



Doing Business in Uganda: 2014 Country

Commercial Guide for U.S. Companies

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Chapter 1: Doing Business In Uganda

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Market Overview

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- The Ugandan economy grew by 5.7 percent in fiscal year (FY) 2013/14, up from 5.1 percent the previous year. Economic growth is expected to accelerate six percent in FY 2014/15. The country however still is highly dependent on foreign aid. Direct budgetary support from donors makes up about 19 percent of the Ugandan budget. However, many donors, including the U.S., have moved away from direct budget support to the Ugandan government and provide millions of dollars in aid to NGOs, contractors, and other civil society organizations that are not reflected in the budget.
- In 2012, total trade was \$9.3 billion, with \$2.86 billion worth of exports, and \$6.42 billion worth of imports. Trade contributed 42 percent of GDP. Trade balance improved from a deficit of \$2.6 billion to \$1.8 billion as a result of increased exports.
- Foreign Direct Investment (FDI) declined from \$1.7 billion in 2012 to \$1.2 billion in 2013, although the UNCTAD World Investment Report shows that Uganda remains the leading recipient of Foreign Direct Investment in the East African region. FDI in Uganda continues to be driven largely by heavy investments from oil exploring companies. As Uganda moves toward active oil production in the next several years, it will likely continue to attract FDI.
- Major investments were made in construction, banking and financial services, telecommunications, and petroleum exploration.
- Uganda's gross domestic product (GDP) was \$25.3 billion in FY 2013/14 and the World Bank reports that GDP per capita is \$551. The service sector was the largest contributor to GDP in 2012 at 44.7 percent and industry contributed about 26.6 percent. The agriculture and fishing sectors have stagnated at about 22 percent over the past years. Nonetheless, the sector provides approximately 66 percent of employment in Uganda. Of the 37 million people living in Uganda, 24.5 percent of the population lives on less than \$1 per day.
- The Ugandan government continues to emphasize strengthening the country's road, rail, water, energy, and communications infrastructure. In FY 2013/14, the Ugandan Government invested nearly \$1 billion in road construction and improvement; this will remain a priority in FY 2014/15.

- Uganda's major trading partners are its regional neighbors, including Kenya, the Democratic Republic of Congo (DRC), and South Sudan. The European Union, the United Arab Emirates, South Africa, India, China, Japan and Singapore follow behind Uganda's regional partners.
- Uganda is a member of the East African Community (EAC) along with Kenya, Tanzania, Burundi, and Rwanda. The EAC has passed protocols establishing a Customs Union and Common Market among the five countries and recently signed a monetary protocol that lays out a ten-year road map to a common currency. Although implementation has been slow, Kenya, Rwanda, and Uganda have started to "fast track" several projects, reducing the amount of time it takes to ship goods from the port in Mombasa, Kenya, to Kampala.

Market Challenges

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The barriers to doing business in Uganda include high levels of corruption, poor infrastructure, a lack of access to affordable loan financing, low levels of human capacity, inefficient government services, complicated land laws and frequent land disputes.

- Corruption is a serious problem, and the political will to fight it remains inadequate. According to Transparency International's (TI) most recent Corruption Perceptions Index, Uganda now ranks 140th out of 177 countries, down ten places from 2012 when it was 130th out of 176 countries. Uganda's score on the index fell from 2.9 to 2.6 in 2013 (a score lower than 3.0 indicates a perception of "rampant corruption.") TI's 2013 East African Bribery Index ranked Uganda as the most corrupt country in East Africa.
- Although the Ugandan government is investing heavily in infrastructure, its systems of roads, rail, electricity, and water, are generally poor. Access to electricity countrywide is a meager 14 percent, and only 7 percent of the rural population has access to power. A two-lane highway from Kenya remains the primary route for 80 percent of Uganda's trade, leaving businesses dependent upon a corridor highly vulnerable to blockages. Recently the East African community countries have signed an agreement with the China Exim Bank to build a railway line to link Kenya, Uganda, Burundi, Rwanda and South Sudan.
- The World Bank 2014 Doing Business survey ranked Uganda 132nd out of 185 countries for ease of doing business. Uganda scored poorly in the categories of starting a business and getting electricity, but fared better in the categories of resolving insolvency. The Heritage Foundation 2014 index of economic freedom ranked Uganda as the 91st freest economy, out of 178 countries. This ranking puts Uganda in the category of "mostly unfree."
- Full commissioning of the 250 megawatt Bujagali Hydropower Project in 2012 temporarily alleviated Uganda's power deficit, but demand is growing at 10 percent per year, and is gradually beginning to outstrip supply again. In 2013, the Government held a groundbreaking ceremony for the construction of the Karuma hydropower project that will add another 600 megawatts of power to Uganda's grid, when it comes online, possibly in 2018. Uganda is also

constructing a number of micro-hydro projects along the Nile River, and is promoting development of renewable energy in Uganda.

