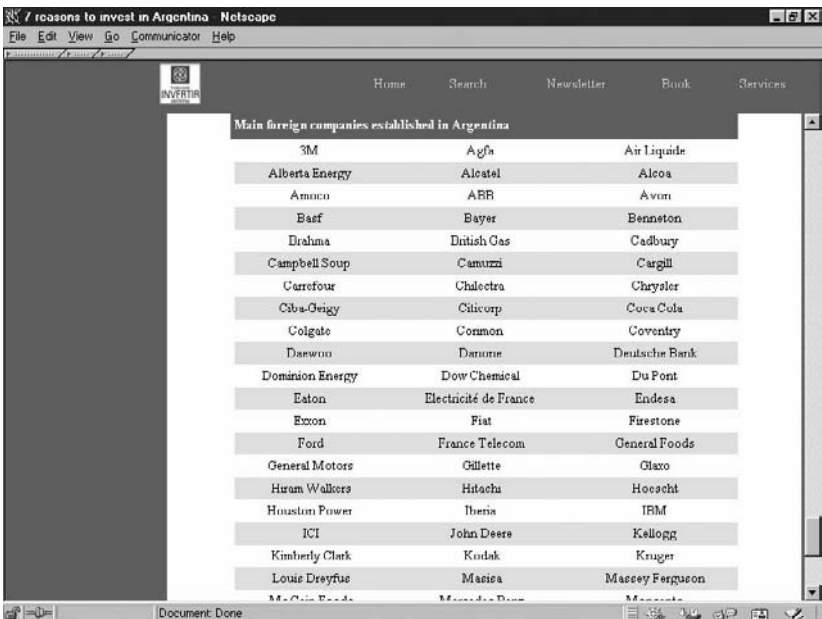
Figure 5.5 Guatemalan Handicraft Exports—AGEXPRONT

## Argentina

Argentina differs somewhat from most of the other countries in South America. Although the people speak Spanish, a good portion of the population traces its ancestry to Italy and Germany. This gives

the country more of a European or continental flair than you may find in other countries of the region. For this reason, many people prefer doing business here.

Fundación Invertir, a private organization of CEOs from leading Argentine enterprises and top government officials, has an amazing Web site [<http://www.invertir.com>]. It is one of the most comprehensive and useful country sites that I have seen. Fundación Invertir has a mandate to promote investment in Argentina and works closely with the Secretariat for Trade and Investments of the Ministry of Economy, Public Works and Services, as well as with other government agencies.



**Figure 5.6 Foreign Companies in Argentina—Fundación Invertir**

The fully searchable site begins with some overview information on Argentina to help acquaint you with the country. The usual topline information appears in the Welcome to Argentina! section: population, GDP, geography, political system, why one should do business in the country, etc. There are brief summaries of the industries offering the best import and export opportunities, descriptions of industries with the greatest prospects for growth, and information on



sectors undergoing privatization. There is also a list of the main foreign companies established in Argentina (see Figure 5.6).

The publication *Argentina Monthly*, available via e-mail, is published at the site (you can download it as a Word file), along with searchable archives going back to mid-1997. This newsletter covers not only current events, but often takes in-depth looks at one or more industries in Argentina. Additionally it offers mini-profiles of one or more companies in each issue.

A superb section on Economy and Statistics covers such topics as macroeconomic data, production and trade statistics (in the aggregate as well as by industry), and stock market and banking statistics. Much of the information appears in spreadsheet form that will automatically download into Excel. For some of the data, you exit the *Fundación Invertir* site, but the transfer occurs quickly and seamlessly, which makes it easy to return.

The section *Investing in Argentina* is almost a complete book unto itself. You get a foreign investment overview, along with key contacts, government agencies, industry reviews, and statistics for the following industries: agriculture, forestry and wood products, household appliances and electronics, industrial products and services, mining, petroleum and chemicals, telecommunications, textiles and apparel, and vehicles. The section provides hints and tips on marketing in Argentina, banking and finance information, and details on foreign companies investing in Argentina (which companies, what industries, amount of investment, and so forth).

*Trading with Argentina* describes import and export policies and offers import and export figures by product category. (In 1998, Argentina's largest import category was machinery and equipment—over US\$10 billion; the category accounted for 32.6 percent of all imports.) If you definitely decide to do business in Argentina, the *Business Contacts* section may become the most useful section of all. To start with, it provides contact information for government agencies; trade offices; trade organizations; financial institutions; accounting, consulting, law, and market research firms; advertising agencies; transportation companies; radio and television stations; and newspapers. It also has corporate profiles of the companies affiliated with *Fundación Invertir*, including most of the largest companies in Argentina, and links to about a dozen directory sites where you can run searches looking for Argentine companies and/or products.

The balance of the site contains in-depth legal and tax information along with travel information and descriptions of business culture and business etiquette. If you can't find what you need here and you've exhausted all your other resources, Fundación Invertir will conduct in-country research for you. Available services and pricing are listed at the site.

## **Brazil**

Brazil is a very interesting country and quite different from most of its neighbors, largely due to the language difference (Portuguese versus Spanish). While I can get by fairly well with Spanish, my complete lack of ability with Portuguese makes me quite a bit less comfortable when looking for Brazilian business information. Luckily, there are a number of sites in English to help overcome this barrier.

The Business section of Brazil InfoNet [[http://www.brazilinfo.net/sky3/usbrazil2/public\\_html/business.html](http://www.brazilinfo.net/sky3/usbrazil2/public_html/business.html)] has several areas that can get you started on your quest for information on business in Brazil. The Brazil InfoNet Business Directory is very similar to business directories we've seen elsewhere. Like many other directories, company listings are voluntary and fee-based so the information found in them isn't necessarily impartial. Categories covered include accounting, consulting, freight forwarders, Internet, legal, products, and telecommunications. Listings contain very brief company descriptions and links to company Web sites.

Brazil Newsstand links to several Brazil-oriented news publications in English; there are also quite a few in Portuguese. The English-language links reach these publications:

- Bloomberg News Latin America—covers the region, not just Brazil
- Business News Americas—also regional news
- Estado Brazil This Week—has a separate section for business news
- Gazeta Mercantil—also has a free e-mail business newsletter; subscription information at the site
- Latin News—Latin American newsletters concentrating on economic and political information

- Miami Herald—Internet edition focusing on Brazil
- Reuters—current news on Brazil
- Washington Post—articles on Brazil as well as links to Brazilian information

The Organizations section covers the following areas:

- Brazil/U.S. Business Council—a bilateral trade organization
- Brazilian Electrical and Electronics Industry Association
- Chambers of Commerce—links to Brazilian American chambers in the U.S. as well as other chambers within Brazil
- Government Resources—U.S. and Brazilian government sources

Some of the other offerings on Brazil InfoNet include links to U.S. Brazil, a company offering various services to businesses interested in Brazil and to Brazil TradeNet, a government office as well as a section for Trade Leads.

Brazil TradeNet is sponsored by the Brazilian Ministry of Foreign Relations [<http://www.braziltradenet.gov.br/e/usenglish.htm>]. To find some overall Brazilian trade information, start with the Information About Brazil section, which has links to the following government sites (not all sites are in English):

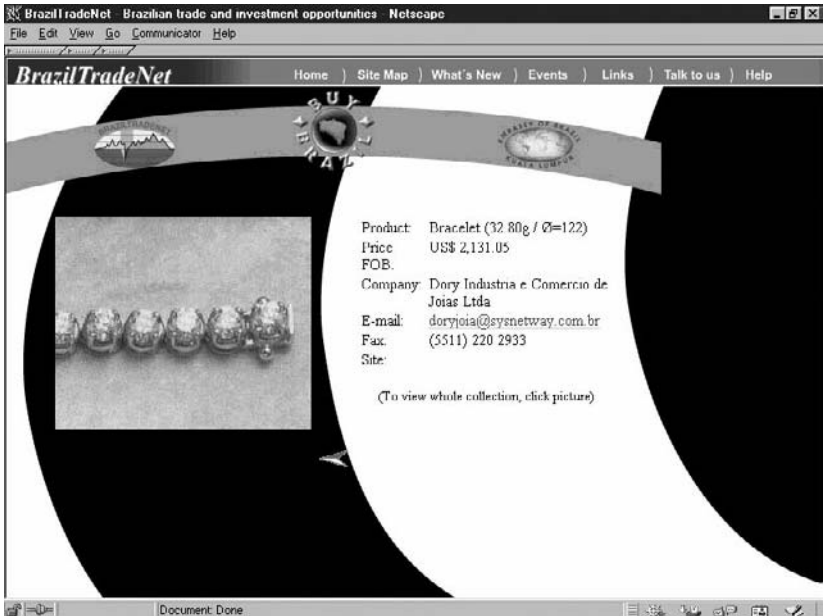
- Ministry of Foreign Relations—an overview of Brazil, its economy, political structure, and culture
- Ministry of Foreign Relations: Mercosur—foreign trade statistics and economic data for Brazil and the other Mercosur countries (Mercosur is a Latin American trading block created by the Treaty of Asunción in March 1991. Argentina, Brazil, Paraguay, and Uruguay are members of Mercosur; Chile and Bolivia became associate members in 1996 and 1997 respectively.)
- IBGE, The Brazilian Institute of Geography and Statistics—up-to-date statistics and geographical data

- Governo do Brasil—links to all branches of the Brazilian government, including links for all ministries and most government agencies
- Ministry of Development and Foreign Trade—foreign trade statistics and economic data
- Banco Central—Brazil’s Central Bank
- BNDES, The National Bank for Economic and Social Development—a state-owned development bank with information on investment opportunities in Brazil
- EMBRATUR—the Brazilian government’s tourism board

The Investments section provides a mechanism for registering investment opportunities, both demands and offers. Two useful documents are available here for download in Word or PDF formats; the Legal Guide for the Foreign Investor in Brazil and Company Formation in Brazil.

The Virtual Showroom is pretty interesting. Products from the software, toy, furniture, jewelry, handicraft, and clothing sectors are featured. Each sector has a brief market overview along with a multitude of pictures of items offered for export and ordering information. (Look at the jewelry in Figure 5.7.)

If you register at the site, you gain free access to a searchable directory. (Warning: it might take several days for your registration to process. I registered on a Saturday and could not access the directory until the following Wednesday. Unfortunately, you do not receive a message advising that your registration has been processed. You just need to keep trying to access the database.) The directory may be searched by product or service code (there is a cascading list to help you choose the correct code, much like an SIC), company name or abbreviation, or the Brazilian state in which the company is located. Once you have narrowed your search, a list of companies from which to choose appears. Company listings carry good topline information:



**Figure 5.7 Jewelry for Export—Brazil TradeNet Virtual Showroom**

- The company's full name and any abbreviations or acronyms used
- Contact information, including a contact name
- Language(s) to use in correspondence with the company
- The company's e-mail address and Web site URL
- A list of all the company's products and services by eight digit code (again, similar to SIC) and a notation as to the availability of individual products for export
- The markets to which the company exports and the markets of interest (not available for all companies)

*The Brazilianist* [<http://www.brazilianist.com>] is an interesting online publication. Started in 1996 with a target audience of investors, business people, and multinational companies entering or operating in the Brazilian marketplace, it was originally available in both print and online versions. In 1999 it became completely Internet based and now publishes three to four times a year. Upon review, the site appears to have a U.S. and Canadian focus, rather than global.

The most recent issue of *The Brazilianist* is posted at the site, with links to the full text of the articles. A Businesses in Brazil section has brief articles on the Brazilian activities of foreign companies. For example, the Spring 2000 issue discussed an expansion by Marriott Hotels, the acquisition by PSINet of a Brazilian ISP, and the launch by IMS Health of a new report that will track sales to Brazilian hospitals by pharmaceutical wholesalers.

Archives to *The Brazilianist* extend back to Winter 1996, but they are not posted at the site. Instead, you may request an archived article via an e-mail message after perusing a list of all past articles. You then receive the article via e-mail.

Companies may list themselves for free at the site or pay to upgrade for an expanded listing. The areas of advertising, associations, consultants, importers and exporters, and manufacturers/suppliers/distributors are represented in the Affiliates section. Note that not all of the companies listed are actually located in Brazil; many are U.S. or Canadian companies that conduct business in Brazil. Events such as Fenasoftware 2000, an information technology show, are described in the Events section. The Classified section has brief ads for companies offering or looking for products and services. (Unfortunately, you will have to scroll past the occasional personal ad, such as the American male in his thirties looking for a Brazilian woman to marry.)

Some interesting Brazilian Internet statistics appeared on the main page the last time I visited the site:

- 9% of the population have access to the Internet
- 56% of them are men, 44% women
- 84% belong to the upper or middle class
- 47% are heavy users, accessing the Internet almost every day
- 27% are afraid of using credit cards to buy online

## **Caribbean**

The Caribbean is a difficult area to research, comprising, as it does, a multitude of very small countries, all with different heritages. Sue Evan-Wong, an information professional with Carib Info in Antigua, sums it up when she says that one “needs to be aware

that the Caribbean is very much divided according to each respective island's colonial experience—there is not enough cooperation between the English/French/Spanish/Dutch-speaking Caribbean and each group considers itself *the* Caribbean. When I get requests for information on 'the Caribbean' through my home page, I always have to ask what they mean by 'the Caribbean.'" Fortunately, she has a plethora of suggestions as to some basic resources useful for tackling the region.

If you have an ongoing interest in the Caribbean, you might want to stay on top of any business news that impacts the area. Bookmark the site for the Caribbean News Agency (CANA) [<http://www.cananews.com>] and check it at least once a week. CANA, a nonprofit cooperative owned by twelve private- and public-sector media houses, covers news and information from the CARICOM (Caribbean Community and Common Market) countries. The News section covers regional stories and keeps only a week's worth of stories posted; the Business section covers business news and has about a four-month archive. The Business section also contains short country profiles for the following countries:

- Anguilla
- Antigua & Barbuda
- Bahamas
- Barbados
- Belize
- British Virgin Islands
- Cayman Islands
- Dominica
- Grenada
- Guyana
- Jamaica
- Montserrat
- St. Kitts
- St. Lucia
- St. Maarten
- St. Vincent
- Suriname
- Trinidad & Tobago
- Turks and Caicos Islands
- Unites States Virgin Islands

Each country profile has three main sections:

- Economic Profile—quick overviews of the tourism, construction, agriculture, and financial sectors, along with a brief forecast

- History
- Quick Look—population, capital city, size, climate, currency

There is also information from the stock exchanges of Barbados, Bahamas, Jamaica, and Trinidad.

Back on the main page of the site, you will also find links to more than thirty Caribbean newspapers and about a dozen other Caribbean source links.

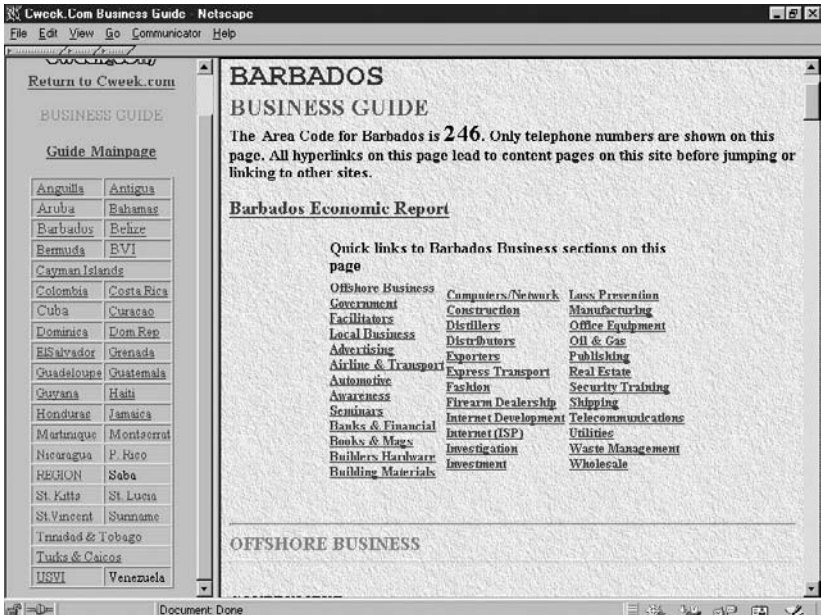
Another site with news—and more—is Caribbean Week [<http://www.cweek.com>]. One advantage, you can search the entire site with a search engine that even supports Boolean searching. You can find a week's worth of news stories, sorted by country, by clicking on Today's News, as well as stock market information for the exchanges in Barbados, Trinidad, Tobago, and Jamaica in the Stock Exchanges section. Newsstand brings up a page with links to numerous newspapers in the region. The Caribbean Week link allows you to choose from various sections of the newspaper, including Front Page, News & Briefs, and Business & Briefs. Business & Briefs has the text of all articles that have appeared in the section going back to August 1997. If you need information on a particular country, click on the country's name in the left frame to access the country's archives. It includes most of the countries in Latin America and the Caribbean.

The site also carries Business Guides for all the countries covered. Each guide includes an Economic Report and contact information (hyperlinked when possible) for government offices, banks, attorneys, accountants, consultants, transportation companies, free zones, and more (see Figure 5.8).

The Eastern Caribbean Investment Promotion Service (ECIPS) [<http://www.ecips.com>] is an agency of the Organization of Eastern Caribbean States (OECS). OECS countries consist of Anguilla, Antigua and Barbuda, British Virgin Islands, Commonwealth of Dominica, Grenada, Montserrat, St. Kitts and Nevis, St. Lucia and St. Vincent, and the Grenadines. These islands are important resources for anyone interested in apparel manufacturing, electronics assembly, information processing, and hotel and tourism development.

The ECIPS site lists synopses of investment benefits and selected economic, demographic, and tourism statistics. As ECIPS offers a range of services free of charge to potential investors, you can obtain additional information by contacting them directly.

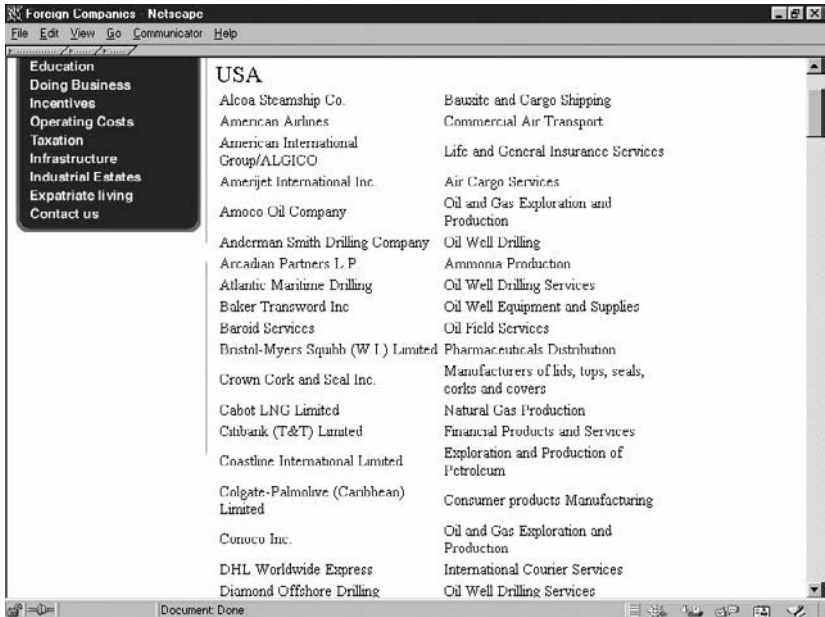




**Figure 5.8 Sample Business Guide Topics—Caribbean Week**

The Tourism and Industrial Development Company of Trinidad and Tobago Limited (TIDCO) [http://www.tidco.co.tt] maintains several sites, some with sections useful to those interested in doing business in Trinidad and Tobago. The Investing in Trinidad and Tobago site [http://www.investtnt.com] is probably the most useful. The Economy at a Glance portion includes a snapshot of the country and the capital (Port of Spain) and various economic indicators from 1993 through 1998. It also has charts and tables showing major trading partners, the ethnic makeup of the country, and an outline of the financial system. The Country Profile section details the political system and trade agreements, and provides brief overviews of the energy, manufacturing, agricultural, recreational marine, tourism, and entertainment sectors. It also lists the following as Emerging Sectors:

- Entertainment
- Environmental Services
- Financial Services
- Furniture, Joinery Products, and Wood Processing



**Figure 5.9 U.S. Companies in Trinidad & Tobago—Tourism & Industrial Development Company of Trinidad & Tobago (TIDCO)**

- Information Technology Services
- Recreational Marine Services
- Tourism and Hospitality

Foreign Companies lists some of the companies already operating in Trinidad and Tobago. For a more extensive listing, sorted by country, scroll down the page and click on individual country names. Figure 5.9 shows a partial listing of U.S. companies with operations in the country. Other countries represented include Japan, India, United Kingdom, Australia, Canada, Guyana, Bermuda, Antigua, Jamaica, Barbados, Venezuela, Mexico, Germany, France, Italy, Finland, the Netherlands, and Switzerland. A lot of trading partners for two such small islands!

This section also includes a short, streaming video clip of an executive giving a testimonial on doing business here.

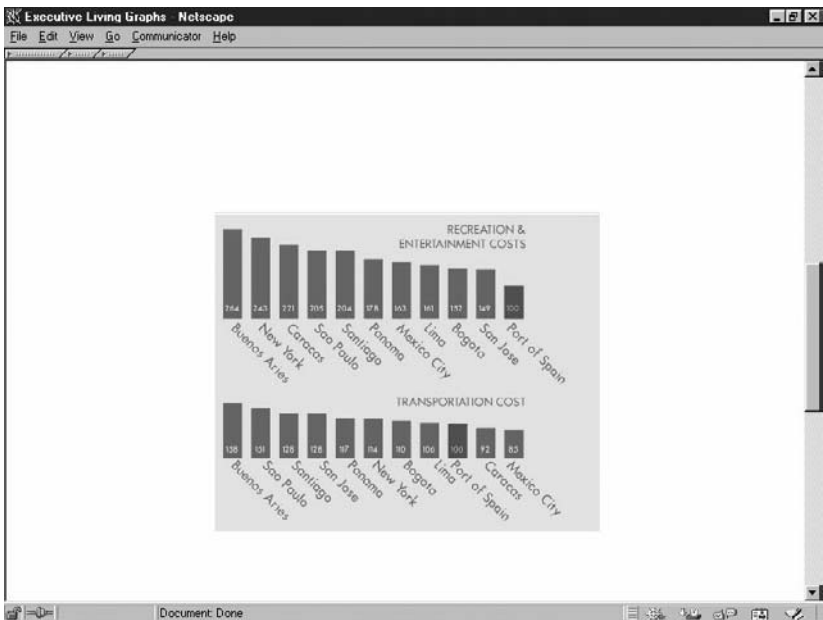
The Investment Opportunities section provides a briefing on six sectors considered ripe for investment:

- Chemicals, Pharmaceuticals, and Plastics
- Food and Beverage
- Information Technology
- Leisure Marine
- Metal Processing
- Printing and Packaging

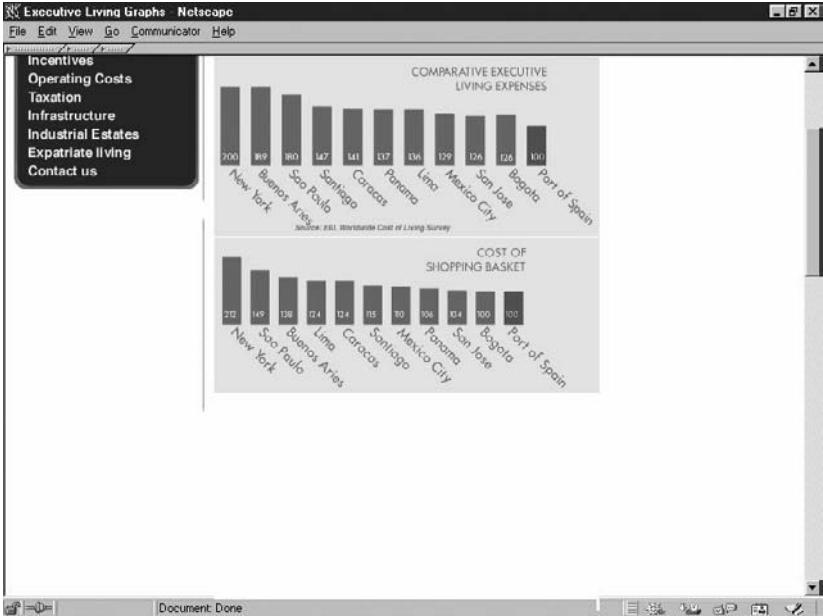
The Doing Business section has a Business Guide that includes information on establishing a business, income tax, value-added tax, procedures, and other business requirements.

Other portions of the site discuss the following topics:

- Infrastructure
- Investment incentives
- Operating costs—includes electricity and water rates, along with labor rates for various jobs in different business sectors



**Figure 5.10** Comparative Living Expenses—Tourism & Industrial Development Company of Trinidad & Tobago (TIDCO)



**Figure 5.11 More Comparative Living Expenses—Tourism & Industrial Development Company of Trinidad & Tobago (TIDCO)**

- Quality of life for expatriates—has interesting graphs comparing cost of living with other cities in Latin America and the Caribbean (see Figures 5.10 and 5.11)
- Tax system—with some industry specifics

TIDCO's Trade Information site [<http://www.tradetnt.com>] didn't prove as useful as I had hoped. I found quite a few dead links. However, it is much improved since my last visit and therefore earned a mention here. Useful items include trade statistics, transportation information, a description of the country's major industrial and commercial areas, a link to the Ministry of Trade and Industry, links to several local newspapers, and a searchable company database that contains the usual contact information, along with a listing of the company's products, services, year established, and number of employees. Additional company information appears at the Virtual Trade Fair portion of the site.

If the TIDCO sites have sparked your interest in Trinidad and Tobago, you might want to check out the Trinidad and Tobago Manufacturers Association site [<http://www.ttma.com>] for further information about local companies.

## **Regional Wrap-Up**

By now you should have recognized the disparity of the many countries in the region. Hopefully, however, we have not discouraged you and you will use our suggestions as good starting points for Latin American and Caribbean business information. If you use one or more of the traditional online services (whenever possible) and complement them with some of the resources we've discussed here, you should find what you need.

# ***THE MIDDLE EAST AND NORTH AFRICA***

The Middle East and North Africa represents another exotic locale for us to explore. During my research for this chapter, I came across so many definitions of this region that my head was spinning. Some sources go as far east as Afghanistan; others as far south into Africa as Djibouti and Somalia; others north to Turkey. To further complicate matters, the definition problem is not restricted to geography; religion and culture also come into play. Some sources refer to the Arab Middle East or the Muslim Middle East.

For most readers, researching this region leads us into new territory and into dealing with cultures very different from our own. We will need more background research into standard business practices, customs, and mores. To help in that endeavor, in this chapter we will cover the region in general and look at Bahrain, Egypt, Israel, Lebanon, Morocco, Palestine, Saudi Arabia, and the Sudan individually.

One word of caution before we begin examining ways to extract meaningful business information from this mysterious part of the world. Much of the time, I found the Web sites for the Middle East painfully slow to load. If you're a Free Cell addict (and you know who you are), this is a good opportunity to work on your playing strategy while waiting for Web pages to fully load.

### **Regional Resources**

ArabNet [<http://www.arab.net>] is a comprehensive site for the Arab portion of the Middle East and North Africa (see Figure 6.1). It

is owned and operated by ArabNet Technology (ANT), part of the Saudi Research and Marketing Group, a publisher of leading newspapers and magazines in Saudi Arabia. The site covers the following countries:

- Algeria
- Bahrain
- Comoros
- Djibouti
- Egypt
- Iraq
- Jordan
- Kuwait
- Lebanon
- Libya
- Mauritania
- Morocco
- Oman
- Palestine
- Qatar
- Saudi Arabia
- Somalia
- Sudan
- Syria
- Tunisia
- United Arab Emirates
- Yemen



Figure 6.1 Portion of ArabNet Home Page

On the right-hand section of the screen (scroll past the Arabic portion, unless you happen to read Arabic), you will see links to numerous regional news articles. Bear in mind, however, that these news articles are written from an Arabic point of view.

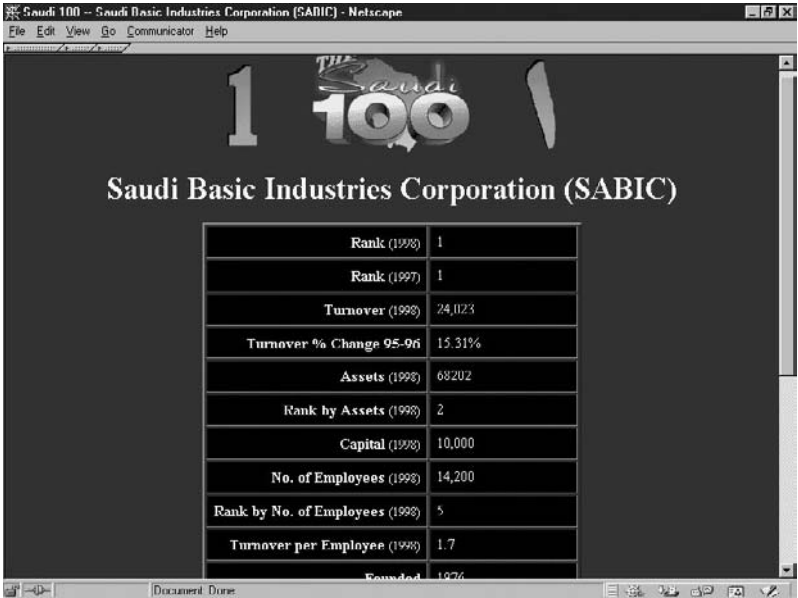
The center portion of the page is Country Data and features the names and flags of the covered countries. A great deal of information appears on the country sites, and for most countries, the links to other sites are quite extensive and impressive. As expected, some countries offer more details than others. For example, there is far more information on Egypt than Jordan. The information falls into nine categories:

- Business
- Culture
- Geography
- Government
- History
- Links to Other Sites
- Overview
- Tour Guide
- Transport

Each category, in turn, has various subcategories. Egypt's Business category includes Economy, Trade, Industry, Agriculture, Fishing, Petroleum & Minerals, and Currency. Information is brief, but sometimes quite interesting. For example, you may not know that in the 1990s, there were 1.6 million donkeys and 4.8 million goats in Egypt.

Back on the main page of the ArabNet site, the left side is entitled A-Z Directory and offers a grab bag of information, including links to numerous companies, organizations, and a potpourri of other things. A-Z of Camels answers more questions than you ever thought to ask about camels. One of the more useful links, The Saudi 100, lists the top 100 Saudi companies ranked by turnover. The list may be viewed by company name or by rank. Company profiles are extensive for a free site and include turnover and percent change from the previous year, assets, capital, number of employees,





**Figure 6.2** Partial Description of the Top Company in the Saudi 100—ArabNet

turnover per employee, year founded, activity, legal status, chief executive, and telephone and fax numbers (see Figure 6.2).

Returning once again to ArabNet's main page, you will see an icon near the top labeled Middle East Internet Directory (MEID). This icon links to a list of companies trading and operating in the Middle East and North Africa. As with most free directories of this type, companies choose to be included, which tends to under-represent the market as a whole.

The directory lists companies alphabetically and by category. These categories are covered:

- Arts & Culture
- Business & Economy
- Construction
- Education
- Health
- Information Technology & Communications
- Manufacturing & Processing

- Media & Printing
- Miscellaneous
- Retail & Trading
- Services
- Sports & Leisure
- Transport & Shipping
- Travel & Tourism

Listings include typical directory information with some data unusual for a free directory, such as capital, trade license number, executives' names, shareholders, members of the Board of Directors, bankers, products, and brand names.

On the bottom of the MEID page appears a link for the Top 100 Arab Banks. While the information here is a bit old (rankings from 1996), it's a good starting point for banking information. Banks rank by capital, assets, and profits.

One last feature to note about the ArabNet site is its searchability, although it doesn't appear to support Boolean searching.

Arab World Online [<http://www.awo.net>] is a joint venture of the National U.S.-Arab Chamber of Commerce (NUSACC) and Multitasking Online. The main page contains headlines of current news articles and links to the full text. Three of the more interesting and relevant sections of the site are listed here:

- **Business: Banks**—Best Opportunities for Investment and Export, and Investment Climate are worth reviewing in this section.
- **Commercial Directory**—Here you will find the Arab World Online Commercial Directory Database where you can search for companies that fit your criteria. You can also retrieve a list of NUSACC members.
- **Country Information**—Twenty-two countries are listed here, each with seven sections of information: Country Profile; Government Contacts; Private Sector Listings; Import, Export, Trade Balance Statistics with the U.S.; Articles; Exchange Rate; and Links to Related Sites (see Figure 6.3).

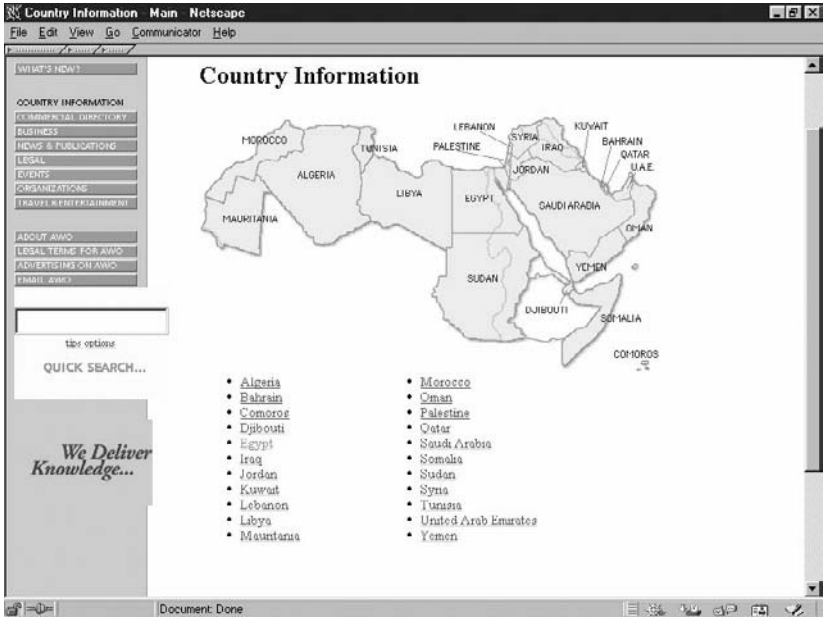


Figure 6.3 Map of Countries Covered by Arab World Online

## Directories

Like most of the rest of the world, this area of the world has some regional directory sites worth exploring. In the case of the Middle East, I would encourage you to explore more than just the business sections of the directories. Customs and culture differ greatly in this part of the world and will definitely affect the conduct of business. The more well-versed you are in the ways of the region, the better positioned you will be to infiltrate the business community.

Start with the Web site for The Center for Middle Eastern Studies at the University of Texas at Austin [<http://menic.utexas.edu/menic.html>]. You can choose from the following subject categories:

- Ancient History
- Arts and Humanities
- Business and Finance
- Cultures and Groups
- Education

- Energy
- Government and Politics
- Maps and Travel
- News and Media
- Regional Information
- Religion
- Society

You can also choose to look at all of the listings for a particular country by selecting one of the countries from the list on the left side of the page; the list contains twenty-three countries from Afghanistan to Yemen.

The Al Mashriq—the Levant site [<http://almashriq.hiof.no>] covers “cultural riches from the countries of the Eastern Mediterranean,” defined as Egypt, Israel, Jordan, Lebanon, Palestine, Syria, and Turkey. In addition to the country-specific links, other topics covered include business, education, environment, politics, and software. Some less “serious” topics are also addressed, such as food, arts and crafts, and humor.

Al-Murshid [<http://www.murshid.com>] provides a searchable index of Arab and Middle Eastern sites. Topics include the following:

- Arts and Literature
- Business and Economy
- Computers and Internet
- Countries and Regions
- Education
- Entertainment
- Health
- News and Media
- Politics and Law
- Recreation and Sports
- Reference

- Sciences
- Society and Culture

You can drill down easily through the various levels of the index to find what you need. For example, if you want to find companies within a particular industry, follow Business and Economy to Companies and choose an industry sector (see Figure 6.4). It lists companies, each with a link to its Web site.



**Figure 6.4** Examples of Industry Sectors—Al-Murshid Directory

If you or your client plans to travel to the region, you can find information on local ISPs and Internet cafes via the Computers and Internet link. You can also drill down by country to retrieve country-specific links sorted by category.

Here are several other good directories to try:

- **1001 Sites.com**

<http://www.1001sites.com>

A searchable site organized by topic and country.

- **ArabInfo.org**

<http://www.arab-trade.com>

Covers more than twenty countries in the region; also has links to newspapers (in English and Arabic).

- **Arabist**

<http://www.arabist.com>

This directory covers most of the Arab countries in the Middle East.

- **EgyptSearch.com**

<http://www.egyptsearch.com>

- **EuroSeek.com**

<http://webdir.euroseek.com/?ilang=en&catid=264>

In addition to a Business and Economy category, the site has separate listings for Bahrain, Cyprus, Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Libya, Oman, Palestine, Qatar, Saudi Arabia, Syria, Turkey, and the United Arab Emirates.

- **iGuide**

<http://www.iguide.co.il>

This searchable directory site focuses on Israel.

- **Lebanon Online**

<http://www.lol.com.lb/index.shtml>

This Lebanese directory also has news.

- **Libanis**

<http://libanis.com>

Another Lebanese directory site.

- **Middle East Directory**

<http://www.middleeastdirectory.com>

Try several sections here for business information: Business & Finance, Associations, Computers & Technology, Health & Medicine, Internet, and News & Media.

- **The Middle East Information Network**

<http://www.mideastinfo.com>

In addition to a Business category, this site also has separate country sections and is searchable.

## Search Engines

There aren't very many search engines dedicated to this region of the world. Several sites that purported to be search engines had notices on the site such as "Coming Soon." So it appears that more are on their way; it's just a matter of time.

- **Arab Sites.com**  
<http://arabsites.com/index.html>
- **Cyprus 2000**  
<http://www.cyprus2000.com/search>
- **Lebanese Sites Search Engine**  
<http://www.netgate.com.lb/bigbang>
- **Robby—The Hellenic Search Engine**  
<http://www.robbly.gr>
- **Search Egypt Web**  
<http://Search.EgyptWeb.com/#SearchTable>

## Yellow Pages

Unfortunately, this part of the world has few online yellow pages sites. All except one of the following are in English:

- **Bahrain Yellow Pages**  
<http://www.bahrainyellowpages.com>
- **Cyprus Yellow Pages**  
<http://www.cyprusyellowpages.com>
- **Iran Yellow Pages**  
<http://www.iranyellowpages.net>
- **Israel Golden Pages**  
<http://www.yellowpages.co.il/yp/yp.cgi?lang=E&clear=1>
- **Lebanon Internet Yellow Pages**  
<http://www.yellowpages.com.lb>
- **Morocco Yellow Pages**  
<http://www.maroc.net/yp>

- **Palestine Yellow Pages**

<http://www.palestine-yellowpages.com>

- **Tunisia Yellow Pages (French only)**

<http://www.pagesjaunes.com.tn>

- **United Arab Emirates Internet Yellow Pages**

<http://uae-ypages.com/html/1.htm>

## **Banking, Finance, and Stock Exchanges**

Historically, the people of the Middle East have always been thought of as businesspeople and merchants. Therefore, it should come as no surprise to find a multitude of information in the areas of banking, finance, and the stock market. There are numerous good banking and financial sites for the region, many with useful and hard-to-find value-added information.

The site for The Emirates Bank Group [<http://emiratesbank.com/ebg>] bills itself as “The voice ... on the economy and the financial industry in the U.A.E. (United Arab Emirates) and the G.C.C. (Gulf Cooperation Council).” The first page of the site lists headlines and links to the full text of several top news stories. The news updates daily. For further news impacting the economic and financial sectors, click on Gulf Highlights to receive a partial list of countries in the region with links to additional stories.

Going back to the main page, choose Financial Highlights from the drop-down menu on the right. (Note: The print for the drop-down menu is extremely small and difficult to read.) Here are some of the options:

- **Stockline**—a brief review of the market (EMNEX—Emirates Equity Index) and a comparison among various sectors
- **News & Views**—the Daily Treasury Report that includes international interbank exchange rates and interest rates, selected international market indicators, and news highlights
- **Faxline**—exchange rates, deposit rates, and Gulf currency exchange rates
- **Treasury Newsletter**—a financial review of the previous week



A drop-down menu on the main page of the site offers additional information on the individual banks composing the Emirates Bank Group.

HSBC Bank Middle East [[http://www.hsbc.com/cgi-bin/bvsm/hsbc/scripts/hsbc\\_main.jsp](http://www.hsbc.com/cgi-bin/bvsm/hsbc/scripts/hsbc_main.jsp)] has a great Business Profile of the United Arab Emirates in PDF format. (This would be a good time to return phone calls or attend to paperwork, as this document really takes a long time to download.) For those of you as geographically challenged as I am, it helpfully lists the seven Emirates that compose the U.A.E.:

- Abu Dhabi
- Ajman
- Dubai
- Fujairah
- Ras Al Khaimah
- Sharjah
- Umm Al Quwain

The comprehensive Business Profile covers a variety of topics, including the following:

- An overview of the economy with a discussion of efforts to diversify in order to reduce dependence on oil and gas
- Major exports by product and destination
- Major imports by product and country of origin
- GDP by industry sector
- An overview of business law
- Information on free trade zones
- Intellectual property protection
- Work permits
- Contact information for government offices and chambers of commerce

Similar HSBC Bank Business Profiles exist for the following Middle Eastern countries (all of which are available at <http://www.hsbc.com>):

- Bahrain
- Egypt
- Jordan
- Lebanon
- Oman
- Qatar

The National Bank of Kuwait [<http://www.nbk.com>] has some interesting documents in the Economics & Markets section of the site, all of which you can receive at no charge via e-mail subscription or view at the site. There is the Daily Money Market Report, the Weekly Money Market Report (only available in Arabic), the Monthly Newsletter, and the NBK Quarterly Report (previous four quarters are available at the site in PDF format.) The NBK Quarterly Report provides a lot of detail in its various sections, which will vary somewhat from quarter to quarter, such as:

- Foreign trade (including regional trade)
- Breakout of non-oil exports
- Labor force, including an educational profile of the labor force
- Sector overviews: Oil; Construction, Real Estate, and Housing; Money and Banking; and the Stock Market
- Special report on Kuwait and the Euro
- Key Economic and Financial Indicators

The site for the Jordan Kuwait Bank [<http://www.jordan-kuwait-bank.com>] mainly contains information about the bank itself, including an annual report. The Quarterly Bulletin link leads to a few overview articles on the economic and financial sectors of Jordan and Kuwait. Following the Banking Services link allows you to connect directly to the site for the Amman Financial Market

(AFM) [<http://www.access2arabia.com/afm>]. Two sections of the AFM site have particular interest. The first is the Daily Report of the AFM. This report (about three months behind during my last site visit) lists current market information by listed company sorted into the following sectors: banking, insurance, service, industry, parallel market, and the complete market. The other useful section is the list of brokers accredited by the AFM; the listings include contact information.

Israel's Mizrahi Bank [<http://www.mizrahi.co.il>] provides a wealth of financial information for the business searcher. Follow the Capital Market link and you just might find what you need in one of the three choices listed.

The Capital Market Research Department of the bank compiles the first section, Corporate Survey and Valuation Appraisal. It carries valuations of more than twenty Israeli companies. Each valuation includes slightly different information, but generally includes company financials, SWOT analysis (strengths, weaknesses, opportunities, and threats), three- to five-year income forecasts, and competitors (see Figure 6.5).

**Forecasted Income Statement for 1999 & 2000 \* (In US\$ millions)**

	1998	%	1999E	%	2000E	%
<b>Revenues</b>	<b>501.9</b>	<b>100.0%</b>	<b>509.4</b>	<b>1.5%</b>	<b>554.1</b>	<b>8.7%</b>
Cost of Sales	356.5	71.0%	361.8	71.0%	395.3	71.3%
<b>Gross Profit</b>	<b>145.4</b>	<b>29.0%</b>	<b>147.8</b>	<b>29.0%</b>	<b>158.8</b>	<b>28.7%</b>
Selling Expenses	36.1	7.2%	36.8	7.2%	39.1	7.1%
Administrative & General Expenses	17.7	3.5%	17.8	3.5%	18.3	3.3%
R&D Expenses	15.1	3.0%	15.1	3.0%	15.9	2.9%
Management Fees	2.9	0.6%	2.9	0.6%	3.1	0.6%
<b>Total Expenses</b>	<b>71.8</b>	<b>14.3%</b>	<b>72.6</b>	<b>14.3%</b>	<b>76.4</b>	<b>13.8%</b>
<b>Operating Profit</b>	<b>73.6</b>	<b>14.7%</b>	<b>75.1</b>	<b>14.7%</b>	<b>82.4</b>	<b>14.9%</b>
Financing Expenses, Net	14.1	2.8%	13.6	2.7%	14.5	2.6%
Other Income (Expenses), Net	1.0	0.2%	1.0	0.2%	1.0	0.2%
Pre-Tax Profit	60.5	12.1%	62.5	12.3%	68.9	12.4%
Tax & Tax Rate	18.4	30.4%	20.5	32.8%	22.4	32.5%
After-Tax Profit	42.1	8.4%	42.0	8.2%	46.5	8.4%
Minority Interest	(0.4)	(0.1%)	(0.4)	(0.1%)	(0.4)	(0.1%)
<b>Net Profit</b>	<b>41.7</b>	<b>8.3%</b>	<b>41.6</b>	<b>8.2%</b>	<b>46.1</b>	<b>8.3%</b>
<b>Earnings per Share</b>	<b>0.60</b>		<b>0.59</b>		<b>0.66</b>	

\* Fully consolidating Clearon results as of 3<sup>rd</sup> Q 1999

**Figure 6.5 Company's Forecasted Income Statement Prepared by Mizrahi Bank**

Next the Survey of Israel's Capital and Financial Markets basically reviews economic factors affecting Israel's capital market. While the site's instructions expected posting of the previous month's report, when I last visited the site, the posted report was about a year old.

Lastly, this site links to the Tel Aviv Stock Exchange (TASE) [<http://www.tase.co.il/buildpage.cgi>]. While the information provided by TASE is publicly available, those of us outside Israel can find it difficult to track down. Along with the usual information one would expect to find at a stock exchange site, it has market data for all listed companies sorted by sixteen sectors. One can also find the companies with the most actively traded shares.

The Members List contains all banks and brokerage firms belonging to TASE, along with contact information and links to their sites.

The site is a bit confusing, so if you still haven't found the nugget you seek, keep checking different areas of the site. You could find the information buried somewhere.

For another useful Israeli bank site, try Bank Hapoalim [<http://www2.bankhapoalim.co.il/national/index.html>]. This site's pertinent sections include the following:

- Capital Markets—contains the Weekly and Daily Reviews of the Israeli Capital Market and special financial updates, including analysis, for a handful of Israeli companies
- Israel Economy—the Economic Developments in 2000 and Forecast for 2001 and Monthly Update Reports
- Exchange Rates—comparison of the Israeli shekel to more than thirty foreign currencies (Check the date before you use the data; sometimes it's very current and sometimes several months old.)

Another site jointly sponsored by Bank Hapoalim and Standard & Poor's [<http://www.standardpoor.co.il/bankhapoalim>] contains profiles of the leading Tel Aviv Stock Exchange companies, as well as Israeli companies traded on the NASDAQ, NYSE, AMEX, and London Stock Exchange. You can select profiles by company name, industry, or stock exchange. As a point of interest, each of the stock exchanges contains the following number of company profiles:

- AMEX—2
- London Stock Exchange—2
- NASDAQ—36
- NYSE—5
- TASE—62

There are forms at the site to order annual reports for close to 100 Israeli companies and a copy of the Standard & Poor's Directory of Public Companies & Financial Institutions—Israel. All publications are free.

We've already mentioned a few of the stock exchanges in the region. Here are the URLs for some of the others:

- **Bahrain—Bahrain Stock Exchange**  
<http://www.bahrainstock.com>
- **Egypt—Cairo & Alexandria Stock Exchanges**  
<http://www.egyptse.com>
- **Iran—Tehran Stock Exchange**  
<http://www.neda.net/tse>
- **Kuwait—Kuwaiti Stock Prices (not the actual exchange)**  
<http://www.alsadon.com/rates.html>
- **Lebanon—Beirut Stock Exchange**  
<http://www.bse.com.lb>
- **Morocco—Casablanca Stock Exchange**  
<http://www.casablanca-bourse.com/homeen.html>
- **Palestine—Palestine Securities Exchange**  
<http://www.p-s-e.com>
- **Tunisia—Tunis Stock Exchange**  
<http://www.tunisie.com/BusinessInfo/stock.html>
- **Turkey—Istanbul Stock Exchange**  
<http://www.ise.org>

## **Chambers of Commerce and Industry**

Only a small number of the few AmChams in the region have Web sites and even those offer very little useful information, which I found quite disappointing. However, there are several other Chambers to be found.

### ***American Chambers of Commerce (AmChams)***

- **American Chamber of Commerce of Egypt**  
<http://www.amcham.org.eg>
- **Israel-America Chamber of Commerce & Industry**  
<http://www.amcham.co.il>
- **The American Chamber of Commerce in Morocco**  
<http://www.amcham-morocco.com>

### ***Other Chambers (Not AmChams)***

- **Arab Chambers of Commerce Offices in the Arab World**  
<http://www.awo.net/commerce/arabcoc/coc.asp>
- **National U.S.-Arab Chamber of Commerce**  
<http://www.nusacc.org>
- **Bahrain Chamber of Commerce and Industry**  
<http://www.bahchamber.com>
- **Chamber of Commerce and Industry—  
Haifa and Northern Israel**  
<http://haifachamber.com>
- **Federation of Israeli Chambers of Commerce**  
<http://www.chamber.org.il>
- **Federation of Jordanian Chambers of Commerce**  
<http://www.fjcc.com>
- **Amman Chamber of Industry (Jordan)**  
<http://www.aci.org.jo>
- **Chamber of Commerce and Industry—Beirut (Lebanon)**  
<http://www.ccib.org.lb>

- **Palestinian Chambers of Commerce, Industry, and Agriculture**  
<http://www.pal-chambers.com>
- **Palestine Chamber of Commerce**  
<http://www.g77tin.org/pccghp.html>
- **Council of Saudi Chambers of Commerce and Industry**  
<http://www.awo.net/saudicouncil>
- **Jeddah Chamber of Commerce and Industry (Saudi Arabia)**  
<http://www.awo.net/commerce/arabcoc/home.asp>
- **Riyadh Chamber of Commerce and Industry (Saudi Arabia)**  
<http://www.riyadh-chamber.org>
- **U.S.-Saudi Arabian Business Council**  
<http://www.us-saudi-business.org>
- **Federation of Syrian Chambers of Commerce**  
<http://www.fedcommsyr.org>
- **Abu Dhabi Chamber of Commerce and Industry (United Arab Emirates)**  
<http://www.adcci-uae.com>
- **Ajman Chamber of Commerce and Industry (United Arab Emirates)**  
<http://www.ajcci.co.ae/ajcci.htm>
- **Sharjah Chamber of Commerce and Industry (United Arab Emirates)**  
<http://www.sharjah.gov.ae/scci>

## **News Resources**

*Globes*, Israel's largest business newspaper for more than fifteen years, launched Israel's Business Arena [<http://www.globes.co.il/serveen>] in August 1995 as an online English edition of the newspaper. The site updates daily (Sunday through Thursday) at 6 P.M. Israel time.

Near the bottom of the column, the heading Features appears. This includes links to stories concerning the real estate market

and a Standard & Poor's annual review of Israel's economy and capital markets.

An entire section of Israel's Business Arena is devoted to high-tech companies with news stories, a profile of a different high tech start-up company each week, an article on How Israeli High-Tech Happened, and a Start-Up Guide (including information on finding start-ups, business incubators, government and legal framework for high-tech start-ups, and links to the Israel Start-Up Companies Promotion Center and Messer—The Israel Idea Promotion Center). An archive of the start-up company profiles sorts into the following categories:

- Agriculture
- Communication
- Computing and Internet
- Education and Services
- Industrial Processes and Products
- Medical and Biotech
- Transport

The entire Israel's Business Arena site is searchable. Using the Advanced Search function, you can search back to November 30, 1995. Free registration is required.

Arabia.On.Line [<http://www.arabia.com>] offers a good bit of news, along with other information. In the center of the page, you will find headlines and links for the full text of current news stories in various categories, such as news, business, and technology. To find more news, follow the News link in the box near the top of the page.

Choosing the Business link brings current and recent news stories relating to business, covering areas such as Oil and Energy, Banks and Funds, Stocks and Currency, and IT Business. Country-specific links with business news are available for these countries:

- |           |           |
|-----------|-----------|
| • Algeria | • Kuwait  |
| • Bahrain | • Lebanon |
| • Egypt   | • Libya   |
| • Iraq    | • Morocco |
| • Jordan  | • Oman    |



- Palestine
- Qatar
- Saudi Arabia
- Sudan
- Syria
- Tunisia
- United Arab Emirates
- Yemen

The Technology link takes you to another Web site, Arabian Business.com [<http://www.itp.net/corporate/current/97478350998941.htm>], a site with technology and Internet news of the region.

In case you still haven't had your fill of Middle Eastern news, I have one last source to suggest: Middle East Economic Survey (MEES) [<http://www.mees.com>], a weekly newsletter on the Middle East and North Africa. Published for the last forty years, it covers finance and banking, oil, and politics, among other topics. One of the pages at the MEES site, Newspapers and News Agencies [<http://www.mees.com/dotcom/newspapers/index.html>], lists news sites for seventeen countries. It also identifies the language of the site, with Arabic, French, and English the most common.

## **Palestine**

Arab Supernet [<http://www.a-supernet.net/default.asp>], a Palestinian business exchange, can help identify Palestinian companies. Online since January 1998, Arab Supernet makes it easy to search for companies, organizations, or foreign organizations in Palestine. The site has one downside; companies must subscribe to be listed. It's obviously not a comprehensive (or unbiased) list of companies. On the other hand, it's free and just might have companies not listed elsewhere.

To search the site, scroll down to the box about halfway down the page. There are nine company types from which to choose:

- Agents
- Business Organizations
- Financial Services
- Industry Sector
- Information Technology

- Real Estate and Construction
- Services
- Tourism Services
- Trade & Investments

To test the site, let's choose Industry Sector as the company type. An extensive listing of companies appears. Scrolling through and choosing Nassar Investment Company, we see the company address, phone and fax numbers, and e-mail address. A short description lets us know Nassar Investment manufactures building materials, in particular, stone, granite, and marble works. Clicking on the company name takes us to a page with options for more company data (see Figure 6.6). The About link at the top of the page presents a paragraph describing Nassar Investment in more detail. The company's home page, containing a product catalog and product photos, is also available.

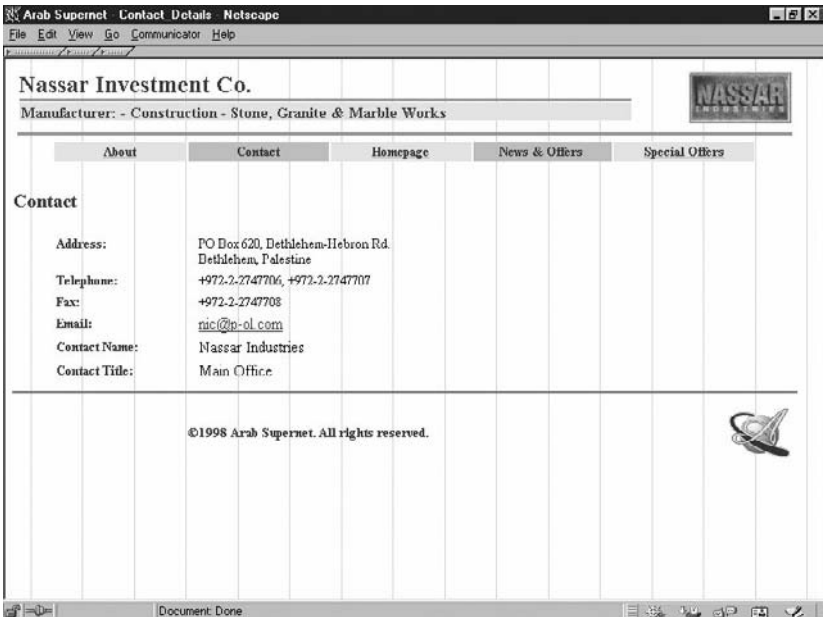


Figure 6.6 Company Contact Information from Arab Supernet

Back on the main page, you can also search for Organizations (civil, educational, local governments) and Foreign Organizations (consulates and diplomatic missions, media agencies, and press offices).

Near the bottom of the page, you will find a Made in Palestine link. Clicking on this takes you to a list of four product categories:

- Arts & Handicrafts
- Food & Beverages
- Footwear
- Health & Medical

Choosing one of them will bring up a table with item names, product description, and the producer, plus a link to the producer's listing in the database, similar to that displayed previously in Figure 6.6.

PALTRADE [<http://www.paltrade.org>] is the Web site for the Palestine Trade Center and has several sections designed to help those interested in conducting business in or with Palestine. Follow the Country Profile link to Market Profile. Here you will find a long document (also available in PDF format) covering critical areas such as Market Access, Investment Climate, and Foreign Trade. Import/Export controls are discussed at length, along with the country's openness to foreign investment. When last checked, we were encouraged to note that Palestine is pursuing the development of an intellectual property rights law.

Another interesting feature of the site is the Sector Profile area, which includes profiles on the following industries:

- Construction
- Food & Beverage
- Metal
- Pharmaceuticals
- Plastics
- Stone & Marble
- Textiles & Garments

Other sections to check are Directory, Import/Export Guide, and Links We Like.

## Lebanon

If you need to look for companies in Beirut, go to Lebanon.com [http://www.lebanon.com]. Scroll down almost to the bottom of the page, click on Lebanon.com Business Directory, and click again on Enter Directory and Lebanon.com to reach the directory. On the left, you can choose to view by category or company name. Choosing View by Category displays all available categories (more than eighty), from Accounting to Waterproofing. As an example, selecting Telecommunications reveals nine companies. The third company on the list, Pesco Telecom S.A.L., provides the following information (see Figure 6.7):

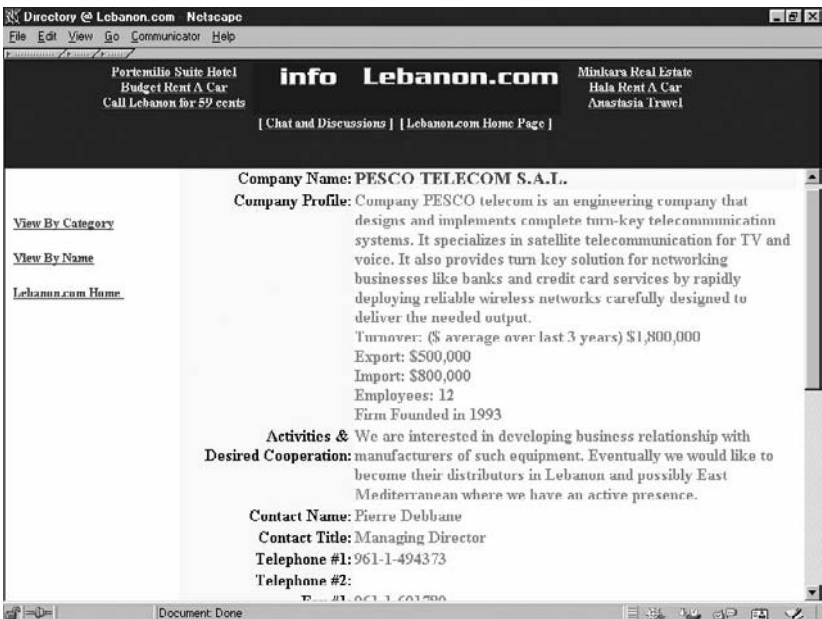


Figure 6.7 Portion of Company Profile—Lebanon.com

- Activities & Desired Cooperation—company goals
- Company Profile—includes company description, turnover, export and import figures, number of employees, and year founded
- Contact Name and Contact Title
- E-Mail Link—to use the e-mail link, you must register at the site; registration is free
- Telephone and Fax Numbers

Some company entries also include street address and Web site URL.

Lebanon.com provides other useful services for the international business searcher. The main page contains links to current local news stories. A link at the bottom of the page ostensibly takes you to government sites, but the link has never worked for me. In the middle of the page on the right-hand side, a drop-down menu offers one choice entitled Beirut Stock Exchange. Here you will find an overview and history of the exchange, as well as a link to daily stock prices. Along with daily stock bulletins, it carries weekly and monthly bulletins, a monthly market capitalization summary, and various summary reports for the previous year.

Another site to use when looking for Lebanese companies is IDREL [<http://www.idrel.com.lb>]. While not much value-added information appears here, if you scroll about halfway down the page, you will find the heading Companies. Approximately thirty sectors are listed here. Clicking on any one of them will take you to a list of companies in that sector. Unfortunately, the site provides no information about the companies, but each name links to that company's Web site.

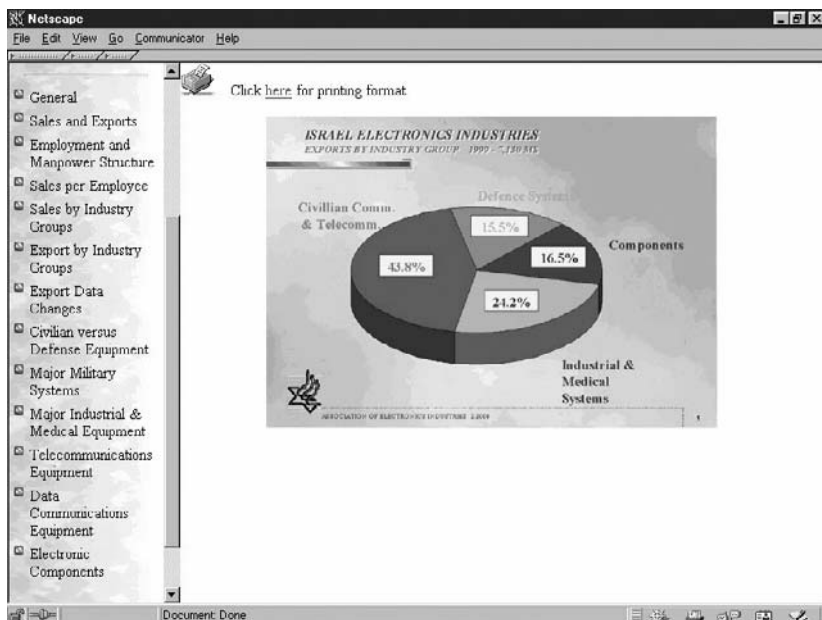
## **Israel**

Interested in the electronics industry in Israel? Try the Israel Association of Electronics Industries [<http://www.iaei.org.il>]. Here you will find a profile of Israel's electronics industry covering topics such as Sales and Exports, Sales per Employee, and Sales and Exports by Industry Groups (see Figure 6.8).

The site contains information on employment opportunities in electronics industries: companies and the positions they want filled. It also has links to other affiliated organizations and pertinent government offices.

One can look for companies (close to 200 of them) within seven major sectors:

- Industrial Equipment
- Information Services
- Medical Equipment
- Military and Defense Equipment
- Passive Components



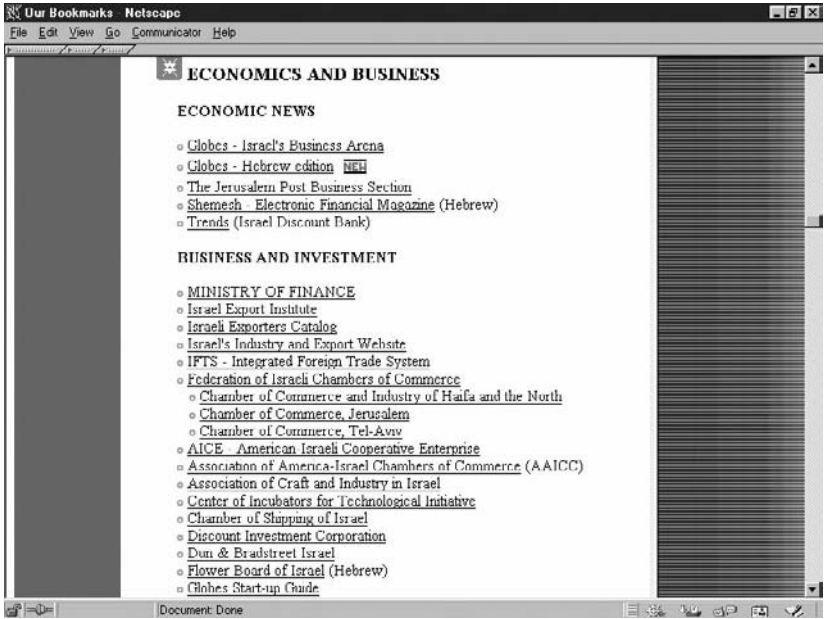
**Figure 6.8 Electronics Exports by Industry—Israel Association of Electronics Industries**

- Semiconductors, Active Components, and Power Supplies
- Telecommunications and Data Communications

You can search by company name, turnover, number of employees, or choose a company from the list on the left of the screen. Company information generally includes managing partner, address, phone and fax numbers, turnover, number of employees, main business area, link to Web site, and number of engineers and technicians.

US-IBEX—U.S. Israel Business Exchange [[http://www.israelemb.org/economic/economic\\_frame.htm](http://www.israelemb.org/economic/economic_frame.htm)] has a section U.S. Companies in Israel with a very extensive list of companies. Minimal information is supplied, but you will find the nature of the company's business, e.g., whether it is a wholly owned subsidiary, if it only has representation in the country, what percentage of an Israeli company is owned, or if it has merged or acquired another company.

The Israel Foreign Ministry [<http://www.israel-mfa.gov.il/mfa/go.asp?MFAH00kj0>] has compiled a wonderfully useful page of links. The Economics and Business section provides links for information on business incubators, various trade associations, financial



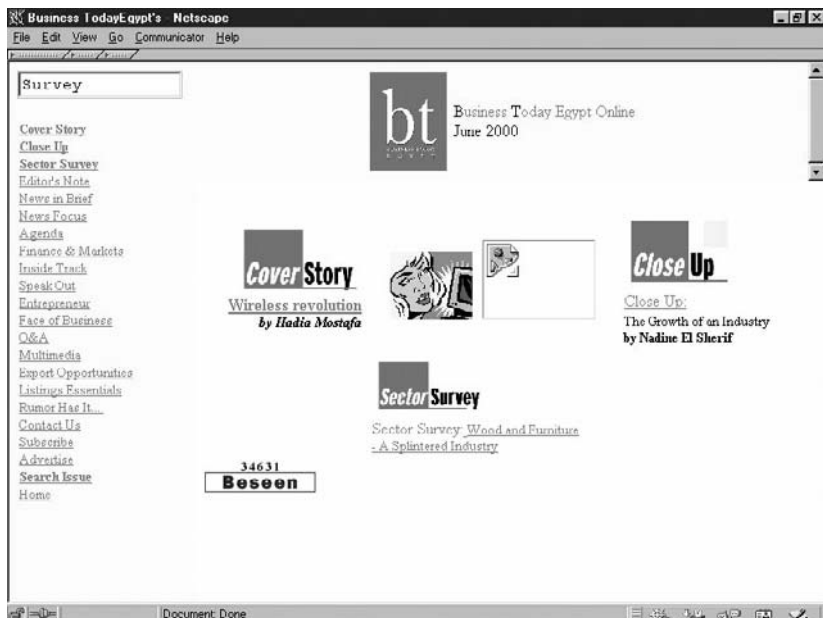
**Figure 6.9** Section of the Business Links from the Israel Foreign Ministry

information, and more (see Figure 6.9). The site also links to just about every Israeli government office, including local governments, with remarkable currency. When I last visited the site, it had been updated only three days previously.

## Egypt

The Egypt State Information Service (SIS) [<http://www.uk.sis.gov.eg>] offers a great deal of information to acquaint you with the country. The Yearbook 1999 covers the country from top to bottom—from Land & People and History to Economy, Agriculture, Industry, and Energy. Reading the Yearbook we learn that Egypt's economic development plan considers the chemical industry most important, followed by engineering and food. The site also links to the SIS internal search engine that appears relatively sophisticated. First you choose whether you would like to do a Global Search or a Subject Search. Choosing the Subject Search, some relevant options include Business, Communication, Industry, and News.

I don't know when I've seen a more helpful and well thought out online publication than Business Today Egypt Online [



**Figure 6.10** Home Page of Business Today Egypt Online

businessstoday-eg.com]. It's a very nice, up-to-date overview of business in Egypt. On the front page you see links to three different articles. When I last visited the site, they had an overview of the wood and furniture industry (Sector Survey), a report on the flower industry (Close Up), and a cover story on the wireless revolution in Egypt (see Figure 6.10).

These sections are also included in the publication:

- Agenda—dates and descriptions of upcoming conferences and exhibitions held in Egypt
- Entrepreneur—an interview with one of Egypt's up and coming businesspeople
- Face of Business—a background article on a local business
- Listings Essentials—list of the most important contacts for business services and offices in Cairo and Alexandria, including airlines, chambers of commerce, government offices, ministries, and conference organizers
- Multimedia—discussion of various Internet and e-commerce issues



- News Focus—provides a bit more detail on a few industries
- News in Brief—short updates on current happenings in various industries such as agriculture, banking and finance, industry, oil and gas, telecommunications, and more

The entire site is searchable but, unfortunately, it has no archived issues. The site does provide subscription information for the counterpart print version of *Business Today*.

## Morocco

For many countries in the Middle East and North Africa, you will find only a very small amount of good business information on the Internet; in some cases, virtually none. Here we'll take a few countries and give them a quick mention as to what can be found.

La Maison du Maroc—The House of Morocco [http://www.maroc.net] is an interesting site that seems to suffer from a touch of schizophrenia. All of the links in the Menu are labeled in English; News, Magazines & E-zines, Culture, Education, etc. But, many of those links lead to information that's only in French. And, some pages mix French and English (see Figure 6.11).



Figure 6.11 The House of Morocco Site

The Maroc Search link leads to a business directory with fourteen categories including Computers & Internet and Business & Economy. You may use the search form or use the direct links to find companies that meet your criteria. However, as mentioned previously, your results may be a mixture of French and English. Some companies have a French name with an English description and others have an English name with a French description. And then, of course, there are companies that are consistently either French or English language. Each company entry leads to the company Web site.

## **Sudan**

Sudan.Net [<http://www.sudan.net>] offers some cursory information about the Sudan. To get up to speed on the country, I would suggest starting with Fast Facts on Sudan. Here you will learn about the country's electrical consumption, imports and exports, communications system, and more. For further information, try Sudanese Related Links.

## **Bahrain**

The Bahrain Promotions and Marketing Board (BPMB) [<http://www.bpmb.com>] is an independent government agency organized to attract business to Bahrain. Bahrain Focus contains business articles, as well as some focusing on local companies and their activities. The site also has a nice Hot Links section that displays a variety of Bahrain related links. It appears that the site is still under construction, as some of the most promising sections, Feature, Newslines, and Doing Business in Bahrain, were not yet complete at press time. Those interested in Bahrain should remember this site for future reference.

## **Saudi Arabia**

The U.S.-Saudi Arabian Business Council [<http://www.us-saudi-business.org>] has a very well thought out site. The section on the Saudi Arabian Economy is very thorough and includes brief overviews of the following industries:

- Agriculture
- Construction

- Healthcare
- Mining
- Oil
- Petrochemicals
- Power and Energy
- Transportation and Communication

Doing Business in Saudi Arabia covers topics such as how to operate in Saudi Arabia, leading sectors for U.S. exports and investments, and the business infrastructure. Other important areas to review include Business Regulations and Procedures, Joint Ventures, and Key Contacts. The Key Contacts section contains major Saudi Arabian companies, Saudi Arabian agencies, organizations, government ministries, and much more.

## **Regional Wrap-Up**

Well, we're more than halfway through our virtual journey, and the Middle East and North African region may seem no easier than the other regions we've traversed so far. But, by now, patterns should be emerging and your level of comfort with international business research should be rising.

## CHAPTER 7

# ***SUB-SAHARAN AFRICA***

Sub-Saharan Africa is quite a bit different from the other areas of the world we've visited so far. The entire region is composed of developing countries, which makes the task of the business researcher infinitely harder. While most of the countries are interested in cultivating trade and investment opportunities, issues such as infant mortality, poverty, and starvation may be more pressing. When organizations face the decision of either dedicating funds to development programs or putting up a Web site to attract investors, development usually wins hands down.

This doesn't mean that there's nothing out there. It does mean, however, that we may need to set our goals a little lower when looking for business information in this region. For example, for most of Africa, it is extremely difficult, if not impossible, to find very current information. Numbers in the three-to-five-year range, if you can find them, will often be as good as it gets. We need to be more creative. We also may need to extrapolate data more than we usually do.

Since a good portion of the useful sites for this region cover multiple countries, we will not go into as much detail on individual countries. Countries covered individually are Botswana, Ethiopia, Swaziland, Uganda, Zambia, and Zimbabwe.

### **Directories**

By now everyone should know what I think of directory sites—can't search without 'em. Stanford University Libraries & Academic

Information Resources has a site called Africa South of the Sahara—Selected Internet Resources [<http://www-sul.stanford.edu/depts/ssrg/africa>] that provides a good starting point for Sub-Saharan African information. From the main page, you may choose, among other things, Countries/Regions, Topics, Search the Africa Pages, and Breaking News. After choosing a country or a region, you get an extensive listing of current news and other links. The site offers almost fifty countries from which to choose in the following six regions:

- Central Africa
- East Africa
- Horn of Africa
- Indian Ocean Islands
- Southern Africa
- West Africa

The Topics section offers Business and Current Events as two of the choices and, again, long lists of Sub-Saharan African links appear. You can search the entire site, though not with Boolean techniques.

The J. Murrey Atkins Library & Information Services of the University of North Carolina at Charlotte has a directory site, a portion of which covers Africa [<http://libweb.uncc.edu/refbus/reg.htm>]. There are links here for numerous sites, including newsletters and newspapers, the Central Bank of West African States, the African Development Bank Group, and other metasites.

The Electronic African Bookworm [<http://www.hanszell.co.uk/indexlink.htm>] bills itself as a Web navigator. The site has four sections: Africa, African Studies, African Book World & Press, and Resources for Writers.

You can search the entire site and the results returned will point you to the section of the site where you can find the appropriate link(s). One of the first sections of the site is Africa: General, Educational, and Commercial Resources, which includes African search engines. Depending on your needs, some of the links that bear further examination include Africa Homepage, Africa Online, African Governments on the WWW, Ananzi, Rubani, and

my personal favorite (for its name), Zebra. A print version of The Electronic African Bookworm is available with details for obtaining it found at the site.

Columbia University Libraries has compiled the African Studies Internet Resources [<http://www.cc.columbia.edu/cu/libraries/indiv/area/Africa>]. This searchable site divides into numerous categories, some rather general and some more specific, such as region and country, organization, and topic (which includes business and economic information). For those sites that defy categorization, turn to the link entitled Other Africa-Related Resource Collections.

Other directory sites include the following:

- **African Studies Center University of Pennsylvania**  
[http://www.sas.upenn.edu/African\\_Studies/Home\\_Page/Country.html](http://www.sas.upenn.edu/African_Studies/Home_Page/Country.html)
- **EuroSeek.com—Africa**  
<http://webdir.euroseek.com/?ilang=en&catid=263>
- **Harambee Africa Links**  
<http://www.harambee.co.uk/links.htm>
- **Index on Africa**  
<http://www.africaindex.africainfo.no/pages>
- **Jump Start**  
<http://www.mg.co.za/mg/jump/j-africa.htm>
- **NewAfrica.com**  
<http://www.newafrica.com>

## **Search Engines**

Only a few search engines specialize in this region and most of them cover just one country, as opposed to the whole region. Here are a few worth trying:

- **AAA Matilda Angola**  
<http://aaa.com.au/images/logos/searches/ao.shtml>  
Angola search engine

- **Aardvark**

<http://www.aardvark.co.za>

South African search engine

- **Ananzi**

<http://www.ananzi.co.za>

South African search engine

- **Max**

<http://www01.max.co.za>

South African search engine

- **WoYaa**

<http://www.woyaa.com>

Covers all of Africa; can search by country or category

## **Chambers of Commerce and Industry**

Disappointingly, there are very few American Chambers of Commerce (AmChams) in Sub-Saharan Africa, and it appears that, so far, only one has an Internet presence:

- **U.S.-Angola Chamber of Commerce**

<http://www.us-angola.org>

Let's hope this will change in the near future, since AmChams can be such a good source of business information. Here are some of the other chamber and chamber-like sites available:

- **Cameroon Chamber of Commerce and Industry**

<http://www.g77tin.org/ccimhp.html>

- **Addis Ababa (Ethiopia) Chamber of Commerce**

<http://www.addischamber.com>

Economic statistics, trade show information, local companies seeking foreign partners

- **Mauritius Chamber of Commerce and Industry**

<http://www.mcci.org>

Investment and Business section with profiles of the agricultural, manufacturing, and tourism sectors, trade statistics, stock market information, and import/export issues

- **Uganda National Chamber of Commerce and Industry**  
<http://www.uganda.co.ug/commerce.htm>
- **Confederation of Zimbabwe Industries**  
<http://www.czi.org.zw>  
Business news, links to member companies' Web sites, useful links section
- **South African Chamber of Business**  
<http://www.sacob.co.za>  
Economic information, text of monthly newsletter
- **The Alberton (South Africa) Chamber of Commerce and Industry**  
<http://www.alberton.com>  
List of chamber members by industry
- **Johannesburg Chamber of Commerce and Industry**  
<http://www.jcci.co.za>  
News, publications for sale, trade opportunities, monthly newsletter online
- **Bloemfontein (South Africa) Chamber of Commerce and Industry**  
<http://www.bcci.co.za>
- **Cape (South Africa) Chamber of Commerce and Industry**  
<http://www.capechamber.co.za>  
News, searchable membership database, exporter/importer database, Business Guide
- **Durban (South Africa) Chamber of Commerce and Industry**  
<http://www.durbanchamber.co.za>  
Searchable membership database, publications for sale
- **Greater Germiston (South Africa) Chamber of Commerce and Industry**  
<http://www.ggcci.co.za>
- **Pietermaritzburg (South Africa) Chamber of Commerce and Industries**  
<http://www.pcci.org.za>



- **Port Elizabeth (South Africa) Regional Chamber of Commerce and Industry**  
<http://www.pechamber.org.za>  
News, online member directory
- **Eurochamber of Commerce in Southern Africa**  
<http://www.eurochamber.co.za>
- **Ghana National Chamber of Commerce**  
<http://www.g77tin.org/gncchp.html>

## **Banking, Finance, and Stock Exchanges**

The dearth of information available for this region holds true for the financial area as well. There are very few stock exchanges and central banks on the Internet. Here are the ones that currently have a Web presence:

### **Stock Exchanges**

- **Botswana—Botswana Stock Exchange**  
<http://mbendi.co.za/exbo.htm>
- **Ghana—Ghana Stock Exchange**  
<http://www.gse.com.gh>
- **Mauritius—The Stock Exchange of Mauritius**  
<http://www.semex.com>
- **Nigeria—Nigerian Stock Exchange**  
<http://www.nse.com.ng>
- **South Africa—The Johannesburg Stock Exchange**  
<http://www.jse.co.za>
- **Zambia—Lusaka Stock Exchange**  
<http://www.pangaeapartners.com/luseinfo.htm>
- **Zimbabwe—Zimbabwe Stock Exchange**  
<http://www.zse.co.zw>

## **Central Banks**

- **Central Bank of the West African States**  
<http://www.bceao.int/internet/bcweb.nsf/pages/us>  
Covers the countries of Benin, Burkina Faso, Guinea Bissau, Côte d'Ivoire, Mali, Niger, Senegal, and Togo.
- **South African Reserve Bank**  
<http://www.resbank.co.za>  
Be certain to check the *Economic Information* section.
- **Central Bank of Swaziland**  
<http://www.centralbank.sz/cbs.html>
- **The Bank of Zambia**  
<http://www.boz.zm>
- **The Central Bank of Kenya**  
<http://www.africaonline.co.ke/cbk/index.html>
- **Banco Nacional de Angola**  
<http://www.ebonet.net/bna/bna.htm>
- **Central Bank of Lesotho**  
<http://www.centralbank.org.ls>
- **Banco de Mozambique**  
<http://www.bancomoc.mz>

## **Yellow Pages**

Currently there are very few Yellow Pages directories online. The following should cover most, if not all, of the ones currently available:

- **Ethiopia Yellow Pages**  
<http://www.ethiopyellowpages.com/pages/ethiopia.html>
- **Ghana Yellow Pages**  
<http://www.ghanaforum.com/directory.htm>
- **Kenya Yellow Pages**  
<http://www.postel.co.ke>
- **Nigeria Yellow Pages**  
<http://www.yellowpages.com.ng>

- **South Africa Internet Directory**

<http://iafrica.com/directories/business/index.htm>

- **South Africa—EasyInfo Internet Directory**

<http://www.easyinfo.co.za>

## **News Resources**

Financial Mail [<http://www.fm.co.za>] is the online version of a weekly South African newspaper. The print version started forty years ago. The online counterpart has existed for more than three years. You can search both the current issue and the archives to find general South African news and details on South Africa's budget (current year and the previous two years), including analysis. However, for the serious business searcher, both offer a great deal more.

Start by clicking on Top Companies in the left column to find extensive information on the top industrial companies in South Africa—some of it in handy chart form. Here you will find highlights on the electronics, information technology, telecommunications, retail, hotel and leisure, food, and media sectors; mining houses; and the gold industry. Essays on South African mergers and acquisitions and foreign investment, profiles of five companies, and four specially “featured” companies are also supplied.

Going back to the main Financial Mail page, this time choose Special Reports and Surveys. This section contains overviews of more than fifty South African industries and sectors, including accountants and attorneys, banking, cell phones, forestry, and information technology. When I visited the site, no report was older than three years; some were less than a month old.

African Business Information Services (AfBIS) [<http://www.afbis.com>] initially looked more promising than it turned out to be, but I still think it is worth a quick mention. AfBIS is an independent private organization formed in 1998 to provide information on African economies and to help companies and individuals around the world gain a better understanding of Africa. If you need some top African news stories, check here. AfBIS has articles, reports, and analyses on the African economy and other general African business issues. Additionally, the full text of *Newswatch*, a weekly Nigerian magazine, is featured.

Other sites with regional and/or country news include these:

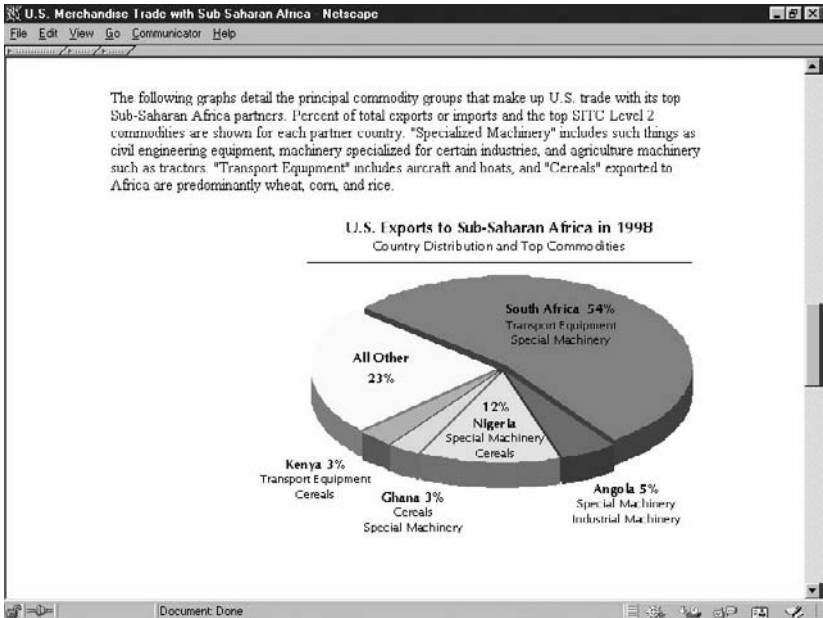
- **AfricaNet.com**  
<http://www.africanet.com>
- **Africa News Online**  
<http://www.africanews.org>
- **E&P Media Links Online Directory—Africa**  
<http://emedia1.mediainfo.com/emedia/africa.htm>
- **Ghana Classifieds**  
<http://www.ghanaclassifieds.com>
- **Ghana Review International**  
<http://212.67.202.38/~gri>
- **International Political Economy Network—News Links**  
<http://csf.colorado.edu/ipe/africa.html>
- **NewsAfrica.com**  
<http://www.africanews.com>
- **Nigeria.com Daily News**  
<http://www.nigeria.com>

## **U.S. Government Resources**

The United States Agency for International Development (USAID) site [<http://www.info.usaid.gov>] has some interesting sections with Sub-Saharan African business information. Rather than showing how to navigate through the site, let's go directly to the more relevant areas. USAID has published the third Internet edition of U.S. Merchandise Trade with Developing Countries, a report presenting statistics on U.S. trade with developing countries and regions for the years 1988 to 1998. Enter [http://www.info.usaid.gov/economic\\_growth/trdweb/africa.html](http://www.info.usaid.gov/economic_growth/trdweb/africa.html) into your browser and you go straight to the current section on Sub-Saharan Africa. Here you will find information on trading partners, exports, imports, and trade statistics, along with some very useful graphs (see Figure 7.1).

This same Web page lists tables available for downloading in Excel format. The tables contain detailed information on exports and imports by country and product using the U.N. Standard International Trade Classifications (SITC). If you do not find data

available here for your commodity of interest, you can request the construction of a table using custom criteria.



**Figure 7.1 U.S. Exports to Sub-Saharan Africa 1998—USAID**

USAID's Africa Bureau Information Center has compiled the Internet Resource Guide—Selected Sites with Special Reference to Africa [<http://www.info.usaid.gov/regions/afr/abic/guides/afrsites.htm>]. This guide is a directory of Africa-related Internet sites. While not all sites will help the business searcher, you should scroll through them to see what they offer.

USAID has a Global Technology Network (GTN) [<http://www.usgtn.org>], designed to provide small and medium-sized U.S. companies with business opportunities in the developing world. Working in conjunction with other U.S. government agencies, GTN focuses on four sectors: agribusiness, information technology, environment and energy, and health. Companies registering with GTN receive trade leads in their sector of interest. You can find the African Regional Information at <http://www.usgtn.org/Africa%20FG/Africa%20Homepage.html>. This page explains some of the services available to U.S. businesses interested in working with Africa, including market trend analyses and business counseling. The GTN Africa

Overview [[http://www.usgtn.org/Africa%20FG/Africa%20Overview%20\(long\).html](http://www.usgtn.org/Africa%20FG/Africa%20Overview%20(long).html)] lists the countries that currently have a GTN office: Botswana, Ghana, Kenya, Madagascar, Mali, Mozambique, Namibia, Nigeria, Rwanda, Senegal, South Africa, Tanzania, Uganda, Zambia, and Zimbabwe. The site contains fact sheets on all of these countries.

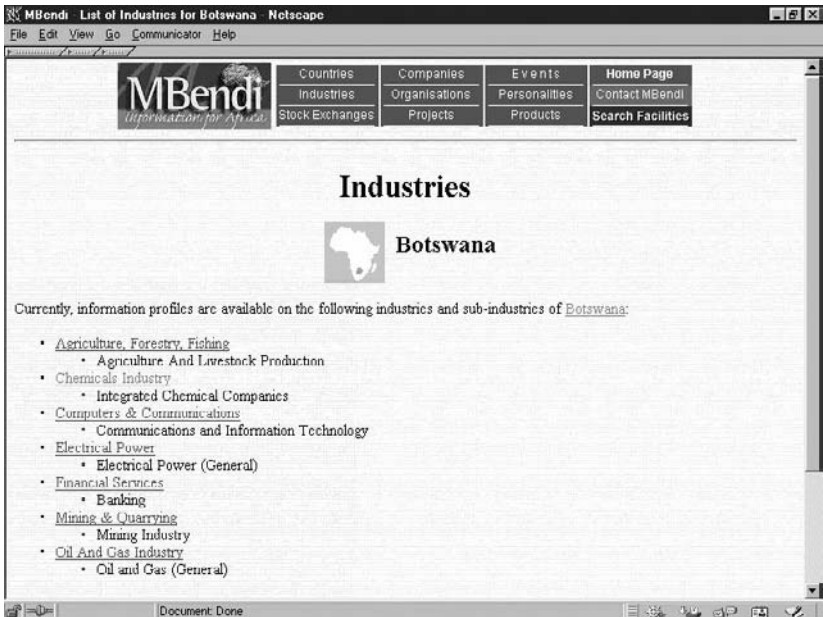
## **Regional Resources**

The MBendi AfroPaedia site [<http://www.mbendi.co.za>] is produced by MBendi Information Services (Pty) Ltd., an African consulting firm founded in 1995 specializing in Internet strategy, Africa, and the African oil industry. (MBendi is a composite African language word meaning “the knowledge that brings wisdom.”)

Clicking on the Countries link, you will see a list of all the countries in Africa. Choose a country and you get an information profile with the following sub-topics (with some variation in topics from one country to another):

- Basic Country Data
- Business Opportunities and Challenges
- Demographics
- Doing Business In ...
- Economy
- Exporting/Importing Guide
- Investment Profile (automatically links to Ernst & Young site with business and taxation information)
- Industries
- Key Statistics
- Legal Profile
- Manufacturing
- Map of Country
- News and Views
- Politics
- Stock Exchange
- Trading Profile

Each of these sections provides detailed information designed to help those interested in doing business in the country. For example, the Industries section contains profiles of the country's leading industries (see Figure 7.2).



**Figure 7.2 Botswana Industry Section—MBendi**

An abundance of other information also appears in this section. You may search for a company by its name, owner's name, industry, type of facility or business, or location. A list of companies, presumably those registered with MBendi, contains company overviews of varying lengths, as well as a list of local organizations, including unions, government ministries, chambers of commerce, and stock exchanges. Personalities is an interestingly named section; it refers to searching for a person to find his or her organization and position within the organization. You can also search for publications, events, listed companies, and more.

If you don't know the country in which a particular company is located, start at MBendi's main page and choose Companies. From here you can move to an alphabetical list of the companies in the database with country location attached. Choosing Industries will bring up a list of all African industries with available profiles. They

even specify Comprehensive, Summary, and Outline profiles. Similarly, you can look for organizations, personalities, stock exchanges, products, and services throughout Africa.

News & Views takes you to a detailed search screen for African news. In addition to searching by keyword(s), you can also choose the type of news item (news, press release, FAQ), news topic, country, and industry—all with drop-down menus. Many of the documents appear to come from the Ernst & Young Africa Group, while others come from the MBendi and other organizations' Web sites.

The Common Market for Eastern and Southern Africa (COMESA) [<http://www.comesa.int>] consists of twenty-one countries in the region. (Note: A few of these countries were covered previously in Chapter 6: The Middle East and North Africa.)

- Angola
- Burundi
- Comoros
- Democratic Republic of Congo
- Djibouti
- Egypt
- Eritrea
- Ethiopia
- Kenya
- Madagascar
- Malawi
- Mauritius
- Namibia
- Rwanda
- Seychelles
- Sudan
- Swaziland
- Tanzania
- Uganda
- Zambia
- Zimbabwe

Established in 1994, it replaced the Preferential Trade Area for Eastern and Southern Africa. The COMESA site has lots of trade, investment, and general business information for the region. Let's explore some areas on the site.

Starting with Information by State we find separate listings for each country in the region. Choosing Kenya as an example, we see such categories of information as Maps of Kenya, Basic Country Data, World Factbook Data, Banking/Economic Details, Stock Exchange, Investment Information, Import/Export Boards, Trade and Industry Information, Statistics for Traders, Customs



Regulations, Transport, Communications, Natural Resources/Agriculture, Travel Requirements, Currency Converter, Kenyan News Sources, Useful Links, COMESA Contacts, and Local Internet Service Providers.

Banking/Economic Details provides in-depth information on the monetary and banking system, macroeconomic indicators, and banking contacts. For instance, we discovered that seventy-five to eighty percent of the labor force works in agriculture, tea and coffee are the primary exports, and machinery and transportation equipment are the primary imports.

The Investment Information section provides links to two guides on doing business in Kenya, a guide to investing in Kenya, and an extensive business directory listing companies alphabetically by sector and including contact information. If you need to know which companies in Kenya deal in coffee, you can find them easily here. A description of Kenya export programs and a link to the Ministry of Commerce and Industry appear in the Import/Export Boards area.

Back on the main COMESA page, go to Trade & Customs and then Trade Databases. The first listing is the Online Directory of Companies in the COMESA Region. Click on this to enter the database. This Directory of Producers allows you to choose all of the COMESA countries or any one of them and to specify the commodity. I chose to look for coffee in any country and received a lengthy listing of companies, sorted by country. Clicking on Paul Ries, one of the companies under Ethiopia, I received a listing for the company, including number of employees, contact information, and year established (1885!) (see Figure 7.3). At this section of the site, external links connect you to product directories for Kenya, Mauritius, Namibia, Tanzania, Uganda, Zambia, and Southern Africa.

Another useful section of the COMESA site is the Commerce & Industry portion. Here you will find overviews of the metal and engineering sectors.

Doing Business leads to several useful guides, in particular, Doing Business with COMESA: The Handbook, and legal guides to establishing business in Malawi, Mauritius, Rwanda, Sudan, Swaziland, Tanzania, Uganda, Zambia, and Zimbabwe.

COMESA: ONLINE TRADE DIRECTORY

### Details of Supplier

Company Name:	PAUL RIES & SONS (ETHIOPIA) LTD
Address:	KEF 2 KEB 11 HOU.NO 196 P.O. BOX 3659 ETHIOPIA
Telephone:	110233/550233.
Fax:	551278.
Telex:	21035.
Contact Person:	MR. P.J. ROUK.
Job Title:	MANAGING DIRECTOR.
Bankref:	ARADA BRANCH (CBE).
Number of Employees:	430.
Year Established:	1885.
Note:	.

**Figure 7.3 Company Directory Listing—COMESA**

The Africa Business Network [<http://www.ifc.org/abn>] is a service of the International Finance Corporation (IFC), a member of the World Bank Group. (The IFC is the largest multilateral source of loan and equity financing for private sector projects in the developing world.) This site, which covers most of Sub-Saharan Africa, brings together information from the IFC and its partners, offered to help stimulate private investment in Africa.

Stop first at the Country Information Center, where you will find a list of the countries covered. As with most good sites, there is a consistent layout from country to country, which helps to speed up the learning curve for using the site. For each country, the sections covered are:

- Additional Contacts
- Business Information
- Economic Information
- General
- Internet Information and Web Sites
- Newspapers and Publications
- Travel and Tourism

## **202 International Business Information on the Web**

Many links take you to pages on either the main IFC Web site or the World Bank Web site, while others take you away from the site.

Let's start by choosing a country. Since it's so much fun to say, I thought we'd check out Zimbabwe. Scrolling down to Economic Information and choosing Competitiveness Indicators: World Bank Report, we arrive at a lengthy report on the World Bank site. This report includes statistics on trade, investment, export competitiveness, export structure, infrastructure, literacy, and more. Under the heading Infrastructure & Investment Climate, I found some interesting statistics in the Information and Communication Network section. As of 1996, the waiting time for a phone line was 7.2 years and there were 6.7 personal computers per 1,000 people.

Going back to the Africa Business Network page for Zimbabwe and choosing National Trade Development Organisation of Zimbabwe, we arrive at ZimTrade [<http://www.zimtrade.co.zw>], a trade promotion organization. Starting with ZimTrade Databases on the left side of the page, we find three choices: Company Database, Foreign Buyer/Seller Database, and Trade Statistics. Choosing Complex Search, a search screen gives the following search options:

- Current market
- Established before or established after
- Major sector
- Nature of business
- Number of employees greater than or less than
- Product category
- Product name
- Product/HS code
- Sector

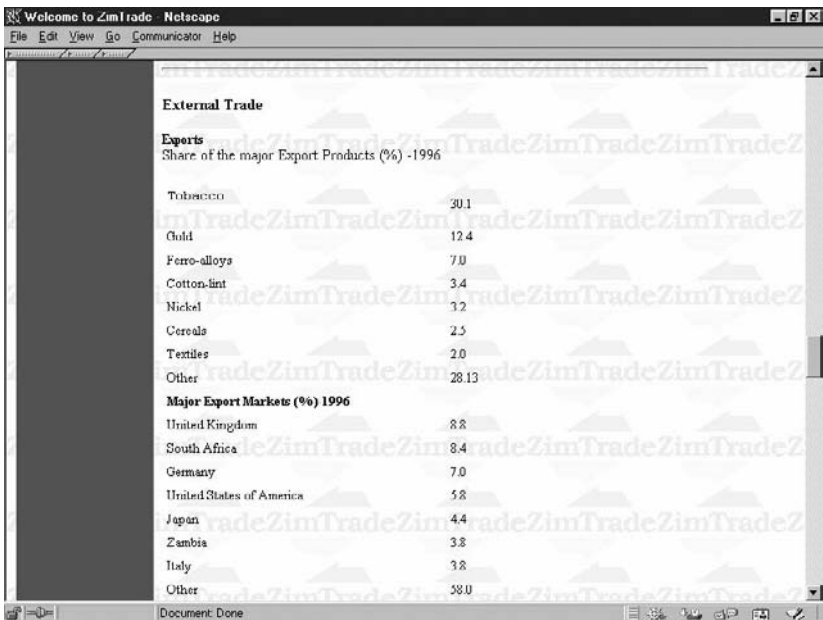
Company listings include contact information, as well as a link to a list of the company's export products.