- Lack of affordable financing is another impediment for business. Loans are generally short term, with interest rates at about 20 percent or higher and little liquidity exists for longer-term loans.
- China and India are playing an increasing role in the Ugandan economy, and some wealthy Ugandans still prefer to work with their historical European trading partners. Some Ugandan purchasers express concern about the ability of American manufacturers to provide parts and services. Partly as a result of transportation costs, American products often cost more than their Asian counterparts' products, a significant challenge in an intensely price-sensitive environment.
- At 3.2 percent per year, Uganda has one of the highest population growth rates in the world, leading to high youth unemployment and putting an increasing strain on social services, infrastructure, and land resources. At its current rate, Uganda's population, currently about 37 million, will double by 2035.
- The sale of counterfeit products smuggled into Uganda is also an impediment to U.S. producers of consumer goods. The sophistication of counterfeit goods from China and India is growing, and public awareness of counterfeits remains weak. Pirating of CDs, cassettes, software, and videos is common, and visitors to Kampala will see counterfeit reproductions of popular music and films for sale in markets at low prices. Counterfeit construction products, auto parts, food products and pharmaceuticals are also on the rise, leading to serious public safety concerns.

Market Opportunities

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- U.S. exports to Uganda totaled \$125 million in 2013. Major American exports to Uganda include machinery and machinery parts, electronics, transportation equipment, and optic and medical instruments. Prospects for U.S. exports to Uganda include construction equipment, renewable energy technologies, oil production technologies, power generation, hydropower technologies, manufacturing and mining equipment, information and communication technology products, medical equipment and pharmaceuticals, supplies for food processing, agricultural inputs, cosmetics, and consumer goods.
- Uganda enjoys a unique location at the heart of Africa giving it an advantage for regional trade and investment. Uganda has seen its regional trade grow steadily with its neighbors South Sudan, the Democratic Republic of Congo, Kenya, Tanzania and Rwanda. However, trade flows can be suddenly disrupted when conflict breaks out, as happened in South Sudan at the end of 2013.

Ugandan Exports in 2012 with key trading partners	
European Union	\$464 million
South Sudan	\$404 million

Kenya	\$255 million
DRC	\$239 million
Rwanda	\$226 million
Burundi	\$46 million
United States	\$34 million
Ethiopia	\$13 million
South Africa	\$12 million
Nigeria	\$1 million

- FDI from and trade with Asian countries, including Singapore, the United Arab Emirates (UAE), Pakistan, China, India, and Malaysia, is also increasing.
- Coffee, tea, tobacco and cotton, Uganda's largest exports by value, have generally increased in quantity and dollar value, with some year-to-year fluctuation. Uganda is Africa's largest exporter of coffee, producing about 3.8 million bags of coffee in 2013 and the country benefited from a drought in Brazil that drove coffee prices higher. Tea exports increased to \$73.9 million in 2012 from 72.1 million in 2012. Cotton exports decreased from \$105 million to \$76 million in 2012. Other important exports include fish, flowers, and cement. Tourism is a growing industry. In 2011, Uganda earned \$805 million from 1.15 million visitors, up from \$662 million earned in 2010 from 946,000 visitors. Tourism earned the country \$834 million in 2012.
- Uganda's banking industry has grown and currently consists of 25 banks. Financial services in Uganda are becoming more efficient with the presence of several international banks such as Citibank, Barclays, and Standard Chartered.
- Uganda's telecommunications sector, power sector, and untapped mineral resources have also attracted foreign investment. Over the next decade, Uganda will need to upgrade its power generation capabilities and its transportation network (air, rail, and road). Additional prospects for U.S. investment in Uganda are in the agribusiness, construction, tourism, transportation, light manufacturing, and oil infrastructure and services. Uganda's expanding services sector has also created new investment opportunities for smaller investors in financial services, information technology, catering and entertainment.
- Foreign oil companies have drilled dozens of successful exploratory wells in western Uganda along the border with the Democratic Republic of Congo, and recoverable reserves are estimated to be at least 3.5 billion barrels, which will make Uganda a top sub-Saharan Africa oil producer. Total, Tullow, and the China National Offshore Oil Corporation (CNOOC) are now developing wells, and an estimated \$10 billion in infrastructure development - including roads, ports, airports, and pipelines - will be required to prepare the country for commercial oil production projected to begin in 2018. In 2014, the Ugandan government is expected to select a firm to build a 60,000 barrel per day refinery to ease its dependence on imported petroleum products and to generate revenue by exporting refined products throughout the East African region.