Back on the main page, the Investment Climate link brings up detailed information about investing in Zimbabwe. If this still doesn't answer all your questions, you can get more information through the Zimbabwe Investment Centre, accessible at this point. There you will find brief information on mining, manufacturing, agro-industry,

tourism, and construction—all industries considered to have strong potential for the foreign investor. Address, phone, fax, and e-mail contacts are listed for those requiring further information.

ZimTrade also includes the following information:

- Current exchange rates for 16 countries
- A link to the Zimbabwe Stock Exchange
- Import and export statistics; the top products for import and export as well as the major import and export markets (see Figure 7.4)



**Figure 7.4 Zimbabwe Export Statistics—ZimTrade**

- Profiles of the manufacturing, mining, commercial agriculture, tobacco, horticulture, and arts and crafts industries
- Business opportunities: companies interested in buying products and companies looking for joint ventures
- An online version of ZimTrade's quarterly publication containing additional trade information and a profile of a prominent Zimbabwean company
- ZimTrade products for sale, such as a company profile database on diskette, an export directory, etc.

Returning again to Zimbabwe's page on the Africa Business Network and choosing the link under Newspapers & Publications, we arrive at the Zimbabwe version of AfricaNews Online [<http://www.africanews.org>]. Published by the Africa News Service, a twenty-five-year-old nonprofit organization, this news service uses more than sixty sources for information. Here we find the full text of news stories from the previous week. You can also link to stories about other African regions or countries.

One last Africa Business Network link remains for us to explore: the Internet Connectivity Profile. Here you will find a history of the Internet infrastructure in Zimbabwe, along with a listing of ISPs operating in the country and the approximate costs for Internet service.

Africa Dot Com [<http://africa.com>], which refers to itself as the "gateway to all that's African on the World Wide Web," is largely a collection of links. From here, you can link to many online newspapers and magazines, as well as sites dealing with African politics, history, education, religion, health, travel and tourism, and sports. Since Africa Dot Com is very frame-intensive, I would suggest going directly to the Business section, the most useful portion of the site for our purposes [<http://africa.com/business.html>], rather than following the direct link. Here you will find a large selection of links, including some for general business information, trade, and real estate, along with numerous country-specific sites for South Africa, Nigeria, and Zimbabwe. The site is currently undergoing revision and at the moment is not quite as useful as it has been in the past. Hopefully, completion of the site revision will remedy this problem.

Anyone who wants to do business in Africa should know about the Corporate Council on Africa (CCA) [<http://www.africacncl.org>]. This nonprofit organization is composed of American corporations and individuals dedicated to developing the African private sector and strengthening the commercial relationship between the U.S. and Africa. It organizes trade missions to Africa and is heavily involved in trade and investment issues. While the CCA Web site is very general and only describes its programs, if you need African business information, you might phone them at 202/835-1115 to see what resources might exist.

## **Business Directories**

As with the other regions of the world, sites set up as business directories enable the businessperson to find companies within a particular industry or service. Some directories link directly to the company Web sites; other sites include a brief description of the companies within the database.

To locate companies in a particular line of business, use Braby's Red Index [<http://www.redindex.com>], a Southern Africa business-to-business directory. More than seventy percent of the companies listed in the Braby database are small and medium-sized businesses. Braby's covers the following countries:

- Angola
- Botswana
- Lesotho
- Madagascar
- Malawi
- Mauritius
- Mozambique
- Namibia
- Seychelles
- South Africa
- Swaziland
- Tanzania
- Zambia
- Zimbabwe

From the main page, you may search the entire region or individual countries by category or business name. Using the Expanded Search option, you may also search by phone or fax number and limit the search to companies with an e-mail address or Web site.

Searching the diamond industry, I received a short Classification Directory that allowed me to choose a more expanded directory. In addition to diamond mining, it lists numerous related industries such as diamond & jewelry valuers, diamond drilling & cutting equipment, diamond sorters, and so on. Choosing diamond mines produced a list of several company names, along with region and phone number. Clicking on any of the companies will yield a typical directory listing, albeit some proved a bit more comprehensive than others.

Here are some of the other business directories for Sub-Saharan Africa:

- **Buy SA.com**

<http://www.1023.co.za>

Search all of South Africa or a particular region of the country; search by category and/or keyword.

- **East Africa Sources Trade Directory**

[http://www.eastafrica-sources.com/cgi-bin/w3-msql/](http://www.eastafrica-sources.com/cgi-bin/w3-msql/trading_directory/index.html?ID=GUEST)

[trading\\_directory/index.html?ID=GUEST](http://www.eastafrica-sources.com/cgi-bin/w3-msql/trading_directory/index.html?ID=GUEST)

Kenya, Uganda, and Tanzania are included.

- **GhanaWeb Directory of Businesses**

<http://www.ghanaweb.com/main/overview.php3?CAT=B>

Find Ghanaian businesses in the finance, import/export, Internet, hotel, manufacturing, travel and tourism, real estate, retail, and service industry areas.

- **Internext Gateway to South Africa**

<http://www.zaworm.co.za>

This site provides a brief description of the companies in the database, as well as a link to the company's Web site. Also includes affiliated organizations.

- **KenyaWeb**

<http://www.kenyaweb.com>

Search for businesses in Kenya at this site. It also has a good section with an overview of the country's economy.

- **Southern Africa Directory**

<http://www.sadirectory.co.za>

This directory offers the capability to search Angola, Botswana, Lesotho, Malawi, Mozambique, Namibia, South Africa, Swaziland, Zambia, or Zimbabwe individually or together. You can drill down to find the sector you wish to search and it returns Web site links.

- **South Africa Online Business Directory**

<http://www.southafrica.co.za/busfin>

Choose from twenty business categories. Results include a brief company description and a Web site link.

## **Zambia**

Zambia's first ISP, ZamNet [<http://www.zamnet.zm>], is a good place to start for information on Zambia. While it offers little

“value-added” information, it does point to a number of other good sites. From here, you can link to several different news sites, a country overview, the Zambia Legal Information Institute (ZamLII), and the government site, State House. This site appears to be expanding, so bookmark it and recheck it whenever you need information on Zambia.

ZamNet also has a section called *Zambian Business WWW Pages* [<http://www.zamnet.zm/zamnet/zambus/zambushome.html>]. This section links to various *Zambian businesses*, as well as to the *Zambian Privatization Agency*, the *Zambia Revenue Authority*, the *Development Bank of Zambia*, and more.

The *Export Board of Zambia* [<http://www.zamnet.zm/zamnet/zambus/ebz/ebz.htm>] provides an overview of the country and the government structure. The following additional information is offered by the *Export Board of Zambia*:

- Brief descriptions of the country’s most important sectors: mining, agriculture, manufacturing, forestry, tourism, and handicrafts
- General economic information
- Import/Export procedures
- Links to trade related organizations and ministries
- List of *Zambian export companies* by industry; contact information is provided, but no links.
- Trade regulations

The *Zambia Investment Center* [<http://www.zic.org.zm>] was established to promote and facilitate investment in Zambia. Its site provides a good discussion of the investment situation in the country. A monthly newsletter available at the site outlines recent investments in the country. Archives to the newsletter go as far back as July 1998; however, there is no search function.

Other sections of the site discuss the following information:

- Basic economic indicators
- Investment climate and the incentives offered, necessary procedures and permits, and investment opportunities



- Key facts and statistics about the country
- Major exports (copper and cobalt) and major imports (crude oil, chemicals, machinery, iron, steel, and manufactured goods)
- The country's economic history and an overview of the current economic situation
- Zambia and world trade

## Botswana

The Government of Botswana [<http://www.gov.bw/home.html>] has a site that offers some good insight into the country, both past and present (see Figure 7.5). The Business and Investment section discusses the overall economic situation in Botswana and includes information on taxation, customs, the workforce, and investment incentives. In the Gem of Africa section, we learn that the high growth sectors for Botswana are transport and communications—in particular telecommunications, air transport, rail transport, and road transport. The site also features news from the Botswana Press

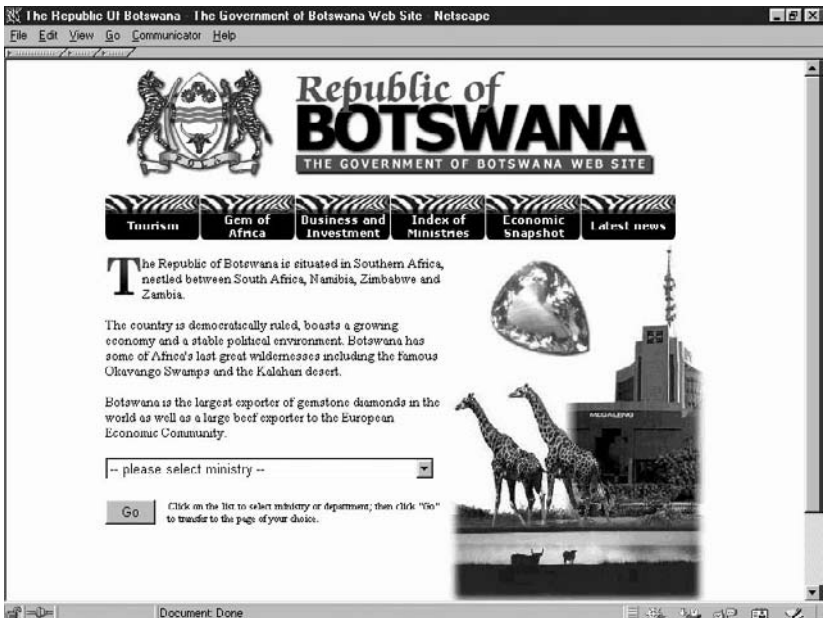


Figure 7.5 The Government of Botswana Web Site

Agency which updates daily except on Saturdays and Sundays. News archives go back to January 1999, but they are not searchable. All articles are listed by date of publication only. Finally, the site offers links to sixteen different government ministries and agencies including the Ministry of Agriculture, Ministry of Commerce and Industry, and the Department of Foreign Affairs.

## **Zimbabwe**

We looked at Zimbabwe previously when we explored ZimTrade. For a bit more information, let's now look at the site for the High Commission of the Republic of Zimbabwe in Ottawa, Canada [<http://www.DocuWeb.ca/Zimbabwe/index.html>]. Follow the Doing Business in Zimbabwe link for investment information and an explanation of the Zimbabwe Investment Centre, established in 1990 to help simplify the investment procedure. The Trade section describes the various international trade agreements in which Zimbabwe participates. Exchange controls and tax issues are outlined and eleven Sectors to Watch are listed including these six:

- Building and construction materials
- Chemical and chemical products
- Engineering products
- Metallurgy and metal products
- Textiles, clothing, leather, and footwear
- Wood-based products

## **Ethiopia**

If you have an interest in doing business with Ethiopia, stop by the site for the Ethiopian Embassy in Washington, DC, [<http://www.ethiopianembassy.org>] and begin with the Fast Facts section to bring yourself up to speed on the country in general. The News section updates daily and includes press statements, daily news, speeches and interviews, and reports and opinions. If you're uncertain as to the rapport between the U.S. and Ethiopia, click on Government and then on U.S.-Ethiopia Relations for the details.

## **210 International Business Information on the Web**

Brief industry profiles for the following industry sectors may be found in the Economy and Business area:

- Agriculture
- Banking, Finance & Insurance
- Education and Health
- Energy
- Manufacturing
- Mining
- Telecommunications
- Transport
- Travel & Tourism

The Investment Guide to Ethiopia, prepared by PriceWaterhouseCoopers under the direction of UNCTAD (United Nations Conference on Trade and Development) and the International Chamber of Commerce in cooperation with the Ethiopian Investment Authority, is quite complete and even provides a list of current investors (company name, country of ownership, type of business, and address).

Before leaving this site, check out the list of Web Resources. It has links to the Ethiopian Privatization Agency, Ethiopian Telecommunications Corporation, and more.

## **Angola**

The Business and Economics section of the Embassy of the Republic of Angola's Web site [<http://www.angola.org>] has the following sector profiles:

- Agriculture—includes coffee, forestry, fruits, vegetables, oil seeds, and livestock
- Energy—includes oil and hydro-electric
- Fisheries
- Manufacturing and Industry—light and heavy industry

- Mining—includes diamonds and other minerals
- Services—Business & Banking
- Telecommunications
- Tourism
- Transportation—includes railways, ports, shipping, and air transport

Some of these profiles are a few years old; however, given the dearth of information for the Sub-Saharan African countries, older information is better than no information.

## **Swaziland**

Swazi.com [<http://www.swazi.com>] could be considered your link to all things related to Swaziland. While there is little value-added information here, the site provides links to a great deal of useful information. Some of the sites accessible from Swazi.com include:

- The official Web site of the Swaziland government
- The Swaziland Business Yearbook 2000—A Commercial Guide—This resource includes an analysis of the country's investment climate and incentives, as well as overviews of the manufacturing, arts and crafts, agriculture, geology and mining, construction, transport and freight, and communications sectors.
- Several Swazi and South African news publications
- The Swaziland Business Directory—the usual type of directory for locating companies

## **Uganda**

Uganda Home Page [<http://www.uganda.co.ug>] bills itself as a comprehensive guide to Uganda. Most links on the main page take you to other sites about Uganda, with only a small amount of actual content on the site. It does link to business directories, various government sites, associations, news organizations, and more.

## Regional Wrap-Up

Africa is often called “the Dark Continent,” and now we know why. There simply isn’t an abundance of illuminating business information. In fact, most business in Africa occurs in South Africa. (Approximately eighty percent of the total GDP of Sub-Saharan Africa is generated in South Africa.) Africa does hold remarkable promise for the future, though. There are numerous projects underway to increase the telecommunications infrastructure that will result in more telephone service and improved Internet access. Free trade zones have also sprung up that will dramatically increase trade and investment opportunities.

However, for the time being, when faced with a project involving this region, I would strongly advise against relying solely, or even primarily, on Internet sources. This is one case where I would suggest thoroughly checking the traditional online services. I would also recommend spending the time to pick up the phone and call some of the organizations mentioned here or others that turn up in the course of searching. *Do not* underestimate the time that will be involved in an African project or you will be sorely disappointed at the outcome. Tailor your expectations and hope for the best.

# MEXICO AND CANADA

While Mexico and Canada are certainly very different countries, from a U.S. point of view, their common thread is NAFTA, the North American Free Trade Agreement. NAFTA, implemented in January 1994, formed a free trade area for the U.S., Canada, and Mexico. In effect, it formalized long-standing trade trends and helped eliminate the remaining trade barriers between the three countries. It was unique as the only trade agreement in the world linking a developing country (Mexico) with two of the most highly industrialized countries (Canada and the U.S.) in the world.

## NAFTA

Before getting into the specifics of each country, you might start by checking some useful sites for further information on NAFTA.

- **LANIC—University of Texas at Austin’s Latin American Network Information Center—NAFTA Resources**  
<http://www.lanic.utexas.edu/la/Mexico/nafta/index.html>
- **NAFTA Customs**  
<http://www.nafta-customs.org>
- **NAFTA Secretariat**  
<http://www.nafta-sec-alena.org>
- **SECOFI-NAFTA**  
<http://www.naftaworks.org>

- **VIBES—Virtual International Business & Economic Sources—University of North Carolina at Charlotte**  
<http://libweb.uncc.edu/ref-bus/reg.htm#nafta>

Let's take a look at each country individually, beginning with Mexico.

## **MEXICO**

To some, it might seem strange to cover Mexico separately from the rest of Latin America. As a country, it certainly has a great deal in common with many of the other countries in the region; the major difference is the proximity to the U.S. People from the U.S. are constantly flowing in and out of Mexico for touring, shopping, visiting, and so on. Additionally, because Mexico is a member of NAFTA, there is continual trade back and forth across the border. U.S. and Mexican companies do business together on a daily basis. Mexico is not part of Central America or South America; technically it falls within the geographical boundaries of North America. Because of all of these factors, the influence of the U.S. is greater in Mexico than in the other Latin American countries.

However, when conducting business research on Mexico, don't rely solely on Mexico-specific sources; many of the Latin American sources will include Mexico as well.

## **Directories**

As usual, let's begin our search with some good, solid directory sites.

- **EuroSeek—Mexico**

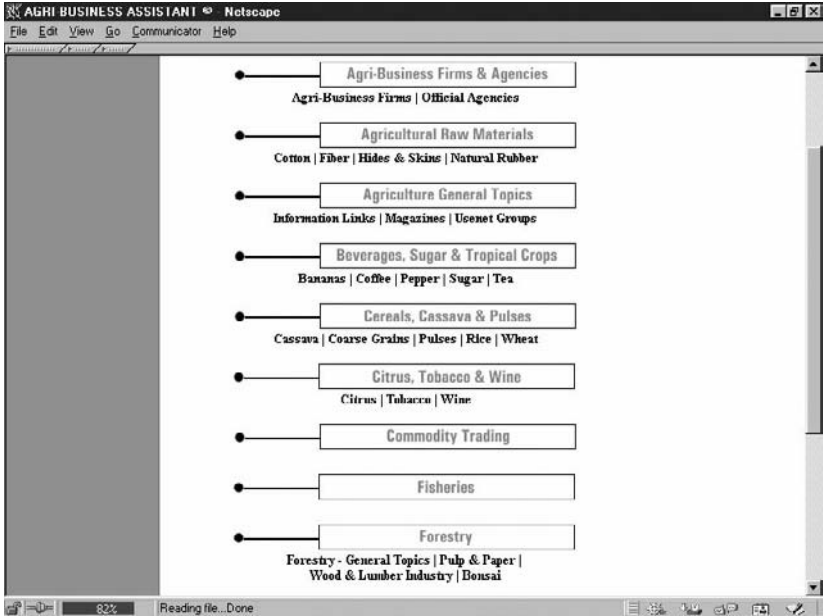
<http://webdir.euroseek.com/?ilang=en&catid=26584>

Relevant categories include Business & Economy, News & Media, Government, and Science & Environment.

- **Mexico Channel**

<http://www.trace-sc.com>

Start with the Business Center; it has close to twenty categories, each with numerous sub-categories. Categories include Agri-Business, Business Organizations, Industrial Parks, In-Bond Plants, Legislation, Trade Data & Info, and more (see Figure 8.1). Government Online provides links to



**Figure 8.1** Agri-Business Subcategories—Mexico Channel

official government sites and press releases, international organizations, and foreign embassies and consulates. Mexico Today includes links for News & Media, Politics & Politicians, and Education & Research, as well as some less “serious” topics such as Traveling and Sports & Entertainment. Mexico Channel also has its own, built-in Yellow Pages Directory.

## Search Engines

There are several search engines dedicated to Mexico; however, a good number of them are available only in Spanish. As Mexico is often included in the general Latin American search engines, don’t forget to check the ones listed in the chapter on Latin America and the Caribbean.

- **Explore Mexico**

<http://www.explore-mex.com>

Subjects are in English; however, subcategories and results are in Spanish.



- **Yahoo!—Mexico**

<http://dir.yahoo.com/regional/countries/mexico>

## **Banking, Finance, and Stock Exchanges**

Mexico has one stock exchange with an Internet presence, the Bolsa Mexicana de Valores [<http://www.bmv.com.mx/bmving/index.html>]. Thankfully, much of the information is available in English.

The Central Bank, Banco de México [<http://www.banxico.org.mx/siteBanxicoINGLES/index.html>], also has an English Web site. Various topics are covered here:

- Currency descriptions
- Economic and financial indicators
- Exchange rate policy
- Foreign exchange market
- Location of currency exchange centers
- Monetary policies

Mexico Online [<http://www.mexonline.com/banks.htm>] has a Bank and Finance Directory. This directory includes a guide to banking in Mexico and a guide to the Mexican stock market. It also lists several Mexican banks, along with links to the bank sites. For additional banks, check the BankSITE Global Directory [[http://www.banksite.com/intbanks/north\\_america\\_banks.htm](http://www.banksite.com/intbanks/north_america_banks.htm)]. Scroll about halfway down the page and you will find the section for Mexico.

## **Investing in Mexico**

If you have interest in investing in Mexico, don't miss the site for the Mexican Investment Board [<http://www.mib.org.mx>]. Start with the Country Profile section for a good general overview of the country. The Country Profile covers the standard topics: geography, currency, demographics, government, etc. There's also a short video to view.

From here, proceed to the Investing in Mexico section, which covers the following topics and more:

- Anti-trust
- Corporate forms

- Directories of banks, brokerage firms, law firms, accounting and consulting firms, economic development offices in each Mexican state
- Environmental legislation and investment opportunities in the environment and natural resources sectors
- Intellectual property law
- Investment opportunities
- Labor regulations
- Legal system, including an unofficial translation of Foreign Investment Law
- Taxes

Next, check in with the *What's New* section, which really has some meaty material, including investment projections for the year 2000 and lengthy studies of the maquiladora export industry, the electrical and electronics industry, and the textile industry (see Figure 8.2). (The term *maquiladora* was originally associated with the milling process. In Mexico, it evolved into a word for another type of processing; the assembly of imported component parts for re-export. U.S. firms, with the

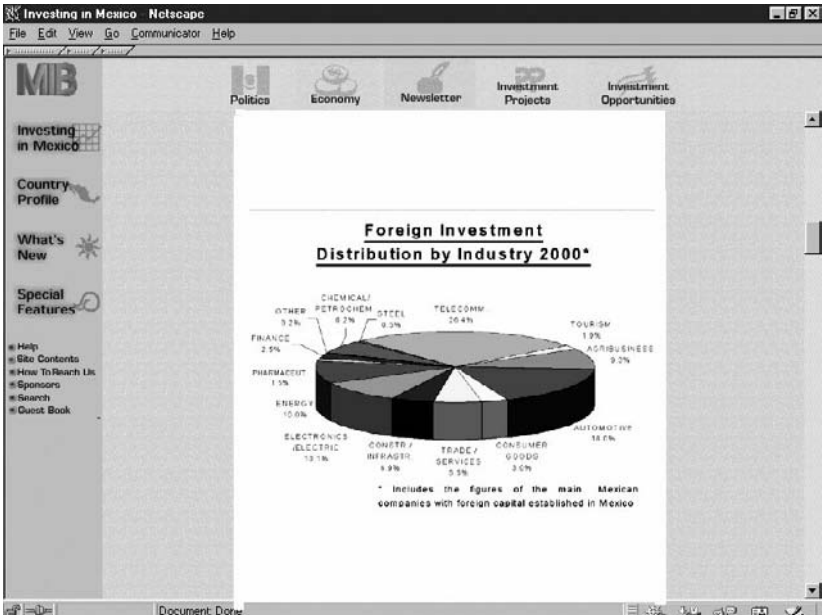


Figure 8.2 Foreign Investment Distribution by Industry—Mexican Investment Board

support of the Mexican government, set up assembly plants in Mexico. The U.S. firms were then allowed to import components and raw materials duty-free as long as the finished product was re-exported to the U.S.)

BANCOMEXT, the Mexican Bank for Foreign Trade [<http://www.mexico-trade.com>] was founded in 1937 to facilitate foreign investment in Mexico. The primary goal of the BANCOMEXT Web site is to maintain a One-Stop Mexico Information Center for U.S. companies interested in or actively doing business with Mexico. Information found at the site includes:

- A searchable directory of Mexican exporters
- A Mexican investment guide written by a Mexican law firm
- Trade leads
- Links for regional and state information, Mexican news sources, legal resources, universities, government agencies, and more
- A Basic Guide for Foreign Investors

A monthly newsletter is available at the site, with archives back to October 1997. Follow the link called Apparel Industry Information Center and you will find several detailed industry studies on the automotive, chemical & pharmaceutical, electric & electronic, iron & steel, plastic & rubber goods, and textile industries. There is no indication as to why the link to these studies only mentions the apparel industry.

The Mexican Intelligence Report [<http://www.mex-i-co.com>] has some good information for those scouting out the Mexican business climate. A monthly newsletter posted at the site focuses on business development in Mexico. You may subscribe at the site to receive the newsletter (at no charge) via e-mail on a monthly basis. The Industries link takes you to profiles of the agribusiness, construction, health care, automotive, energy, and telecommunications industries. The Company Profiles include contact information, company description, topline financials, officers, and subsidiaries. Unfortunately, the profiles are not searchable; the companies are merely listed alphabetically. And finally, the Markets section describes the business environment in each of the Mexican states.

## **Chambers of Commerce and Industry**

The American Chamber of Commerce of Mexico, A.C. [<http://www.amcham.com.mx/amchamber/english/index21.html>] has many useful publications. Unfortunately, they are not available for viewing at the site, only for purchase.

- **Business Mexico**—Published monthly, it contains current event sections on banking and finance, environment, management and industry, and investment summaries. Four times a year they publish a telecommunications and technology section.
- **Business Planning**—An annual in-depth analysis of the Mexican economy, with projections on key variables, this publication includes the results of an AmCham survey describing what AmCham member companies plan in terms of investment, prices, salary increases, new hiring, and financing alternatives. Another section deals with sectoral data on the volume and value of specific manufactured products.
- **Directory of American Companies in Mexico**—This publication includes close to 7,000 companies.
- **Surveys of Salaries and Benefits**—This is an annual publication.

The directory of members at the site breaks out into the following categories:

- Chemicals
- Construction/Building, Real Estate
- Financial, Credit, and Insurance
- Food and Beverages/Agriculture
- Health and Environment
- Industrial Machinery, Supplies, and Assembly
- Management, Human Resources, and Training
- Office and Household Supplies
- Paper, Printing, and Packaging

- Personal Articles, Recreation, and Gifts
- Petroleum, Petrochemicals, and Minerals
- Retail and Direct Sales
- Services: Business and General
- Telecommunications/Electronics
- Textiles and Clothing
- Trade Services
- Transportation, Couriers, and Warehousing

Only contact information (name and phone number) is available for the individual companies. For further information, you would need to purchase the annual AmCham Membership Directory. You can cheat a bit on this, however. The area of the site called New Members lists full contact information and type of business for all new AmCham members.

Back on the main page of the site, following a flashing link near the bottom called What's News will lead to many useful sections:

- Economic Indicator—GDP, inflation, unemployment, and more from 1995 through projections for 2001
- Exchange Rate
- NAFTA—Detailed results of a survey of AmCham members identifying the effects of NAFTA five years after its implementation
- Quick Links—Links to Economy, Trade, Finance, and Investment sites, NAFTA-related sites, Mexican news, government, infrastructure, transportation, telecommunications sites, and more

Mexico has two other AmCham chapters with an Internet presence; the American Chamber of Commerce of Mexico—Guadalajara Chapter [<http://www.amchamgdl.com.mx/english/framesidx.html>] and the American Chamber of Commerce of Mexico—Monterrey Chapter [<http://www.usmccoc.org/monterrey.html>].

## **Business Directories**

Of the directory sites for finding businesses in Mexico, some are more useful than others, for a variety of reasons. Try these when looking for businesses in Mexico:

- **Mexico Web**

<http://mexico.web.com.mx/english>

Try the Companies category, which has about seventeen subcategories. The one problem with this site: while the search categories are in English, the subcategories and the results returned are in Spanish.

- **The Mx International—Mexico**

<http://www.mxsearch.com/mexico>

It has the same drawback as **Mexico Web**—the search categories are in English but the results are returned in Spanish.

- **Mexico Online**

<http://www.mexonline.com/business.htm>

Follow the Business link, then choose from the following: Alphabetical Business Directory, Bank and Finance, Classifieds Online, Consulting Services, Customs Brokers & Freight Forwarders, Health & Medicine, Information Resources, Insurance & Legal Services, Maquila Master Supplier Directory, NAFTA Trade Directory, and Professional Contacts Network. The results returned will link to company Web sites. This business directory actually has some value-added information including guides to Mexican banking, information on the stock market, starting a business in Mexico, and legal information.

- **Information Mexico—Business**

<http://www.mexicosi.com>

This site has a business directory with eighteen categories (see Figure 8.3). Listings include contact information and a good description of the company's business. The site also has a Doing Business with Mexico Guide that includes a Business Overview, the Economy in Brief, and Foreign Trade. The Business Tips section carries useful little cultural pointers. Some of the information at the site is a bit old (in particular the economic data and

trade show section); however, due to the nature of the rest of the information, the data could still be valid.

• **Infosel Cdmex**

<http://cdmex.infosel.com>

Broad categories are Manufacturers and Professional Services, with each splitting into numerous subcategories. Company results include contact information, URL, number of employees, year established, names and titles of primary contacts, list of products, and a description of the company's activities. The site is also searchable.

• **MexSearch Yellow Pages**

<http://www.yellow.com.mx/indexs.html>

Since I could only find one online yellow pages directory for Mexico and the yellow pages are used much the same as the business directories, I thought I'd include it here.

## Association and Industry Resources

There are a few English-language sites for associations in Mexico. And, as we all know by now, associations can be a good source of industry information.



Figure 8.3 Sample Industry Sectors from Information Mexico

ANIQ, Asociación Nacional de la Industria Química or the National Association of the Chemical Industry [<http://www.aniq.org.mx/iindex.htm>] ostensibly has a listing of members sorted by various industry sectors; however, it was still under construction when we last checked. The site offers a nice overview of the Mexican chemical and petrochemical industry. Until the site construction is completed, there really isn't much else there. If you have an interest in the chemical industry, I would periodically check back to see if more content has been added to the site.

According to the Consejo Mexicano del Café—the Mexican Coffee Council [<http://www.sagar.gob.mx/cmc/cafe01in.htm>], Mexico is the world's fifth largest coffee producer, after Brazil, Colombia, Indonesia, and Vietnam (see Figure 8.4). That was news to me. I knew about Brazil and Colombia, but Indonesia and Vietnam were big surprises. I also didn't realize that Mexico was in the top five. As we can see from Figure 8.5, the U.S. is the biggest export market for Mexican coffee with Japan a distant second.

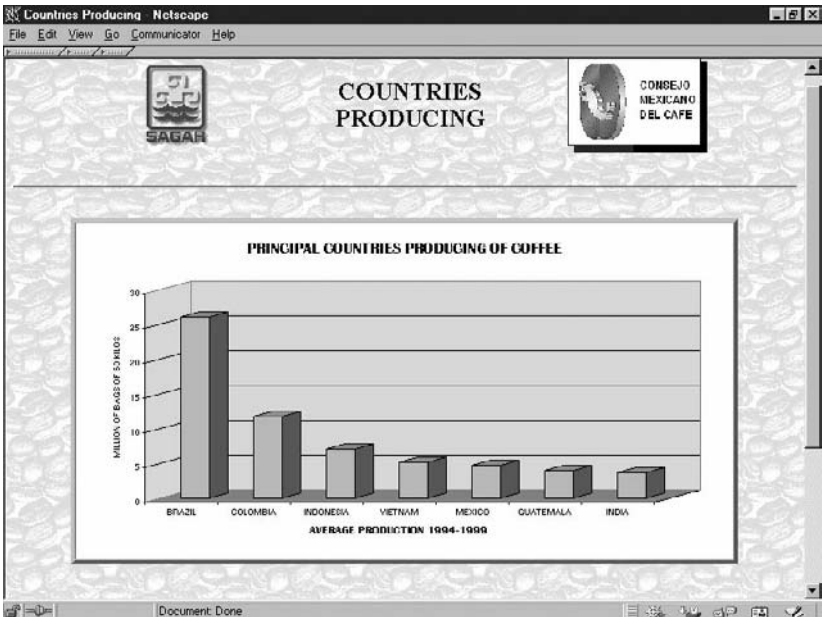
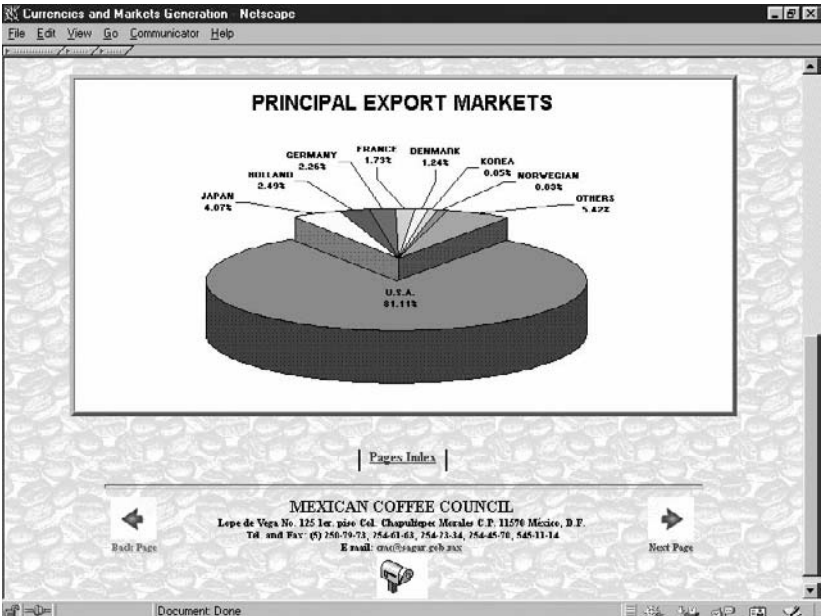


Figure 8.4 Top Coffee Producing Countries—Mexican Coffee Council



This site is chock full (sorry, couldn't resist the coffee pun) of just about everything you could possibly want to know about the Mexican coffee market. Here are samples of what you can find:

- Mexico's principal coffee producing states and how much each produced annually for each of the last five growing seasons
- The different types and qualities of coffee and how much of each is exported
- How much coffee is produced versus how much is exported
- The monetary value of the exported coffee
- Domestic (Mexican) coffee consumption
- Which countries import organic coffee
- Daily coffee prices



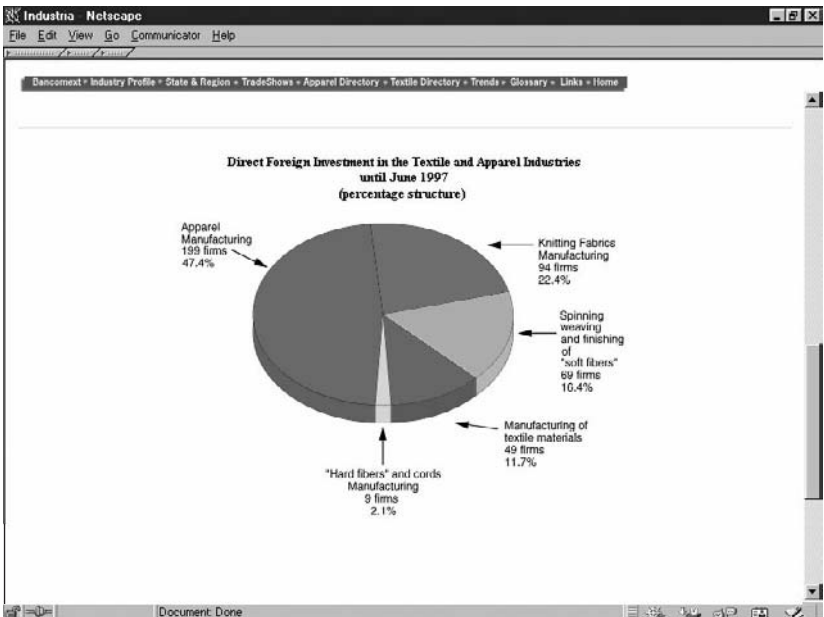
**Figure 8.5** Principal Coffee Export Markets—Mexican Coffee Council

The Mexican Coffee Council's site is impressively current. When I last visited, none of the statistics were more than a month old.

The Mexican Bank for Foreign Trade (BANCOMEXT), in conjunction with its office in Montreal, has created a site focusing on the

Mexican textile industry [<http://www.mexicanshowroom.com>]. The site begins with a general economic and export overview of Mexico and then gets into the specifics of the textile and apparel industry. Industry questions answered at the site include these:

- Location of the textile and apparel industry within Mexico
- The size of the market
- Export targets for Mexican textiles and apparel
- Industry growth since the implementation of NAFTA
- Types of textiles and apparel produced in Mexico
- Foreign countries investing in the Mexican textile and apparel industry
- Segments of the industry receiving direct foreign investment (see Figure 8.6)

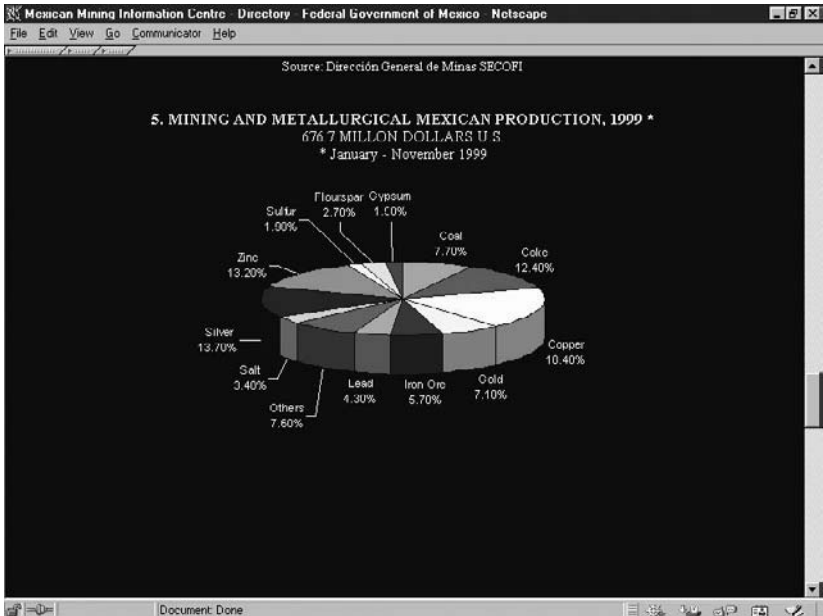


**Figure 8.6 Foreign Direct Investment—Mexican Textile & Apparel Industry**

The site also has two searchable directories: one for textile manufacturers and one for apparel manufacturers. Both sites may be

searched by company name, product, label, brand, contact person, and other fields. The entries contain contact information and annual sales. Some companies also have photos and specifications of major products. And, for the fashion-forward individual, there is also a section on Fashion Trends.

The Mexican Mining Information Centre [<http://www.mexmin.com>] was created by the Ministry of Trade and Industrial Development to promote and modernize Mexico's mining industry. The site starts out, as so many sites do, with an Outlook section. This covers the gamut of topics from the obligatory country overview and the economic environment to items such as trade agreements, direct foreign investment, privatization, and the financial and labor environment. Following the Outlook comes an Industry Profile that discusses mining legislation and Mexican mining production. There is also a 1998 Industry Report that goes into further detail (see Figure 8.7). The rest of the site covers regional mining data, details on mining projects, and a searchable directory of mining and exploration companies.



**Figure 8.7 Mexican Mining Production—Mexican Mining Information Centre**

## **CANADA**

Canada, even more so than Mexico, seems to live in the shadow of the U.S. It is a large, industrialized country and most of the population speaks English. People from the U.S. would most likely have no more trouble finding their way around in a Canadian city than they would in an unknown city in the U.S. I wouldn't be surprised if many people in the rest of the world viewed the U.S. and Canada interchangeably.

There are some differences, though. While both countries have origins in Great Britain, Canada also has a strong heritage from France, which makes for sharp cultural differences. The U.S. and Canada have different forms of federal government. For starters, the U.S. has a President and Canada has a Prime Minister. Of course, that's only a small example; the differences go much deeper.

To do business in Canada means needing to research and consider a whole other set of laws, rules, regulations, taxes, and more. The following sites should help to answer some of your Canadian business questions.

### **Directories**

Canada has a number of good directory sites. The National Library of Canada [<http://www.nlc-bnc.ca/caninfo/ecaninfo.htm>] offers one that can sort by subject or alphabetically. Personally, I think it is easier to work with when sorted by subject. The directory divides into ten subjects with subcategories under each. Scrolling down the page, we see that each subject contains several subcategories, along with a notation as to the number of entries for each subcategory. Depending upon the specifics of your search, some of these subcategories might be worth trying:

- Commerce, communication, telecommunication, transportation
- Economics
- General subjects, general works
- Journalism, publishers, and publishing
- Law
- Library science, information science
- Political science

Another interesting directory has been compiled by the Canadian consulting firm Hal Doran Associates: Internet Sources for Journalists and Broadcasters [<http://www.synapse.net/~radio/welcome.html>]. Follow the Subject link and then the Business and Finance link to get to the most useful section [<http://www.synapse.net/~radio/business.htm>]. Here you will find numerous business sites under the headings of Business, Banks and Credit Unions, Finance and Investment, Business Media, and Other Business sites.

Other Canadian directories to try include the following:

- **Canadian Links**

<http://www.canadian-links.com>

Search by topic or geographic region.

- **Canadian Webs**

<http://www.canadianwebs.com>

- **Canadopedia**

<http://www.canadopedia.com>

- **EuroSeek Canada**

<http://webdir.euroseek.com/top/catid=87439/ilang=en>

- **GDSourcing—A Reference Point for Canadian Statistics**

<http://www.gdsourcing.com/about.htm>

This site specializes in Canadian statistical sites.

- **Price's List of Lists—Canadian Business**

<http://gwis2.circ.gwu.edu/~gprice/listof.htm#CanadianBusiness>

What could possibly be said about Gary Price's List of Lists that hasn't been said countless times before? Price comes through again, with a directory-style set of URLs for various lists related to Canadian business.

- **Sympatico.ca**

<http://www1.sympatico.ca>

- **Yahoo! Regional Canada**

<http://dir.yahoo.com/regional/countries/canada>

- **Yahoo! Canada**

<http://ca.yahoo.com>

I'm unclear as to the difference between the two Yahoo! directories, but they are set up differently. If you belong to the "leave no stone unturned" school, you just might want to take a look at both of them.



Figure 8.8 Sample Canada.com Directory Choices

## Search Engines

Moving on to search engines, a few focus specifically on Canada and are useful for business research. Canada.com [http://www.canada.com/home] is a search engine, but also has additional information. On the main page of the site, there are links to current news stories. Scrolling to the bottom of the page, there are links to numerous Canadian news sites. Canada.com also functions as a directory site, with several predetermined categories and subcategories. Clicking on Browse Directories on the main page, then Business & Finance, then Data & Statistics, we see that we will still need to choose from National, By Province, or By Territory. Choosing By Province, we then receive a list of the Canadian provinces from which to choose (see Figure 8.8). Selecting any one of the provinces will return a list of links to business and financial statistical data for that province.

Maple Square [http://www.maplesquare.com] is another Canadian search engine that also has a directory function. Launched in early 1996, Maple Square adds over 100 sites daily—at least that's what it states at the site. The directory portion of the site has quite a few interesting subcategories under the Business and Money and Computers and Internet headings that could help with business research.

Canada also has a couple of regional search engines: MyBC.com [<http://www.mybc.com>] for British Columbia and Alberta.com [<http://www.alberta.com>] for, of course, Alberta.

A final Canadian search engine to try is AltaVista Canada [<http://www.altavistacanada.com/cgi-bin/query>]. If you are at all familiar with searching AltaVista, you should have no difficulties searching the Canadian version.

## **Yellow Pages**

As one might expect, Canada has several online Yellow Pages directories, some for the whole country and some for particular regions:

- **Canada Yellow Pages**

<http://canadayellowpages.com>

- **Canadian Yellow Business Directory**

<http://www.yellow.ca>

- **Canada 411**

<http://canada411.sympatico.ca>

- **Yellow Pages.ca**

<http://www.yellowpages.ca/bin/cgiidir.dll?mem=800&MG=>

- **WorldPages.com**

<http://www.worldpages.com/bus>

- **QuebecTel's Yellow Pages**

<http://pagesjaunesqctel.com/eindex.html>

- **Mysask.com**

<http://www.mysask.com>

A yellow pages for Saskatchewan

- **myWinnipeg.com**

<http://www.mywinnipeg.com>

A yellow pages for Winnipeg

## **Chambers of Commerce and Industry**

While Canada does not have an AmCham chapter, there are many other chambers of commerce within the country. Let's look at some of the larger Canadian chambers.

- **The Canadian Chamber of Commerce**

<http://www.chamber.ca/newpages/main.html>

This chamber has offices in Ottawa, Toronto, and Montreal. It maintains an online library of news releases relating to important business issues, as well as a section of links to various Canadian government sites.

- **British Columbia Chamber of Commerce**

<http://www.bcchamber.org>

Items available here include a list of corporate members with phone and fax numbers, press releases and articles, business links, and the current issue of chamber newsletter.

- **Calgary Chamber of Commerce**

<http://www.calgarychamber.com>

Daily business headlines and business resources links are presented. A notation indicated they planned to post the membership list shortly.

- **Niagara Falls Chamber of Commerce**

<http://www.nflschamber.com>

The membership list is searchable by company name or category (list of categories provided). You'll also find useful links.

- **Ottawa Board of Trade**

<http://www.board-of-trade.org>

This site contains a searchable membership directory, local government links, economic development links, and press releases.

- **Ontario Chamber of Commerce**

<http://www.occ.on.ca>

Profiles of recent winners of the Outstanding Business Achievement Award and press releases are available here.



## Associations

Most business searchers, whether conducting domestic or international research, check to find any associations relevant to the industry being researched. Canada, much like the U.S., has numerous associations; many with Web sites. Here is a potpourri of industry association sites:

- **Aerospace Industries Association of Canada**  
<http://www.aiac.ca>
- **Canadian Association of Petroleum Producers**  
<http://www.capp.ca/capframe.html>
- **Canadian Bankers Association**  
<http://www.cba.ca>
- **Canadian Chemical Producers' Association**  
<http://www.ccpa.ca/english/index.html>
- **Canadian Electricity Association**  
[http://www.canelect.ca/connections\\_online/home.htm](http://www.canelect.ca/connections_online/home.htm)
- **Canadian Gas Association**  
<http://www.cga.ca>
- **Canadian Petroleum Perspective**  
<http://www.mossr.com>
- **Canadian Soft Drink Association**  
<http://www.softdrink.ca>
- **Canadian Steel Producers Association**  
<http://www.canadiansteel.ca>
- **Mining Association of Canada**  
<http://www.mining.ca/english>
- **Petroleum Services Association of Canada**  
<http://www.psac.ca>

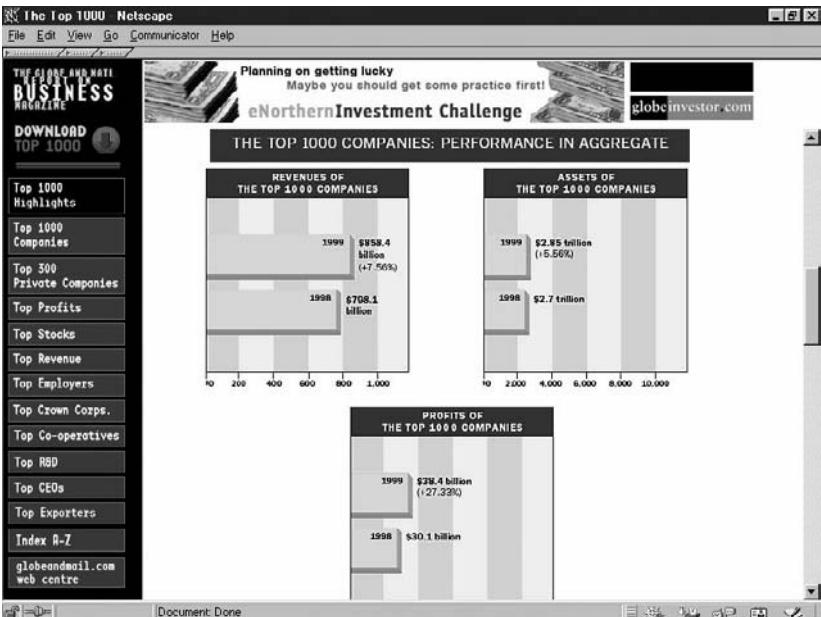
## Lists

As we saw in the first chapter, lists of various types help us in doing company or industry research. To know the top five (fill in the blank) or how many companies in industry X take their place in the top 100 of some list or another can often prove useful. Luckily, a number of those lists for Canada are compiled and available on the Web.