- There are opportunities to bid on government tenders for donor-supported infrastructure and other development projects. In recent years, U.S. firms have been competitive bidders for tenders for power generation and transmission equipment, telecommunications services, information technology equipment and services, and transportation infrastructure. In the past some government tenders have been suspended over allegations of corruption in the selection process, leading some U.S. companies to question their ability to successfully compete for government projects in Uganda. U.S. firms also need to be aware that some unscrupulous people are sending out fake tenders and thereby obtaining money from bidders.
- Exports to the United States under the African Growth and Opportunity Act (AGOA) also represent opportunities, though few traders have taken advantage of their potential. In 2012, AGOA exports were \$1.8 million, down from \$2.5 million in 2011. There has been a significant decline from the \$6 million worth of goods exported in 2006. In 2013 Ugandan exports (including non-AGOA products) totaled \$47 million. Uganda imported \$125 million of goods from the U.S.

Market Entry Strategy

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- Foreign firms interested in coming to Uganda should conduct appropriate research and visit Uganda before making significant investments. Many Ugandan markets are not well developed, but, despite Uganda's challenges, promising opportunities exist for well-prepared firms in the right sectors.
- Many exporters rely upon local distributors to market their products, and successful foreign businesses often use local agents familiar with the sometimes confusing and slow-moving Ugandan bureaucracy. As with local distributors, businesses should thoroughly research potential agents.
- Some U.S. businesses have entered the local markets through joint ventures with local or regional businesses. This allows U.S. firms to take advantage of local and regional expertise while sharing some of the risks with the local firms.

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Chapter 2: Political and Economic Environment

For background information on the political and economic environment of the country, please click on the link below to the U.S. Department of State Background Notes.

<http://www.state.gov/r/pa/ei/bgn/2963.htm>

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Using an Agent or Distributor

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Typically, American businesses looking to access the Ugandan market enter into contractual agreements with local agents and distributors. A good local agent may play an important role for U.S. companies planning to bid on government tenders, which often require detailed knowledge of local conditions and the government bureaucracy. The Uganda Investment Authority (UIA) and the Uganda Manufacturers Association (UMA) maintain resource centers and often field inquiries from agents, distributors or companies looking for outside partners. The Ugandan National Chamber of Commerce and Industry (UNCCI) may also assist with identifying local agents and distributors. The Uganda Export Promotion Board (UEPB) has a list of export firms in Uganda. The Commercial Section at the U.S. Embassy can help verify the bona fides of potential agents or distributors. Nonetheless, it would be prudent to choose an agent or distribution and sales channels distributor after visiting Uganda to survey the situation and interview candidates.

Establishing an Office

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The Uganda Investment Authority (UIA) promotes and facilitates private sector investment in Uganda. The agency opened a one-stop facilitation service to ease the process of registration and licensing for foreign firms. Other agencies with officials stationed at the UIA include the Uganda Revenue Authority (URA), to advise on tax matters; the Directorate of Citizenship and Immigration Control, to assist with work permits; the Uganda Registration Services Bureau (URSB) for business registration; and the Lands Department. Despite the assistance provided by the UIA, investors can face inept and corrupt government personnel within government agencies. A local partner can help sort through some of these difficulties. Uganda has a tax revenue to

GDP ratio of about 13 percent, low even by regional standards, and URA has struggled to bring more businesses and individuals into the formal tax structure. In its quest to increase government revenues, URA has at times decided to suddenly enforce tax laws that have gone unenforced for years. Such enforcement, announced with little warning, has impacted businesses and non-governmental organizations that have been targeted for the payment of taxes retrospectively. At present, there is a glut of office space in Kampala. Construction of a number of new modern office buildings in Kampala is ongoing, increasing the overall amount and quality of available offices space. Rent for commercial space remains the same and ranges between \$12 and \$25 per square meter.

Franchising

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Several major American firms operate in Uganda, including Citibank, AIG, Caterpillar, NCR, Sheraton Hotels, FedEx, Ernst & Young, Deloitte, Price Waterhouse Coopers, General Motors, Coca-Cola, Pepsi-Cola, Halliburton, American Tower Corporation, and Hertz. Prominent Ugandan investors appear interested in U.S. franchises, and three KFC outlets recently opened in Kampala -- the first major U.S. food franchise in the country. Several South African and Kenyan grocery stores and fast food chains operate. Larger gasoline retailers such as Shell and Total usually have convenience stores at their filling stations.

Direct Marketing

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With the rapidly expanding use of cellular telephones and computers, Uganda currently presents opportunities for telephone or internet marketing. Other than in a few urban areas, most Ugandans do not actively utilize mail services. Most foreign products are marketed through an experienced local company. Some products are also marketed using billboards and road signage.

Joint Ventures/Licensing

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There are no restrictions on joint ventures with local investors. However foreign investors need to be cautious and apply good business judgment when dealing with local investors.