The *Globe and National Report on Business Magazine* [<http://www.robmagazine.com>] pulls together several business lists for us, many accessible from one page of the site [<http://www.robmagazine.com/top1000/index.html>] (see Figure 8.9):

- Top 1000 Canadian Companies—by profits
- Top 300 Private Canadian Companies—by revenue
- Top 50 Canadian Companies—by five year profit growth (%)
- Top 50 Canadian Companies—by five year stock growth (%)
- Top 50 Canadian Companies—by five year revenue growth (%)
- Top 50 Canadian Companies—by number of employees
- Top 50 Canadian Companies—by R&D expenditures
- Top 50 Canadian CEOs—by total compensation

For all companies listed, the site provides a short profile that includes a company description, contact information, major officers, and topline financials.



**Figure 8.9** Excerpts from Top 1000 List—*Globe and National Report on Business Magazine*

## 234 International Business Information on the Web

Deloitte & Touche Canada [[http://www.deloitte.ca/en/industries/HiTech/Fast50\\_99ranking.ASP](http://www.deloitte.ca/en/industries/HiTech/Fast50_99ranking.ASP)] annually publishes the Canadian Technology Fast 50 list. It bases the rankings on revenue growth over the last five years. There is also a link to the previous year's list [[http://www.deloitte.ca/en/industries/HiTech/Fast55\\_98ranking.ASP](http://www.deloitte.ca/en/industries/HiTech/Fast55_98ranking.ASP)]. Each company's entry includes the CEO name, city and province of location, five-year growth rate, and a link to the company's Web site.

*Canadian Business Magazine* [<http://www.canbus.com/CB500/p500.htm>] publishes the Performance 2000, comprising three different lists:

- Growth Leaders
- Highest Return to Investors
- Top 50 in Sales

The lists are searchable; however, other than rank on each list, little other information appears (see Figure 8.10).

SALES RANK		COMPANY	PERFORMANCE RANK
99	99		% change 3 year sales growth
1	1	General Motors of Canada Ltd. (auto)	1296
2	2	BCE Inc. (tele)	-
3	3	Ford Motor Co. of Canada Ltd. (auto)	919
4	4	Nortel Networks Corp. *1 (tele)	365
5	8	Chrysler Canada Ltd. (auto)	700
6	7	Canadian Imperial Bank of Commerce (fs)	763
7	5	Royal Bank of Canada (fs)	1000
8	9	Bank of Montreal (fs)	790
9	10	TransCanada Pipelines Ltd. (o&g)	-
10	12	Bank of Nova Scotia (fs)	916
11	24	Power Corp. of Canada (div)	404
12	26	Power Financial Corp. (div)	391
13	11	George Weston Ltd. (div)	1039
14	29	Great-West Lifeco Inc. (div)	380
15	14	Sun Life Assurance Co. of Canada (fs)	931
16	6	Seagram Co. Ltd * (div)	-
17	18	Loblaw Cos. Ltd. (food)	984
18	16	Alcan Aluminium Ltd * (mng)	818
19	25	Bombardier Inc. (matt)	624
20	-	Sobeys Canada Inc. 2 (food)	-
21	44	Toronto-Dominion Bank (fs)	1037
22	19	Manulife Financial (fs)	1029

Figure 8.10 Excerpt of *Canadian Business Magazine's* Top 50 in Sales List

*Profit*, *The Magazine for Canadian Entrepreneurs*, publishes a list of the 200 fastest growing Canadian companies [<http://www.profit100.com/1999/99home.htm>]. In addition to the information in the table for each company (see Figure 8.11), it carries a nice write-up several paragraphs long on each company.

TLC The Laser Center Inc.	
Rank	1
Location	Mississauga, ON
Founded	1993
Years on Profit 100	1
President, CEO, or Owner	Elias Vamvakas
Description	Laser eye surgery
1993 Revenue (\$)	1,164,785
1998 Revenue (\$)	259,676,569
Growth Last 5 yrs. (Percent) Growth	22194
1993 Profit/(Loss) (\$)	170,879
1998 Profit/(Loss) (\$)	3,381,806
1993 Employees	11
1998 Employees	800
Exports (% of 1998 Revenue)	85
Financing	public stock issues
Website	<a href="http://www.lcr.com">http://www.lcr.com</a>

**Figure 8.11** Sample Entry from *Profit's* List of 200 Fastest Growing Canadian Companies

## Business Directories

For each region of the world, we've looked at business directories, those compilations that help, in one way or another, to identify companies in particular industries, those that export or import, etc. Canada, of course, due to its size and as an industrialized nation, certainly has its fair share of those directories. When you look for companies, start with these business directories:

- **Alcanseek**  
<http://www.alcanseek.com>  
 Includes Alaska
- **CanadaOne**  
<http://www.canadaone.com/business/index.html#businesses>

- **Canadian Business Directory**  
<http://www.cdnbusinessdirectory.com>  
Can search by province
- **Canadian Exporters Catalogue**  
<http://www.canadianexporterscatalogue.com>
- **Canadian Trade Index**  
<http://www.ctidirectory.com>
- **Marketplace.ca**  
<http://www.marketplace.ca>
- **The Montreal Page**  
<http://www.pagemontreal.qc.ca/english>
- **Ontario Online**  
<http://www.OOL-inc.com>
- **Search BC.com**  
<http://www.searchbc.com>  
Only British Columbia
- **Strategis—Canadian Business Map**  
<http://strategis.ic.gc.ca/scdt/bizmap/nav.html>  
Also useful in identifying associations, stock exchanges, and more
- **Strategis—Company Directories**  
[http://strategis.ic.gc.ca/sc\\_coinf/engdoc/homepage.html](http://strategis.ic.gc.ca/sc_coinf/engdoc/homepage.html)
- **SurfOttawa.com**  
<http://www.surfottawa.com>
- **VanLink**  
<http://www.vanlink.com>  
Only Vancouver

## **Banking, Finance, and Stock Exchanges**

If I were interested in doing business either in Canada or with a Canadian company, one of the first bits of information I would want would be a good economic overview. Strategis, the Canadian government's Internet site for business, offers a good Regional Economic Overview [[http://strategis.ic.gc.ca/sc\\_ecnmy/mera/engdoc/09.html](http://strategis.ic.gc.ca/sc_ecnmy/mera/engdoc/09.html)], updated every quarter. The Canadian Department of Finance [<http://www.fin.gc.ca/fin-eng.html>] site also warrants a quick look. I recommend investigating these investment sites:

- **Advice for Investors**

<http://www.fin-info.com>

- **About.com's Investing in Canada Links**

<http://investingcanada.about.com/money/investingcanada/msub45.htm?once=true&>

- **About.com's Canadian High Tech Investing Links**

<http://investingcanada.about.com/money/investingcanada/msub28.htm?once=true&>

For banking information, begin with the Office of the Superintendent of Financial Institutions [<http://www.osfi-bsif.gc.ca/eng/default.asp?ref=home>]. This site carries a good deal of information designed to help safeguard your financial dealings. One should also look at the site from Canada's central bank, The Bank of Canada [<http://www.bank-banque-canada.ca/english>].

The image shows a screenshot of a PDF document titled "Top 150 Banks Worldwide by Size of Assets". The table lists the top 29 banks, including their rank, name, country, year end, assets in millions of Canadian dollars, profit in millions of Canadian dollars, and pre-tax return on assets percentage.

Asset Rank	Bank	Country (Year End)	Assets (\$millions CDN)	Profit (\$millions CDN)	Pre-Tax Return on Assets (%)
1	Deutsche Bank	Germany (12/98)	1,123,194	7,226	0.64
2	UBS	Switzerland (12/98)	1,051,663	4,534	0.43
3	Citigroup	U.S. (12/98)	1,025,227	14,212	1.39
4	BankAmerica Corp.	U.S. (12/98)	947,087	12,340	1.30
5	Bank of Tokyo-Mitsubishi	Japan (03/98)	918,017	239	0.03
6	ABN AMRO Bank	Netherlands (12/98)	772,970	5,183	0.67
7	HSBC Holdings	U.K. (12/98)	743,122	10,106	1.36
8	Credit Suisse Group	Switzerland (12/98)	726,758	3,129	0.43
9	Credit Agricole Group	France (12/98)	700,775	5,773	0.82
10	Societe Generale	France (12/98)	688,221	3,079	0.45
11	Sumitomo Bank	Japan (03/98)	674,195	9,666	(1.43)
12	Dresdner Bank	Germany (12/98)	655,119	2,356	0.37
13	Sanwa Bank	Japan (03/98)	641,491	(8,243)	(1.28)
14	Westdeutsche Landesbank Girozentrale	Germany (12/98)	626,157	1,431	0.23
15	Norinchukin Bank	Japan (03/98)	625,010	1,231	0.20
16	Dai-ichi Kangyo Bank	Japan (03/98)	608,220	(8,335)	(1.37)
17	Industrial & Commercial Bank of China	China (12/98)	599,847	639	0.11
18	Sakura Bank	Japan (03/98)	597,119	(8,994)	(1.51)
19	Commerzbank	Germany (12/98)	584,738	2,222	0.38
20	Banque Nationale de Paris	France (12/98)	581,191	2,660	0.46
21	Industrial Bank of Japan	Japan (03/98)	507,925	(3,263)	(0.57)
22	Chase Manhattan Corp.	U.S. (12/98)	500,996	9,169	1.63
23	Fuji Bank	Japan (03/98)	548,279	(8,461)	(1.54)
24	Barclays Bank	U.K. (12/98)	541,818	4,893	0.90
25	Hypo Vereinsbank	Germany (12/98)	517,024	4,198	0.81
26	ING Bank Group	Netherlands (12/98)	501,102	1,403	0.28
27	Fortis Banking Group	Belgium (12/98)	496,125	3,206	0.65
28	National Westminster Bank	U.K. (12/98)	474,435	5,463	1.15
29	Paribas	France (12/98)	474,348	2,501	0.54

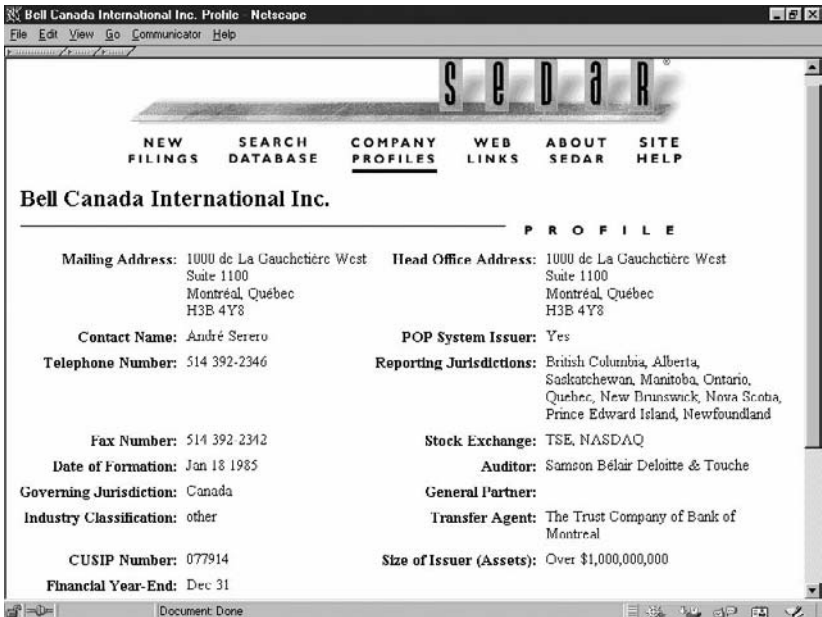
**Figure 8.12 Portion of Top 150 Banks Worldwide—Canadian Bankers Association**

Canadian Bankers Association (CBA), mentioned earlier, has compiled a very useful page of links for financial, economic, and banking information [[http://www.cba.ca/eng/links\\_index.htm](http://www.cba.ca/eng/links_index.htm)]. The CBA has also graciously compiled a list of the Top 150 Banks Worldwide by Size of Assets [<http://www.cba.ca/eng/Statistics/Stats/bankrankings.htm>]. This list is useful both for Canadian

banking information (by scrolling through the list and pulling out the Canadian banks) and on a global basis in identifying the largest banks throughout the world (see Figure 8.12).

If looking for a bank for business dealings, check the Canada portion of the North America Bank Directory of Bank Web Sites [[http://www.banksite.com/intbanks/north\\_america\\_banks.htm](http://www.banksite.com/intbanks/north_america_banks.htm)].

SEDAR, the System for Electronic Document Analysis and Retrieval [<http://www.sedar.com/homepage.htm>] serves much the same function as EDGAR, the Electronic Data Gathering, Analysis, and Retrieval System, in the U.S. SEDAR has profiles of Canadian public companies and mutual fund groups, along with links to public filings (see Figure 8.13). The SEDAR site is searchable and very user friendly.



**Figure 8.13** Sample Public Company Profile—SEDAR

This seems as good a time as any to mention the various Canadian exchanges with an Internet presence:

- **Alberta Stock Exchange Market Quotes**  
<http://www.telenium.ca/ASE/index.html>
- **Canadian Venture Exchange**  
<http://www.cdnx.ca>
- **Montreal Exchange**  
<http://www.me.org>

- **Toronto Stock Exchange Market Quotes**  
<http://www.telenium.ca/TSE/index.html>
- **Winnipeg Commodity Exchange**  
[http://www.wce.mb.ca/market/\\_activepages/market.htm](http://www.wce.mb.ca/market/_activepages/market.htm)
- **Winnipeg Stock Exchange**  
<http://www.wse.ca/start.html>

## **Business News**

Canada, of course, has countless Internet sources for news in general and business news in particular. In the U.S., Canadian business news is often interspersed with our own. If you happen to be at a loss as to where to go on the Internet for Canadian business news or just need a quick reminder where to look, here are some ideas:

- **Canadian Business Magazine**  
<http://www.canadianbusiness.com/index.shtml>  
Previously discussed for its Performance 2000 lists, *Canadian Business Magazine* is strictly devoted to business issues. While the entire print issue is not posted at the site, there are selected articles and the site is searchable. Additionally, there is a resource section with statistics and research links. Stories are divided into several categories: Investing, E-commerce & Technology, Business News, Executive Development, and Travel & Leisure.
- **Canadian Corporate News (CCN)**  
<http://www.cdn-news.com/company/index.html>  
The CCN site is searchable by company name, stock symbol, keyword, or industry. Links move you to both today's news and the past week's news.
- **The Financial Post—Canoe Money**  
<http://www.canoe.ca/FP/home.html>  
Financial, technology, mergers and acquisitions, agriculture, economic, world news, and more is offered. The site also has stock market, mutual fund, and banking information.
- **Canada NewsWire**  
<http://www.newswire.ca>



On this searchable site of news releases; you can search by category, date, industry, keyword, organization, stock symbol, or subject. It also includes government releases and claims to have over 175,000 releases in its database.

- **The Globe and Mail**

<http://www.globeandmail.ca>

This major Canadian newspaper makes much of its content available at the Web site. Selected stories from the current issue as well as the previous seven days' issues are available and searchable.

- **Maclean's Online**

<http://www.macleans.ca/index.stm>

Publishes weekly with about a year and a half's worth of archives at the site. According to a statement at the site, only those who subscribe to the print version can access the full text of the articles; others will only receive the first paragraph. However, I tried several different articles, including some from various archived issues, and could always view them in full text.

- **Silicon Valley North**

<http://www.silvan.com>

High-tech news for British Columbia, Alberta, Toronto, and Ottawa is presented.

In addition to the above-listed online magazines and newspapers, some sites provide only links to news sites. Here are a few of those:

- **NewsCentral—Canadian Newspapers A-M**

<http://www.all-links.com/newscentral/northamerica/canada.html>

- **NewsCentral—Canadian Newspapers N-Z**

<http://www.all-links.com/newscentral/northamerica/canada2.html>

- **Canada's Information Resource Center**

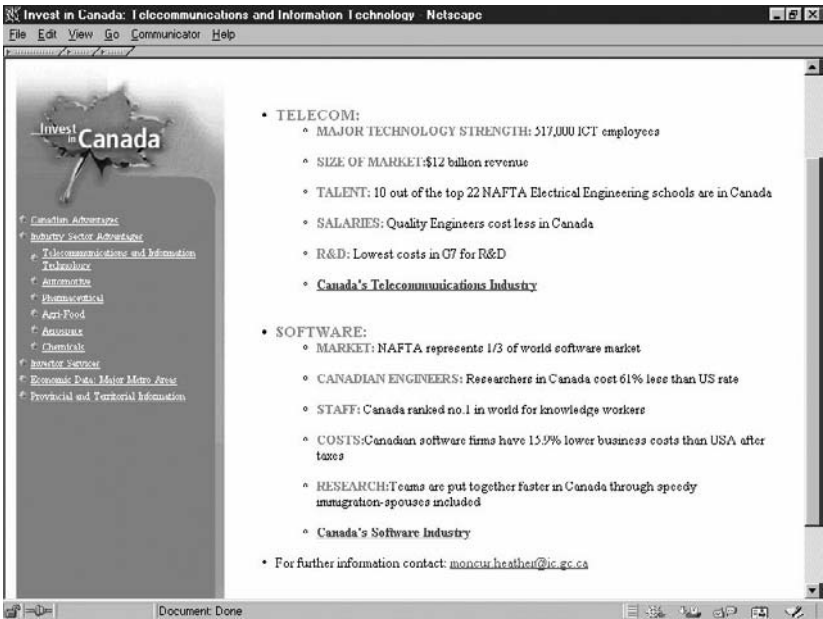
<http://circ.micromedia.on.ca>

## **Industry Resources**

While the main purpose of the Invest in Canada Web site [<http://napoleon.ic.gc.ca/scdt/bizinvt/interface2.nsf/engdoc/0.html>] is to convince you to invest in Canada, in order to do so, it has compiled

a number of very helpful industry overviews and profiles (see Figure 8.14). These industries are among the ones covered:

- Aerospace
- Agri-food
- Automotive
- Chemicals
- Pharmaceutical
- Software
- Telecommunications



**Figure 8.14** Portion of Telecommunications and Software Industry Profiles

The Research Department of the Canadian Broadcasting Corporation [http://www3.cbc.ca/research/hpenglish.html] regularly conducts studies on the broadcast/telecommunications industry and will often make them available free of charge. When I last visited the site, some of the studies were a bit old (three to four years), but others were less than a year old. Sample titles include

“Does Radio Have a Future: Trends in North American Radio,” “What Will We Watch? A Forecast of Viewing Habits In 10 Years,” and “Measuring the Use of the Internet—The Future of New Media.”

Earlier, I mentioned Strategis [<http://strategis.ic.gc.ca/engdoc/main.html>], the Canadian government’s Internet site for business. I saved a more in-depth look at Strategis for last, as it is really the “mother lode” of industry information; the site contains over two million documents and includes reports, economic data, trade data, market analysis, and company information. I find that, until you’re very familiar with the site, it’s best to work from the Site Map rather than any of the menus. You might also want to work in text-only mode, as opposed to graphical.

The first section covered is Company Directories, which includes two databases and a links area. The searchable databases are Canadian Companies Capabilities and Federal Corporations Data Online. The Canadian Business Map’s Company Directories is an extensive list of links to other business directories on the Internet.

The Trade and Investment section definitely covers a lot of territory. These relevant portions are included:

- International Business Analysis—Special Reports—Periodic reports on a variety of trade-related topics such as A Report on Foreign Investment Barriers and Data on Trade and Investment in Canada
- International Business Opportunities—Trade Strategies and Action Plan—Overviews of the Agriculture, Food, and Beverages; Automotive; Bio-Industries; Building Products; Electrical Power, Equipment, and Services; Environmental; Health; Information Technologies and Communications; and Plastics industries from the point of view of international trade
- International Business Opportunities—Canadian Importers Database
- Trade Statistics—Trade Data Online—Imports and exports by product (HS Codes) and industry (SIC Codes)
- Trade and Investment Policy—Policies, negotiations, and trade agreements

When you move into Business Information by Sector, you'll find these sectors covered:

- Advanced Materials
- Aerospace & Defense
- Assistive Devices
- Automotive & Transportation Industries
- Bio-Industries
- Chemicals
- Consumer Products
- Environmental Affairs
- Forest Industries & Building Products
- Health Industries
- Information Technology & Telecommunications
- Manufacturing & Processing Technologies Metals & Minerals Processing
- Plastics
- Rubber
- Services Industries & Capital Projects

Each industry overview is structured a bit differently; however, they all brim over with useful information.

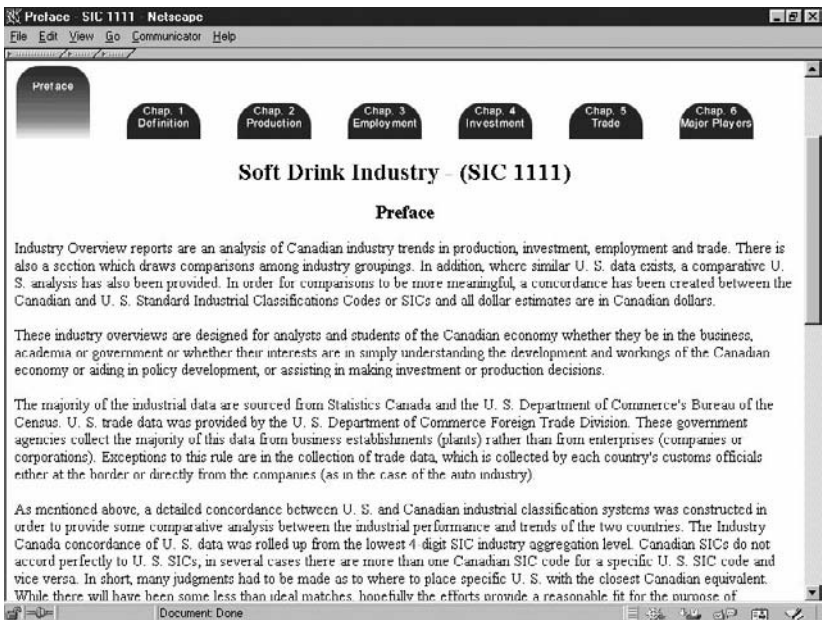
Strategis' Economic Analysis and Statistics section starts out with several economic periodicals. It also contains links to some of the industry and trade information discussed previously, as well as a mechanism for comparing U.S. and Canadian economic growth trends. The Research, Technology, and Innovation section offers access to the Canadian patent database, links for industry research, and other directories.

The Canadian Intellectual Property Office, bankruptcy statistics, and Investment Canada may all be reached in the Licences, Legislation, and Regulations section. The Canadian Trademarks Database has a link in the Consumer Information section.

## 244 International Business Information on the Web

Some sections of Strategis, such as Canadian Industry Statistics [[http://strategis.ic.gc.ca/sc\\_ecnmy/sio/homepage.html](http://strategis.ic.gc.ca/sc_ecnmy/sio/homepage.html)], are difficult to find if you don't know exactly where to look. The section contains over twenty industry sectors, listed by two-digit SIC. Choose any of the sectors and you will then have the choice of the four-digit SIC subsectors. Each subsector overview contains the same seven topics (see Figure 8.15):

- Definition
- Employment
- Investment
- Major Players
- Preface
- Production
- Trade



**Figure 8.15** Portion of Soft Drink Industry Overview—Strategis

Strategis has many other useful sections. If you're serious about doing business in Canada or with a Canadian company, spend

some time to familiarize yourself with the site; it's easy to overlook key areas. As an added bonus, Strategis offers a free e-mail bulletin, *Headlines*, listing every new document published on Strategis that week.

## **Regional Wrap-Up**

Searching Canada and Mexico may have been a bit more comfortable, as they're so close to home for many of us. And, with Canada, we have the added advantage of knowing that most, if not all, of the information will be available in English. Due to NAFTA, and Mexico's proximity to the U.S., more and more information on Mexico should also appear in English as time goes on.

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# **ASIA AND THE PACIFIC**

Our global excursion is almost finished, but we have one very large region left to cover: Asia and the Pacific. While those of us in the Western Hemisphere tend to lump together all of the countries in the Eastern Hemisphere, we couldn't be more wrong. There are many languages, multiple dialects, a diversity of religious beliefs, and social norms and customs that fundamentally differ from country to country. The region contains a vast mix of developing countries, very under-developed countries, newly industrializing states such as Thailand, Korea, and Indonesia, and highly developed, first-world countries such as Japan and Australia.

Asia and Pacific business coverage has very few one-size-fits-all sources. When you need business information on more than one country, you will generally have to use multiple sources. In addition to regional resources, we will cover country-specific sources for Australia, Hong Kong, India, Indonesia, Japan, Nepal, New Zealand, and Singapore. With such a vast and diverse region, what follows is merely the tip of the iceberg.

### **Directories**

The Australian National University Library [<http://anulib.anu.edu.au>] has a good directory section for Asia/Pacific Internet Resources [<http://anulib.anu.edu.au/clusters/ap/subjects/subjects.html>]. You can browse the directory either by subject or by



country/region. Other relevant directory sections of this library include the following:

- Business Administration  
<http://anulib.anu.edu.au/clusters/ssh/subjects/busadmin.html>
- Commerce  
<http://anulib.anu.edu.au/clusters/ssh/subjects/commerce.html>
- Economics  
<http://anulib.anu.edu.au/clusters/ssh/subjects/economics.html>
- Statistics  
<http://anulib.anu.edu.au/clusters/ssh/subjects/statistics.html>

The University of Texas at Austin comes to the rescue again with another in its series of international directories. ASNIC, the Asian Studies Network Information Center [<http://asnic.utexas.edu/asnic.html>] has several extremely useful sections:

- **The All Asia Links**  
<http://asnic.utexas.edu/asnic/pages/allasia.html>
- **Asia-Pacific Links**  
<http://asnic.utexas.edu/asnic/pages/AsiaPac.html>
- **East Asia Links**  
<http://asnic.utexas.edu/asnic/pages/EAsia.html>  
This site is particularly useful for links to sources for English language news.
- **Countries of Asia**  
<http://asnic.utexas.edu/asnic/pages/countries.html>  
Covers the following countries individually: Bangladesh, China, India, Indonesia, Japan, Laos, Malaysia, Mongolia, Myanmar (Burma), Nepal, Pakistan, Philippines, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, Tibet, and Vietnam.
- **South Asia Links**  
<http://asnic.utexas.edu/asnic/pages/SAsia.html>
- **Southeast Asia Links**  
<http://asnic.utexas.edu/asnic/pages/SEAsia.html>

Here are other directory sites of note for this region:

- **123India.com**  
<http://www.123india.com>
- **Asian Connection**  
<http://www.asianconnect.com/home.shtml>
- **Asian Studies WWW Virtual Library**  
<http://coombs.anu.edu.au/WWWVL-AsianStudies.html>
- **AsiaProfile.com**  
<http://www.asiaprofile.com>  
Offers a “directory of directories” for China, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, and Vietnam.
- **East & Southeast Asia—An Annotated Directory of Internet Resources**  
<http://newton.uor.edu/Departments&Programs/AsianStudiesDept/index.html>  
From the University of Redlands in Redlands, CA, this directory’s sites are sorted by country.
- **EuroSeek Asia**  
<http://webdir.euroseek.com/?ilang=en&catid=262>  
This site sorts by country and by topic. Unfortunately, some Middle Eastern and Eastern European countries are also thrown in, which can cause some confusion.
- **EuroSeek Oceania**  
<http://webdir.euroseek.com/?ilang=en&catid=269>  
This EuroSeek site is similar to the previous one, except that it covers the Pacific/Oceania countries.
- **The Nanyang Technological University Library WWW Sites and Information Gateways in Asia**  
<http://www.ntu.edu.sg/library/asia/www.htm>
- **SearchDragon**  
<http://www.searchdragon.com>  
SearchDragon covers Hong Kong, Indonesia, Macau, Malaysia, Philippines, Singapore, Taiwan, and Thailand. Choosing any of the subject categories such as Banking and Finance, Business Centres, Government, Telecommunications, Trade Information, returns a linked list of Web sites, with a short description of each.

• **Sri Lanka Explorer Search Engine**

<http://www.infolanka.com/org/srilanka/business.html>

This URL links directly to the Business and Finance directory section.

## Search Engines

Locate India [<http://locateindia.com>] refers to itself as “The best search engine for information on Indian subjects.” I was skeptical at first, as it looked very much like all of the company directory sites (see Figure 9.1). But if you keep following links for a search, the results you receive are much like what you’d receive from a search engine. They are links to other sites, rather than to company descriptions. Personally, due to the relatively small number of “hits,” I feel the site is more of a hybrid “search engine/directory,” in that it appears to be searching an internal database, rather than a large portion of the Web.

For example, starting with Business & Economy and then Business Information, fifty-seven Web sites relating to business information in India appeared, along with brief site descriptions.

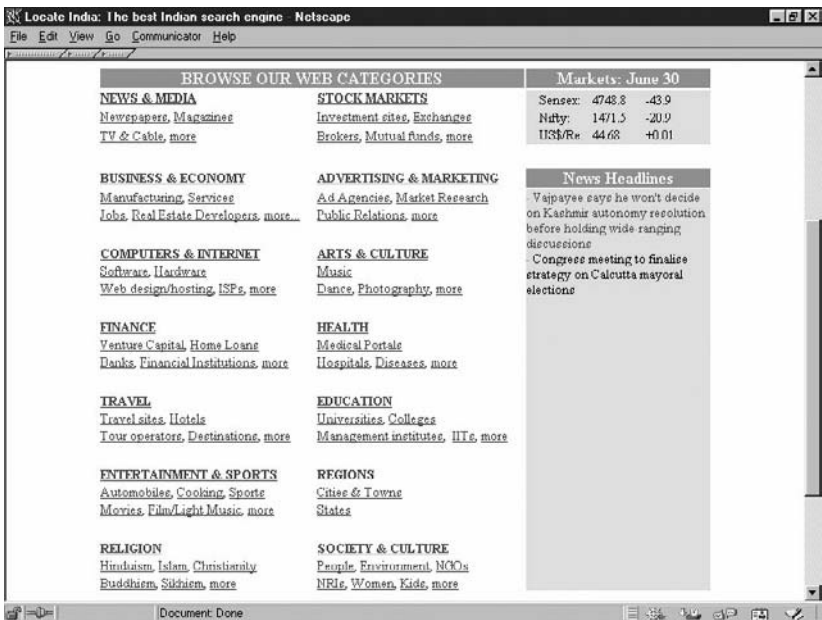


Figure 9.1 Locate India’s Categories

Sites included the Centre for Monitoring Indian Economy, Economic Times: Guide to Doing Business in India, Indian Investment Centre, and Reuters India.

Here are some other specialized search engines for this region:

- **AAA Matilda**

<http://www.aaa.com.au>

There are actually two search engines at this site: Boomerang, covering just Australia, and Matilda, which provides international coverage.

- **Access New Zealand**

<http://accessnz.co.nz>

You can limit your search to the .nz (New Zealand) domain.

- **Cari Malaysia Search**

<http://www.cari.com.my>

- **NZExplorer**

<http://nzexplorer.co.nz>

Here is another search engine that limits to the .nz (New Zealand) domain.

- **PNG Net Search**

<http://www.pngnetsearch.com>

This site is the search engine for Papua New Guinea.

- **Sofcom Internet Directory**

<http://www2.sofcom.com.au/Directories>

Searches in this directory cover over 40,000 pre-determined Australian sites.

## **News Resources**

The Asia Society is a nonprofit educational organization focused on building awareness of more than thirty Asian/Pacific countries. Its Web site, AsiaSource [<http://www.asiasource.org>], has vastly improved and expanded its content recently. In the left column, click on Asia Today for links to the day's top news stories from a wide variety of publications and sources (BBC, *Christian Science Monitor*, *Financial Times*, Reuters, *Business Times*, CNN, etc.). The stories are arranged by category and geography:

- Arts & Culture
- AustralAsia

- Business & Economics
- Central Asia
- Commentary
- East Asia
- Magazine Articles
- Social Issues
- South Asia
- Southeast Asia
- Technology
- Top News Stories

For further news, the left side of the page lists Asia News Links and includes wire services, weekly publications, newspapers, networks, and more (see Figure 9.2).

Back on the main page, choose Policy & Government from the top of the page. Scroll a bit more than halfway down the page and on the right you will see a box called Resources. Choosing Government Directory, you will find biographical and contact information for the

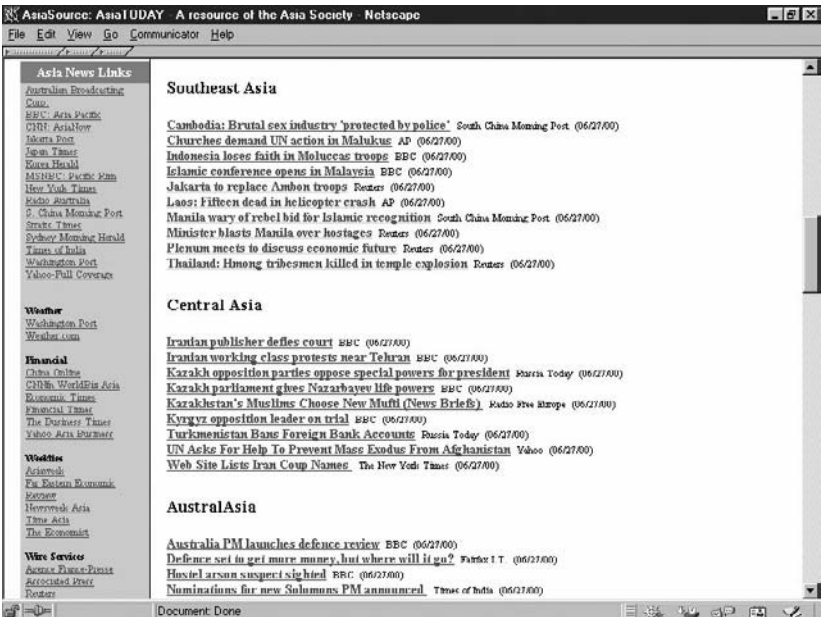


Figure 9.2 AsiaSource News

leaders of more than forty countries, as well as an extensive listing of other high-ranking government officials.

Asia Links brings you to a page that looks like a directory site; the categories Business Sectors and Business & Economics are the two most useful.

An interesting topic often overlooked, but very important in this multicultural region, is Business Protocol. AsiaSource has primers for the following countries:

- China
- Hong Kong
- India
- Indonesia
- Japan
- Korea
- Malaysia
- Philippines
- Singapore
- Taiwan
- Thailand
- Vietnam

Subjects covered include Meeting and Greeting, Names and Titles, Business Cards, Body Language, Clothing (business and casual dress are discussed), and Gifts. One should know about all these subjects when conducting business in this region. I will admit, though, it can become quite confusing. For example, in India, one greets Hindus with “namaste” (na-mass-TAY); except in the South, where Hindus are greeted by saying “namaskaram” (nah-mahss-CAR-am). However, to greet Muslims, one says “salam alaikum” (sah-LAAM a-LEH-come) and Sikhs with “sat sri akal” (sut shree ah-kaal). It’s even more confusing when you add in the different gestures. But how can you get to know someone’s religious convictions before you’ve even introduced yourself? Well, you could guess, but that’s not a particularly effective method. Do a little research before you meet the person. Are they located in a part of their country that is predominantly one religion? Does one religion dominate business and industry in the country? Are there any visual clues (clothing, religious artifacts) that you might notice when entering someone’s home or office? Of course, in the end, there aren’t any foolproof methods to ascertain someone’s religion prior to meeting them. Perhaps you could find someone who knows.

Before leaving AsiaSource, check the offerings in Links, Experts, Profiles, Dictionary Tool, and Language Resources.

AccessAsia [<http://www.accessasia.com>] has some sections only accessible by subscription (\$95/year). However, without subscribing,

you can still use the site to reach a nice list of links to English-language newspapers and magazines (see Figure 9.3).



Figure 9.3 AccessAsia's News Links

Other news sources you'll want to investigate:

- **Asia Pacific Management Forum**

<http://www.apmforum.com>

Scroll to the middle of the page and follow the Asia Business News link.

- **The China Business Review**

<http://www.chinabusinessreview.com/back.html>

This is the official magazine of the U.S.-China Business Council. Its goal is to help U.S. companies conduct business successfully in China. While you must have a subscription to read the current issue, selected articles from the archives are available online for free.

- **NikkeiNet Interactive**

<http://www.nni.nikkei.co.jp>

Great coverage of Japanese business news is provided here. Unfortunately, only a small portion of the site is available without a subscription.

- **Taiwan Headlines**

<http://www.taiwanheadlines.gov.tw>

Updated daily Monday through Friday, the site is searchable and has archives and a separate category for business news. Free daily summaries are available for transmission via e-mail.

## Yellow Pages

Let's check out the Singapore Yellow Pages [<http://www.yellowpages.com.sg/cgi-bin/syphome/syphome.pl>]. The ads on the main page are a bit overwhelming (oh, the price we pay for free information), so look toward the left portion of the page for the Yellow Pages information. Here you can search by company name, classification (sector), product or service, or brand name. If you have some contact information for a company but need more, you can also search by e-mail address, building name, phone or fax number, or street.

The screenshot shows a Netscape browser window titled "Singapore Yellow Pages - Netscape". The address bar contains the URL <http://www.yellowpages.com.sg/cgi-bin/syphome/syphome.pl>. The main content area displays a banner for "Yellow Pages Commerce" with the text "The Mail Is Now Open Drop by for a visit!". Below the banner is a detailed entry for "Cheon Hong & Co Pte Ltd (Canes)".

<b>Cheon Hong &amp; Co Pte Ltd (Canes)</b>	
<b>Address:</b>	18 Defu Lane 1 Singapore 539491
<b>Main Tel:</b>	283 3200
<b>Main Fax:</b>	284 4988
<b>Email:</b>	<a href="mailto:rajacane@choonhong.com.sg">rajacane@choonhong.com.sg</a>
<b>URL:</b>	<a href="http://www.yellowpages.com.sg/00172673">http://www.yellowpages.com.sg/00172673</a>
<b>Other Headings:</b>	Rattan, Reed & Willows
<b>Product &amp; Services:</b>	Manufacturer, Stockist, Importers & Exporters Of <<Rattan>>, Canes & ITS By Products. Importers & Exporters Ot <<Rattan>>, Canes, Wickers & Wood Furnitures & Basketry

At the bottom of the entry, there are links for [Help](#), [Home](#), and [Search Again](#).

**Figure 9.4** Sample Entry from Singapore Yellow Pages



I know that parts of Asia are known for making rattan furniture, so let's look to see if we can find any rattan manufacturers in Singapore. Searching on the word "rattan" under the Products/Services listings, we get three records. Looking at the record for the first entry, we see that Choon Hong & Co. Pte. Ltd. manufactures, imports, and exports rattan canes and furniture. Address, telephone and fax numbers, and e-mail addresses appear in the listing. The little house on the right lets us know that we can link to the company's Web site directly from here (see Figure 9.4).

There are several other Asian Yellow Pages directories on the Internet; some are obviously better than others. The following list should get you started:

- **Australia Yellow Pages Online**  
<http://www.yellowpages.com.au>
- **Bangladesh Yellow Pages Online**  
<http://www.tripleeyes.com/bypo/iphone.html>
- **China**  
[http://www.chinatone.com/category/yellowpage/frame\\_e.html](http://www.chinatone.com/category/yellowpage/frame_e.html)
- **ChinaBIG Yellow Pages**  
<http://www.chinabig.com/en/srch>
- **Hong Kong Yellow Pages**  
<http://www.yip.com.hk/eng/index.html>
- **India Yellow Pages**  
<http://www.indiayellowpages.com>
- **Indonesian Yellow Pages on the Internet**  
<http://www.yellowpages.co.id>
- **Korea Yellow Pages**  
<http://www.ypkorea.com>
- **Macau Yellow Pages**  
<http://www.yellowpages.com.mo/eng>
- **Malaysia Yellow Pages**  
<http://www.malaysiayellowpages.com>

- **New Zealand Yellow Pages**  
<http://www.yellowpages.co.nz>
- **Yellow Pages of Pakistan**  
<http://www.jamal.com>
- **Vietnam Internet Yellow Pages**  
<http://www.vietnamonline.com/vnypg>

## **Banking, Finance, and Stock Exchanges**

ASIC, the Australian Securities and Investments Commission [<http://www.asic.gov.au>] is similar to the Securities and Exchange Commission (SEC) in the U.S. For the life of me, I couldn't figure out the Searching and Lodging category; I couldn't understand what looking for hotels would have to do with Australian securities. Then, I noticed the phrase "our FREE Company Alert service to find out which documents are being lodged by companies you're monitoring." "Lodging" is the Australian equivalent of "filing."

ASIC has several databases that you may search for free:

- **National Names Index**—Here you'll find an index of Australian corporate and registered business names. Listings contain the company's registration number, current status, a complete list of documents filed by the company since January 1991, and more.
- **OFFERlist**—This section provides a database of all disclosure documents for fundraising offers filed with ASIC.
- **Professional Registers**—This area lists the people or organizations which ASIC registers or licenses and includes investment advisers, registered liquidators, securities dealers, official liquidators, futures advisers, general insurance brokers, futures brokers, life insurance brokers, registered auditors, and foreign insurance brokers.
- **Banned and Disqualified Registers**—Here it lists people disqualified from involvement in the management of a corporation or banned from practicing as investment advisers in the securities or futures industries.

- **Identical Names Check**—This functions as a facility for those intending to register a new company name. It allows one to check whether the proposed company name matches any already registered on the ASIC database.

Irasia.com [<http://www.irasia.com>], established in 1996, provides investor relations information on Asian listed companies. Over 2,000 companies are profiled by Irasia.com from the following countries:

- Australia
- Hong Kong
- Indonesia
- Korea
- Malaysia
- Philippines
- Singapore
- Thailand

More countries are being added. The Listed Companies link allows you to search for companies on the various stock exchanges in Asia. You can search by stock code, company name, country of listing, or industry sector. Company entries generally include a profile (as short as one sentence or as long as a full page), the annual reports from the previous year or two, interim reports, and extremely detailed contact information that may include the Board of Directors, Principal Bankers, Auditors and Accountants, Legal Advisors, and more.

The Nanyang Technological University Library Financial Data and Resource Locators—Singapore [<http://www.ntu.edu.sg/library/biz/finsg.htm#topmenu>] is a directory covering three financial topics: Stock Market and Financial Reports, Banks and Financial Institutions, and Unit Trusts and Fund Management.

Other useful sites in the financial arena are listed here:

- **Arab—Malaysian Banking Group**  
[http://ambg.com.my/html/finance\\_info\\_fr.html](http://ambg.com.my/html/finance_info_fr.html)
- **Bangkok Bank**  
<http://www.bbl.co.th>
- **Bank of Japan**  
<http://www.boj.or.jp/en/index2.htm>
- **Bank of Thailand**  
[http://www.bot.or.th/govnr/public/BOT\\_Homepage/EnglishVersion/index\\_e.htm](http://www.bot.or.th/govnr/public/BOT_Homepage/EnglishVersion/index_e.htm)

- **Central Bank of Malaysia**  
<http://www.bnm.gov.my>
- **Central Bank of Sri Lanka**  
[http://www.oub.com.sg/financial\\_review/index.html](http://www.oub.com.sg/financial_review/index.html)
- **Export—Import Bank of Korea**  
<http://www.koreaexim.go.kr/english/engindex.html>
- **National Bank of New Zealand**  
<http://www.nationalbank.co.nz>
- **Office of the Securities and Exchange Commission—Thailand**  
<http://secwww.sec.or.th/indexe.html>
- **Overseas Union Bank—Singapore**  
<http://www.oub.com.sg/am/myoub/pages/welcome.jsp>
- **Reserve Bank of India**  
<http://www.rbi.org.in>
- **Reserve Bank of New Zealand**  
<http://www.rbnz.govt.nz>
- **Siam Commercial Bank**  
<http://www.scb.co.th>

These Asia/Pacific Stock Exchanges have Internet sites:

- **Australia—Australian Stock Exchange**  
<http://www.asx.com.au>
- **China—Shanghai Stock Exchange (not the actual exchange)**  
<http://www.comnex.com/stocks/stocks.htm>
- **Hong Kong—Hong Kong Stock Exchange**  
<http://www.sehk.com.hk>
- **India—National Stock Exchange of India**  
<http://www.nse-india.com>
- **India—Stock Exchange of Mumbai**  
<http://www.bseindia.com>
- **Indonesia Stock Closings**  
<http://www.indoexchange.com>

- **Indonesia—Surabaya Stock Exchange**  
<http://www.bes.co.id>
- **Indonesia—Jakarta Stock Exchange**  
<http://www.jsx.co.id>
- **Japan—Tokyo Stock Exchange**  
<http://www.tse.or.jp/eindex.html>
- **Korea Stock Exchange**  
[http://www.kse.or.kr/e\\_index.html](http://www.kse.or.kr/e_index.html)
- **Malaysia Stock Exchange (not the actual exchange)**  
<http://biz.thestar.com.my/business/bizwatch.asp>
- **New Zealand Stock Exchange**  
<http://www.nzse.co.nz>
- **Pakistan—Karachi Stock Exchange**  
<http://www.kse.com.pk>
- **Singapore—Stock Exchange of Singapore**  
<http://www.ses.com.sg>
- **Sri Lanka—Colombo Stock Exchange**  
<http://www.lanka.net/stocks>
- **Taiwan Stock Exchange**  
<http://www.tse.com.tw/docs1/index.html>
- **Thailand—Stock Exchange of Thailand**  
<http://www.set.or.th>
- **Turkey—Istanbul Stock Exchange**  
<http://www.ise.org>

## **Chambers of Commerce and Industry**

As usual, some Chamber sites in the region are filled with useful data, some provide direction to print resources, and some merely provide you with contact information, which isn't necessarily a bad thing, either. Here are some of the American Chambers of Commerce for this region along with the highlights of what you will find at the sites:

## **American Chambers of Commerce (AmChams)**

- **American Chamber of Commerce in Australia**

<http://www.amcham.com.au>

Descriptions and a means for ordering two print publications: USA/Australia Trade Directory and More Business Down Under; check both the About Australia and the Resources sections for links.

- **American Chamber of Commerce in Bangladesh**

<http://www.amchambd.org>

Not too much information is presented here, but it does have contact information and information about its annual Trade Show.

- **Guam Chamber of Commerce**

<http://www.guamchamber.com.gu>

This searchable site offers publications for sale and has a Business Relocation section.

- **American Chamber of Commerce in Hong Kong**

<http://www.amcham.org.hk>

An article archive, economic indicators, business outlook survey, trade and investment resources, and useful links can be found here.

- **American Chamber of Commerce in Indonesia**

<http://www.amcham.or.id>

Offers publications for sale.

- **American Chamber of Commerce in Japan**

<http://www.accj.or.jp/default.asp>

Users must register at the site to use most of the functions (free). There is a cursory search function for news articles.

- **The American Chamber of Commerce in Korea**

<http://www.amchamkorea.org>

A list of Marketing Insight Reports is available from the U.S. Embassy. Selected articles from the AMCHAM Journal, publications for purchase, information on trade policy changes, new laws, and business-related press releases are also provided.

- **American Malaysian Chamber of Commerce**  
<http://www.jaring.my/amcham>  
Offers publications for purchase.
- **American Chamber of Commerce—People's Republic of China**  
<http://www.amcham-china.org.cn>  
Position papers and a white paper on American business in China are presented along with useful links.
- **American Chamber of Commerce in Guangdong, PRC**  
<http://www.amcham-guangdong.org>
- **The American Chamber of Commerce of the Philippines**  
<http://www.amchamphil.com.ph>  
This site contains a directory of member companies with contact information and offers publications for sale.
- **American Chamber of Commerce in Singapore**  
<http://www.amcham.org.sg>  
Provides useful links and offers publications for purchase.
- **American Chamber of Commerce in Sri Lanka**  
<http://www.amchamsl.org>
- **American Chamber of Commerce in Taipei**  
<http://www.amcham.com.tw>  
R.O.C. government updates, excerpts from Guide for Doing Business in Taiwan, Taiwan at a Glance (annual white paper) are available here, along with a company search function.
- **American Chamber of Commerce in Vietnam**  
<http://www.amchamvn.com>  
Information includes Doing Business in Vietnam, general export and import issues, overviews of several industries.

### **Other Chambers (not AmChams)**

- **U.S.-India Business Council**  
<http://www.usibc.com>  
News, useful links are presented here.

## **Business Directories**

As in all the other regions, there is a plethora of company directory sites on Asia and the Pacific. Try these when looking for a particular company and haven't found it anywhere or if you're looking for a manufacturer, importer, exporter, or supplier of a specific good or service.

- **Asiaco**

<http://search.asiaco.com>

Asiaco covers most Asian countries, each country has its own section; a bit cumbersome to get through and a lot of non-business information, but if you follow the right links (which should be evident) you will eventually find companies in different sectors.

- **Asia-Pacific.com Data Links**

<http://www.asia-pacific.com/links.htm>

Contains links to numerous Asia/Pacific business information sites.

- **Beijing Business Directory**

<http://chinavista.com/beijing/business/directory.html>

- **EDSA—The Philippine Search Engine**

<http://www.edsa.com.ph>

Although called a search engine, it is most useful for finding companies and connecting to their Web sites.

- **Government Information Office—Republic of China**

<http://th.gio.gov.tw/search>

Follow the Economy link and choose from about twenty different industry sectors. The company names take you directly to the company's Web site.

- **Guanghou Business Directory**

<http://chinavista.com/guanghou/business/directory.html>

- **MeetChina.com**

<http://www.meetchina.com>



- **MOFTEC—Ministry of Foreign Trade and Economic Cooperation—PRC**  
<http://www.moftec.gov.cn>  
Use the China Companies link to reach the directory, which offers numerous categories and subcategories.
- **Shanghai Business Directory**  
<http://chinavista.com/shanghai/business/directory.html>
- **WebSite URLs of Japanese Companies**  
[http://www.toyokeizai.co.jp/english/e\\_link/index.html](http://www.toyokeizai.co.jp/english/e_link/index.html)  
As the name implies, this is an alphabetical listing of over 800 Web sites of Japanese companies, all in English.
- **World Trade Data Base (WTDB)**  
<http://www.wtodb.com>  
Use the Companies On Line section to locate companies in China in several categories. No need to search, as the companies are listed and are linked to either their own Web site or an expanded directory-type listing (see Figure 9.5).

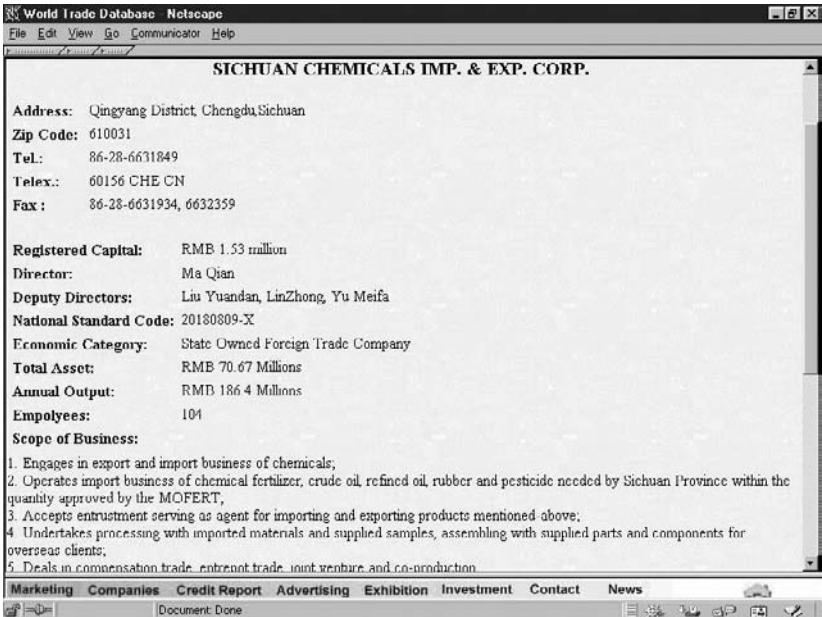


Figure 9.5 Partial Company Listing from World Trade Data Base

## Regional Resources

Skali.com [<http://www.skali.com>] is a great portal for just about anything pertaining to Asia, including business information. Out of its ten channels, the following should be most useful to the business searcher:

- **Today**—Links to current articles in the areas of World News, Economy, Markets, Information Technology, Joint Ventures, Asian Business, Aviation, Banking, Energy, Infrastructure, Telecommunications, and Automotive. While some of the articles are brief, they are in full text and display the date and source.
- **Technology**—Links to articles covering various aspects of technology including Technews, Science, Legal, Space, Telecommunications, and Internet.
- **Business**—Categories of articles include Markets, Transportation, Automotive, Environment, Tenders/Projects, Economy/Politics, Education, and Retail. Note that even though this channel and the Today channel have some of the same categories, different articles appear in each, as the articles are geared to the topic of the channel.

In the center of the main page there is an area called Quick Guide. Selecting Today, Business, or Technology allows you to focus the articles on a particular country. The main page also has links for Malaysian and Chinese Web sites.

The site also has industry profiles; however, they are very well hidden. Every time you follow a link from the main page, check to see if the right hand column has the category Related Content. This is where the profiles are kept (some are actually company profiles). Most of the reports are prepared by Asia Pulse analysts. When I last visited, there were close to thirty profiles, none of them over three months old. These sample titles were among them:

- Australia's Housing Industry
- China's Petroleum Industry
- Indonesia's Motorcycle Industry
- Japan's Electric Power Industry

- Japan's Retail Industry
- Philippine's Tourism Industry

I'm certain that if you continued to poke around the Skali.com site, you would find even more valuable information tucked away somewhere. And yes, the site is searchable.

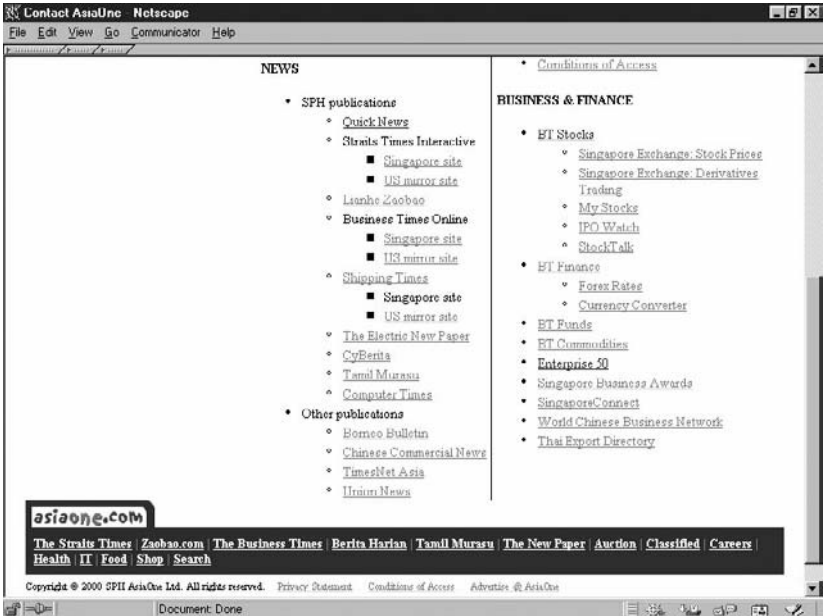
Asia BIG [<http://www.asiabig.com>] is produced jointly by InfoAd Publishing Consultants and Sing Tel Yellow Pages, both of Singapore, and covers Hong Kong, Jakarta, Klang Valley (Malaysia), Philippines, Singapore, and Taiwan. BIG refers to the Business and Industrial Guides produced for each of these countries. Unfortunately, on my last visit to the site, I could no longer find the Business and Industrial Guides, somewhat invalidating the site's name. Now the only useful feature of the site is the ability to search for companies by either name or products/services. The information returned is the usual cursory contact information. I'd hope that this site is a "work in progress" and the great information there previously will return.

## **Singapore**

An interesting site with a variety of business (and nonbusiness) information is AsiaOne [<http://www.asiaone.com>]. Launched in June 1995 by Singapore Press Holdings, the site contains a mix of Singapore-specific and general Asian information. In January 2000, AsiaOne announced plans to develop the most comprehensive portals in Asia for e-commerce, news, and information in both English and Chinese. The main page has headlines to current news articles that link not just to the text of the article, but to the entire current issue of the publication. If you don't have time to do in-depth reading and just need a quick overview of the day's news, try Quick Read, a summary of the day's top stories. Unfortunately, the site has undergone a redesign and Quick Read is no longer easy to find. To do so, on the main page, scroll down to AsiaOne Sites (left column). From there, click on New Paper and you will go to a page called The Electronic New Paper. Right at the top, you will see the link for Quick Read.

Interested in the Information Technology (IT) sector in Asia? Follow the IT link for IT news, product, and corporate announcements (Just In).

On the main AsiaOne page, choose Site Map (see Figure 9.6). The News column provides links to many publications specializing in Asian news. Business & Finance is probably the most useful for our



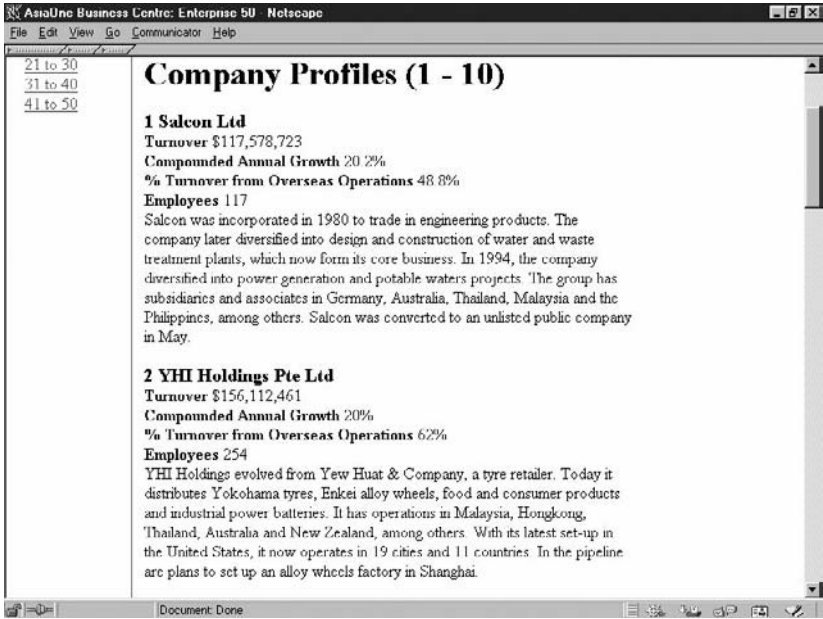
**Figure 9.6** Portion of AsiaOne Site Map

purposes. Here you will find stock market information for Singapore, as well as for other markets in the region including Kuala Lumpur, Bangkok, Jakarta, Manila, Sydney, Wellington, Hong Kong, China, Taipei, Seoul, and Tokyo. IPO Watch contains articles on upcoming and recently listed IPOs and other IPO news.

The Enterprise 50 link takes you to a section with an annual list of the fifty most enterprising, privately held companies in Singapore. This list, started in 1995, is compiled jointly by Andersen Consulting, *Business Times*, and the Economic Development Board of Singapore. The most recent list I found was dated 1998 and included links to articles about some of the companies as well as short profiles of each company. Rankings and profiles are included for 1997, 1996, and 1995 winners too (see Figure 9.7).

The Singapore Business Awards include the Businessman of the Year (1985-1998), Outstanding Chief Executive (1990-1997), and the Enterprise Award presented to small or medium-sized companies (1986-1997). (Note: This is not the same as the previously mentioned Enterprise 50.) This is a great place to find background information on influential business people in Singapore.

Singapore Connect can help locate companies by name, sector, or product through its basic directory information. You can also find



**Figure 9.7 Enterprise 50 Company Profiles**

companies specifically looking for partners as well as companies belonging to particular trade associations.

The Thailand Export Directory is produced by Business Day, a Thai international business daily. You can search by product or supplier (company) name and receive a range of information. For some companies, only contact details appear; for others, a Show Room with pictures and specifications of products, a Company Profile, and a link to the company's home page.

I warn you that the AsiaOne site has ads sprinkled all over the pages. However, none of them are pop-up ads, so after awhile, one learns to ignore them.

Those interested in Singapore should also look at Singapore Inc. [<http://www.singapore-inc.com/home.html>]. In the Business Info section, you will find the requisite Doing Business In ... guide, a rather thorough one that hits most of the points.

In the Import and Export Information section, you will find explanations of the documentation needed, how to file it, etc. Basically this is the "nuts and bolts" of the operation. You will also find links to several banks and the government Web site.

One such link leads to Statistics Singapore [<http://www.singstat.gov.sg>], the government statistical agency. One never knows

what one might find here. On my last visit, the Do You Know section contained the following tidbits of information and more:

- Baby boomers make up almost one-third of Singapore's population.
- There is an increasing demand for health food in Singapore. In 1987, there were only eleven health food retailers with sales of \$2.1 million; ten years later, there were 155 health food retailers and sales of \$68.8 million.
- On the average, the Singaporean household earned lower income in 1999 than in 1998; average household income declined by 2.7 percent.

Now, these might seem like interesting bits of trivia, but they each could have far-reaching implications on a company planning to do business in Singapore.

## **Taiwan**

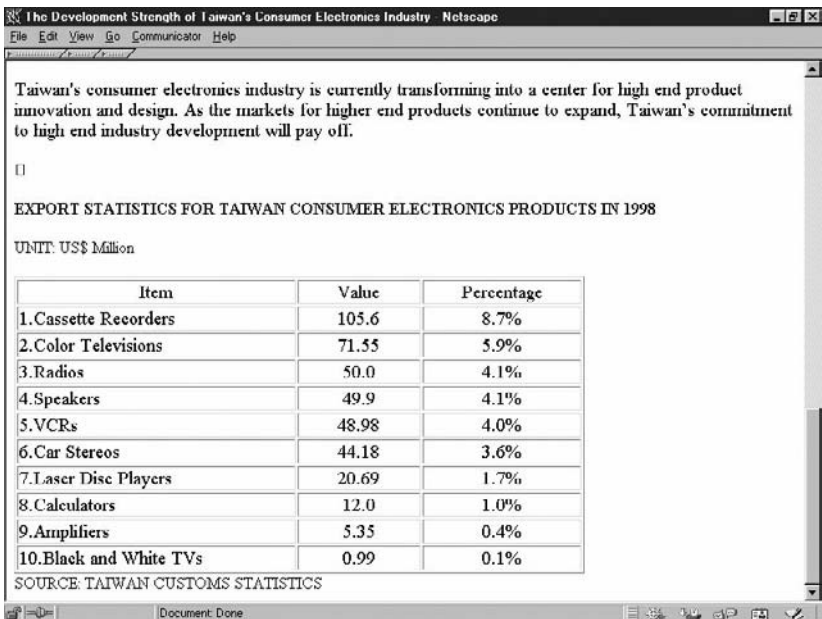
As I thought about writing the Asia/Pacific chapter for this book, I knew that there would be a great deal of interest in business information about the Republic of China (Taiwan). I spent a lot of time Web-site hopping, but initially found nothing useful. Some sites only carried Chinese language information. Others seemed to be composed entirely of dead links—sites virtually content-free. Even the site for the Information Division of the Taipei Economic and Cultural Office [<http://www.roc-taiwan.org>] proved disappointing. Some topics on the main page looked promising, but most had dead links. Don't cross this one off of the list yet, however, as it still may develop into a useful site.

Finally, I hit pay dirt and discovered CETRA, the China External Trade Development Council [<http://mart.cetra.org.tw/home/default.asp>]. CETRA, a nonprofit trade promotion organization, was founded in 1970 as a joint effort between the government and industrial and commercial associations. It has more than forty branch offices worldwide, including four in the U.S. (New York, Chicago, Miami, and San Francisco). Start exploring the site by choosing Trade Kit from the top of the page; this section has more to offer than one would expect from a free site. The Trade with Taiwan

## 270 International Business Information on the Web

section (found by following the Doing Business with Taiwan link) presents an overall picture of trading with Taiwan with topics such as major imports, exports, trading partners, and basic trade information. What to Sell and Buy is a must-read section. The Taiwan Industry Reports provide specifics on the following industries (see Figure 9.8):

- Auto Parts
- Bicycles
- Consumer Electronics
- Giftware and Housewares
- Hardware
- Sporting Goods
- Stationery
- Timepieces
- Toys



**Figure 9.8** Excerpt from CETRA Industry Reports

The rest of the Trade Kit includes hints and tips for those working in Taiwan. Areas covered include business cards, visas, transportation, language, currency, accommodations, electric supply, business hours, etc.

A great portion of the site is taken up by the Taiwan Products Magazine, though a recent redesign has made finding it a little tricky. Choose the Site Map tab at the top of the main page, look at About CETRA on the left, and you will see a link to Taiwan Products Magazine. Nine broad industry categories (plus a miscellaneous category) are covered:

- Auto Parts and Motorcycles
- Computers and Peripherals
- Electronics and Communications
- Giftware, Stationery, and Housewares
- Hardware and Furniture
- Machinery
- Medical Equipment
- Sporting Goods and Bicycles
- Textiles and Textile Machinery

Each industry category is broken into segments with lengthy overviews for each category. Descriptions of some of the leading companies, interviews with industry experts, and trade show reports are also included. As examples of the information in this section, I quickly learned the following:

- Taiwan is the world's third largest supplier of information technology products; only the U.S. and Japan supply more.
- The U.S. is the largest importer of medical equipment from Taiwan.
- Taiwan ranks third in the world's production of man-made fibers, behind the U.S. and mainland China.

For those needing more detailed information on the computer, electronics, hardware, bicycle, gift and stationery, sporting goods, or machinery industries, the main page of the site offers the Showcases section. These Showcases contain more in-depth industry information and can be searched for companies within a specific industry.



If you're looking for a product or a company, you can search the site by product, company name, brand, and category, though the site does not support Boolean searching. The FAQ section will explain both the most efficient way to search the site and how to interpret the search results.

If all else fails and you have still not satisfied your information needs, CETRA can provide customized market research services, including local market surveys, trade and marketing strategy consulting, seminars, and more. With four offices in the U.S., contact them and discuss your requirements.

## **Japan**

When I first started my own business, the second project that came my way involved identifying various consulting firms in Japan and the sectors (agriculture, environment, etc.) with which the firms were involved. I fumbled around a bit on the Internet and made a few phone calls. Along the way, someone suggested that I contact JETRO. I had never heard of JETRO and didn't have a clue as to what it was.

Too afraid of showing ignorance, I thanked the person for the suggestion and quickly started searching for JETRO on the Internet. I soon found out that JETRO was the Japan External Trade Organization [<http://www.jetro.go.jp/top/index.html>] and a literal gold mine of information. Unfortunately, at that time, I don't believe they had a Web site yet, so I had to do my research using the good old-fashioned telephone. Today, thankfully, JETRO has a wonderful Web site that can answer an array of questions. Frankly, this site has so much information, it's difficult to know where to begin.

*Focus Japan* is one of JETRO's print publications. It publishes ten times a year with selected articles from each issue available online going back to May 1998. (The cost for a print subscription is \$40/year.) Here are a few examples of articles at the site:

- JETRO Report—Asian Economies—Investing in ASEAN and South Korea
- Market Trend—Berries—Blueberries and Cranberries are Drawing Attention

- Regulation—Labor Market Flexibility—Restrictions Lifted for Temporary Staffing
- Trade Statistics—Japan's Surplus on a Clear Downtrend

The Japanese Market Report Series consists of almost fifty extensive market studies. The one I reviewed, Jam and Canned Fruit, ran about twenty-five pages. All of the reports are relatively current; none more than three years old. The range of industries is very broad and includes nonprescription drugs, jewelry, franchise business, electric commerce, automotive parts aftermarket, medical equipment, and personal computer software. In the Research section, you can find a searchable Market Report Database that contains more than 350 Market Reports. As well as searching, you can browse the reports by product category. The reports are quite lengthy and contain an amazing amount of information. They definitely rival the reports for which we pay top dollar from the well known market research firms, yet these reports are free. The only downside is that some of the reports are a bit dated, but certainly look here.

Japan has twenty-one Foreign Access Zones (FAZs) and the JETRO site provides very complete details on all of them. It explains the applicable laws and outlines each of the twenty-one FAZs. Topics covered are as follows:

- Characteristics of Airport/Port
- Foreign Trade at FAZ Area
- Outline of FAZ Facilities
- Projects Around FAZ Area
- Transportation Access to FAZ Area

Several databases appear on the site:

- Cyber Showcase—Here is a way for Japanese importers to connect with foreign exporters. The two segments covered are Building Materials and Home Care and Rehabilitation.
- Database of Research-Based Industries in Japan—Searchable by company or region, this database also includes a related links section.

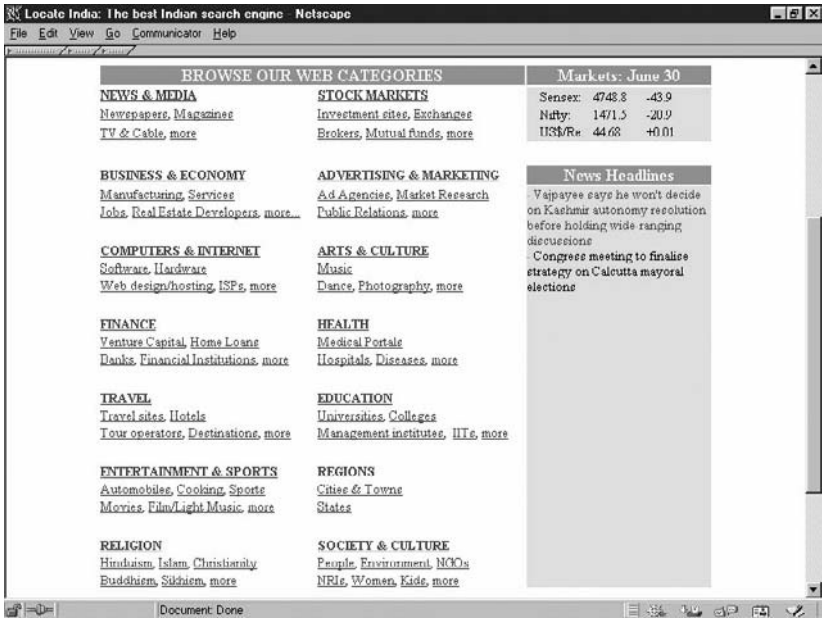
- **Japan Trade Directory 2000-2001**—A searchable directory covers almost 24,000 products and 2,250 companies seeking international business opportunities.
- **Japanese Government Procurement**—An explanation of government procurement procedures and a searchable database of government projects can be found here.
- **Potential Importers**—This searchable database is designed to be used by foreign exporters. Criteria can be very specific, including location, activity, annual sales, capital, and more.
- **Technology Tie-Up Promotion Program (TTPP)**—Foreign companies looking for high-tech business partners in Japan for joint ventures, product licensing, OEM production, joint R&D, and technology import and export should look here.

The section *Trade Entering Japan* has some interesting documents. The *Survey on Actual Conditions Regarding Access to Japan* is actually a series of reports covering housing, medical equipment, chemical products, cosmetics, processed foods, construction materials, pharmaceuticals, and telecommunications equipment industries. Depending upon the industry, some or all of the following points are discussed:

- Cost comparisons with other countries
- Distribution and business practices
- Official regulations for the industry
- Product categories surveyed
- Reasons for the industry's inclusion in the study

This section also carries reports from the Japan Automobile Importers Association. These reports, *Number of Newly Registered Imported Cars*, publish monthly and go back to January 1998 online.

The *Publications and Video* section contains items available for purchase, as well as those you may download for free. Free publications include *Doing Business in Japan*, *Industrial Property Rights in Japan*, *Changing Face of Japanese Retail*, and more (see Figure 9.9).

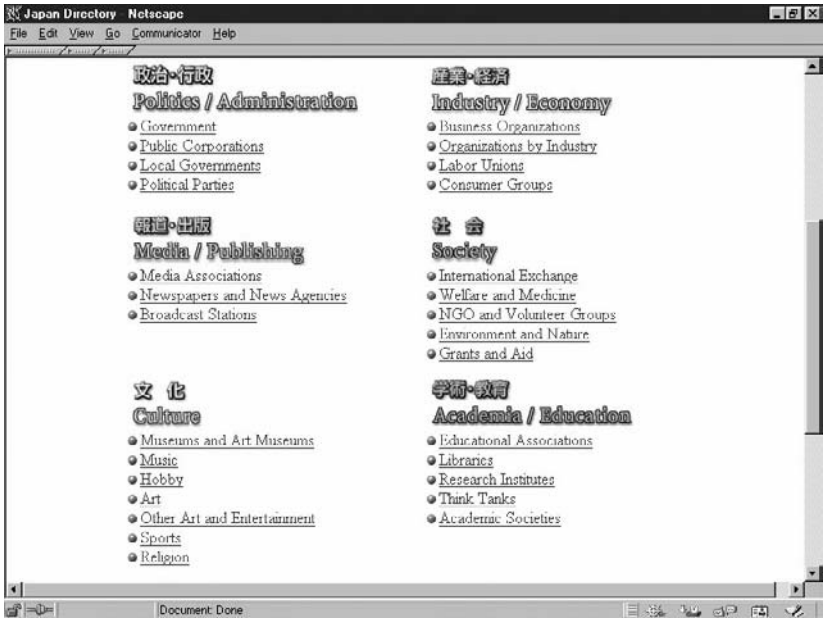


**Figure 9.9 Free Publications Available from JETRO**

One last word about the JETRO site. It can be extremely fickle. There were days that I used the site without a problem. Pages would load like a dream over my 56K modem. Other times, the pages were so slow to load that I'd leave to go make coffee and when I came back, the page still hadn't finished loading. When that happened, I'd leave the site, wait a few hours, and then try again. Generally, when I returned to the site, things would run smoothly. So, rather than screaming at the computer when the site is slow, take a deep breath, do something else for a while, and try it again later.

The Japan Information Network (JIN) [http://www.jinjapan.org] can help the business searcher in two ways. First, it can provide up-to-date statistics about every aspect of Japan imaginable. The Industry section has six broad categories of statistics with the type of data gathered very similar to that in the U.S. Census of Manufacturers.

The second area of interest is the contact information provided. Here you will find links to and directory information about government offices and agencies, business organizations, labor unions, consumer groups, newspapers, and more. If you haven't yet found the information you seek on the Internet, you will probably find new directions to follow here (see Figure 9.10).



**Figure 9.10** Contact Information Links from the Japan Information Network

## Australia

Austrade, the Australian Government's international trade and investment agency, has a useful site for Australian business information, Austrade Online [http://www.austrade.gov.au/International]. The various sections of the site list in a column on the left. The first section, Australia on Display, allows you to search for companies, products, or services in twenty-two categories:

- Agriculture, Forestry & Fishing
- Construction
- Cultural & Recreational Services
- Defense
- Education
- Finance & Insurance
- Food & Beverage
- Footwear & Leather
- Health & Community Services

- IT (information technology)
- Manufacturing
- Marine
- Mining & Energy
- Multimedia
- Printing, Publishing & Recorded Media
- Property & Business Services
- Retail Trade
- Telecommunications
- Textiles & Clothing
- Tourism
- Transport & Storage
- Water & Environment

Each category in turn has multiple subcategories to help focus the search. There are three sections to the company listings: Products and Services, Company Message, and Contact Details.

Next in line is the Capability Showcase that profiles several Australian industries. Topics covered vary by industry but usually include an overview; leading manufacturers and market share; the products, services, and capabilities of the industry; key contacts; and industry links.

Investing in Australia answers the question, “Why do businesses choose to invest in Australia?” and outlines the government incentives for doing so. Discussion of Australia’s tax reform and its implications for exporters and importers appears in the section Importing from Australia. Links connect you to various government offices for further information.

For questions not answered at the Austrade Online site, you can contact Austrade offices all over the world—six in the U.S. alone: Atlanta, Detroit, Los Angeles, New York, San Francisco, and Washington, DC.

The Australian government appears to be on the ball when it comes to providing information and organizing it in a way that makes it easy to find. The Australian Commonwealth Government Entry Point has a page at its site [[http://fed.gov.au/sitelists/web\\_port.htm](http://fed.gov.au/sitelists/web_port.htm)] where various government offices list by portfolio (subject area). You

can either click on a subject to link directly to the specific government agency or you can use the Complete List of Portfolio Sites to find all agencies that might assist you.

The site for Australian Business [<http://www.australianbusiness.com.au>] has a couple of useful sections. The company has relationships with industry associations in the following areas:

- Building and Construction
- Chemicals, Flavors, and Fragrances
- Food and Beverage
- Glass
- Intellectual Property
- Wheat

Associations for those industries list at the site, along with links directly to the associations. In addition, Australian Business has a good set of useful business links.

BRW [<http://www.brw.com.au>] is an Australian weekly business magazine that annually publishes several very useful lists regarding Australian companies:

- The BRW Rich 200—the 200 wealthiest families and individuals in Australia
- The BRW Top 500 Public Companies
- The BRW 100 Fastest Growing Private Companies
- The 2000 Power Pack—the fifty most powerful people in Australian business
- The 1999 BRW Top 1000—a ranking, by revenue, of the largest listed, private, government, and foreign enterprises operating in Australia
- The BRW Top 500 Private Companies

On a bit of a less serious note, there is also a list of the Top 50 Entertainers.

## **New Zealand**

Most people, outside of those in Australia and New Zealand, think that Australia and New Zealand are practically the same

country—after all, two English-speaking countries so geographically close to each other. Not true! The two countries are nearly 2,000 miles apart. And, when it comes to looking for business information on the Internet, Australia is a piece of cake compared to New Zealand. However, I have found a couple of New Zealand sources that can help.

The New Zealand Herald Online [<http://www.nzherald.co.nz>] is the online version of New Zealand's largest newspaper. Having separate sections for business news and technology news with full-text articles makes the online newspaper even more useful for the business searcher. The site updates every morning, Monday through Saturday, and has searchable archives extending back to December 1998.

The UBD E-Directory [<http://www.ubd.co.nz>] covers more than 140,000 New Zealand businesses. This directory allows you to search for businesses in New Zealand in numerous fashions. You can search by keyword, business name, suburb, town, business category, or product. You can also use the Industry Search to choose from twenty-four different industries or the Local Search, where you can choose the region of the country from a map (see Figure 9.11).

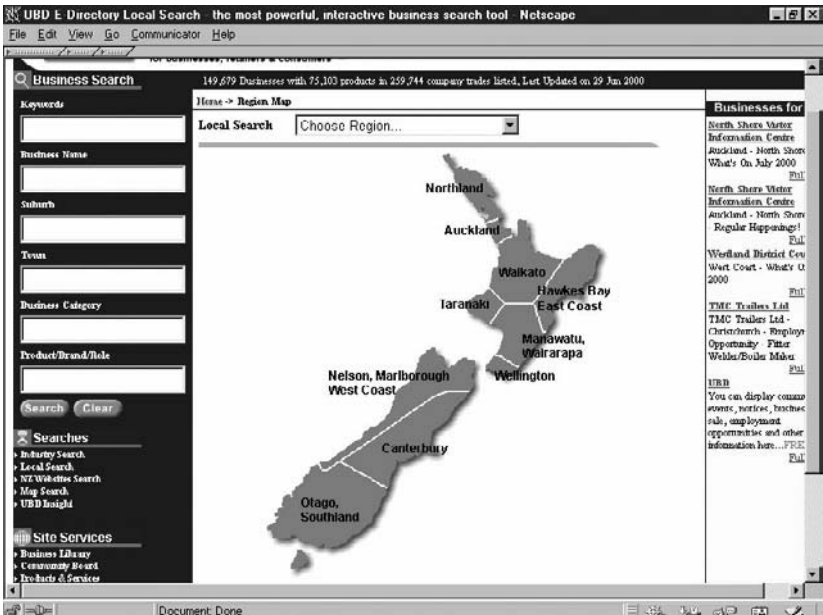


Figure 9.11 Map of New Zealand from Regional Search—  
UBD E-Directory



In addition to contact information, directory listings also include products, brand names, trade categories, and SIC descriptions. UBD E-Directory also has a link to a subscription directory, UBD Insight, that provides more detailed company information including company directors, associated companies, number of employees, topline financials, major shareholders, and recent news articles.

The commercial law firm Russell McVeagh has developed a useful guide called Investment in New Zealand [<http://www.rmmb.co.nz/investnz/Welcome.html>]. This guide covers topics such as business structure, government policy on foreign investment, banking and finance, and employment issues.

## **Indonesia**

The Industry and Trade Division of the Embassy of Indonesia in Canada has put together a wonderful online guide, Doing Business with Indonesia [<http://www.prica.org/commerce/index2a.html>]. While the site itself doesn't provide any value-added content, it carries a Buyer's Guide loaded with links, including the following:

- **Directory of Indonesian Exporters**—Search for companies by the harmonized system classification or company name; directory information provided. (A link for looking up the HS codes is provided.)
- **Web Site Directory of Indonesian Exporters**—Provides links to Indonesian company Web sites.
- **Indonesian Exporter Profile Search**—Links to the **National Agency for Export Development**  
<http://www.nafed.go.id>
- **Indonesian Product.com**  
<http://www.Indonesian-Product.com>  
This is another facility for searching for Indonesian goods and services.
- **Indonesian Trading Zone**  
<http://www.indotradingzone.com>  
Trade data, economic statistics and trends, market research reports, and tax laws are provided.

- **APEC Tariff Database**

<http://www.apectariff.org/tdb.cgi/ff3237/apeccgi.cgi?ID>  
Includes a tariff schedule available for downloading.

- **Indonesian Commodity Association**

<http://www.nafed.go.id/menu2/asosiasi.htm>  
Extensive listing of industry associations also provides contact information.

- **IndoExchange**

<http://www.indoexchange.com>  
You'll find market studies, economic trends, capital market data.

- **Indonesian Central Bureau of Statistics**

<http://www.bps.go.id>  
This site provides economic statistics, census information, and regional statistical profiles.

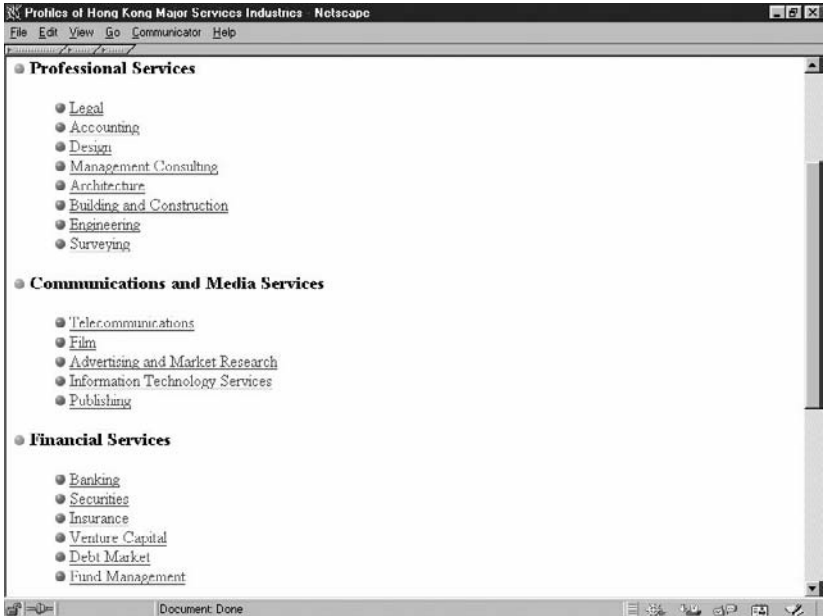
## **Hong Kong**

The Hong Kong Trade Development Council [<http://www.tdctrade.com>] has a site worth checking out. On the left side of the page you will see links to Business News and Stock Quotes/Exchange Rates. Scrolling a bit more than halfway down the page, you find a heading HK Economy, Trade and Business; this is where the going gets good. The Manufacturing link takes you to close to thirty industry profiles including these:

- Auto Parts & Accessories
- Building Materials & Hardware
- Furniture & Furnishings
- Jewelry
- Telecommunications Equipment

There are similar profiles for four major categories (and several subcategories) of service industries (see Figure 9.12):

- Communications & Media Services
- Financial Services
- Professional Services
- Trade-Related Services



**Figure 9.12** Partial Listing of Service Industries Profiled by the Hong Kong Trade & Development Council

Various trade statistics such as exports and imports by country and region are also available in the HK Economy, Trade and Business area.

## Thailand

Business Gate [<http://www.okeydonkey.com/donkey1>] does have a strange URL and I must admit, I was a bit skeptical at first. But then, it turned out to have useful information on Thailand and was very easy to navigate. The Business Directory has many of the usual categories found in such directories: Agriculture, Jewelry, Metal & Supplies, and so on. Just follow the appropriate link and you will receive the name and linked URL to companies in that category. (Note: In some cases, the company name didn't appear. But, the URL still took you to the requested site.) Try two other sections of the site—Thai Government, which brings up an extensive, linked list of government offices, and News, which links to Thai news in English.

## India

IndiaOneStop [<http://www.indiaonestop.com>] is a strange looking site. If it didn't say that it was an affiliate of The Wall Street

Journal Interactive Edition, I probably wouldn't have given it a second thought. The main page is extremely colorful, to say the least, with flashing ads everywhere. Though hardly one of the greatest sites of all time, it did have a couple of redeeming features.

The General Info section has some interesting portions, particularly for those unfamiliar with the culture and practices of India. There is also a listing of the top thirty Indian markets along with some discussion of the markets, links to trade and industry associations, a Macro Economy portion that includes risks to foreign investors, and overviews of the consumer market and the agricultural, service, and industry sectors. Other useful features include links to various government agencies, found in several locations at the site, and current business news.

## Nepal

NepalPages.com [<http://www.nepalpages.com>] has a good, although a bit dated, Doing Business section (see Figure 9.13). Most of the usual business topics are covered here. In one interesting note, while the U.S. doesn't even make it into the top fourteen countries from which Nepal imports, the U.S. ranks second on the list of countries receiving Nepalese exports.



Figure 9.13 Doing Business in Nepal—Table of Contents

## **Regional Wrap-Up**

That finishes our jaunt through the region of Asia and the Pacific. As in much of the rest of the world, each country is unique. Again, we had to overcome the roadblocks of numerous languages, religions, and cultures; a vast geographical area; finding information on small, developing countries; and more. With many of the countries in this region, keep your expectations low but aim high. With luck, you won't be disappointed in what you find.

# CONCLUSION

It has taken us many pages, but we've finally completed our trip around the international business world. While we didn't visit every country along the way, we certainly did hit a lot of them. You should now feel a bit more comfortable about searching for international business information on the Internet. As with most types of research, a little creativity goes a long way in finding what we need. A "cookie-cutter" approach just won't work.

Whatever your international business information needs, we hope some of the tools we've covered help make your international searching a bit easier. One problem many readers may run into is finding the information you need, but not in English. Then what do you do?

There are some Internet translation options. Some will translate the entire Web page; others will translate a word or a phrase. Here are a few to look at:

- **AltaVista Translations—Babel Fish**

<http://babelfish.altavista.com/translate.dyn>

You can enter text for translation or enter a URL to translate a Web site. It translates between English and French, German, Portuguese, Spanish, and Italian; also German to French, French to German, and Russian to English.

- **Go Translator—Walt Disney Internet Group**

<http://translator.go.com>

As with Babel Fish, enter text for translation or a URL to

translate a Web site. This site translates between English and Spanish, French, German, Italian, and Portuguese.

• **Free Translation.com—Transparent Language Inc.**

<http://www.freetranslation.com>

This site also translates text or a Web site and translates between English and Spanish, French, German, Italian, Norwegian, and Portuguese.

• **InterTran—Translation Experts Ltd.**

<http://www.tranexp.com:2000/InterTran?>

You'll find the same capabilities as the above sites, but with many more languages offered. In addition to the usual languages, it also includes Greek, Hungarian, Icelandic, Japanese, Polish, Romanian, Russian, Serbian, Slovenian, and Welsh and distinguishes between European Spanish and Latin American Spanish.

• **WorldLingo.com**

<http://www.worldlingo.com>

Translates text or Web sites involving the following languages: French, German, Italian, Spanish, Portuguese, Chinese, Japanese, and Russian.

• **AlphaWorks—IBM and alphaWorks**

<http://www.alphaworks.ibm.com/aw.nsf/html/mt>

Functions the same as the other sites; offers German, Japanese, Italian, Spanish, Chinese Simplified, Chinese Traditional, and French.

• **Travlang's Translating Dictionaries—Travlang.com (subsidiary of iiGroup Inc.)**

<http://dictionaries.travlang.com>

This site only translates one word at a time, not phrases or Web sites. Its extensive list of language pairs includes German, Dutch, French, Spanish, Portuguese, Italian, Danish, Swedish, Finnish, Norwegian, Frisian, Afrikaans, Hungarian, Czech, Esperanto, and Latin.

• **Gist-in-Time—Alis Technologies**

<http://www.alis.com>

Translates text, but not Web sites; offers French, German, Spanish, Italian, Portuguese, Japanese, Simplified Chinese, and Traditional Chinese.

Now, I can't vouch for the translation abilities of any of these sites, as I've not used many of them. Keep in mind, that with any machine translation, the results will be less (far less) than perfect. Hopefully they will work well enough to let you know whether or not you're on the right track.

There are also software packages that can translate Web pages. One that I have used, although not recently and I know it's been redesigned, is Web Translator, a component of Power Translator from Lernout & Hauspie [<http://www.lhsl.com/powertranslator>]. There are many other translation software packages available, including Universal Translator (Language Force) [<http://www.eurohost.com/matchfon/pages/translation.html>], Simply Translating Deluxe (Lernout & Hauspie) [<http://www.translation.net/simply.html>], and several products from Systran [<http://www.systransoft.com>]. Some of these only translate text and others handle both text and Web pages. I would suggest that if you have an ongoing need for translating Web pages, you might want to consider a software package rather than relying on the free Internet translations. I admit I haven't tested them, but I would bet that you may get better results with the purchased software.

Even so, take any machine translation results "with a grain of salt," as they are definitely not flawless translations. But, if they help you to get the gist of what you're reading, that certainly is a help.

Looking for international business information, particularly on the Internet, will never become a rote activity, but we've learned enough to make the search easier. Some of the sources mentioned may have already been familiar to you; some may have been completely new; others you may have used in the past but forgotten about. Hopefully we have sparked your interest and encouraged you to follow different avenues in your international searching. As with any research, have a fair amount of skepticism until you've ascertained a site's origin. Always look for a Chamber of Commerce, resources from the U.S. Department of Commerce, a Yellow Pages directory, an official government site and, when you find a good international directory site or search engine—bookmark it!

I hope you have found our journey around the world both interesting and informative. For me it's been quite an adventure. To paraphrase the Rolling Stones, you can't always get what you want, but if you try enough sources, you'll get what you need.



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## APPENDIX A

# ***URLS OF WEB SITES MENTIONED IN THE BOOK***

(Note: The complete list of URLs in this book is also available online at <http://www.infotoday.com/ibidirectory.htm>.)

### **Chapter 1—International Business Research**

**EDGAR—The Electronic Data Gathering, Analysis, and Retrieval System**

<http://www.sec.gov/edgarhp.htm>

**FreeEDGAR**

<http://www.FreeEDGAR.com>

**LIVEDGAR**

<http://www.gsionline.com>

**Report Gallery**

<http://www.reportgallery.com>

**The Public Register's Annual Report Service**

<http://www.annualreportservice.com>

**SEDAR—System for Electronic Document Analysis and Retrieval**

<http://www.sedar.com>

**Hoover's Online**

<http://www.hoovers.com>

**U.S. Industry & Trade Outlook 2000**

<http://www.ita.doc.gov/td/industry/otea/outlook/index.html>

**U.S. Census Bureau—American FactFinder—  
Industry Quick Reports**

[http://factfinder.census.gov/java\\_prod/dads.ui.iqr.IndProfPage](http://factfinder.census.gov/java_prod/dads.ui.iqr.IndProfPage)

**U.S. Census Bureau—Current Industrial Reports**

<http://www.census.gov/ftp/pub/cir/www>

**U.S. Census Bureau—Statistical Abstract of the United States**

<http://www.census.gov/statab/www>

## **Chapter 2—The World**

### **U.S. Government Sources**

**World Factbook—Central Intelligence Agency**

<http://www.odci.gov/cia/publications/factbook/index.html>

**U.S. State Department Background Notes**

[http://www.state.gov/www/background\\_notes](http://www.state.gov/www/background_notes)

**International Trade Administration (ITA)—  
Department of Commerce**

<http://www.ita.doc.gov>

**ITA Trade Compliance Center**

<http://www.mac.doc.gov/tcc/index.html>

**U.S. Department of Commerce—USATrade.gov**

<http://www.usatrade.gov/Website/ccg.nsf>

**STAT-USA Internet**

<http://www.stat-usa.gov>

**U.S. Commercial Service**

<http://www.usatrade.gov/website>

### **Worldwide Directory Sites**

**Statistical Data Locators**

<http://www.ntu.edu.sg/library/stat/statdata.htm>

**University of Strathclyde Department of Information Science—Glasgow, Scotland**

- **Directories: Worldwide and Other Countries**  
<http://www.dis.strath.ac.uk/business/directories.html>
- **Company Profiles and Financial Information**  
<http://www.dis.strath.ac.uk/business/financials.html>
- **Trade Directories**  
<http://www.dis.strath.ac.uk/business/trade.html>
- **Statistical, Economic, and Market Information**  
<http://www.dis.strath.ac.uk/business/market.html>
- **Country Information**  
<http://www.dis.strath.ac.uk/business/countries.html>
- **Commercial Market Research Companies**  
<http://www.dis.strath.ac.uk/business/marketres.html>

**BUBL 5:15**

- **BUBL World Area Studies**  
<http://bubl.ac.uk/link/five/wor.html>
- **BUBL Updates**  
<http://bubl.ac.uk/link/updates/current.html>
- **BUBL Countries and Continents**  
<http://bubl.ac.uk/link/countries.html>

**Michigan State University Center for International Business Education and Research (MSU-CIBER)—International Business Resources on the WWW**

<http://ciber.bus.msu.edu/busres.htm>

**Philadelphia University—Everything International**

<http://faculty.philau.edu/russowl/russow.html>

**Global Reach—Global Business Center**

<http://www.greach.com/gbc/index.php3>

**Marketing and International Business Links**

<http://wtfaculty.wtamu.edu/~sanwar.bus/otherlinks.htm>

**VIBES—Virtual International Business & Economic Sources**

<http://libweb.uncc.edu/ref-bus/vibehome.htm>

**Nanyang Technological University Library**

<http://www.ntu.edu.sg/library/biz/intrade.htm>

**Rutgers University Libraries (RUL)**

**Resources for International Business**

[http://www.libraries.rutgers.edu/rul/rr\\_gateway/research\\_guides/busi/intbus.shtml](http://www.libraries.rutgers.edu/rul/rr_gateway/research_guides/busi/intbus.shtml)

- **Banks and Financial Services**

[http://www.libraries.rutgers.edu/rul/rr\\_gateway/research\\_guides/busi/banks.shtml](http://www.libraries.rutgers.edu/rul/rr_gateway/research_guides/busi/banks.shtml)

- **Company Research**

[http://www.libraries.rutgers.edu/rul/rr\\_gateway/research\\_guides/busi/company.shtml](http://www.libraries.rutgers.edu/rul/rr_gateway/research_guides/busi/company.shtml)

**Global Business Web**

<http://www.globalbusinessweb.com>

**Pepperdine University Libraries**

**International Business Web Sites**

<http://rigel.pepperdine.edu/resources/Guides/Bibintl.htm>

**Worldclass Supersite**

<http://web.idirect.com/~tiger/supersit.htm>

## ***International Search Engines***

**Arnold IT International Search Engines**

<http://www.arnoldit.com/lists/intlsearch.asp>

**Search Engine Colossus**

<http://www.searchenginecolossus.com>

**Search Engines Worldwide**

<http://www.twics.com/~takakuwa/search/search.html>

## ***Global International Business Information***

**Tradeport**

<http://www.tradeport.org>

**Financial Times—FT.com**

<http://news.ft.com>

**World Bank Competitiveness Indicators**

<http://wbln0018.worldbank.org/psd/compete.nsf>

**Ernst & Young International Doing Business In ...**

<http://www.doingbusinessin.com>

**Pricewaterhouse Coopers International Briefings**

<http://www.pwcglobal.com/extweb/frmclp11.nsf/ViewAgentByCurrMonth?OpenAgent>

**Data Downlink's .xls**

<http://www.xls.com>

**Dun & Bradstreet Internet Access for Credit Card Customers**

<https://www.dnb.com/product/retail/menu.htm>

***Economic and Financial Information***

**Worldclass Stocks by Country**

<http://web.idirect.com/~tiger/stockcou.htm>

**Institute of Finance and Banking at the University of Göttingen—Market Places and Quotations**

<http://www.gwdg.de/~ifbg/stock1.htm>

**Institute of Finance and Banking at the University of Göttingen—Banks of the World**

[http://www.gwdg.de/~ifbg/bank\\_2.html](http://www.gwdg.de/~ifbg/bank_2.html)

**The Internationalist—Stock Markets of the World**

<http://www.internationalist.com/business/Stocks.html>

**The Bank for International Settlements**

<http://www.bis.org/cbanks.htm>

**IndustryWeek's Ranking of the World's Top 50 Banks**

<http://www.industryweek.com/iwinprint/data/chart2-4.html>

**IndustryWeek's Ranking of the World's Top Securities Dealers**

<http://www.industryweek.com/iwinprint/data/chart2-7.html>

**Euromoney.com**

<http://www.euromoney.com/index.html>

**BankInfo.com**

<http://www.bankinfo.com/intereye/international.html>

**Ohio State University—Virtual Finance Library**

<http://fisher.osu.edu/fin/overview.html>

**BankSITE Global Directory**

<http://www.banksite.com/cmapi1.htm>

**Qualisteam**

<http://www.qualisteam.com>

**The Dismal Scientist**

<http://www.dismal.com>

**OECD—Organisation for Economic  
Co-operation and Development**

<http://www.oecd.org/>

**OECD—Frequently Requested Statistics**

<http://www.oecd.org/std/fas.htm>

***Embassies and Links to Governments***

**The Embassy Web**

<http://www.embpage.org>

**The Electronic Embassy**

<http://www.embassy.org>

**Algeria**

<http://www.algeria-un.org/nspage.html>

**Antigua & Barbuda**

[http://www.undp.org/missions/antigua\\_barbuda](http://www.undp.org/missions/antigua_barbuda)

**Argentina**

<http://www.embassyofargentina-usa.org>

**Armenia**

<http://www.armeniaemb.org>

**Australia**

<http://www.austemb.org>

**Austria**

<http://www.austria.org>

**Azerbaijan**

<http://www.azembassy.com>

**Bahrain**

<http://www.bahrainembassy.org>

**Bangladesh**

<http://un.int/bangladesh>

**Belarus**

<http://www.undp.org/missions/belarus/index.html>

**Belgium**

<http://www.belgium-emb.org/Atlas/atlas.asp?lng=EN>

**Bosnia and Herzegovina**

<http://www.bosnianembassy.org>

**Brazil**

<http://www.brasilemb.org>

**Bulgaria**

<http://www.bulgaria-embassy.org>

**Burkina Faso**

<http://www.burkinaembassy-usa.org>

**Cambodia**

<http://www.embassy.org/cambodia>

**Chad**

<http://www.chadembassy.org>

**China—People's Republic of**

<http://www.china-embassy.org>

**China—Republic of**

<http://www.taipei.org>

**Colombia**

<http://www.colombiaemb.org>

**Costa Rica**

<http://www.costarica.com/embassy>

**Croatia**

<http://www.croatiaemb.org>

**Czech Republic**

<http://www.czech.cz/washington>

**Denmark**

<http://www.denmarkemb.org>



**Dominican Republic**

<http://www.domrep.org>

**Ecuador**

<http://www.ecuador.org>

**Estonia**

<http://www.estemb.org>

**Finland**

<http://www.finland.org/index.html>

**France**

<http://www.info-france-usa.org>

**Georgia**

<http://www.georgiaemb.org>

**Germany**

[http://www.germany-info.org/f\\_index.html](http://www.germany-info.org/f_index.html)

**Ghana**

<http://www.undp.org/missions/ghana>

**Greece**

<http://www.greekembassy.org>

**Guatemala**

<http://www.guatemala-embassy.org>

**Haiti**

<http://www.haiti.org>

**Hungary**

<http://www.hungaryemb.org>

**Iceland**

<http://www.iceland.org/index.html>

**India**

<http://www.indianembassy.org/>

**Indonesia**

<http://www.kbri.org>

**Iran**

[http://www.daftar.org/default\\_eng.htm](http://www.daftar.org/default_eng.htm)

**Ireland**

<http://www.irelandemb.org>

**Israel**

<http://www.israelemb.org>

**Italy**

<http://www.italyemb.org>

**Jamaica**

<http://www.emjam-usa.org>

**Japan**

<http://www.embjapan.org>

**Jordan**

<http://www.jordanembassyus.org>

**Kenya**

<http://www.kenyaembassy.com>

**Korea**

[http://www.mofat.go.kr/en\\_usa.htm](http://www.mofat.go.kr/en_usa.htm)

**Kuwait**

<http://www.undp.org/missions/kuwait>

**Laos**

<http://www.laoembassy.com/>

**Latvia**

<http://www.latvia-usa.org>

**Lebanon**

<http://www.lebanonembassy.org>

**Liberia**

<http://www.liberiaemb.org/>

**Lithuania**

<http://www.ltembassyus.org>

**Madagascar**

<http://www.embassy.org/madagascar>

**Malaysia**

<http://www.undp.org/missions/malaysia>

**Mali**

<http://www.maliembassy-usa.org>

**Marshall Islands**

<http://www.rmiembassyus.org/usemb.html>

**Mauritius**

<http://www.idsonline.com/usa/embasydc.html>

**Mexico**

<http://www.embassyofmexico.org/english/main2.htm>

**Micronesia**

<http://www.fsmgov.org/fsmun>

**Moldova**

<http://www.rol.org/moldova>

**Mongolia**

<http://members.aol.com/monemb>

**Nepal**

<http://www.undp.org/missions/nepal>

**Netherlands**

[http://www.netherlands-embassy.org/f\\_netscape.html](http://www.netherlands-embassy.org/f_netscape.html)

**New Zealand**

<http://www.nzemb.org>

**Norway**

<http://www.norway.org/index.html>

**Pakistan**

<http://www.pakistan-embassy.com>

**Papua New Guinea**

<http://www.pngembassy.org>

**Peru**

<http://www.peruemb.org/intro.html>

**Philippines**

<http://www.embassyonline.com>

**Poland**

<http://www.polishworld.com/polemb>

**Portugal**

<http://www.portugalemb.org>

**Romania**

<http://www.roembus.org>

**Russian Federation**

<http://www.russianembassy.org>

**St. Kitts and Nevis**

<http://www.stkittsnevis.org>

**Saudi Arabia**

<http://www.saudiembassy.net>

**Singapore**

<http://www.gov.sg/mfa/washington>

**Slovak Republic**

<http://www.slovakemb.com>

**Slovenia**

<http://www.embassy.org/slovenia/>

**South Africa**

<http://usaembassy.southafrica.net>

**Spain**

<http://www.spainemb.org/ingles/indexing.htm>

**Sudan**

<http://www.sudanembassyus.org>

**Sweden**

<http://www.swedenemb.org>

**Switzerland**

<http://www.swissemb.org>

**Thailand**

<http://www.thaiembdc.org>

**Turkey**

<http://www.turkey.org/start.html>

**Turkmenistan**

<http://www.turkmenistanembassy.org>

**Uganda**

<http://www.ugandaweb.com/ugaembassy>

**Ukraine**

<http://www.ukremb.com>

**United Kingdom**

<http://www.britain-info.org/>

**Uruguay**

<http://www.embassy.org/uruguay>

**Uzbekistan**

<http://www.uzbekistan.org>

**Venezuela**

<http://www.embavenez-us.org>

**Vietnam**

<http://www.vietnamembassy-usa.org>

**Yemen**

<http://www.yemenembassy.org>

**Purdue University Libraries: THOR—The Online Resource**

<http://thorplus.lib.purdue.edu/vlibrary/reading/govdocs/foreign.html>

***Chambers of Commerce***

**U.S. Chamber of Commerce International Division**

<http://www.uschamber.org/intl/index.html>

**American Chambers of Commerce Abroad (AmChams)**

<http://www.uschamber.org/intl/amcham.htm>

**World Chambers Network**

<http://www.worldchambers.com>

***International Lists***

**The 2000 Forbes International 800**

<http://www.forbes.com/international800>

**The 2000 Fortune Global 500**

<http://www.fortune.com/fortune/global500/index.html>

**The BusinessWeek Global 1000**

[http://www.businessweek.com/1999/99\\_28/g1000.htm](http://www.businessweek.com/1999/99_28/g1000.htm)

[http://www.businessweek.com/2000/00\\_28/b3689009.htm](http://www.businessweek.com/2000/00_28/b3689009.htm)

**IndustryWeek**

<http://www.industryweek.com>

**Stock Markets of the World by Market Capitalization**

<http://www.industryweek.com/iwinprint/data/chart2-1.html>

**Largest Advertising Agencies by Billings**

<http://www.industryweek.com/iwinprint/data/chart2-3.html>

**Largest International Law Firms**

<http://www.industryweek.com/iwinprint/data/chart2-5.html>

**Top 25 International Accounting Networks**

<http://www.industryweek.com/iwinprint/data/chart2-6.html>

**World's Top 50 Transnational Corporations**

<http://www.industryweek.com/iwinprint/data/chart8.html>

**Largest Executive Search Firms**

<http://www.industryweek.com/iwinprint/data/chart2-2.html>

**Top 1000 Global Manufacturers**

<http://www.industryweek.com/iwinprint/data/chart3-1.html>

**Industry Financial Performance Benchmarks**

<http://www.industryweek.com/iwinprint/data/chart3-2.html>

**World's Best-Managed Companies**

<http://www.industryweek.com/iwinprint/data/chart3-4.html>

**World's Largest Steel Producers**

<http://www.industryweek.com/iwinprint/data/chart4-3.html>

**International Electricity Costs**

<http://www.industryweek.com/iwinprint/data/chart4-5.html>

**100 Largest IT Companies**

<http://www.industryweek.com/iwinprint/data/chart4-7B.html>

**World's Top Airlines**

<http://www.industryweek.com/iwinprint/data/chart4-8.html>

**World's Best Hotels**

<http://www.industryweek.com/iwinprint/data/chart4-9.html>

**International Freight and Passenger Transport by Country**

<http://www.industryweek.com/iwinprint/data/chart4-13.html>

**World Trade Centers**

<http://www.industryweek.com/iwinprint/data/chart5-4.html>

**Top Consulting Firms**

<http://www.industryweek.com/iwinprint/data/chart6-2.html>

## **Commercial Online Services**

**The Dialog Corporation**

<http://www.dialog.com>

**The Dialog Corporation—Subject Content Page**

<http://www.dialog.com/info/content/subject>

**Factiva**

<http://www.factiva.com>

**Lexis-Nexis**

<http://lexis-nexis.com/lnc>

**Lexis-Nexis Source Locator**

<http://lexis-nexis.com/lnc/sources>

## **Chapter 3—Western Europe**

### ***The European Union***

**The European Union in the U.S.**

<http://www.eurunion.org>

**The European Union Business Resources**

<http://www.eurunion.org/infores/index.htm>

### ***Western European Search Engines and Directories***

**EuroFerret**

[http://www.euroferret.com/old\\_version.html](http://www.euroferret.com/old_version.html)

**WebTop.com**

<http://www.webtop.com/search/topferret?PAGE=search&LOOK=euroferret>

**Europages**

<http://www.europages.com>

**Thomas Register of European Manufacturers (TREM)**

<http://www.tremnet.com>

**About.com—European Search Engines & Directories**

<http://websearch.about.com/internet/websearch/msub12-m13.htm>

**EuroSeek—European Directory**

<http://webdir.euroseek.com/?ilang=en&catid=260>

**VIBES—Virtual International Business & Economic Sources—Western Europe**

<http://libweb.uncc.edu/ref-bus/reg.htm#eurw>

**Search Europe**

<http://www.searcheurope.com>

**Belgian Search and Navigation Matrix**

<http://mailserv.cc.kuleuven.ac.be/belgiansearch.html>

**AltaVista United Kingdom**

<http://uk.altavista.com>

**DENet**

<http://info.denet.dk>

**Sear.ch**

<http://search.bluewindow.ch/search?pg=home&lang=en>

**Voila**

<http://www.voila.com/Network>

**The Web Collection**

<http://www.hugmot.is/ssafn/english>

**UK Plus** <http://www.ukplus.co.uk/ukplus/SilverStream/Pages/pgUKPlusHome.html>

***Western European Yellow Pages***

**Yell Business—UK**

<http://www.yellowpagesbusiness.co.uk>



**Austrian Yellow Pages**

<http://www.gelbeseiten.at>

**Belgium Yellow Pages**

<http://www.infobel.com/belgium/yp/search/default.asp>

**Danish Yellow Pages**

<http://www.degulesider.dk> (not in English)

<http://www.yellowpages.dk> (English)

**French Yellow Pages**

<http://wf.pagesjaunes.fr/pj.cgi?lang=en>

**German Yellow Pages**

[http://www.teleauskunft.de/NSAPI/Anfrage?AKTION=zeSuchseiteGelbeSeiten&SPRACHE=EN&SESSIONID=0380b1902938aa7a210007a40b&VERZEICHNIS=3&BUAB=BUNDESWEIT&H\\_NUTZUNGSBEDINGUNGEN=TRUE](http://www.teleauskunft.de/NSAPI/Anfrage?AKTION=zeSuchseiteGelbeSeiten&SPRACHE=EN&SESSIONID=0380b1902938aa7a210007a40b&VERZEICHNIS=3&BUAB=BUNDESWEIT&H_NUTZUNGSBEDINGUNGEN=TRUE)

**Irish Yellow Pages**

<http://www.goldenpages.ie>

**Italian Yellow Pages**

<http://multilingua.seat.it/cgi-bin/webdriver?MIval=mdrindex&lingua=INGL>

**Luxembourg Yellow Pages**

<http://www.directory.lu/ap/default.asp?lang=3>

**Netherlands Yellow Pages (not in English)**

<http://www.detelefoongids.nl>

**Norwegian Yellow Pages**

<http://www.gulesider.no/index.jsp?spraak=3>

**Portuguese Yellow Pages**

[http://www.paginasamarelas.pt/home\\_e.html](http://www.paginasamarelas.pt/home_e.html)

**Spanish Yellow Pages (not in English)**

[http://www.paginas-amarillas.es/buscador/home\\_f.html](http://www.paginas-amarillas.es/buscador/home_f.html)

**Swedish Yellow Pages**

<http://www.foretagstele.se/home-en.html>

**Swiss Yellow Pages**

<http://www.directories.ch/index-en.html>

## **Western European Stock Markets**

**Austria—Vienna Stock Exchange**

[http://www.wbag.at/index\\_english.html](http://www.wbag.at/index_english.html)

**Belgium—Brussels Exchange**

<http://www.stockexchange.be>

**Denmark—Copenhagen Stock Exchange**

<http://www.xcse.dk/uk/index.asp>

**Europe—Pan European Exchange**

<http://www.easdaq.be/easdaq.htm>

**Finland—Helsinki Stock Exchange**

<http://www.hex.fi/eng/index.html>

**France—Paris Stock Exchange**

<http://www.bourse-de-paris.fr>

**Germany—Frankfurt Stock Exchange**

[http://www.exchange.de/INTERNET/EXCHANGE/index\\_e.htm](http://www.exchange.de/INTERNET/EXCHANGE/index_e.htm)

**Germany—Baden-Württembergische Wertpapierbörse  
zu Stuttgart**

<http://www.boerse-stuttgart.de>

**Germany—Bayerische Börse—Munich Stock Exchange**

<http://www.bayerischeboerse.de/start.html>

**Italy—Italian Stock Exchange**

<http://www.borsaitalia.it/29/129.html>

**Italy—Milan Stock Exchange—Stock Quotes**

<http://robot1.texnet.it/finanza>

**Luxembourg—Luxembourg Stock Exchange**

<http://www.bourse.lu/english/index.shtml>

**Netherlands—Amsterdam Exchange**

<http://www.aex.nl/aex.asp?taal=en>

**Norway—Oslo Stock Exchange**

<http://www.ose.no/english>

**Portugal—Lisbon Stock Exchange**

<http://www.bvl.pt>

**Spain—Barcelona Stock Exchange**

<http://www.borsabcn.es>

**Spain—Bolsa de Madrid**

<http://www.bolsamadrid.es/homei.htm>

**Sweden—Stockholm Stock Exchange**

<http://www.omgroup.com/transaction>

**Switzerland—Swiss Exchange**

[http://www.swx.com/top/index\\_en.html](http://www.swx.com/top/index_en.html)

**United Kingdom—London Stock Exchange**

<http://www.londonstockexchange.com>

***Western European Chambers of Commerce***

**Eurochambres—Association of European Chambers of Commerce and Industry**

<http://www.eurochambres.be>

**American Chamber of Commerce in Austria**

<http://www.amcham.or.at>

**American Chamber of Commerce in Belgium**

<http://www.amcham.be>

**American Chamber of Commerce in Denmark**

<http://www.amcham.dk>

**American Chamber of Commerce in France**

<http://www.amchamfrance.org>

**American Chamber of Commerce in Germany**

<http://www.amcham.de>

**American Chamber of Commerce in Italy**

<http://www.amcham.it>

**American Chamber of Commerce in Luxembourg**

<http://www.amcham.lu>

**American Chamber of Commerce in the Netherlands**

<http://home.planet.nl/~amchamnl>

**U.S. Chamber of Commerce in Norway**

<http://www.am-cham.com>

**American Chamber of Commerce in Sweden**

<http://www.amchamswe.se>

**Swiss-American Chamber of Commerce**

<http://www.amcham.ch>

**Miscellaneous**

**Bureau van Dijk**

<http://www.bvdsuite.com>

**Belgium**

**Belgian Foreign Trade Board (BFTB)**

<http://www.obcebdh.be/en/obce/index.html>

**The Federation of Belgian Companies (VBO/FEB)**

<http://www.vbo-feb.be/ukindex.htm>

**Denmark**

**Invest in Denmark**

<http://www.investindk.com>

**Danish Electronics Industry Association**

<http://www.ei.dk/default.asp>

**Danish IT Industry Association**

<http://www.itb.dk>

**France**

**Invest in France Agency—North America**

<http://www.investinfrancena.org>

**Germany**

**Commerzbank**

<http://www.commerzbank.com>

**Federal Commissioner for Foreign Investment in Germany**

<http://www.foreign-direct-investment.de>

**Federal Statistical Office—Germany**

[http://www.statistik-bund.de/e\\_home.htm](http://www.statistik-bund.de/e_home.htm)

**Institute for Economic Research**

[http://www.ifo.de/orcl/dbssi/main\\_e.htm](http://www.ifo.de/orcl/dbssi/main_e.htm)

**Hamburg Institute for Economic Research**

[http://www.hwwa.de/hwwa\\_engl.html](http://www.hwwa.de/hwwa_engl.html)

**Confederation of German Employers' Associations**

<http://www.bda-online.de/www/bdaonline.nsf/EnglishFrameSet>

**Invest in Germany**

<http://www.invest-in-germany.de/Engl/index1.htm>

**Seibt Directories**

[http://industrie.seibt.com/e\\_index.htm](http://industrie.seibt.com/e_index.htm)

**Hoppenstedt Company Database**

<http://www.Firmendatenbank.de/endex.html>

## **Italy**

**Italian Trade Commission in Canada (ITC)**

<http://www.italcomm.com/e/index.html>

**National Institute of Statistics (Italy)**

<http://www.istat.it/homeing.html>

**Italian Ministry of Foreign Affairs**

<http://www.esteri.it/eng/index.htm>

## **Netherlands**

**Netherlands Foreign Investment Agency (NFIA)**

<http://www.nfia.com/>

## **Spain**

**Spain—U.S. Chamber of Commerce**

<http://www.spainuscc.org/index.html>

**Typically Spanish**

<http://www.typicallyspanish.com/>

**Invest in Spain**

<http://www.investinspain.org/>

**Instituto Nacional de Estadística (National Statistics Institute)**

<http://www.ine.es/>

## **Portugal**

### **Welcome to Portugal**

<http://www.portugal.org>

### **PortugalOffer**

<http://www.portugaloffer.com>

## **Sweden**

### **BolagsFakta**

[http://www.bolagsfakta.se/bolagsfakta/index\\_eng\\_start.html](http://www.bolagsfakta.se/bolagsfakta/index_eng_start.html)

## **United Kingdom**

### **Company Annual Reports On Line (CAROL)**

<http://www.carol.co.uk>

### **Corporate Reports**

<http://www.corpreports.co.uk>

### **The Trade Association Network Challenge**

<http://www.brainstorm.co.uk/TANC/Welcome.html>

### **Companies House**

<http://www.companies-house.gov.uk>

### **Companies House—Free Information**

<http://www.companies-house.gov.uk/frame.cgi?OPT=free>

### **AppleGate Directories**

<http://www.apgate.com>

### **The Enterprise Zone**

<http://www.enterprisezone.org.uk>

### **British Trade International**

<http://www.brittrade.com>

### **TradeUK**

<http://www.tradeuk.com>

### **Search Engine.com**

<http://uk.searchengine.com/english>

### **Yahoo! Finance—UK & Ireland**

<http://uk.biz.yahoo.com/p/ukie/a>

**HM Customs and Excise Information Service**

<http://www.hmce.gov.uk>

**The Charity Commission for England and Wales**

<http://www.charity-commission.gov.uk>

## **Chapter 4—Central and Eastern Europe**

### **Central & Eastern European Search Engines & Directories**

**Orientation**

<http://www.orientation.com>

**Orientation—Central & Eastern Europe**

<http://eeu.orientation.com>

**Central and Eastern European Business Directory**

<http://www.cebdb.co.uk/cebdb/business.htm>

**VIBES—Virtual International Business & Economic Sources—Eastern Europe**

<http://libweb.uncc.edu/ref-bus/reg.htm#eure>

**DIR.bg—The Bulgarian Directory**

<http://www.dirbg.com>

**CARNet—Croatian Academic and Research Network Directory**

<http://www.hr/wwwhr>

**East European Search Engine—Sherlock**

<http://www.sherlock.cz>

**RoBBY—The Hellenic Search Engine**

<http://www.robby.gr>

**Internet Resources in Kyrgyzstan**

<http://www.kg>

**LATNET—Welcome to Latvia**

<http://www.latnet.lv>

**List of Home Pages in Lithuania**

<http://neris.mii.lt/serveriai/bendra/servers.html>

**Russia on the Net**

<http://www.ru>

**YuSearch.com (Yugoslavia)**

<http://www.yusearch.com/start.html>

**REESWeb—University of Pittsburgh**

<http://www.ucis.pitt.edu/reesweb/Econ/econind.html>

**REENIC—Russian and East European Network  
Information Center**

<http://reenic.utexas.edu/reenic.html>

**SEEBN.net—Southeastern Europe Business Network**

<http://www.seebn.net/search.cfm>

**Kyrgyzstan On-line**

<http://www.online.kg>

**Moldova Internet Resources**

<http://www.ournet.md>

***Central & Eastern European Yellow Pages***

**YelloWeb Hungary**

<http://www.yelloweb.hu/index.asp?lang=1>

**Romanian Yellow Pages**

<http://www.yellowpages.ro>

**Romanian Yellow Pages**

<http://www.romanianyellowpages.com>

**Romanian Yellow Pages Online**

<http://www.imago.ro>

**Moscow Business Telephone Guide**

<http://www.mbtg.net>

**Business Belarus**

<http://www.telemedia.by>

**Czech Republic Golden Pages**

<http://www.zlatestranky.cz/enindex.html>

**Czech Yellow Pages**

<http://www.infobank.sk/cz/indexe.htm>



**Croatian Telecommunications Telephone Directory**

<http://imenik.hinet.hr/imenik-asp/index.asp?lang=us>

**Hellas Yellow Pages—Greece**

<http://www.hellasyellow.gr>

**Latvia Yellow Pages**

<http://www.telemedia.lv/en>

**Lithuanian Internet Yellow Pages**

<http://www.visalietuva.lt/starten.htm>

**Moldova Yellow Pages**

<http://www.moldova.net/english>

**Slovakia Yellow Pages**

<http://www.yellowpages.sk>

**Poland Yellow Pages**

<http://www.yellowpages.pl>

**Hungarian Internet Yellow Pages**

<http://www.yellowpages.hu/default.asp>

**Central & Eastern European Chambers of Commerce—AmChams**

**American Chamber of Commerce in Bulgaria**

<http://www.amcham.bg>

**American Chamber of Commerce in Estonia**

<http://www.acce.ee>

**American Chamber of Commerce in Hungary**

<http://www.amcham.hu>

**American Chamber of Commerce in Latvia**

<http://www.amchamlatvia.lv>

**American Chamber of Commerce in Lithuania**

<http://www.acc.lt>

**American Chamber of Commerce in Poland**

<http://www.amcham.com.pl>

**American Chamber of Commerce in Romania**

<http://www.amcham.ro>

**American Chamber of Commerce in Russia**

<http://www.amcham.ru>

**American Chamber of Commerce in Ukraine**

<http://www.amcham.kiev.ua>

**American Chamber of Commerce in Azerbaijan**

<http://www.amchamaz.org>

**American Chamber of Commerce in the Czech Republic**

<http://www.amcham.cz>

**Central & Eastern European Chambers of Commerce—Not AmChams**

**Athens Chamber of Commerce and Industry**

<http://www.acci.gr>

**Association of Balkan Chambers**

<http://www.abcinfos.com>

**Russian Federation Chamber of Commerce and Industry**

[http://www.rbcnet.ru/eng\\_home.htm](http://www.rbcnet.ru/eng_home.htm)

**Chamber of Economy of Bosnia and Herzegovina**

<http://www.komorabih.com/eindex.html>

**Croatian Chamber of Economy**

<http://www.hgk.hr>

**Bulgarian Chamber of Commerce and Industry**

<http://www.bcci.bg>

**Chamber of Commerce and Industry of Romania  
and Bucharest**

<http://www.ccir.ro>

**Yugoslav Chamber of Commerce and Industry**

<http://www.pkj.co.yu/YCCI.htm>

**Economic Chamber of Macedonia**

<http://info.mchamber.org.mk>

**Latvian Chamber of Commerce and Industry**

<http://sun.lcc.org.lv>

**Russian American Chamber of Commerce**

<http://www.rmi.net/racc>

## **Banking and Finance**

**European Bank for Reconstruction and Development (EBRD)**

<http://www.ebrd.org>

**EBRD Country Investment Profiles**

<http://www.ebrd.org/english/opera/Country/index.htm>

**The Federal Commission for the Securities Market (FCSM)**

<http://www.fedcom.ru/ewelcome.html>

**Skate Financial Network**

<http://www.skatefn.com>

**The Central Bank of the Russian Federation**

<http://www.cbr.ru/eng>

**Croatian National Bank**

<http://www.hnb.hr>

**The National Bank of the Czech Republic**

<http://voskovec.radio.cz/gov-cr/bank.html>

**Bank of Estonia**

<http://www.ee/epbe/en>

**The National Bank of Hungary**

<http://www.mnb.hu/index-a.htm>

**The National Bank of Moldova**

<http://www.bnm.org/english/index.htm>

**The National Bank of Slovakia**

<http://www.nbs.sk/INDEXA.HTM>

**The Bank of Slovenia**

<http://www.bsi.si/html/eng/index.html>

**The Bank of Lithuania**

<http://www.lbank.lt/Eng/DEFAULT.HTM>

## **Central & Eastern European Stock Exchanges**

**Bulgaria—Bulgarian Stock Exchange**

<http://www.onlinebg.com>

**Croatia—Zagreb Stock Exchange**

<http://www.zse.hr>

**Cyprus—Cyprus Stock Exchange**

<http://www.cse.com.cy>

**Czech Republic—Prague Stock Exchange**

[http://stock.eunet.cz/bcpp\\_e.html](http://stock.eunet.cz/bcpp_e.html)

**Estonia—Tallinn Stock Exchange**

<http://www.tse.ee/english/index.html>

**Greece—Athens Stock Exchange**

<http://www.ase.gr>

**Hungary—Budapest Stock Exchange**

<http://www.fornax.hu/fmon/stock/data/bethath.html>

**Latvia—Riga Stock Exchange**

<http://www.rfb.lv>

**Lithuania—National Stock Exchange of Lithuania**

<http://www.nse.lt>

**Macedonia—Macedonian Stock Exchange**

<http://www.mse.org.mk>

**Romania—Bucharest Stock Exchange**

<http://www.bse.ro>

**Russia—Federal Commission for the Securities Market**

<http://www.fedcom.ru/ewelcome.html>

**Slovakia—Bratislava Stock Exchange**

<http://www.bsse.sk/bsseApp/index.asp?LANG=EN&ITM=HOME>

**Slovenia—Ljubljana Stock Exchange**

<http://www.ljse.si/StrAng/PrvaStr/PrvaStr.asp>

**Central & Eastern European U.S. Government Sources**

**Business Information Service for the Newly Independent States (BISNIS)**

<http://www.bisnis.doc.gov>

**CEEBICnet—Central and Eastern Europe Business Information Center**

<http://www.mac.doc.gov/eebic/ceebic.html>

**Central & Eastern European Newspapers, Magazines, & More**

**Business Europa**

<http://www.business-europa.co.uk/bemag.html>

**Central Europe Review**

<http://www.ce-review.org/index.html>

**The Prague Post Online**

<http://www.praguepost.cz>

**CEEBIZ.com**

<http://www.ceebiz.com>

**Czech the News**

<http://www.czech.cz/washington/newslet/newslet.htm>

**The Warsaw Voice**

<http://www.warsawvoice.com.pl>

**The Slovak Spectator**

<http://www.slovakspectator.sk>

**Central Europe Online**

<http://www.centraleurope.com>

**The Moscow Times**

<http://www.themoscowtimes.com>

**The St. Petersburg Times**

<http://www.sptimes.ru/cgi-bin/home.cgi>

**Interfax**

<http://www.interfax-news.com>

**Newspapers of the Czech Republic**

<http://www.columbia.edu/~js322/czech.html>

**Azerbaijan**

**State Statistical Committee of Azerbaijan Republic**

<http://www.statcom.baku-az.com>

**US-Azerbaijan Council**

<http://ourworld.compuserve.com/homepages/usazerb>

**Azerbaijan Internet Links**

<http://resources.net.az>

## ***Czech Republic***

**Prague Business Journal Lists**

<http://www.pbj.cz/common/bol/default.asp?site=1>

**Czech Republic**

<http://www.czech.cz>

**Czech Info Center**

<http://www.muselik.com/czech/frame.html>

## ***Estonia***

**Estonian Trade Council**

<http://www.ee/ETC>

**Ekspress Hotline**

<http://www.1182.ee/eng>

## ***Hungary***

**Budapest Business Journal Lists**

<http://www.bbj.hu/common/bol/default.asp?site=3>

## ***Latvia***

**Latvian Business Pages**

<http://www.expo.lv>

**Latvian Business Directory**

<http://www.zl.lv/new1/region-eng.htm>

## ***Lithuania***

**Advantage Lithuania**

<http://www.lida.lt>

## **Greece**

**Invest in Greece (INVgr)**

<http://www.invgr.com/>

## **Poland**

**Business Polska**

<http://www.polska.net/>

**Hotels Poland: Castles and Palaces**

[http://www.HotelsPoland.com/castle\\_palace](http://www.HotelsPoland.com/castle_palace)

**Inside Poland**

<http://www.insidepoland.com.pl>

**The Warsaw Business Journal Lists**

<http://www.wbj.pl/common/bol/default.asp?site=2>

## **Russia**

**Russia Today**

<http://www.russiatoday.com>

**Russia at Your Fingertips**

<http://www.publications-etc.com/russia/index2.html>

**Bucknell University—US Firms in Russia**

<http://web3.departments.bucknell.edu/scripts/russian/usfirms>

# **Chapter 5—Latin America and the Caribbean**

## **Latin American and Caribbean Search Engines and Directories**

**Latin American Network Information Center (LANIC)**

<http://lanic.utexas.edu>

**CaribSeek**

<http://www.caribseek.com>

**International Studies—Americas (Rhodes College)**

<http://blair.library.rhodes.edu/ishtmls/americas.html>

**International Studies—South America (Rhodes College)**

<http://www.rhodes.edu/ishtmls/SAmerica.html>

**VIBES—Virtual International Business and Economic Sources—Latin America**

<http://libweb.uncc.edu/ref-bus/reg.htm#latin>

**@BRINT—Americas: Business & Technology**

<http://www.brint.com/Country.htm#IntAmerica>

**Caribbean Cyberspace**

<http://www.CaribbeanCyberspace.com>

**Caribe Search**

<http://www.caribesearch.com>

**Costa Rica Internet Directory**

<http://www.arweb.com/cr>

**Yaguá Business**

[http://www.yagua.com/cgi-local/categorias.cgi?categoria=Comercio\\_y\\_Empresas](http://www.yagua.com/cgi-local/categorias.cgi?categoria=Comercio_y_Empresas)

**Centramerica.com**

<http://directory.centramerica.com>

**Central America on the Net**

<http://www.latinworld.com/centro>

**The Caribbean on the Net**

<http://www.latinworld.com/caribe/index.html>

**South America on the Net**

<http://www.latinworld.com/sur/index.html>

**EuroSeek Caribbean**

<http://webdir.euroseek.com/?ilang=en&catid=271>

**EuroSeek Central America**

<http://webdir.euroseek.com/?ilang=en&catid=266>

**EuroSeek South America**

<http://webdir.euroseek.com/?ilang=en&catid=265>



**Latin American/South American Search Engines  
and Directories**

[http://websearch.about.com/internet/websearch/  
msub12-m14.htm](http://websearch.about.com/internet/websearch/msub12-m14.htm)

**Latin American & Caribbean Chambers of  
Commerce**

**Association of American Chambers of Commerce in Latin  
America (AACCLA)**

<http://www.aaccla.org>

**American Chamber of Commerce in Argentina**

<http://www.amchamar.com.ar>

**American Chamber of Commerce of Bolivia**

<http://www.bolivianet.com/amcham>

**American Chamber of Commerce for Brazil, Rio de Janeiro  
(Portuguese only)**

<http://www.amchamrio.com.br>

**American Chamber of Commerce for Brazil, São Paulo**

<http://www.amcham.com.br/english>

**Chilean-American Chamber of Commerce**

<http://www.amchamchile.cl>

**Colombian-American Chamber of Commerce**

<http://www.amchamcolombia.com.co>

**Costa Rican-American Chamber of Commerce**

<http://www.amcham.co.cr>

**American Chamber of Commerce of the Dominican Republic**

<http://www.amcham.org.do>

**Ecuadorian-American Chamber of Commerce, Guayaquil**

<http://www.caecam.org/amcham.html>

**American Chamber of Commerce of El Salvador**

<http://www.amchamsal.com>

**American Chamber of Commerce in Guatemala**

<http://www8.bcity.com/amcham2>

**American Chamber of Commerce in Jamaica**

<http://www.amchamjamaica.org>

**American Chamber of Commerce of Nicaragua**

<http://amchamnic.com/index1.htm>

**American Chamber of Commerce and Industry of Panama**

<http://www.panamcham.com>

**American Chamber of Commerce of Trinidad & Tobago**

<http://www.amchamtt.com>

**Chamber of Commerce Uruguay-U.S.A.**

<http://www.zfm.com/amchamuru>

**Venezuelan-American Chamber of Commerce & Industry**

<http://www.venamcham.org/ingles/welcoeng.htm>

***Latin American & Caribbean Stock Exchanges***

**Center for Latin American Capital Markets**

<http://www.netrus.net/users/gmorles>

**Argentina—Bolsa de Comercio de Buenos Aires**

[http://www.bcba.sba.com.ar/sib\\_i.htm](http://www.bcba.sba.com.ar/sib_i.htm)

**Barbados—Security Exchange of Barbados**

<http://www.cweek.com/sebact.html>

**Bermuda—Bermuda Stock Exchange**

<http://bsx.com/cgi-win/bsx.exe/bsxindex>

**Bolivia—Bolsa Boliviana de Valores**

<http://bolsa-valores-bolivia.com>

**Brazil—Rio de Janeiro Stock Exchange**

<http://www.bvrj.com.br>

**Brazil—São Paulo Stock Exchange**

<http://www.bovespa.com.br/indexi.htm>

**Cayman Islands —Cayman Islands Stock Exchange**

<http://www.csx.com.ky>

**Chile—Bolsa de Comercio de Santiago**

<http://www.bolsadesantiago.com/english/index.asp>

**Colombia—Bolsa de Occidente**

[http://www.bolsadeoccidente.com.co/0index\\_en.html](http://www.bolsadeoccidente.com.co/0index_en.html)

**Colombia—Bolsa de Bogotá**

<http://www.bolsabogota.com.co>

**Ecuador—Bolsa de Valores de Guayaquil**

<http://www4.bvg.fin.ec/eng/default>

**Ecuador—Bolsa de Valores de Quito**

<http://www.ccbvq.com/bolsa/html/home.html>

**Honduras—Bolsa Centroamericana de Valores**

<http://www.bcv.hn>

**Jamaica—Jamaica Stock Exchange**

<http://www.jamstockex.com>

**Nicaragua—Bolsa de Valores de Nicaragua**

<http://www.bolsanic.com/engl.html>

**Paraguay—Bolsa de Valores de Asuncion**

<http://www.pdv.com.py/bolsa/index.html>

**Peru—Lima Stock Exchange**

<http://www.bvl.com.pe/homepage2.html>

**Tinidad and Tobago—Tinidad and Tobago Stock Exchange**

<http://stockex.co.tt>

**Venezuela—Caracas Stock Exchange**

<http://www.caracasstock.com/newpage/english/english.htm>

**Latin American & Caribbean Banking & Finance**

**Banco Central de la República de Argentina**

[http://www.bcra.gov.ar/english/e\\_english.htm](http://www.bcra.gov.ar/english/e_english.htm)

**Central Bank of Barbados**

<http://www.centralbank.org.bb>

**Banco Central de Bolivia**

<http://www.bcb.gov.bo>

**Banco Central do Brasil**

<http://www.bcb.gov.br/defaulti.htm>

**Banco Central de Chile**

<http://www.bcentral.cl>

**Banco Central de la República—Colombia**

<http://www.banrep.gov.co/home4.htm>

**Banco Central de Costa Rica**

<http://www.bccr.fi.cr>

**Banco Central de la República Dominicana**

<http://www.bancentral.gov.do>

**Banco Central del Ecuador**

<http://www.bce.fin.ec>

**Banco Central de Reserva de El Salvador**

<http://www.bcr.gob.sv/ebcr000.htm>

**Banco de Guatemala**

<http://www.banguat.gob.gt/menugen.asp?kmenu=INDICE>

**Banco Central de Honduras**

<http://www.bch.hn>

**Bank of Jamaica**

<http://www.boj.org.jm/home30.html>

**Central Bank of the Netherlands Antilles**

<http://www.centralbank.an>

**Banco Central de Nicaragua**

<http://www.bcn.gob.ni>

**Central Reserve Bank of Peru**

<http://www.bcrp.gob.pe/english/e-Default.htm>

**Banco Central del Uruguay**

<http://www.bcu.gub.uy>

**Banco Central de Venezuela**

<http://www.bcv.org.ve>

***Latin American & Caribbean Exporters' and Business Directories***

**DdeX Venezuela**

<http://www.ddex.com/index-e.html>

**Bolivia Business Online**

<http://www.boliviabiz.com/business/company.htm>

**BrazilBiz**

<http://www.brazilbiz.com.br/english>

**Trade Venezuela Trade Directory**

<http://www.trade-venezuela.com/DIRENG.HTM>

**El Salvador Directory of Importers and Exporters**

[http://www.elsalvadortrade.com.sv/i\\_html/directorio.html](http://www.elsalvadortrade.com.sv/i_html/directorio.html)

**Haiti Business Directory**

[http://www.haiti-business.com/INDEX.CFM?ACTION\\_RECHERCHE=RECHERCHE\\_ANGLAIS](http://www.haiti-business.com/INDEX.CFM?ACTION_RECHERCHE=RECHERCHE_ANGLAIS)

**Latinvestor—Chilean Listed Companies**

<http://www.latinvestor.com/listed%20companies/listed-ch.htm>

**Latinvestor—Colombian Listed Companies**

<http://www.latinvestor.com/listed%20companies/listed-co.htm>

**Peruvian Business Directory**

<http://www.denperu.com/denexe/home-e.asp>

**Uruguay.com**

<http://www.uruguay.com/enlaces/yellow.html>

**Latin Export**

<http://www.latinexport.com>

**Latin American & Caribbean Yellow Pages**

**Argentina—Páginas Amarillas**

<http://www.paginasamarillas.com.ar>

**Argentina—Páginas Doradas**

[http://www.paginas-doradas.com.ar/PDPortal/guia\\_clasificada/guia\\_clasificada.asp](http://www.paginas-doradas.com.ar/PDPortal/guia_clasificada/guia_clasificada.asp)

**Bermuda Yellow Pages**

<http://www.bermudayp.com>

**Brazil Biz**

<http://www.brazilbiz.com.br/english>

**Chile—Las Amarillas de Internet**

<http://www.amarillas.cl>

**Chile Business Directory**

<http://www.chilnet.cl/consultas/abajoesp.asp>

**Colombian Yellow Pages**

<http://www.quehubo.com>

**Costa Rica Páginas Amarillas**

<http://www.costaricapages.com/local/localhome.htm>

**Páginas Amarillas de El Salvador**

<http://www.paginasamarillas.com/paginasamarillas/Salvador/Salvador.asp?NuevaB=2>

**Páginas Amarillas de Guatemala**

<http://www.paginasamarillas.com/paginasamarillas/guatemala/guatemala.asp>

**Páginas Amarillas de Panama**

<http://www.paginasamarillas.com/paginasamarillas/Panama/Panama.asp?NuevaB=4>

**Paraguay Páginas Amarillas**

[http://www.uninet.com.py/GUITEL/paginas\\_amarillas.html](http://www.uninet.com.py/GUITEL/paginas_amarillas.html)

**Páginas Amarillas de Peru**

<http://www.paginasamarillas.telefonica.com.pe>

**Páginas Amarillas de Uruguay**

<http://www.guatelefonica.com.uy/principal/index.htm>

**Venezuela—La Guia**

<http://www.caveguias.com.ve>

***Latin American & Caribbean Local  
Government Information***

**American Governments on the WWW**

<http://www.gksoft.com/govt/en/america.html>

**Organization of American States (OAS) Trade Unit—Foreign  
Trade Information System (SICE)**

<http://www.sice.oas.org>

***Argentina***

**Fundación Invertir**

<http://www.invertir.com>

## **Brazil**

**Brazil InfoNet (Business section)**

[http://www.brazilinfo.net/sky3/usbrazil2/public\\_html/business.html](http://www.brazilinfo.net/sky3/usbrazil2/public_html/business.html)

**Brazil TradeNet**

<http://www.braziltradenet.gov.br/e/usrenglish.htm>

**The Brazilianist**

<http://www.brazilianist.com>

## **Caribbean**

**Caribbean News Agency (CANA)**

<http://www.cananews.com>

**Eastern Caribbean Investment Promotion Service (ECIPS)**

<http://www.ecips.com>

**Tourism and Industrial Development Company of Trinidad and Tobago Limited (TIDCO)**

<http://www.tidco.co.tt>

**Investing in Trinidad and Tobago (TIDCO)**

<http://www.investtnt.com>

**Trinidad and Tobago Trade Information (TIDCO)**

<http://www.tradetnt.com>

**Trinidad and Tobago Manufacturers Association**

<http://www.ttma.com>

**Caribbean Week**

<http://www.cweek.com>

## **Guatemala**

**Guatemala Online**

<http://www.quetzalnet.com>

**AGEXPRONT**

<http://www.agexpront.com>

## **Chapter 6—The Middle East and North Africa**

### ***Middle East & North African Region***

**ArabNet**

<http://www.arab.net>

**Arab World Online**

<http://www.awo.net>

### ***Middle East & North African Directories***

**Al Mashriq—the Levant**

<http://almashriq.hiof.no>

**Al-Murshid**

<http://www.murshid.com>

**EuroSeek.com**

<http://webdir.euroseek.com/?ilang=en&catid=264>

**The Center for Middle Eastern Studies from the University of Texas at Austin**

<http://menic.utexas.edu/menic.html>

**Middle East Directory**

<http://www.middleeastdirectory.com>

**The Middle East Information Network**

<http://www.mideastinfo.com>

**iGuide**

<http://www.iguide.co.il>

**Lebanon Online**

<http://www.lol.com.lb/index.shtml>

**Libanis**

<http://libanis.com>

**1001 Sites.com**

<http://www.1001sites.com>



**Arabist**

<http://www.arabist.com>

**EgyptSearch.com**

<http://www.egyptsearch.com>

**ArabInfo.org**

<http://www.arab-trade.com>

***Middle East & North African Search Engines***

**Cyprus 2000**

<http://www.cyprus2000.com/search>

**Search Egypt Web**

<http://Search.EgyptWeb.com/#SearchTable>

**Robby—The Hellenic Search Engine**

<http://www.robby.gr/>

**Arab Sites.com**

<http://arabsites.com/index.html>

**Lebanese Sites Search Engine**

<http://www.netgate.com.lb/bigbang>

***Middle East & North African Banking and Finance***

**The Emirates Bank Group**

<http://emiratesbank.com/ebg>

**HSBC Bank Middle East—United Arab Emirates**

<http://www.hsbc.com>

**HSBC Bank Middle East—Bahrain**

<http://www.hsbc.com>

**HSBC Bank Middle East—Egypt**

<http://www.hsbc.com>

**HSBC Bank Middle East—Jordan**

<http://www.hsbc.com>

**HSBC Bank Middle East—Lebanon**

<http://www.hsbc.com>

**HSBC Bank Middle East—Oman**

<http://www.hsbc.com>

**HSBC Bank Middle East—Qatar**

<http://www.hsbc.com>

**The National Bank of Kuwait**

<http://www.nbk.com>

**Jordan Kuwait Bank**

<http://www.jordan-kuwait-bank.com>

**Mizrahi Bank**

<http://www.mizrahi.co.il>

**Bank Hapoalim**

<http://www2.bankhapoalim.co.il/national/index.html>

**Bank Hapoalim/Standard & Poor's**

<http://www.standardpoor.co.il/bankhapoalim>

***Middle East & North African Stock Exchanges***

**Bahrain—Bahrain Stock Exchange**

<http://www.bahrainstock.com>

**Egypt—Cairo & Alexandria Stock Exchanges**

<http://www.egyptse.com>

**Iran—Tehran Stock Exchange**

<http://www.neda.net/tse/>

**Kuwait—Kuwaiti Stock Prices (not the actual exchange)**

<http://www.alsadon.com/rates.html>

**Lebanon—Beirut Stock Exchange**

<http://www.bse.com.lb>

**Morocco—Casablanca Stock Exchange**

<http://www.casablanca-bourse.com/homeen.html>

**Palestine—Palestine Securities Exchange**

<http://www.p-s-e.com>

**Tel Aviv Stock Exchange (TASE)**

<http://www.tase.co.il/buildpage.cgi>

**Amman Financial Market (AFM)**

<http://www.access2arabia.com/afm>

**Tunisia—Tunis Stock Exchange**

<http://www.tunisie.com/BusinessInfo/stock.html>

**Turkey—Istanbul Stock Exchange**

<http://www.ise.org>

### ***Middle East & North African American Chambers of Commerce***

**American Chamber of Commerce of Egypt**

<http://www.amcham.org.eg>

**Israel-America Chamber of Commerce & Industry**

<http://www.amcham.co.il>

**The American Chamber of Commerce in Morocco**

<http://www.amcham-morocco.com>

### ***Middle East & North African Other Chambers—Not AmChams***

**Arab Chambers of Commerce Offices in the Arab World**

<http://www.awo.net/commerce/arabcoc/coc.asp>

**National U.S.-Arab Chamber of Commerce**

<http://www.nusacc.org>

**Bahrain Chamber of Commerce and Industry**

<http://www.bahchamber.com>

**Chamber of Commerce and Industry—**

**Haifa and Northern Israel**

<http://haifachamber.com>

**Federation of Israeli Chambers of Commerce**

<http://www.chamber.org.il>

**Federation of Jordanian Chambers of Commerce**

<http://www.fjcc.com>

**Amman Chamber of Industry (Jordan)**

<http://www.aci.org.jo>

**Chamber of Commerce and Industry—Beirut (Lebanon)**

<http://www.ccib.org.lb>

**Palestinian Chambers of Commerce, Industry, and  
Agriculture**

<http://www.pal-chambers.com>

**Palestine Chamber of Commerce**

<http://www.g77tin.org/pccghp.html>

**Council of Saudi Chambers of Commerce and Industry**

<http://www.awo.net/saudicouncil>

**Jeddah Chamber of Commerce and Industry (Saudi Arabia)**

<http://www.awo.net/commerce/arabcoc/home.asp>

**Riyadh Chamber of Commerce and Industry (Saudi Arabia)**

<http://www.riyadh-chamber.org>

**US-Saudi Arabian Business Council**

<http://www.us-saudi-business.org>

**Federation of Syrian Chambers of Commerce**

<http://www.fedcommsyr.org>

**Abu Dhabi Chamber of Commerce and Industry  
(United Arab Emirates)**

<http://www.adcci-uae.com>

**Ajman Chamber of Commerce and Industry  
(United Arab Emirates)**

<http://www.ajcci.co.ae/ajcci.htm>

**Sharjah Chamber of Commerce and Industry  
(United Arab Emirates)**

<http://www.sharjah.gov.ae/scci>

***Middle East & North African Yellow Pages***

**Bahrain Yellow Pages**

<http://www.bahrainyellowpages.com>

**Cyprus Yellow Pages**

<http://www.cyprusyellowpages.com>

**Iran Yellow Pages**

<http://www.iranyellowpages.net>

**Israel Golden Pages**

<http://www.yellowpages.co.il/yp/yp.cgi?lang=E&clear=1>

**Lebanon Internet Yellow Pages**

<http://www.yellowpages.com.lb>

**Morocco Yellow Pages**

<http://www.maroc.net/yp>

**Palestine Yellow Pages**

<http://www.palestine-yellowpages.com>

**Tunisia Yellow Pages (French only)**

<http://www.pagesjaunes.com.tn>

**United Arab Emirates**

<http://uae-ypages.com/html/1.htm>

***Middle East & North African News***

**Arabia.On.Line**

<http://www.arabia.com>

**Arabian Business.com**

<http://www.itp.net/corporate/current/97478350998941.htm>

**Middle East Economic Survey (MEES)**

<http://www.mees.com>

**MEES—Newspapers and News Agencies**

<http://www.mees.com/dotcom/newspapers/index.html>

**Israel's Business Arena**

<http://www.globes.co.il/serveen>

***Egypt***

**Egypt State Information Service (SIS)**

<http://www.uk.sis.gov.eg>

**Business Today Egypt Online**

<http://www.businesstoday-eg.com>

***Israel***

**Israel Association of Electronics Industries**

<http://www.iaei.org.il>

**US-IBEX—U.S. Israel Business Exchange**

[http://www.israelemb.org/economic/economic\\_frame.htm](http://www.israelemb.org/economic/economic_frame.htm)

**Israel Foreign Ministry**

<http://www.israel-mfa.gov.il/mfa/go.asp?MFAH00kj0>

***Lebanon***

**Lebanon.com**

<http://www.lebanon.com>

**IDREL**

<http://www.idrel.com.lb>

***Palestine***

**Arab Supernet**

<http://www.a-supernet.net/default.asp>

**PALTRADE**

<http://www.paltrade.org>

***Other Countries***

**La Maison du Maroc—The House of Morocco**

<http://www.maroc.net>

**Sudan.Net**

<http://www.sudan.net>

**Bahrain Promotions and Marketing Board (BPMB)**

<http://www.bpmb.com>

**The U.S.-Saudi Arabian Business Council**

<http://www.us-saudi-business.org>

## **Chapter 7—Sub-Saharan Africa**

### ***Sub-Saharan African Directories***

**Stanford University Libraries & Academic Information Resources—Africa South of the Sahara—Selected Internet Resources**

<http://www-sul.stanford.edu/depts/ssrg/africa>

**The J. Murrey Atkins Library & Information Services of the University of North Carolina at Charlotte**

<http://libweb.uncc.edu/ref-bus/reg.htm>

**The Electronic African Bookworm**

<http://www.hanszell.co.uk/indexlink.htm>

**Columbia University Libraries—African Studies Internet Resources**

<http://www.cc.columbia.edu/cu/libraries/indiv/area/Africa>

**EuroSeek.com—Africa**

<http://webdir.euroseek.com/?ilang=en&catid=263>

**Harambee Africa Links**

<http://www.harambee.co.uk/links.htm>

**Index on Africa**

<http://www.africaindex.africainfo.no/pages>

**African Studies Center—University of Pennsylvania**

[http://www.sas.upenn.edu/African\\_Studies/Home\\_Page/Country.html](http://www.sas.upenn.edu/African_Studies/Home_Page/Country.html)

**Jump Start**

<http://www.mg.co.za/mg/jump/j-africa.htm>

**NewAfrica.com**

<http://www.newafrica.com>

### ***Sub-Saharan African Search Engines***

**Ananzi**

<http://www.ananzi.co.za>

**WoYaa**

<http://www.woyaa.com>

**Aardvark**

<http://www.aardvark.co.za>

**AAA Matilda Angola**

<http://aaa.com.au/images/logos/searches/ao.shtml>

**Max**

<http://www01.max.co.za>

***Sub-Saharan African Chambers of Commerce***

**Cameroon Chamber of Commerce and Industry**

<http://www.g77tin.org/ccimhp.html>

**Addis Ababa (Ethiopia) Chamber of Commerce**

<http://www.addischamber.com/>

**Mauritius Chamber of Commerce and Industry**

<http://www.mcci.org>

**Uganda National Chamber of Commerce and Industry**

<http://www.uganda.co.ug/commerce.htm>

**Confederation of Zimbabwe Industries**

<http://www.czi.org.zw>

**South African Chamber of Business**

<http://www.sacob.co.za>

**The Alberton (South Africa) Chamber of  
Commerce and Industry**

<http://www.alberton.com>

**Johannesburg Chamber of Commerce and Industry**

<http://www.jcci.co.za>

**Bloemfontein (South Africa) Chamber of  
Commerce and Industry**

<http://www.bcci.co.za>

**Cape (South Africa) Chamber of Commerce and Industry**

<http://www.capechamber.co.za>

**Durban (South Africa) Chamber of Commerce and Industry**

<http://www.durbanchamber.co.za>



**Greater Germiston (South Africa) Chamber of  
Commerce and Industry**

<http://www.ggcci.co.za>

**Pietermaritzburg (South Africa) Chamber of  
Commerce and Industries**

<http://www.pcci.org.za>

**Port Elizabeth (South Africa) Regional Chamber of  
Commerce and Industry**

<http://www.pechamber.org.za>

**Eurochamber of Commerce in Southern Africa**

<http://www.eurochamber.co.za>

**Ghana National Chamber of Commerce**

<http://www.g77tin.org/gncchp.html>

**U.S.-Angola Chamber of Commerce**

<http://www.us-angola.org>

## ***Sub-Saharan African Yellow Pages***

**Ethiopia Yellow Pages**

<http://www.ethioyellowpages.com/pages/ethiopia.htm>

**Kenya Yellow Pages**

<http://www.postel.co.ke>

**South Africa—EasyInfo Internet Directory**

<http://www.easyinfo.co.za>

**Ghana Yellow Pages**

<http://www.ghanaforum.com/directory.htm>

**Nigeria Yellow Pages**

<http://www.yellowpages.com.ng>

**South Africa Internet Directory**

<http://iafrica.com/directories/business/index.htm>

## ***Sub-Saharan African News***

**Financial Mail**

<http://www.fm.co.za>

**AfricaNews Online**

<http://www.africanews.org>

**African Business Information Services (AfBIS)**

<http://www.afbis.com>

**Ghana Classifieds**

<http://www.ghanaclassifieds.com>

**NewsAfrica.com**

<http://www.africanews.com>

**Nigeria.com Daily News**

<http://www.nigeria.com>

**Ghana Review International**

<http://212.67.202.38/~gri>

**International Political Economy Network—News Links**

<http://csf.colorado.edu/ipe/africa.html>

**AfricaNet.com**

<http://www.africanet.com>

**E&P Media Links Online Directory—Africa**

<http://emedia1.mediainfo.com/emedia/africa.htm>

***Sub-Saharan African U.S. Government Sources***

**United States Agency for International Development (USAID)**

<http://www.info.usaid.gov>

**U.S. Merchandise Trade with Developing Countries—  
Sub-Saharan Africa**

[http://www.info.usaid.gov/economic\\_growth/trdweb/africa.html](http://www.info.usaid.gov/economic_growth/trdweb/africa.html)

**USAID Africa Bureau Information Center—Internet Resource  
Guide—Selected Sites with Special Reference to Africa**

<http://www.info.usaid.gov/regions/afr/abic/guides/afrsites.htm>

**USAID Global Technology Network (GTN)**

<http://www.usgtn.org>

**GTN African Regional Information**

<http://www.usgtn.org/Africa%20FG/Africa%20Homepage.html>

**GTN Africa Overview**

[http://www.usgtn.org/Africa%20FG/Africa%20Overview%20\(long\).html](http://www.usgtn.org/Africa%20FG/Africa%20Overview%20(long).html)

**Sub-Saharan Africa—Searching for Companies**

**Braby's Red Index**

<http://www.redindex.com>

**Interxnet Gateway to South Africa**

<http://www.zaworm.co.za>

**Southern Africa Directory**

<http://www.sadirectory.co.za>

**South Africa Online Business Directory**

<http://www.southafrica.co.za/busfin>

**Buy SA.com**

<http://www.1023.co.za>

**East Africa Sources Trade Directory**

[[http://www.eastafrica-sources.com/cgi-bin/w3-mysql/trading\\_directory/index.html?ID=GUEST](http://www.eastafrica-sources.com/cgi-bin/w3-mysql/trading_directory/index.html?ID=GUEST)]

**KenyaWeb**

<http://www.kenyaweb.com>

**GhanaWeb Directory of Businesses**

<http://www.ghanaweb.com/main/overview.php3?CAT=B>

**Sub-Saharan African Regional**

**MBendi AfroPaedia**

<http://www.mbendi.co.za>

**The Africa Business Network—The International Finance Corporation/World Bank**

<http://www.ifc.org/abn>

**Africa Dot Com**

<http://africa.com>

**Corporate Council on Africa (CCA)**

<http://www.africacncl.org>

**The Common Market for Eastern and Southern Africa  
(COMESA)**

<http://www.comesa.int>

***Sub-Saharan African Stock Exchanges***

**Botswana—Botswana Stock Exchange**

<http://mbendi.co.za/exbo.htm>

**Ghana—Ghana Stock Exchange**

<http://www.gse.com.gh>

**Mauritius—The Stock Exchange of Mauritius**

<http://www.semex.com>

**Nigeria—Nigerian Stock Exchange**

<http://www.nse.com.ng>

**South Africa—The Johannesburg Stock Exchange**

<http://www.jse.co.za>

**Zambia—Lusaka Stock Exchange**

<http://www.pangaeapartners.com/luseinfo.htm>

**Zimbabwe—Zimbabwe Stock Exchange**

<http://www.zse.co.zw>

***Sub-Saharan African Central Banks***

**Central Bank of the West African States**

<http://www.bceao.int/internet/bcweb.nsf/pages/us>

**South African Reserve Bank**

<http://www.resbank.co.za>

**Central Bank of Swaziland**

<http://www.centralbank.sz/cbs.html>

**The Bank of Zambia**

<http://www.boz.zm>

**The Central Bank of Kenya**

<http://www.africaonline.co.ke/cbk/index.html>

**Banco Nacional de Angola**

<http://www.ebonet.net/bna/bna.htm>

**Central Bank of Lesotho**

<http://www.centralbank.org.ls>

**Banco de Mozambique**

<http://www.bancomoc.mz>

## **Angola**

**Embassy of the Republic of Angola**

<http://www.angola.org>

## **Botswana**

**Government of Botswana**

<http://www.gov.bw/home.html>

## **Ethiopia**

**Ethiopian Embassy in Washington, DC**

<http://www.ethiopianembassy.org>

## **Swaziland**

**Swazi.com**

<http://www.swazi.com>

## **Uganda**

**Uganda Home Page**

<http://www.uganda.co.ug>

## **Zambia**

**ZamNet**

<http://www.zamnet.zm>

**ZamNet's Zambian Business WWW Pages**

<http://www.zamnet.zm/zamnet/zambus/zambushome.html>

**Export Board of Zambia**

<http://www.zamnet.zm/zamnet/ebz/ebz.htm>

**Zambia Investment Center**

<http://www.zic.org.zm>

## **Zimbabwe**

**High Commission of the Republic of Zimbabwe—  
Ottawa, Canada**

<http://www.DocuWeb.ca/Zimbabwe/index.html>

**ZimTrade**

<http://www.zimtrade.co.zw>

## **Chapter 8—Mexico and Canada**

### **NAFTA**

**LANIC—University of Texas at Austin's Latin American  
Network Information Center—NAFTA Resources**

<http://www.lanic.utexas.edu/la/Mexico/nafta/index.html>

**VIBES—Virtual International Business & Economic  
Sources—University of North Carolina at Charlotte**

<http://libweb.uncc.edu/ref-bus/reg.htm#nafta>

**NAFTA Secretariat**

<http://www.nafta-sec-alena.org>

**NAFTA Customs**

<http://www.nafta-customs.org>

**SECOFI-NAFTA**

<http://www.naftaworks.org>

## **Mexico**

### **Mexican Directory Sites**

**Mexico Channel**

<http://www.trace-sc.com>

**EuroSeek—Mexico**

<http://webdir.euroseek.com/?ilang=en&catid=26584>

## **Mexican Search Engines**

### **Yahoo!—Mexico**

<http://dir.yahoo.com/regional/countries/mexico>

### **Explore Mexico**

<http://www.explore-mex.com>

## **Mexican Yellow Pages**

### **MexSearch Yellow Pages**

<http://www.yellow.com.mx/indexs.html>

## **Mexican Chambers of Commerce**

### **American Chamber of Commerce of Mexico, A.C.**

<http://www.amcham.com.mx/amchamber/english/index21.html>

### **American Chamber of Commerce of Mexico— Guadalajara Chapter**

<http://www.amchamgdl.com.mx/english/framesidx.html>

### **American Chamber of Commerce of Mexico— Monterrey Chapter**

<http://www.usmccoc.org/monterrey.html>

## **Mexican Company Directories**

### **Mexico Web**

<http://mexico.web.com.mx/english>

### **Mexico Online**

<http://www.mexonline.com/business.htm>

### **The Mx International—Mexico**

<http://www.mxsearch.com/mexico>

### **Information Mexico—Business**

<http://www.mexicosi.com>

### **Infosel Cdmex**

<http://cdmex.infosel.com>

## **Mexican Associations and Industry Sites**

### **ANIQ, Asociación Nacional de la Industria Química or the National Association of the Chemical Industry**

<http://www.aniq.org.mx/iindex.htm>

**Consejo Mexicano del Café—the Mexican Coffee Council**

<http://www.sagar.gob.mx/cmcc/cafe01in.htm>

**Mexican Bank for Foreign Trade (BANCOMEXT)—Mexican Textile & Apparel Showroom**

<http://www.mexicanshowroom.com>

**Mexican Mining Information Centre**

<http://www.mexmin.com>

## ***Mexican Finance, Stock Market, Banking***

**Bolsa Mexicana de Valores**

<http://www.bmv.com.mx/bmving/index.html>

**Banco de México**

<http://www.banxico.org.mx/siteBanxicoINGLES/index.html>

**Mexico Online—Banking and Finance**

<http://www.mexonline.com/banks.htm>

**BankSITE Global Directory**

[http://www.banksite.com/intbanks/north\\_america\\_banks.htm](http://www.banksite.com/intbanks/north_america_banks.htm)

## ***Investing in Mexico***

**Mexican Investment Board**

<http://www.mib.org.mx>

**BANCOMEXT, the Mexican Bank for Foreign Trade**

<http://www.mexico-trade.com>

**The Mexican Intelligence Report**

<http://www.mex-i-co.com>

## **Canada**

### ***Canadian Directories***

**National Library of Canada**

<http://www.nlc-bnc.ca/caninfo/ecaninfo.htm>



## **344 International Business Information on the Web**

### **Internet Sources for Journalists and Broadcasters**

<http://www.synapse.net/~radio/welcome.html>

### **Internet Sources for Journalists and Broadcasters— Business and Finance**

<http://www.synapse.net/~radio/business.htm>

### **Yahoo! Regional Canada**

<http://dir.yahoo.com/regional/countries/canada>

### **Yahoo! Canada**

<http://ca.yahoo.com>

### **Canadopedia**

<http://www.canadopedia.com>

### **Canadian Links**

<http://www.canadian-links.com>

### **Canadian Webs**

<http://www.canadianwebs.com>

### **EuroSeek Canada**

<http://webdir.euroseek.com/top/catid=87439/ilang=en>

### **GDSourcing—A Reference Point for Canadian Statistics**

<http://www.gdsourcing.com/about.htm>

### **Sympatico.ca**

<http://www1.sympatico.ca>

### **Price's List of Lists—Canadian Business**

<http://gwis2.circ.gwu.edu/~gprice/listof.htm#>

CanadianBusiness

## **Canadian Search Engines**

### **Canada.com**

<http://www.canada.com/home>

### **Maple Square**

<http://www.maplesquare.com>

### **AltaVista Canada**

<http://www.altavistacanada.com/cgi-bin/query>

**MyBC.com**

<http://www.mybc.com/>

**Alberta.com**

<http://www.alberta.com>

## ***Canadian Yellow Pages***

**Canada Yellow Pages**

<http://canadayellowpages.com>

**Canadian Yellow Business Directory**

<http://www.yellow.ca>

**Canada 411**

<http://canada411.sympatico.ca>

**Yellow Pages.ca**

<http://www.yellowpages.ca/bin/cgidir.dll?mem=800&MG=>

**WorldPages.com**

<http://www.worldpages.com/bus>

**QuebecTel's Yellow Pages**

<http://pagesjaunesqctel.com/eindex.html>

**Mysask.com**

<http://www.mysask.com>

**myWinnipeg.com**

<http://www.mywinnipeg.com>

## ***Canadian Chambers of Commerce***

**The Canadian Chamber of Commerce**

<http://www.chamber.ca/newpages/main.html>

**British Columbia Chamber of Commerce**

<http://www.bcchamber.org>

**Calgary Chamber of Commerce**

<http://www.calgarychamber.com>

**Niagara Falls Chamber of Commerce**

<http://www.nflschamber.com>

**Ottawa Board of Trade**

<http://www.board-of-trade.org>

**Ontario Chamber of Commerce**

<http://www.occ.on.ca>

**Canadian Associations**

**Aerospace Industries Association of Canada**

<http://www.aiac.ca>

**Canadian Chemical Producers' Association**

<http://www.ccpa.ca/english/index.html>

**Canadian Soft Drink Association**

<http://www.softdrink.ca>

**Canadian Steel Producers Association**

<http://www.canadiansteel.ca>

**Canadian Association of Petroleum Producers**

<http://www.capp.ca/capframe.html>

**Canadian Gas Association**

<http://www.cga.ca>

**Canadian Petroleum Perspective**

<http://www.mossr.com>

**Canadian Electricity Association**

[http://www.canelect.ca/connections\\_online/home.htm](http://www.canelect.ca/connections_online/home.htm)

**Petroleum Services Association of Canada**

<http://www.psac.ca>

**Mining Association of Canada**

<http://www.mining.ca/english>

**Canadian Bankers Association**

<http://www.cba.ca>

**Canadian Lists**

**The Globe and National Report on Business Magazine**

<http://www.robmagazine.com>

**The Globe and National Report on Business Magazine—  
List Links**

<http://www.robmagazine.com/top1000/index.html>

**Deloitte & Touche Canada—**

**1999 Canadian Technology Fast 50 List**

[http://www.deloitte.ca/en/industries/HiTech/Fast50\\_99ranking.ASP](http://www.deloitte.ca/en/industries/HiTech/Fast50_99ranking.ASP)

**Deloitte & Touche Canada—**

**1998 Canadian Technology Fast 50 List**

[http://www.deloitte.ca/en/industries/HiTech/Fast55\\_98ranking.ASP](http://www.deloitte.ca/en/industries/HiTech/Fast55_98ranking.ASP)

**Canadian Business Magazine**

<http://www.canbus.com/CB500/p500.htm>

**Profit, The Magazine for Canadian Entrepreneurs**

<http://www.profit100.com/1999/99home.htm>

***Canadian Business Directories***

**Canadian Exporters Catalogue**

<http://www.canadianexporterscatalogue.com>

**Ontario Online**

<http://www.OOL-inc.com>

**Alcanseek**

<http://www.alcanseek.com>

**CanadaOne**

<http://www.canadaone.com/business/index.html#businesses>

**Search BC.com**

<http://www.searchbc.com>

**VanLink**

<http://www.vanlink.com>

**The Montreal Page**

<http://www.pagemontreal.qc.ca/english>

**SurfOttawa.com**

<http://www.surfottawa.com>

**Canadian Business Directory**

<http://www.cdnbusinessdirectory.com>

**Marketplace.ca**

<http://www.marketplace.ca>

**Canadian Trade Index**

<http://www.ctidirectory.com>

**Strategis—Company Directories**

[http://strategis.ic.gc.ca/sc\\_coinf/engdoc/homepage.html](http://strategis.ic.gc.ca/sc_coinf/engdoc/homepage.html)

**Strategis—Canadian Business Map**

<http://strategis.ic.gc.ca/scdt/bizmap/nav.html>

## **Canadian Banking, Finance, and the Stock Market**

**Strategis—Regional Economic Overview**

[http://strategis.ic.gc.ca/sc\\_ecnmy/mera/engdoc/09.html](http://strategis.ic.gc.ca/sc_ecnmy/mera/engdoc/09.html)

**Canadian Department of Finance**

<http://www.fin.gc.ca/fin-eng.html>

**Advice for Investors**

<http://www.fin-info.com>

**About.com's Investing in Canada Links**

<http://investingcanada.about.com/money/investingcanada/msub45.htm?once=true&>

**About.com's Canadian High Tech Investing Links**

<http://investingcanada.about.com/money/investingcanada/msub28.htm?once=true&>

**Office of the Superintendent of Financial Institutions**

<http://www.osfi-bsif.gc.ca/eng/default.asp?ref=home>

**Canadian Bankers Association—Useful Financial, Economic and Banking Links**

[http://www.cba.ca/eng/links\\_index.htm](http://www.cba.ca/eng/links_index.htm)

**Canadian Bankers Association—**

**Top 150 Banks Worldwide by Size of Assets**

<http://www.cba.ca/eng/Statistics/Stats/bankrankings.htm>

**North America Bank Directory of Bank Web Sites**

[http://www.banksite.com/intbanks/north\\_america\\_banks.htm](http://www.banksite.com/intbanks/north_america_banks.htm)

**The Bank of Canada**

<http://www.bank-banque-canada.ca/english>

**SEDAR, the System for Electronic Document  
Analysis and Retrieval**

<http://www.sedar.com/homepage.htm>

**Winnipeg Commodity Exchange**

[http://www.wce.mb.ca/market/\\_activepages/market.htm](http://www.wce.mb.ca/market/_activepages/market.htm)

**Winnipeg Stock Exchange**

<http://www.wse.ca/start.html>

**Alberta Stock Exchange Market Quotes**

<http://www.telenium.ca/ASE/index.html>

**Montreal Exchange**

<http://www.me.org>

**Toronto Stock Exchange Market Quotes**

<http://www.telenium.ca/TSE/index.html>

**Canadian Venture Exchange**

<http://www.cdnx.ca>

***Canadian News***

**Canadian Business Magazine**

<http://www.canadianbusiness.com/index.shtml>

**Canadian Corporate News (CCN)**

<http://www.cdn-news.com/company/index.html>

**The Financial Post—Canoe Money**

<http://www.canoe.ca/FP/home.html>

**Canada NewsWire**

<http://www.newswire.ca>

**The Globe and Mail**

<http://www.globeandmail.ca>

**Maclean's Online**

<http://www.macleans.ca/index.stm>

**Silicon Valley North**

<http://www.silvan.com>

**NewsCentral—Canadian Newspapers A-M**

<http://www.all-links.com/newscentral/northamerica/canada.html>

**NewsCentral—Canadian Newspapers N-Z**

<http://www.all-links.com/newscentral/northamerica/canada2.html>

**Canada's Information Resource Center**

<http://circ.micromedia.on.ca>

## **Canadian Industry Information**

**Invest in Canada**

<http://napoleon.ic.gc.ca/scdt/bizinvst/interface2.nsf/engdoc/0.html>

**The Canadian Broadcasting Corporation—  
Research Department**

<http://www3.cbc.ca/research/hpenglish.html>

**Strategis**

<http://strategis.ic.gc.ca/engdoc/main.html>

**Strategis—Canadian Industry Statistics**

[http://strategis.ic.gc.ca/sc\\_ecnmy/sio/homepage.html](http://strategis.ic.gc.ca/sc_ecnmy/sio/homepage.html)

## **Chapter 9—Asia and the Pacific**

### **Asia & Pacific Directories**

**Australian National University Library**

<http://anulib.anu.edu.au>

• **Asia/Pacific Internet Resources**

<http://anulib.anu.edu.au/clusters/ap/subjects/subjects.html>

• **Commerce Resources**

<http://anulib.anu.edu.au/clusters/ssh/subjects/commerce.html>

- **Statistics Resources**

<http://anulib.anu.edu.au/clusters/ssh/subjects/statistics.html>

- **Economics Resources**

<http://anulib.anu.edu.au/clusters/ssh/subjects/economics.html>

- **Business Administration Resources**

<http://anulib.anu.edu.au/clusters/ssh/subjects/busadmin.html>

**Asian Studies WWW Virtual Library**

<http://coombs.anu.edu.au/WWWVL-AsianStudies.html>

**Asia-Pacific.com Data Links**

<http://www.asia-pacific.com/links.htm>

**123India.com**

<http://www.123india.com>

**Asian Connection**

<http://www.asianconnect.com/home.shtml>

**Sri Lanka Explorer Search Engine**

<http://www.infolanka.com/org/srilanka/business.html>

**SearchDragon**

<http://www.searchdragon.com>

**ASNIC—The Asian Studies Network Information Center—  
University of Texas at Austin**

<http://asnic.utexas.edu/asnic.html>

- **The All Asia Links**

<http://asnic.utexas.edu/asnic/pages/allasia.html>

- **East Asia Links**

<http://asnic.utexas.edu/asnic/pages/EAsia.html>

- **South Asia Links**

<http://asnic.utexas.edu/asnic/pages/SAsia.html>

- **Asia-Pacific Links**

<http://asnic.utexas.edu/asnic/pages/AsiaPac.html>

- **Southeast Asia Links**

<http://asnic.utexas.edu/asnic/pages/SEAsia.html>

- **Countries of Asia**

<http://asnic.utexas.edu/asnic/pages/countries.html>



**AsiaProfile.com**

<http://www.asiaprofile.com>

**EuroSeek Asia**

<http://webdir.euroseek.com/?ilang=en&catid=262>

**EuroSeek Oceania**

<http://webdir.euroseek.com/?ilang=en&catid=269>

**The Nanyang Technological University Library WWW Sites  
and Information Gateways in Asia**

<http://www.ntu.edu.sg/library/asia/www.htm>

**East & Southeast Asia—**

**An Annotated Directory of Internet Resources**

[http://newton.uor.edu/Departments&Programs/AsianStudies  
Dept/index.html](http://newton.uor.edu/Departments&Programs/AsianStudies<br/>Dept/index.html)

***Asia & Pacific Search Engines***

**Locate India**

<http://locateindia.com>

**Cari Malaysia Search**

<http://www.cari.com.my>

**AAA Matilda**

<http://www.aaa.com.au>

**PNG Net Search**

<http://www.pngnetsearch.com>

**Access New Zealand**

<http://accessnz.co.nz>

**Sofcom Internet Directory**

<http://www2.sofcom.com.au/Directories>

**NZExplorer**

<http://nzexplorer.co.nz>

***Asian & Pacific Yellow Pages***

**Australia Yellow Pages Online**

<http://www.yellowpages.com.au>

**Bangladesh Yellow Pages Online**

<http://www.tripleeyes.com/bypo/iphone.html>

**China**

[http://www.chinatone.com/category/yellowpage/frame\\_e.html](http://www.chinatone.com/category/yellowpage/frame_e.html)

**ChinaBIG Yellow Pages**

<http://www.chinabig.com/en/srch>

**Hong Kong Yellow Pages**

<http://www.yip.com.hk/eng/index.html>

**India Yellow Pages**

<http://www.indiayellowpages.com>

**Indonesian Yellow Pages on the Internet**

<http://www.yellowpages.co.id>

**Korea Yellow Pages**

<http://www.ypkorea.com>

**Macau Yellow Pages**

<http://www.yellowpages.com.mo/eng>

**Malaysia Yellow Pages**

<http://www.malaysiayellowpages.com>

**New Zealand Yellow Pages**

<http://www.yellowpages.co.nz>

**Yellow Pages of Pakistan**

<http://www.jamal.com>

**Singapore Yellow Pages**

<http://www.yellowpages.com.sg/cgi-bin/syphome/syphome.pl>

**Vietnam Internet Yellow Pages**

<http://www.vietnamonline.com/vnypg>

***Asia & Pacific Company Directories***

**World Trade Data Base (WTDB)**

<http://www.wtodb.com>

**MOFTEC—Ministry of Foreign Trade and Economic Cooperation—PRC**

<http://www.moftec.gov.cn>

**MeetChina.com**

<http://www.meetchina.com>

**WebSite URLs of Japanese Companies**

[http://www.toyokeizai.co.jp/english/e\\_link/index.html](http://www.toyokeizai.co.jp/english/e_link/index.html)

**Asiaco**

<http://search.asiaco.com>

**EDSA—The Philippine Search Engine**

<http://www.edsa.com.ph>

**Government Information Office—Republic of China**

<http://th.gio.gov.tw/search>

**Beijing Business Directory**

<http://chinavista.com/beijing/business/directory.html>

**Guanghou Business Directory**

<http://chinavista.com/guanghou/business/directory.html>

**Shanghai Business Directory**

<http://chinavista.com/shanghai/business/directory.html>

**Asia & Pacific Chambers of Commerce—  
AmChams**

**American Chamber of Commerce in Australia**

<http://www.amcham.com.au>

**American Chamber of Commerce in Bangladesh**

<http://www.amchambd.org>

**Guam Chamber of Commerce**

<http://www.guamchamber.com.gu>

**American Chamber of Commerce in Hong Kong**

<http://www.amcham.org.hk>

**American Chamber of Commerce in Indonesia**

<http://www.amcham.or.id>

**American Chamber of Commerce in Japan**

<http://www.accj.or.jp/default.asp>

**The American Chamber of Commerce in Korea**

<http://www.amchamkorea.org>

**American Malaysian Chamber of Commerce**

<http://www.jaring.my/amcham>

**American Chamber of Commerce—People's Republic of China**

<http://www.amcham-china.org.cn>

**American Chamber of Commerce in Guangdong, PRC**

<http://www.amcham-guangdong.org>

**The American Chamber of Commerce of the Philippines**

<http://www.amchamphil.com.ph>

**American Chamber of Commerce in Singapore**

<http://www.amcham.org.sg>

**American Chamber of Commerce in Sri Lanka**

<http://www.amchamsl.org>

**American Chamber of Commerce in Taipei**

<http://www.amcham.com.tw>

**American Chamber of Commerce in Vietnam**

<http://www.amchamvn.com>

***Asia & Pacific Other Chambers (Not AmChams)***

**U.S.-India Business Council**

<http://www.usibc.com>

***Asia & Pacific Banking & Finance***

**Irasia.com**

<http://www.irasia.com>

**The Nanyang Technological University Library Financial Data and Resource Locators—Singapore**

<http://www.ntu.edu.sg/library/biz/finsg.htm#topmenu>

**Reserve Bank of India**

<http://www.rbi.org.in>

**Bank of Japan**

<http://www.boj.or.jp/en/index2.htm>

**Export-Import Bank of Korea**

<http://www.koreaexim.go.kr/english.engindex.html>

**Central Bank of Malaysia**

<http://www.bnm.gov.my>

**Arab-Malaysian Banking Group**

[http://ambg.com.my/html/finance\\_info\\_fr.html](http://ambg.com.my/html/finance_info_fr.html)

**National Bank of New Zealand**

<http://www.nationalbank.co.nz>

**Reserve Bank of New Zealand**

<http://www.rbnz.govt.nz>

**Overseas Union Bank—Singapore**

<http://www1.oub.com.sg/am.myoub/pages/welcome.jsp>

**Central Bank of Sri Lanka**

<http://www.lanka.net/centralbank/>

**Bangkok Bank**

<http://www.bbl.co.th>

**Bank of Thailand**

[http://www.bot.or.th/govnr/public/BOT\\_Homepage/EnglishVersion/index\\_e.htm](http://www.bot.or.th/govnr/public/BOT_Homepage/EnglishVersion/index_e.htm)

**Siam Commercial Bank**

<http://www.scb.co.th>

**Office of the Securities and Exchange Commission—Thailand**

<http://secwww.sec.or.th/indexe.html>

## **Asia & Pacific Stock Exchanges**

**ASIC, the Australian Securities and Investments Commission**

<http://www.asic.gov.au>

**Australia—Australian Stock Exchange**

<http://www.asx.com.au>

**China—Shanghai Stock Exchange (not the actual exchange)**

<http://www.comnex.com/stocks/stocks.htm>

**Hong Kong—Hong Kong Stock Exchange**

<http://www.sehk.com.hk>

**India—National Stock Exchange of India**

<http://www.nse-india.com>

**India—Stock Exchange of Mumbai**

<http://www.bseindia.com>

**Indonesia Stock Closings**

<http://www.indoexchange.com>

**Indonesia—Surabaya Stock Exchange**

<http://www.bes.co.id>

**Indonesia—Jakarta Stock Exchange**

<http://www.jsx.co.id>

**Japan—Tokyo Stock Exchange**

<http://www.tse.or.jp/eindex.html>

**Korea—Korea Stock Exchange**

[http://www.kse.or.kr/e\\_index.html](http://www.kse.or.kr/e_index.html)

**Malaysia—Malaysia Stock Exchange (not the actual exchange)**

<http://biz.thestar.com.my/business/bizwatch.asp>

**New Zealand—New Zealand Stock Exchange**

<http://www.nzse.co.nz>

**Pakistan—Karachi Stock Exchange**

<http://www.kse.com.pk>

**Singapore—Stock Exchange of Singapore**

<http://www.ses.com.sg>

**Sri Lanka—Colombo Stock Exchange**

<http://www.lanka.net/stocks>

**Taiwan—Taiwan Stock Exchange**

<http://www.tse.com.tw/docs1/index.html>

**Thailand—Stock Exchange of Thailand**

<http://www.set.or.th>

## **Asia & Pacific News**

**AsiaSource**

<http://www.asiasource.org>

**AccessAsia**

<http://www.accessasia.com>

**Taiwan Headlines**

<http://www.taiwanheadlines.gov.tw>

**NikkeiNet Interactive**

<http://www.nni.nikkei.co.jp>

**The China Business Review**

<http://www.chinabusinessreview.com/back.html>

**Asia Pacific Management Forum**

<http://www.apmforum.com>

## **Asia & Pacific Regional Information**

**Skali.com**

<http://www.skali.com>

**Asia BIG**

<http://www.asiabig.com>

## **Australia**

**Austrade Online**

<http://www.austrade.gov.au/International>

**Australian Commonwealth Government Entry Point**

[http://fed.gov.au/sitelists/web\\_port.htm](http://fed.gov.au/sitelists/web_port.htm)

**Australian Business**

<http://www.australianbusiness.com.au>

**BRW**

<http://www.brw.com.au>

## **China**

**CETRA, the China External Trade Development Council**

<http://mart.cetra.org.tw/home/default.asp>

## **Hong Kong**

**Hong Kong Trade Development Council**

<http://www.tdctrade.com>

## **Indonesia**

**Industry and Trade Division of the Embassy of Indonesia**

<http://www.prica.org/commerce/index2a.html>

**Indonesian Commodity Association**

<http://www.nafed.go.id/menu2/asosiasi.htm>

**National Agency for Export Development**

<http://www.nafed.go.id>

**Indonesian Product.com**

<http://www.Indonesian-Product.com>

**Indonesian Trading Zone**

<http://www.indotradezone.com>

**APEC Tariff Database**

<http://www.apectariff.org/tdb.cgi/ff3237/apec.cgi?ID>

**IndoExchange**

<http://www.indoexchange.com>

**Indonesian Central Bureau of Statistics**

<http://www.bps.go.id>

## **Japan**

**Japan External Trade Organization (JETRO)**

<http://www.jetro.go.jp/top/index.html>

**Japan Information Network (JIN)**

<http://www.jinjapan.org>

## **New Zealand**

**The New Zealand Herald Online**

<http://www.nzherald.co.nz>

**The UBD E-Directory**

<http://www.ubd.co.nz>



**Investment in New Zealand**

<http://www.rmmb.co.nz/investnz/Welcome.html>

**Singapore**

**Singapore Inc.**

<http://www.singapore-inc.com/home.html>

**Statistics Singapore**

<http://www.singstat.gov.sg>

**AsiaOne**

<http://www.asiaone.com>

**Various Countries**

**Business Gate—Thailand**

<http://www.okeydonkey.com/donkey1>

**IndiaOneStop**

<http://www.indiaonestop.com>

**NepalPages.com**

<http://www.nepalpages.com>

**Taiwan—Information of the Taipei Economic and Cultural Office**

<http://www.roc-taiwan.org>

**Conclusion**

**Translation Tools**

**AltaVista Translations—Babel Fish**

<http://babelfish.altavista.com/translate.dyn>

**Go Translator**

<http://translator.go.com>

**Travlang's Translating Dictionaries**

<http://dictionaries.travlang.com>

**Free Translation.com**

<http://www.freetranslation.com>

**InterTran**

<http://www.tranexp.com:2000/InterTran?>

**Gist-in-Time**

<http://www.alis.com>

**WorldLingo.com**

<http://www.worldlingo.com>

**alphaWorks**

<http://www.alphaworks.ibm.com/aw.nsf/html/mt>

**Power Translator**

<http://www.lhsl.com/powertranslator>

**Universal Translator**

<http://www.eurohost.com/matchfon/pages/translation.html>

**Simply Translating Deluxe**

<http://www.translation.net/simply.html>

**Systran**

<http://www.systransoft.com>

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# **COUNTRY CODE TOP-LEVEL DOMAINS**

The Internet Assigned Numbers Authority (IANA) is the overall authority for day-to-day administration of the Internet Domain Name System (DNS). IANA's responsibilities include the assignment of IP Addresses, Autonomous System Numbers, Top Level Domains (TLDs), and country-code Top Level Domains (ccTLDs). Two types of top-level domains exist: generic and country code. Generic domains were created for use by the general Internet public (.com, .org, .edu, .gov, etc.). Country code domains were established for use by individual countries (.uk, .jp, .au, .br, etc.) and represent the country or region of a site's publication, though registrants do not have to use the country code.

Sometimes a site or a search engine will allow you to search or limit by domain. When working with such a search engine, you might, for example, limit the search to only sites with the Brazilian domain, .br. Bear in mind, however, that this only guarantees that the sites retrieved will have a Brazilian domain; there very well may be other sites originating from Brazil that have a generic domain.

Below is a listing of the most recent Country Code Top-Level Domains. To check for additions or deletions to this list, please visit Internet Assigned Numbers Authority [<http://www.iana.org/cctld/cctld.htm>].

.ac	Ascension Island
.ad	Andorra
.ae	United Arab Emirates
.af	Afghanistan
.ag	Antigua and Barbuda
.ai	Anguilla
.al	Albania
.am	Armenia
.an	Netherlands Antilles
.ao	Angola
.aq	Antarctica
.ar	Argentina
.as	American Samoa
.at	Austria
.au	Australia
.aw	Aruba
.az	Azerbaijan
.ba	Bosnia and Herzegovina
.bb	Barbados
.bd	Bangladesh
.be	Belgium
.bf	Burkina Faso
.bg	Bulgaria
.bh	Bahrain
.bi	Burundi
.bj	Benin
.bm	Bermuda
.bn	Brunei Darussalam
.bo	Bolivia
.br	Brazil
.bs	Bahamas
.bt	Bhutan
.bv	Bouvet Island
.bw	Botswana
.by	Belarus
.bz	Belize
.ca	Canada
.cc	Cocos (Keeling) Islands
.cd	Congo, Democratic People's Republic
.cf	Central African Republic

.cg	Congo, Republic of
.ch	Switzerland
.ci	Cote d'Ivoire
.ck	Cook Islands
.cl	Chile
.cm	Cameroon
.cn	China
.co	Colombia
.cr	Costa Rica
.cu	Cuba
.cv	Cape Verde
.cx	Christmas Island
.cy	Cyprus
.cz	Czech Republic
.de	Germany
.dj	Djibouti
.dk	Denmark
.dm	Dominica
.do	Dominican Republic
.dz	Algeria
.ec	Ecuador
.ee	Estonia
.eg	Egypt
.eh	Western Sahara
.er	Eritrea
.es	Spain
.et	Ethiopia
.fi	Finland
.fj	Fiji
.fk	Falkland Islands (Malvina)
.fm	Micronesia, Federal State of
.fo	Faroe Islands
.fr	France
.ga	Gabon
.gd	Grenada
.ge	Georgia
.gf	French Guiana
.gg	Guernsey
.gh	Ghana
.gi	Gibraltar

### **366 International Business Information on the Web**

.gl	Greenland
.gm	Gambia
.gn	Guinea
.gp	Guadeloupe
.gq	Equatorial Guinea
.gr	Greece
.gs	South Georgia and the South Sandwich Islands
.gt	Guatemala
.gu	Guam
.gw	Guinea-Bissau
.gy	Guyana
.hk	Hong Kong
.hm	Heard and McDonald Islands
.hn	Honduras
.hr	Croatia/Hrvatska
.ht	Haiti
.hu	Hungary
.id	Indonesia
.ie	Ireland
.il	Israel
.im	Isle of Man
.in	India
.io	British Indian Ocean Territory
.iq	Iraq
.ir	Iran (Islamic Republic of)
.is	Iceland
.it	Italy
.je	Jersey
.jm	Jamaica
.jo	Jordan
.jp	Japan
.ke	Kenya
.kg	Kyrgyzstan
.kh	Cambodia
.ki	Kiribati
.km	Comoros
.kn	Saint Kitts and Nevis
.kp	Korea, Democratic People's Republic
.kr	Korea, Republic of
.kw	Kuwait

.ky	Cayman Islands
.kz	Kazakhstan
.la	Lao People's Democratic Republic
.lb	Lebanon
.lc	Saint Lucia
.li	Liechtenstein
.lk	Sri Lanka
.lr	Liberia
.ls	Lesotho
.lt	Lithuania
.lu	Luxembourg
.lv	Latvia
.ly	Libyan Arab Jamahiriya
.ma	Morocco
.mc	Monaco
.md	Moldova, Republic of
.mg	Madagascar
.mh	Marshall Islands
.mk	Macedonia, Former Yugoslav Republic
.ml	Mali
.mm	Myanmar
.mn	Mongolia
.mo	Macau
.mp	Northern Mariana Islands
.mq	Martinique
.mr	Mauritania
.ms	Montserrat
.mt	Malta
.mu	Mauritius
.mv	Maldives
.mw	Malawi
.mx	Mexico
.my	Malaysia
.mz	Mozambique
.na	Namibia
.nc	New Caledonia
.ne	Niger
.nf	Norfolk Island
.ng	Nigeria
.ni	Nicaragua



.nl	Netherlands
.no	Norway
.np	Nepal
.nr	Nauru
.nu	Niue
.nz	New Zealand
.om	Oman
.pa	Panama
.pe	Peru
.pf	French Polynesia
.pg	Papua New Guinea
.ph	Philippines
.pk	Pakistan
.pl	Poland
.pm	St. Pierre and Miquelon
.pn	Pitcairn Island
.pr	Puerto Rico
.ps	Palestinian Territories
.pt	Portugal
.pw	Palau
.py	Paraguay
.qa	Qatar
.re	Reunion Island
.ro	Romania
.ru	Russian Federation
.rw	Rwanda
.sa	Saudi Arabia
.sb	Solomon Islands
.sc	Seychelles
.sd	Sudan
.se	Sweden
.sg	Singapore
.sh	St. Helena
.si	Slovenia
.sj	Svalbard and Jan Mayen Islands
.sk	Slovak Republic
.sl	Sierra Leone
.sm	San Marino
.sn	Senegal
.so	Somalia

.sr	Suriname
.st	Sao Tome and Principe
.sv	El Salvador
.sy	Syrian Arab Republic
.sz	Swaziland
.tc	Turks and Ciacos Islands
.td	Chad
.tf	French Southern Territories
.tg	Togo
.th	Thailand
.tj	Tajikistan
.tk	Tokelau
.tm	Turkmenistan
.tn	Tunisia
.to	Tonga
.tp	East Timor
.tr	Turkey
.tt	Trinidad and Tobago
.tv	Tuvalu
.tw	Taiwan
.tz	Tanzania
.ua	Ukraine
.ug	Uganda
.uk	United Kingdom
.um	U.S. Minor Outlying Islands
.us	United States
.uy	Uruguay
.uz	Uzbekistan
.va	Holy See (City Vatican State)
.vc	Saint Vincent and the Grenadines
.ve	Venezuela
.vg	Virgin Islands (British)
.vi	Virgin Islands (USA)
.vn	Vietnam
.vu	Vanuatu
.wf	Wallis and Futuna Islands
.ws	Western Samoa
.ye	Yemen
.yt	Mayotte
.yu	Yugoslavia

**370 International Business Information on the Web**

.za	South Africa
.zm	Zambia
.zr	Zaire
.zw	Zimbabwe

## APPENDIX C

# **ACCEPTED COUNTRY ABBREVIATIONS**

Occasionally when doing research, you might come across an article, table, or graph that refers to countries using a two-digit abbreviation. Generally such abbreviations will follow the ISO 3166: Codes for the Representation of Names of Countries (ISO 3166), prepared by the International Organization for Standardization. For easy reference, the ISO 3166 list follows:

Afghanistan	AF
Albania	AL
Algeria	AG
American Samoa	AS
Andorra	AD
Angola	AO
Anguilla	AI
Antarctica	AQ
Antigua and Barbuda	AG
Argentina	AR
Armenia	AM
Aruba	AW
Australia	AU
Austria	AT
Azerbaijan	AZ
The Bahamas	BS
Bahrain	BH
Bangladesh	BD

Barbados	BB
Belarus	BY
Belgium	BE
Belize	BZ
Benin	BJ
Bermuda	BM
Bhutan	BT
Bolivia	BO
Bosnia and Herzegovina	BA
Botswana	BW
Bouvet Island	BV
Brazil	BR
British Indian Ocean	IO
British Virgin Islands	VG
Brunei	BN
Bulgaria	BG
Burkina Faso	BF
Burma	MM
Burundi	BI
Cambodia	KH
Cameroon	CM
Canada	CA
Cape Verde	CV
Cayman Islands	KY
Central African Republic	CF
Chad	TD
Chile	CL
China	CN
Christmas Island	CX
Cocos (Keeling) Islands	CC
Colombia	CO
Comoros	KM
Congo, Democratic Republic of the	ZR
Congo, Republic of the	CG
Cook Islands	CK
Costa Rica	CR
Cote d'Ivoire	CI
Croatia	HR
Cuba	CU
Cyprus	CY

Czech Republic	CZ
Denmark	DK
Djibouti	DJ
Dominica	DM
Dominican Republic	DO
East Timor	TP
Egypt	EG
El Salvador	SV
Equatorial Guinea	GQ
Eritrea	ER
Estonia	EE
Ethiopia	ET
Falkland Islands	FK
Faroe Islands	FO
Fiji	FJ
Finland	FI
France	FR
France, Metropolitan	FX
French Guiana	GF
French Polynesia	PF
French Southern and Antarctic Lands	TF
Gabon	GA
The Gambia	GM
Georgia	GE
Germany	DE
Ghana	GH
Gibraltar	GI
Greece	GR
Greenland	GL
Grenada	GD
Guadeloupe	GP
Guam	GU
Guatemala	GT
Guinea	GN
Guinea-Bissau	GW
Guyana	GY
Haiti	HT
Heard Island and McDonald Islands	HM
Holy See (Vatican City)	VA
Honduras	HN

### **374 International Business Information on the Web**

Hong Kong	HK
Hungary	HU
Iceland	IS
India	IN
Indonesia	ID
Iran	IR
Iraq	IQ
Ireland	IE
Israel	IL
Italy	IT
Jamaica	JM
Japan	JP
Jordan	JO
Kazakhstan	KZ
Kenya	KE
Kiribati	KI
Korea, North	KP
Korea, South	KR
Kuwait	KW
Laos	LA
Latvia	LV
Lebanon	LB
Lesotho	LS
Liberia	LR
Libya	LY
Liechtenstein	LI
Lithuania	LT
Luxembourg	LU
Macau	MO
Macedonia, The Former Yugoslav Republic of	MK
Madagascar	MG
Malawi	MW
Malaysia	MY
Maldives	MV
Mali	ML
Malta	MT
Marshall Islands	MH
Martinique	MQ
Mauritania	MR
Mauritius	MU

Mayotte	YT
Mexico	MX
Micronesia, Federated States of	FM
Moldova	MD
Monaco	MC
Mongolia	MN
Montserrat	MS
Morocco	MA
Mozambique	MZ
Namibia	NA
Nauru	NR
Netherlands	NL
Netherlands Antilles	AN
New Caledonia	NC
New Zealand	NZ
Nicaragua	NI
Niger	NE
Nigeria	NG
Niue	NU
Norfolk Island	NF
Northern Mariana Islands	MP
Norway	NO
Oman	OM
Pakistan	PK
Palau	PW
Panama	PA
Papua New Guinea	PG
Paraguay	PY
Peru	PE
Philippines	PH
Pitcairn Islands	PN
Poland	PL
Portugal	PT
Puerto Rico	PR
Qatar	QA
Reunion	RE
Romania	RO
Russia	RU
Rwanda	RW
Saint Helena	SH



**376 International Business Information on the Web**

Saint Kitts and Nevis	KN
Saint Lucia	LC
Saint Pierre and Miquelon	PM
Saint Vincent and the Grenadines	VC
Samoa	WS
San Marino	SM
Sao Tome and Principe	ST
Saudi Arabia	SA
Senegal	SN
Sierra Leone	SL
Singapore	SG
Slovenia	SI
Solomon Islands	SB
Somalia	SO
South Africa	ZA
South Georgia and the South Sandwich Islands	GS
Spain	ES
Sri Lanka	LK
Sudan	SD
Suriname	SR
Svalbard	SJ
Swaziland	SZ
Sweden	SE
Switzerland	CH
Syria	SY
Taiwan	TW
Tajikistan	TJ
Tanzania	TZ
Thailand	TH
Togo	TG
Tokelau	TK
Tonga	TO
Trinidad and Tobago	TT
Tunisia	TN
Turkey	TR
Turkmenistan	TM
Turks and Caicos Islands	TC
Tuvalu	TV
Uganda	UG
Ukraine	UA

United Arab Emirates	AE
United Kingdom	GB
United States	US
United States Minor Outlying Islands	UM
Uruguay	UY
Uzbekistan	UZ
Venezuela	VE
Vietnam	VN
Virgin Islands	VI
Wallis and Futuna	WF
Western Sahara	EH
Yemen	YE
Yugoslavia	YU
Zambia	ZM
Zimbabwe	ZW

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## About the Author

Sheri R. Lanza is the president and owner of Global InfoResources, Inc., which provides business research services to a domestic and global clientele in the fields of international development, defense, healthcare, construction, and business consulting. Prior to starting her own company, Sheri worked for over 15 years in market research and analysis, financial analysis, and international trade. She was a Market Research Analyst for a large medical supply company, Director of Market Research and New Product Development for a cruise line, a financial analyst and software troubleshooter for a pension valuation company, the Commercial Attaché at the U.S. Embassy in Costa Rica, and a research consultant for a firm specializing in mergers and acquisitions. She began working with computers in the early 1970s, in the days of keypunch cards, and swore she'd never work with computers again. Now, nearly 30 years later, her days are spent with eyes glued to a computer screen.

She has written for various information industry publications including *Searcher*, *Database*, and *The Information Advisor*. She is the International Specialty Scan editor for The CyberSkeptic's Guide to Internet Research. She speaks frequently at conferences such as the annual conference for the Association of Independent Information Professionals (AIIP), Special Libraries Association (SLA), Open Source Solutions, and Internet Librarian. Topics range from the use of non-Internet sources for research to different aspects of international research, including Latin American telecommunications resources, international information on the Internet, and international business research.

Sheri holds a Master's of Business Administration degree in Marketing and Finance, and a Bachelor's degree in Mathematics. She lives in Vienna, Virginia (near Washington, DC) with her husband and two daughters.

## About the Editor

After graduating library school in 1966, Barbara Quint went to work at the RAND Corporation, where she spent close to twenty years, almost all of it as head of Reference Services. In the course of that employment, she began her career as an online searcher. Her experience in founding the Southern California Online Users Group (SCOUG) led to her role as a “consumer advocate” for online searchers everywhere, a role that led her to leave familiar library work and become a leading writer and editor in the online trade press. In 1985, she began editing *Database Searcher* for the Meckler Corporation, which led in 1993 to her current position as Editor-in-Chief of *Searcher* magazine for Information Today, Inc. She has also spoken often at national and international meetings, writes the “Quint’s Online” column for *Information Today*, and operates her own information broker service, Quint and Associates.

## A

- abbreviations, country, 371–377
- About.com, 54–55
- AccessAsia, 253–254
- Advantage Lithuania, 122
- Africa. *See* Middle East and North Africa; Sub-Saharan Africa
- Africa Bureau Information Center, USAID's, 196
- Africa Business Network, 201
- Africa Dot Com, 204
- Africa South of the Sahara—Selected Internet Resources, 188
- African Business Information Services (AFBIS), 194
- African Studies Internet Resources, 189
- AfricaNews Online, 204
- AfroPaedia (Sub-Saharan Africa), 197–199
- Agency for International Development, United States, 195–197
- agricultural information (international), 6, 15
- Al Mashriq, 163
- Al-Murshid, 163–164
- Alberta.com (Canada), 230
- AltaVista Canada, 230
- Amadeus, 61–64
- American Chambers of Commerce (AmChams)
  - Asia and the Pacific, 261–262
  - Central and Eastern Europe, 102–104
  - lists, 38
  - Mexico, A.C., 219
  - Middle East and North Africa, 173
  - Western Europe, 60
- American Governments on the WWW, 137
- Angola, 210–211
- ANIQ (Mexico), 223
- Applegate Directories (United Kingdom and Ireland), 66
- Arab Supernet, 176–178
- Arab World Online, 161
- Arabian Business.com, 176
- Arabia.On.Line, 175–176
- ArabNet, 157–161
- Argentina, 142–145
- Argentina Monthly, 144
- Arnold IT, 30
- Asia and the Pacific
  - Australia, 276–278
  - banks and banking, 258–259
  - business directories, 263–264
  - business protocol, 253
  - chambers of commerce and industry, 260–262
  - company information, 257–258, 265–266
  - economic information, 265–266
  - government sites, 252–253
  - Hong Kong, 281–282
  - India, 282–283
  - Indonesia, 280–281
  - industry profiles, 265–266

## 382 International Business Information on the Web

### Asia and the Pacific (*cont.*)

- Internet directories, 247–250
  - Japan, 272–275
  - Nepal, 283
  - New Zealand, 278–280
  - news resources, 251–255
  - regional resources, 265–266
  - search engines, 250–251
  - Singapore, 266–269
  - stock exchanges, 259–260
  - stock market information, 267
  - Taiwan, 269–272
  - Thailand, 282
  - yellow pages, 255–257
- Asia BIG, 266
- Asia Society, 251–253
- Asian Studies Network Information Center (ASNIC), 248
- AsiaOne, 266–269
- AsiaSource, 251–253
- ASIC. *See* Australian Securities and Investments Commission (ASIC)
- ASNIC. *See* Asian Studies Network Information Center (ASNIC)
- Associated Press, 44
- Association of American Chambers of Commerce in Latin America, 131
- associations
- Australia, 278
  - Canada, 232
  - Mexico, 222–226
  - United Kingdom, 64–65
  - United States, 3
- Austrade, 276–277
- Australia, 257–258, 276–278
- Australian Business, 278
- Australian Commonwealth Government Entry Point, 277–278
- Australian National University Library, 247–248
- Australian Securities and Investments Commission (ASIC), 257–258
- Azerbaijan, 119–121

## B

- Background Notes, 5–6
- Bahrain, 185

- Bahrain Promotions and Marketing Board (BPMB), 185
- Banco de México, 216
- BANCOMEXT, 218, 224
- Bank Hapoalim (Israel), 171–172
- Bank of Canada, 237
- banks and banking
  - Arab, 161
  - Asia and the Pacific, 258–259
  - Canada, 237–238
  - Central and Eastern Europe, 106–107, 109
  - international, 19–20, 237–238
  - Israel, 170–172
  - Latin America and the Caribbean, 134–135
  - Mexico, 216
  - Middle East and North Africa, 161, 167–172
  - Portugal, 78
  - Sub-Saharan Africa, 193, 200
  - See also* central banks
- Beirut Stock Exchange, 180
- Belgian Foreign Trade Board (BFTB), 73
- Belgium, 73–74
- Belgium Economic & Commercial Information*, 74
- Best Market Reports, 15
- BFTB. *See* Belgian Foreign Trade Board
- Big Emerging Markets, 12
- bioscience/biomedical technologies and instruments industry (international), 6
- BISNIS Bulletin, 99–100
- BolagsFakta (Sweden), 80–81
- Boolean logic, xxiii
- Botswana, 208–209
- BPMB. *See* Bahrain Promotions and Marketing Board
- Braby's Red Index, 205
- Brazil, 145–149
- Brazil InfoNet Business Directory, 145
- Brazil TradeNet, 146–148
- Brazilianist, The*, 148–149
- @BRINT, 129
- British Telecommunications' Yell Business, 56
- British Trade International, 67
- broadcast industry information (Canada), 241–242

- BRW (Australia), 278  
 BUBL 5:15 site, 25–26  
 Bucknell University, 118  
 Budapest Business Journal, 115  
 Bureau van Dijk, 61–62  
 Business Arena (Israel), 174–175  
 business directories  
   Asia and the Pacific, 263–264  
   Brazil, 145  
   Canada, 232–236  
   Denmark, 87  
   European Union, 50–56  
   Latin America and the Caribbean,  
     139–140  
   Mexico, 221–222  
   Middle East and North Africa, 160–161  
   New Zealand, 279–280  
   Singapore, 267–268  
   Sub-Saharan Africa, 205–206  
   Thailand, 282  
   United Kingdom, 65–71  
   worldwide, 39–43  
   *See also* company information  
*Business Europa*, 110–111  
 Business Gate (Thailand), 282  
 Business Guidebook (Guatemala),  
   141–142  
 Business Information Service for the  
   Newly Independent States, 97  
 business news. *See* news resources  
*Business Opportunities in Poland: A  
 Guide for American Investors*,  
   113–114  
 Business Polska, 113  
 business protocol (Asia and the Pacific),  
   253  
*Business Today* (Egypt), 182–183  
 BusinessWeek Global 1000, 40, 42 (f2.14)
- C**
- CANA. *See* Caribbean News Agency  
 (CANA)  
 Canada  
   associations, 232  
   banks and banking, 237–238  
   business directories, 235–236  
   chambers of commerce and industry,  
     231  
   company lists, 232–235  
   company profiles and overviews, 242  
   directories, 227–228  
   economic information, 236  
   industry profiles and overviews,  
     240–245  
   industry statistics, 244  
   investment information, 236–237  
   legislation and regulation, 243  
   news resources, 239–240  
   public company information, 2  
   search engines, 229–230  
   statistics, 242–243  
   stock exchanges, 238–239  
   trade information, 242–243  
   yellow pages, 230  
 Canada.com, 229  
 Canadian Bankers Association, 237–238  
 Canadian Broadcasting Corporation,  
   Research Department, 241–242  
*Canadian Business Magazine*, 234  
 Canadian Department of Finance, 236  
 Canadian Intellectual Property Office,  
   243  
 Canadian Trademarks Database, 243  
 Caribbean  
   country profiles, 150–151  
   defining, 149–150  
   economic information, 151  
   investment information, 151  
   news sources, 150–151  
   *See also* Latin America and the  
     Caribbean  
 Caribbean Basin Initiative (CBI), 131  
 Caribbean News Agency (CANA), 150–151  
 Caribbean Week, 151, 152f  
 CaribSeek, 128  
 CAROL. *See* Company Annual Reports  
   On Line (United Kingdom)  
*Caspian Business Report*, 120  
*Caspian Crossroads Magazine*, 120  
 castles, Polish, 114  
 catalogs, company, 53  
 CBA. *See* Caribbean Basin Initiative (CBI)  
 CCA. *See* Corporate Council on Africa  
   (CCA)  
 CEEBICnet (Central and Eastern Europe  
   Business Information Center),  
   100–101



### 384 *International Business Information on the Web*

- Center for Middle Eastern Studies,  
University of Texas at Austin,  
162–163
- Central and Eastern Europe
  - Azerbaijan, 119–121
  - banking, 106–107, 109
  - business news, 110–112
  - central banks, 109–110
  - Chambers of Commerce, 102–106
  - country reports, 92, 97–99
  - currency exchange rates, 100
  - customs procedures, 100
  - Czech Republic, 118–119
  - development, 106–107
  - emerging markets, 107–108
  - Estonia, 121–122
  - exports to, 99–100
  - financial information, 107–108
  - Greece, 116
  - investment information, 107
  - Latvia, 121
  - Lithuania, 122–124
  - market research reports, 99, 101
  - news resources, 110–112
  - Poland, 112–116
  - Russia, 116–118
  - search engines and directories, 89–95
  - securities, 107
  - stock exchanges, 109–110
  - trade leads, 100–101
  - U.S. government resources, 97–101
  - useful business links, 121
  - yellow pages, 95–97
- Central and Eastern European Business  
Directory, 92–93
- Central Bank of Mexico, 216
- central banks
  - Canada, 237
  - Central and Eastern Europe, 109–110
  - Latin America and the Caribbean,  
134–135
  - Sub-Saharan Africa, 193
  - See also* banks and banking
- Central Intelligence Agency, World  
Factbook, 5, 92
- CETRA (China External Trade  
Development Council), 269–272
- chambers of commerce and industry
  - Asia and the Pacific, 260–262
  - Belgium, 74
  - Canada, 231
  - Central and Eastern Europe, 102–106
  - Latin America and the Caribbean,  
131–132
  - Mexico, 219–220
  - Middle East and North Africa, 173–174
  - Spain, 75
  - Sub-Saharan Africa, 190–192
  - Western Europe, 59–60
  - worldwide, 38–39
- Charity Commission for England and  
Wales, 70(f.3.11), 71
- China External Trade Development  
Council (CETRA), 269–272
- CIA International Trade Statistics, 16
- CIA World Factbook, 5, 92
- Clare, Suzanne, 61
- coffee industry (Mexico), 223–224
- COMESA (Common Market for Eastern  
and Southern Africa), 199–200
- Commerce Business Daily, 15
- commercial database services, 43–46
- Commercial Service, U.S., 16–17
- commodity prices, international, 83
- Common Market for Eastern and  
Southern Africa (COMESA),  
199–200
- communications, wireless (Denmark), 85
- Companies House (United Kingdom),  
65–66
- Company Annual Reports On Line  
(United Kingdom), 64
- company catalogs, 53
- Company Financials, *Financial Times*, 8
- company information
  - Asia and the Pacific, 257–258,  
265–266
  - Australia, 257–258, 276–278
  - Brazil, 147–148
  - Canada, 242
  - Central and Eastern Europe, 92–93
  - Germany, 84
  - international, 2, 44
  - Israel, 180–181
  - Latvia, 121
  - Lebanon, 180
  - Mexico, 218
  - Netherlands, 88
  - New Zealand, 279–280
  - Poland, 113–115

Portugal, 80  
 Saudi companies, 159–160  
 South Africa, 194  
 Sub-Saharan Africa, 198–199, 202  
 Sweden, 80–81  
 Western Europe, 61–64  
*See also* business directories  
 comparing countries, 9–11  
 Competitiveness Indicators, 9  
 composite leading indicators (international), 21–22  
 computer electronics industry (international), 6  
 Conference on Trade and Development, United Nations, 210  
 consumer price indices (international), 22  
 Contact List, TREM, 54  
 Corporate Council on Africa (CCA), 204  
 Corporate Reports (United Kingdom), 64  
 cost of living index (Germany), 82  
 country abbreviations, 371–377  
 country code top-level domains, 363–370  
 Country Commercial Guides, 13–16  
 country comparisons, 9–11  
 Country Investment Profile (Central and Eastern Europe), 107  
 country profiles and overviews  
   Arab countries, 159  
   Argentina, 143  
   Caribbean, 150–151  
   Central and Eastern Europe, 92, 97–99  
   Egypt, 182  
   Ethiopia, 209  
   Guatemala, 141  
   Middle East and North Africa, 161  
   Palestine, 178  
   Sub-Saharan Africa, 188–189, 197–204  
   Trinidad and Tobago, 152–153  
   worldwide, 5–6, 25  
   Zambia, 207  
 Country Surveys, *Financial Times*, 8  
 cultural considerations  
   Asia and the Pacific, 253  
   Middle East and North Africa, 157  
 Customs House (England), 68  
 Czech Info Center, 119  
 Czech Republic, 118–119

## D

Data Downlink's .XLS, 11–12  
 database services, commercial, 43–46  
 DATAR (Délégation à l'Aménagement du Territoire et à l'Action Régionale), 71  
 Defense Logistics Agency, 15  
 Délégation à l'Aménagement du Territoire et à l'Action Régionale (DATAR), 71  
 Deloitte & Touche Canada, 234  
 Denmark, 84–87  
 Department of Agriculture, U.S., 15  
 Department of Commerce, U.S., International Trade Administration, 12–17  
 Depository Libraries, Federal, 15  
 Dialog Corporation, 43–44, 45f  
 diplomatic offices. *See* embassies  
 directories. *See* business directories; Internet directories  
*Directory of Business Information Sources* (Central and Eastern Europe), 107  
 Dismal Scientist, The, 21  
 distribution and call centers (Denmark), 85  
 Doing Business In..., Ernst & Young International, 10  
 domain name country codes, 363–370  
 Dow Jones Interactive, 44–46  
 Dun & Bradstreet  
   GlobalSeek, 17–18  
   WorldBase database, 18, 44

## E

Eastern Caribbean Investment Promotion Service (ECIPS), 151  
*EBRD Directory of Business Information Sources* (Central and Eastern Europe), 107  
 ECIPS. *See* Eastern Caribbean Investment Promotion Service (ECIPS)  
 economic information  
   Argentina, 144  
   Asia and the Pacific, 265–266  
   Azerbaijan, 119–120

## 386 *International Business Information on the Web*

### economic information (*cont.*)

- Botswana, 208
  - Canada, 236
  - Caribbean, 151
  - Denmark, 86
  - Germany, 82–83
  - Guatemala, 141
  - Hong Kong, 281–282
  - India, 283
  - international, 19–23
  - Israel, 171, 181–182
  - Italy, 82
  - Jordan, 169–170
  - Kuwait, 169–170
  - Mexico, 219–220
  - Middle East and North Africa, 167–172
  - Portugal, 78
  - Saudi Arabia, 185–186
  - Spain, 76
  - Sub-Saharan Africa, 197, 200–202
  - Trinidad and Tobago, 152
  - Zambia, 207–208
- EDGAR (Electronic Data Gathering, Analysis, and Retrieval System), 1–2
- Egypt, 182–184
- Egypt Online, 182–183
- Ekspress Hotline, 122
- Electronic African Bookworm, 188–189
- Electronic Data Gathering, Analysis, and Retrieval System (EDGAR), 1–2
- Electronic Embassy, 31
- electronics industry
- Denmark, 85–87
  - Israel, 180–181
- Electronics Industry Association (Denmark), 86–87
- embassies
- Ethiopia, 209
  - Indonesia, 280–281
  - Republic of Angola, 210–211
  - worldwide, 31–38
- emerging markets and sectors
- Central and Eastern Europe, 107–108
  - international, 12
  - Trinidad and Tobago, 152–153
- Emirates Bank Group, The, 167–168
- Enterprise Zone (United Kingdom), 67, 68f
- environment technologies industry (international), 6
- Ernst & Young International, Doing Business In..., 10

- Estonia, 121–122
- Estonian Trade Council, 121
- Ethiopia, 209–210
- Ethiopian Embassy, 209–210
- Ethiopian Investment Authority, 210
- Eurochambres, Association of European Chambers of Commerce and Industry, 59–60
- EuroFerret, 51
- Europages, 52
- Europe. *See* Central and Eastern Europe; Western Europe
- European Bank for Reconstruction and Development, 106–107
- European Union, 49–51
- European Union: A Guide for Americans*, 50
- European Union in the U.S., 50
- Evan-Wong, Sue, 149–150
- Everything International, 27
- exchange rates
  - Central and Eastern Europe, 100
  - Hong Kong, 281
  - international, 16
  - Israel, 171
- exports and imports
  - Central and Eastern Europe, 99–100
  - Estonia, 122
  - Guatemala, 142
  - Indonesia, 280–281
  - international, 14–15
  - Italy, 82
  - Japan, 274
  - Latin America and the Caribbean, 139–140
  - Lithuania, 123
  - Nepal, 283
  - Portugal, 78
  - Russia, 117
  - Singapore, 268
  - Spain, 75
  - Sub-Saharan Africa, 195
  - Zambia, 207–208
- See also* trade information

## F

- Factiva, 44
- Fame - Financial Analysis Made Easy, 61

Federal Commission for the Securities Market (Central and Eastern Europe), 107  
 Federal Commissioner for Foreign Investment in Germany, 83  
 Federal Depository Library Program, 15  
 Federation of Belgian Companies, 74  
 Financetar (Portugal), 79  
 Financial Data Locators, 24  
 financial information  
   Central and Eastern Europe, 107–108  
   international, 19–23  
   Israel, 181–182  
   Jordan, 169–170  
   Kuwait, 169–170  
   Mexico, 219  
   Middle East and North Africa, 176  
   Singapore, 266–267  
   Spain, 77  
 Financial Mail (South Africa), 194  
*Financial Times*, 7–8  
*Focus Japan*, 272–273  
 Forbes International 800, 39–40, 41f  
 Foreign Access Zones (Japan), 273–274  
 Foreign Agricultural Market Reports (AGWorld), 15  
 Foreign Trade Information System (Organization of American States), 138  
 Fortune Global 500, 40, 42(f2.13)  
 Free Trade Area of the Americas (FTAA), 131, 138  
 Fundación Invertir (Argentina), 143–145  
 FUNDESA, 141

## G

Galicia, 74–75  
 GDP (Gross Domestic Product)  
   international, 21–22  
   Portugal, 80  
 Germany, 82–84  
 Global Business Opportunities (GLOBUS), 15  
 Global Business Web, 29  
 Global Corporate Linkages database, 18  
 Global Management Center, The, 38  
 Global Marketing database, 18  
 Global Reach - Global Business Center, 27

Global Technology Network, USAID's, 196–197  
 Globalink's Web Translator, 53  
 GlobalSeek, Dun & Bradstreet's, 17–18  
*Globe and National Report on Business Magazine*, 233  
*Globes*, 174  
 GLOBUS, 15  
 government agencies and offices  
   Americas, 137  
   Asia and the Pacific, 252–253  
   Australia, 277–278  
   Botswana, 208–209  
   Brazil, 146–147  
   India, 283  
   Israel, 182  
   Japan, 275  
   Latin America and the Caribbean, 137–138  
   Spain, 77  
   Thailand, 282  
   worldwide, 4, 38  
   *See also* Specific agencies

Greece, 116  
 Gross Domestic Product (GDP) information, 21–22  
 Guatemala, 140–142  
 Guatemala Online, 141

## H

Hal Doran Associates, 228  
 Hart, Clare, 44  
 High Commission of the Republic of Zimbabwe, 209  
 HM Customs and Excise Information Service, 68  
 Hong Kong, 281–282  
 Hong Kong Trade Development Council, 281–282  
 Hoppenstedt Company database, 84  
 House of Morocco, The, 184–185  
 HSBC Bank Middle East, 168–169  
*Hub Denmark*, 85

## I

IBCC. *See* International Bureau of Chambers of Commerce (IBCC)

## 388 *International Business Information on the Web*

- IDREL (Lebanon), 180
- imports. *See* exports and imports
- India, 250–251, 282–283
- IndiaOneStop, 282–283
- Indonesia, 280–281
- industry associations. *See* associations
- Industry Briefs, *Financial Times*, 8
- industry profiles and overviews
  - Asia and the Pacific, 265–266
  - Australia, 277
  - Canada, 240–245
  - Ethiopia, 210
  - France, 71
  - Hong Kong, 281
  - international, 3, 11–12
  - Japan, 275
  - Palestine, 178
  - South Africa, 194
  - Sub-Saharan Africa, 198
  - Taiwan, 271–272
  - United States, 2–4
- Industry Sector Analysis (ISA) Reports, 14–15
- IndustryWeek top companies lists, 40–43
- Information Mexico, 221, 222f
- Information Society Initiative Programme for Business (United Kingdom), 64
- information technology
  - international, 6
  - Singapore, 266
- Inside Poland, 114–115
- intellectual property
  - Canada, 243
  - Latin America and the Caribbean, 138
- interest rates, international, 83
- International Briefings, PriceWaterhouseCoopers, 10–11
- International Bureau of Chambers of Commerce (IBCC), 38
- international business research
  - agricultural information, 6, 15
  - associations, 3
  - banks and banking, 19–20, 237–238
  - bioscience/biomedical technologies and instruments industry, 6
  - chambers of commerce and industry, 38–39
  - commercial database services, 43–46
  - commodity prices, 83
  - company information, 2, 44
  - company lists and directories, 39–43
  - comparing countries, 9–11
  - composite leading indicators, 21–22
  - computer electronics industry, 6
  - consumer price indices, 22
  - country profiles and overviews, 5–6
  - economic and financial information, 19–23
  - emerging markets and sectors, 12
  - environment technologies industry, 6
  - exchange rates, 16
  - exports and imports, 14–15
  - foreign embassies, 31–38
  - gross domestic product, 21–22
  - industry information, 3, 11–12
  - information technology, 6
  - interest rate forecasts, 83
  - interest rates, 83
  - Internet directories, 23–30
  - key sources, 6–9, 12–18
  - language barriers, 3
  - market information, 14–16, 25, 44
  - multimedia and information technologies, 6
  - news resources, 3, 16, 45–46
  - processed foods industry, 6
  - procurement activity, 15
  - purchasing power parities, 22
  - search engines, 30–31
  - statistics, 15–16, 21–24
  - stock exchanges and stock market information, 19–20
  - telecommunications industry, 6
  - trade fairs, 73
  - trade information, 12–13, 15–16, 25
  - unemployment rates, 22
- International Business Resources on the WWW, 26–27
- International Business Web Sites, 29
- International Chamber of Commerce, 38, 210
- International Finance Corporation, 201
- International Marketing Insight (IMI) Reports, 16
- International Trade Administration, U.S., 12–17
- Internet connectivity (Zimbabwe), 204

- Internet directories
    - Asia and the Pacific, 247–250
    - Canada, 227–228
    - Central and Eastern Europe, 89–95
    - Germany company, 84
    - international, 23–30
    - Latin America and the Caribbean, 126–131
    - Mexico, 214–215
    - Middle East and North Africa, 162–165
    - Sub-Saharan Africa, 187–189
    - See also* search engines
  - Internet Sources for Journalists and Broadcasters (Canada), 228
  - Internet statistics, Brazilian, 149
  - Invest in Canada, 240–241
  - Invest in Denmark, 85
  - Invest in France Agency—North America, 71–72
  - Invest in Greece, 116
  - Invest in Spain, 76
  - Investment Guide to Ethiopia, 210
  - Investment in New Zealand, 280
  - investment information
    - Argentina, 143–144
    - Australia, 277
    - Botswana, 208
    - Brazil, 147
    - Canada, 236–237
    - Caribbean, 151
    - Central and Eastern Europe, 107
    - Denmark, 86
    - Ethiopia, 210
    - Germany, 83
    - India, 282–283
    - Mexico, 216–218
    - New Zealand, 280
    - Poland, 113–114
    - Portugal, 78
    - Spain, 77
    - Sub-Saharan Africa, 200, 202–204
    - Trinidad and Tobago, 153–154
    - United States, 2
    - Zambia, 207–208
    - Zimbabwe, 209
  - Irasia.com, 258
  - Israel, 170–172, 174–175, 180–182
  - Israel Association of Electronics Industries, 180–181
  - Israel Foreign Ministry, 181–182
  - IT Industry Association (Denmark), 87
  - Italian Ministry of Foreign Affairs, 82
  - Italian Trade Commission in Canada (ITC), 81–82
  - Italy, 81–82
  - Italy in Figures*, 82
- J**
- Japan, 272–276
  - Japan Automobile Importers Association, 274
  - Japan External Trade Organization. *See* JETRO
  - Japan Information Network, 275
  - JETRO, 272–275, 276f
  - Jordan, 169–170
  - Jordan Kuwait Bank, 169–170
- K**
- Kuwait, 169–170
- L**
- La Maison du Maroc (Morocco), 184–185
  - language barriers
    - Germany, 82
    - in international business research, 3
    - Italy, 81
    - Latin America and the Caribbean, 125
    - Mexico, 245
    - Spain, 74–75
    - Web translation tools, 53, 285–287
  - LANIC. *See* Latin American Network Information Center (LANIC)
  - Latin America and the Caribbean
    - Argentina, 142–145
    - banking information, 134–135
    - Brazil, 145–149
    - business directories, 139–140
    - Caribbean, 149–155
    - chambers of commerce and industry, 131–132
    - countries included in, 125–126
    - exporter directories, 139–140
    - Guatemala, 140–142
    - local government resources, 137–138

### 390 International Business Information on the Web

- Latin America and the Caribbean (*cont.*)
    - search engines and directories, 126–131
    - stock exchanges, 133–134
    - trade information, 138
    - yellow pages, 135–137
  - Latin American Network Information Center (LANIC), 126–128
  - Latvia, 121
  - Latvian Business Directory, 121
  - LDA. *See* Lithuanian Development Agency (LDA)
  - Lebanon, 179–180
  - legislation, regulations and taxes
    - Argentina, 145
    - Canada, 243
    - Central and Eastern Europe, 100
    - Denmark, 86
    - Japan, 273
    - Saudi Arabia, 186
    - Spain, 75, 77
    - Sub-Saharan Africa, 200
    - Trinidad and Tobago, 155
  - Lernout & Hauspie, 287
  - Lexis-Nexis, 46
  - Libraries, Federal Depository, 15
  - Lithuania, 122–124
  - Lithuanian Development Agency (LDA), 122–124
  - Locate India, 250–251
  - Luxembourg, 73–74
- M**
- manufacturers, European, 54
  - Maple Square, 229
  - market information
    - Central and Eastern Europe, 99, 101
    - international, 6–7, 14–16, 25, 44
    - Japan, 273
    - Palestine, 178
    - Portugal, 78
    - Spain, 75
    - Sub-Saharan Africa, 196
    - Taiwan, 272
  - Market Prices, *Financial Times*, 8
  - Marketing and International Business Links, 27–28
  - MBendi AfroPaedia (Sub-Saharan Africa), 197–199
  - medical sector (Denmark), 85
  - MEES. *See* Middle East Economic Survey (MEES)
  - MEID. *See* Middle East Internet Directory (MEID)
  - Mexican Bank for Foreign Trade, 218
  - Mexican Coffee Council, 223–224
  - Mexican Intelligence Report, 218
  - Mexican Investment Board, 216–218
  - Mexican Mining Information Centre, 226
  - Mexico
    - associations, 222–226
    - banks and banking, 216
    - business directories, 221–222
    - chambers of commerce and industry, 219–220
    - coffee industry information, 223–224
    - company profiles, 218
    - directories, 214–215
    - economic information, 219–220
    - financial information, 219
    - investment information, 216–218
    - mining industry information, 226
    - search engines, 215–216
    - textile industry information, 224–226
  - Mexico Web, 221
  - Michigan State University, Center for International Business Education and Research, 26
  - Middle East and North Africa
    - Arab banks, 161
    - Bahrain, 185
    - banks, 161, 167–172
    - business profiles, 168–169
    - chambers of commerce and industry, 173–174
    - company directories, 160–161
    - country information, 159, 161
    - cultural considerations, 157
    - defining, 157
    - Egypt, 182–184
    - financial information, 176
    - Internet directories, 162–165
    - Israel, 180–182
    - Lebanon, 179–180
    - Morocco, 184–185
    - news resources, 159, 167, 174–176
    - Palestine, 176–178
    - regional resources, 156–162

Saudi Arabia, 185–186  
 Saudi companies, 159–160  
 search engines, 166  
 Sudan, 185  
 yellow pages, 166–167  
 Middle East Economic Survey (MEES), 176  
 Middle East Internet Directory (MEID),  
 160–161  
 mining industry information (Mexico),  
 226  
 Mizrahi Bank (Israel), 170–171  
 Morocco, 184–185  
 Multilateral Development Bank (MDB), 16  
 multimedia and information technolo-  
 gies (international), 6  
 MyBC.com (British Columbia), 230

## N

NAFTA, 213–214, 220  
 Nanyang Technological University  
 Library, 23–24, 29, 258  
 National Association of the Chemical  
 Industry (Mexico), 223  
 National Bank of Kuwait, 169  
 National Institute of Statistics (Italy), 81–82  
 National Library of Canada, 227  
 National Statistics Institute (Spain), 77  
 National Trade Data Bank (NTDB), 15  
 Nepal, 283  
 NepalPages.com, 283  
 Netherlands, 87–88  
 Netherlands Foreign Investment  
 Agency, 87–88  
*Netherlands Investment News*, 88  
 New Zealand, 278–280  
 New Zealand Herald Online, 279  
 Newly Independent States. *See* Central  
 and Eastern Europe  
 news resources  
 Arab countries, 159  
 Asia and the Pacific, 251–255  
 Botswana, 208–209  
 Brazil, 145–146  
 Canada, 239–240  
 Caribbean, 150–151  
 Central and Eastern Europe, 91–92,  
 110–112  
 Denmark, 86

France, 72  
 Hong Kong, 281  
 India, 283  
 international, 3, 16, 45–46  
 Japan, 275  
 Middle East and North Africa, 159,  
 167, 174–176  
 Netherlands, 88  
 New Zealand, 279  
 Poland, 114–115  
 Russia, 116  
 Singapore, 266  
 Spain, 76  
 Sub-Saharan Africa, 188, 194–195,  
 199, 204  
 United States, 3  
 Newsstand, 16  
 North Africa. *See* Middle East and North  
 Africa  
 North America Bank Directory of Bank  
 Web Sites, 238  
 North American Free Trade agreement,  
 213–214, 220  
 NTDB. *See* National Trade Data Bank  
 (NTDB)

## O

OECD. *See* Organisation for Economic  
 Cooperation and Development  
 (OECD)  
 OECS. *See* Organization of Eastern  
 Caribbean States (OECS)  
 Office of the Superintendent of Finan-  
 cial Institutions (Canada), 237  
 oil industry information, 175–176  
 Organisation for Economic Cooperation  
 and Development (OECD), 21–23  
 Organization of American States (OAS)  
 Trade Unit, 138  
 Organization of Eastern Caribbean  
 States (OECS), 151  
 Orientation (Central and Eastern  
 Europe), 89–90

## P

Pacific Island Reports, 16  
 Palestine, 176–178



## 392 International Business Information on the Web

PALTRADE (Palestine Trade Center), 178  
Paris Chamber of Commerce and  
Industry, 38  
Pepperdine University Library,  
International Business Web  
Sites, 29  
Poland, 113–115  
Portugal, 78–80  
PortugalOffer, 79–80  
Power Translator, 287  
Prague Business Journal, 115  
press releases (United States), 3  
PriceWaterhouseCoopers, 10–11, 210  
processed foods industry (international), 6  
procurement activity (international), 15  
*Profit, The Magazine for Canadian  
Entrepreneurs*, 235  
protocol, business (Asia and the  
Pacific), 253  
public companies  
Canada, 2  
United States, 1–4  
purchasing power parities (inter-  
national), 22

## Q

Qualisteam Banking and Finance, 20

## R

RBB. *See* Reuters Business Briefing  
(RBB)  
regional resources  
Asia and the Pacific, 265–266  
Middle East and North Africa, 156–162  
Sub-Saharan Africa, 197–204  
reliability of information sources, 4  
Republic of China. *See* Taiwan  
Resources for International Business, 29  
Reuters Business Briefing (RBB), 44–45  
Rhodes College, 129  
Russell McVeagh, 280  
Russia, 116–118  
Russia at Your Fingertips, 117, 118f  
Russia Today, 116–117  
Rutgers University Libraries—Resources  
for International Business, 29

## S

Saudi Arabia, 185–186  
Saudi companies, 159–160  
Search Engine Colossus, 30  
search engines  
Asia and the Pacific, 250–251  
Canada, 229–230  
Central and Eastern Europe, 89–95  
EuroFerret, 51–52  
India, 250–251  
international, 30–31  
Latin America and the Caribbean,  
126–131  
Mexico, 215–216  
Middle East and North Africa, 166  
Sub-Saharan Africa, 189–190  
Western Europe, 51–56  
*See also* Internet directories  
search strategies, 124  
Searchengine.com (United Kingdom),  
67–68, 69(f3 .8)  
Sebit Directories, 84  
securities. *See* stock exchanges and  
stock market information  
Securities and Exchange Commission, 1  
SEDAR (System for Electronic  
Document Analysis and  
Retrieval), 2, 238  
Silva, António Neto da, 79  
Simply Translating Deluxe, 287  
Singapore, 255–256, 258, 266–269  
Singapore Business Awards, 267  
Singapore Inc., 268  
Singapore Yellow Pages, 255–256  
SITC. *See* Standard International Trade  
Classifications (SITC), U.N.  
Skali.com, 265–266  
Skate Financial Network (Central and  
Eastern Europe), 107–108  
software, Web translation, 287  
South Africa, 194, 212  
Spain, 75–76  
*Spain: The Business Link*, 75  
Standard International Trade  
Classifications (SITC), U.N., 195  
STAT-USA, 6, 14–17  
State Department's, Background Notes,  
5–6  
State Information Service (Egypt), 182

State Statistical Committee of  
Azerbaijan Republic, 119

statistics

- Argentina, 144
- Azerbaijan, 119–120
- Belgium, 73
- Brazil, 149
- Canada, 242–244
- Denmark, 86
- Hong Kong, 282
- international, 15–16, 21–24
- Italy, 81
- Japan, 273, 275
- Singapore, 268–269
- Spain, 75–77

stock exchanges and stock market information

- Asia and the Pacific, 259–260, 267
- Beirut Stock Exchange, 180
- Canada, 238–239
- Caribbean, 151
- Central and Eastern Europe, 107, 109–110
- Greece, 116
- Hong Kong, 281
- international, 19–20
- Israel, 171
- Latin America and the Caribbean, 133–134
- Poland, 114
- Sub-Saharan Africa, 192
- Western Europe, 58–59

Strategis (Canada), 236, 242–245

Sub-Saharan Africa

- Angola, 210–211
- banks and banking, 200
- Botswana, 208–209
- business directories, 205–206
- central banks, 193
- chambers of commerce and industry, 190–192
- company information, 202
- company profiles, 198–199
- country profiles, 197–204
- difficulties in finding information, 212
- directories, 187–189
- economic information, 197, 200–202
- Ethiopia, 209–210
- investment information, 200, 202–204

legal information, 200

market trends, 196

news resources, 188, 194–195, 199, 204

regional resources, 197–204

search engines, 189–190

stock exchanges, 192

Swaziland, 211

trade information, 195–196, 200, 204

Uganda, 211

U.S. government resources, 195–197

yellow pages, 193–194

Zambia, 206–208

Zimbabwe, 209

Sudan, 185

Sudan.Net, 185

Swazi.com, 211

Swaziland, 211

Sweden, 80–81

System for Electronic Document

Analysis and Retrieval (SEDAR),  
2, 238

Systran, 287

## T

Taipei Economic and Cultural Office,  
Information Division, 269

Taiwan, 269–272

taxes. *See* legislation, regulations and  
taxes

telecommunications industries (inter-  
national), 6

textile industry (Mexico), 224–226

Thailand, 282

Thailand Export Directory, 268

Thomas Register of European  
Manufacturers (TREM), 54

THOR - The Online Resource, 38

TIDCO. *See* Tourism and Industrial  
Development Company of  
Trinidad and Tobago Limited  
(TIDCO)

TOPS. *See* Trade Opportunities Program  
(TOPS)

Tourism and Industrial Development  
Company of Trinidad and  
Tobago Limited (TIDCO),  
152–155

tourism (Portugal), 79

## 394 *International Business Information on the Web*

Trade Compliance Center, International Trade Administration, 14  
trade fairs, international, 73  
trade information  
  Argentina, 143–145  
  Australia, 276–277  
  Brazil, 146  
  Canada, 242–243  
  Central and Eastern Europe, 100–101  
  Hong Kong, 281–282  
  Indonesia, 280–281  
  international, 12–13, 15–16, 25  
  Japan, 273–275  
  Latin America and the Caribbean, 138  
  Lithuania, 123  
  Sub-Saharan Africa, 195–196, 200, 204  
  Taiwan, 269–272  
  Trinidad and Tobago, 153, 155  
  Zimbabwe, 209  
  *See also* exports and imports  
Trade Information Center, 12–13  
Trade Information Network of the UN/G77 Chambers of Commerce, 38  
Trade Opportunities Program (TOPS), 15  
trade shows (Italy), 82  
Trade Unit, Organization of American States (OAS), 138  
trademark information (Canada), 243  
TradeNet, Brazil, 146–148  
Tradeport, 6–7  
TradeUK, 67  
translation tools, Web, 53, 285–287  
TREM (Thomas Register of European Manufacturers), 54  
Trinidad and Tobago, 152–155  
Typically Spanish, 76

## U

UBD E-Directory (New Zealand), 279–280  
Uganda, 211  
Uganda Home Page, 211  
UNCTAD (United Nations Conference on Trade and Development), 210  
unemployment rates (international), 22  
United Kingdom  
  annual reports of companies, 64  
  business tax and regulations information, 68

  charities, 70(f3.11), 71  
  company directories, 65–71  
  trade associations, 64–65  
United Nations, 15, 210  
United States Agency for International Development (USAID), 195–197  
University of North Carolina at Charlotte, 129  
University of Strathclyde, Department of Information Science, 25  
University of Texas at Austin, 126, 162, 248  
URLs  
  Angola, 340  
  Argentina, 325  
  Asia and the Pacific, 350–360  
  Australia, 358  
  Azerbaijan, 316–317  
  Belgium, 307  
  Botswana, 340  
  Brazil, 326  
  Canada, 343–350  
  Caribbean, 326  
  Central and Eastern Europe, 310–318  
  chambers of commerce, 300  
  China, 358  
  commercial online services, 302  
  Czech Republic, 317  
  Denmark, 307  
  economic and financial information, 293–294  
  Egypt, 332–333  
  embassies and governments, 294–300  
  Estonia, 317  
  Ethiopia, 340  
  European Union, 302  
  France, 307  
  Germany, 307–308  
  global international business information, 292–293  
  Greece, 318  
  Guatemala, 326  
  Hong Kong, 359  
  Hungary, 317  
  Indonesia, 359  
  international business research, 289–290  
  international directory sites, 290–292

international lists, 300–302  
 international search engines, 292  
 Israel, 333  
 Italy, 308  
 Japan, 359  
 Latin America and the Caribbean,  
 318–326  
 Latvia, 317  
 Lebanon, 333  
 Lithuania, 317  
 Mexico, 341–343  
 Middle East and North Africa,  
 327–333  
 NAFTA, 341  
 Netherlands, 308  
 New Zealand, 359–360  
 Palestine, 333  
 Poland, 318  
 Portugal, 309  
 Russia, 318  
 Singapore, 360  
 Spain, 308  
 Sub-Saharan Africa, 334–341  
 Swaziland, 340  
 Sweden, 309  
 translation tools, 360–361  
 Uganda, 340  
 United Kingdom, 309–310  
 U.S. government sources, 290  
 Western Europe, 302–310  
 Zambia, 340  
 Zimbabwe, 341  
 U.S. Chamber of Commerce, 38  
 U.S. Commercial Service, 16–17  
 U.S. Department of Agriculture, 15  
 U.S. Department of Commerce,  
 International Trade  
 Administration, 12–17  
 U.S. government resources  
 Central and Eastern Europe, 97–101  
 Depository Libraries, 15  
 Sub-Saharan Africa, 195–197  
*See also* Specific agencies  
 U.S. International Trade Administration,  
 12–17  
 U.S. public company information, 1–4  
 U.S.-Saudi Arabian Business Council,  
 185–186  
 US-IBEX (U.S.-Israel Business  
 Exchange), 181

USAID (United States Agency for  
 International Development),  
 195–197

## V

VIBES - Virtual International Business  
 and Economic Sources, 28, 129

## W

Warsaw Business Journal, 115  
 Warsaw Stock Exchange, 114  
 Web addresses. *See* domain name coun-  
 try codes; URLs  
 Web translation tools, 53, 285–287  
 Web Translator, 287  
 Welcome to Portugal, 79  
 Western Europe  
 Belgium, 73–74  
 chambers of commerce and indus-  
 try, 59–60  
 company financial information,  
 61–64  
 Denmark, 84–87  
 European Union business informa-  
 tion, 49–51  
 France, 71–72  
 Germany, 82–84  
 Italy, 81–82  
 Netherlands, 87–88  
 Portugal, 77–80  
 search engines and directories,  
 51–56  
 Spain, 74–77  
 stock exchanges, 58–59  
 Sweden, 80–81  
 United Kingdom, 64–71  
 yellow pages, 56–58  
 Who's Who in France, 72  
 wireless communications (Denmark), 85  
 World Bank, Competitiveness  
 Indicators, 9  
 World Chambers Network, 38, 39f  
 World Factbook, 5, 92  
 World Reporter database, 45–46  
 WorldBase database, Dun &  
 Bradstreet's, 18, 44  
 Worldclass Supersite, 29

## **396 International Business Information on the Web**

### **X**

.XLS, Data Downlink's, 11–12

### **Y**

Yahoo! Finance - UK & Ireland, 68,  
69(£3.9), 70(£3.10)

Yell Business, 56–57

yellow pages

Asia and the Pacific, 255–257

Canada, 230

Central and Eastern Europe, 95–97

Latin America and the Caribbean,  
135–137

Middle East and North Africa,  
166–167

Sub-Saharan Africa, 193–194

Western Europe, 56–58

YelloWeb Hungary, 95

### **Z**

Zambia, 206–208

Zambia Investment Center, 207–208

ZamNet, 206–207

Zimbabwe, 202–204, 209

Zimbabwe Investment Centre, 209

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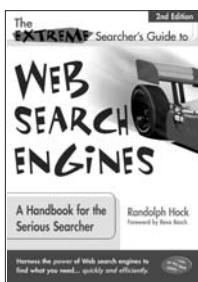
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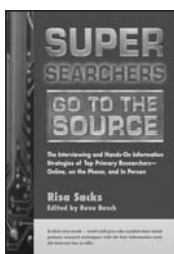
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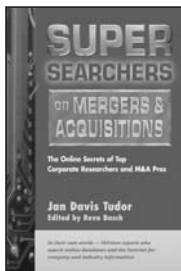
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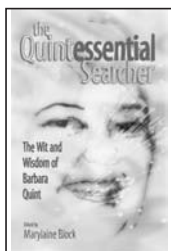
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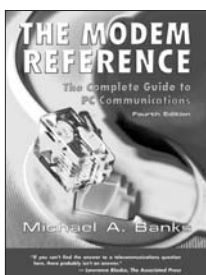
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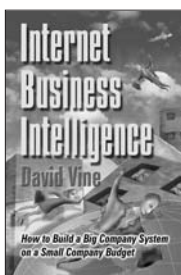
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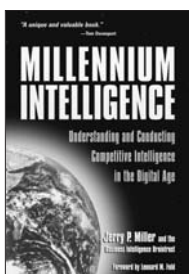
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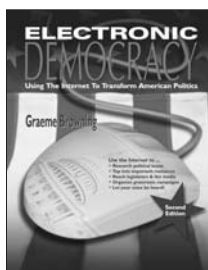
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