Selling to the Government

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The Public Procurement and Disposal of Assets Authority (PPDA) audits government procurements, regulates public procurement processes, and monitors compliance by all government entities. In January 2011, PPDA released new tendering rules aimed at preventing delays and enhancing the fight against corruption in public procurement. Government agencies must now include a procurement schedule for every bid notice issued, standard formats for invitation of bidders (bid notices) must specify time frames for all government procurement activities, and all bid evaluations must begin within 14 working days from the date of closing the bid. More information about PPDA can be found at www.pdda.go.ug. Government procures a large portion of its drugs and medical equipment from foreign pharmaceutical companies, mainly Indian. Military equipment and hardware make up the largest portion of government procurement. Opportunities exist for U.S. companies to compete.

Distribution and Sales Channels

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Products in Uganda are generally distributed through regional wholesalers, who in turn supply small and rural shopkeepers. In practice, some imported consumer products (whether smuggled or not) start their journey in downtown Kampala from the informal market area located on Nakivubo Street. Merchandise is off-loaded from containers and sold in bulk quantities to waiting transporters. Most of these transactions are paid for in cash, and transporters immediately carry their shipments to smaller towns and villages. Businessmen report that customs duties are not always collected, especially if a bribe is offered to the Uganda Revenue Authority officer on site. They also complain about the tax body sometimes not being consistent in that manner in which taxes are assessed. This causes uncertainty and makes trading cumbersome. With the entry of large South African and Kenyan retailers (such as Game, Shoprite, Nakumatt, and Uchumi) into Uganda, suppliers can now deal directly with some major purchasers.

Selling Factors/Techniques

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Firms commonly market products with billboards and other road signage, as well as with newspapers, radio and television advertising. Most Ugandans speak at least some English, though some ad campaigns use local languages. South African retail companies have created coordinated advertising campaigns involving leaflets, billboards and media advertising. Cell phone company MTN, for example, attracts national attention through its hosting of the MTN marathon each year. Firms have also promoted themselves heavily at music concerts and by supporting sports teams such as the national soccer team. Beverage firms have run successful bottle cap promotions as well.

Electronic Commerce

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E-commerce is relatively undeveloped in Uganda, due to the lack of a widespread Internet access. In 2008, banks began to allow mobile phone banking, allowing cell phone users to electronically transfer funds to retailers or individuals. Mobile money is becoming increasingly popular and is seen as a competitor of mainstream banks. However, regulations are weak and many scam artists are now using mobile money to defraud their victims.

American companies contacted by potential Ugandan purchasers must exercise great caution prior to finalizing any transactions. While many legitimate Ugandan entities seek to source goods over the Internet, the U.S. Embassy has helped detect numerous cases of fraud. The U.S. Embassy notes that the schemers are becoming increasingly sophisticated, setting up and managing impressive websites and luring foreign businesses to come to Uganda. U.S. vendors should never agree to accept third party checks as payment for goods to be shipped to Uganda. If a vendor questions the legitimacy of a potential Ugandan purchaser, the vendor should contact the Commercial Section at the U.S. Embassy, which will seek to verify the existence of the purchaser.

Trade Promotion and Advertising

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There are few advertising agencies in Kampala. Eighty percent of Ugandans get their news from radio, particularly in the rural areas. Newspapers are major sources of

advertising and, unlike in many developed countries, they are not seeing advertising revenues decline due to increasing Internet usage. The Daily Monitor and The New Vision are Uganda's largest English-language daily newspapers. Billboards are also a common way of advertising.

ZK Advertising Uganda Ltd.
Workers House 4th Floor, Southern Wing
Plot 1, Pilkington Road
Tel: 256-414-234-215; fax: 256-414-234-150

Moringa Ogilvy
Plot 41, Luthuli Avenue, Kampala
Tel: 256-312-251-112/4; fax: 256-312-251-111; website: www.ogilvy.com

Major Newspapers and Business Journals include:

The East African
P.O. Box 6100, Kampala, tel: 256-414-232-768; website: www.nationaudio.com

The East African Procurement News
P.O. Box 24595, Kampala, tel.: 256-414-231-120; website: www.procnews.com

The Daily Monitor
P.O. Box 12141, Kampala, tel: 256-414-236-939; fax: 256-414-232-369; website:
www.monitor.co.ug

The New Vision
P.O. Box 9815, Kampala, tel: 256-414-235-209; fax: 256-414-235-843; website:
www.newvision.co.ug

The Eye Magazine
23, Prince Charles Drive, Kololo
Kampala - Uganda (Inside Microcare Compound)
Tel: 256-312- 251-117/8 Fax: 256-312-225-111/9; website: www.theeye.co.ug

East African Business Week
Plot 133, Kira Road, Kamwokya
Tel: 256-414-531-345 ; 256-772-450-038; website: www.busiweek.com

The Independent Publications Limited
Plot 86, Kamjokya Street
Tel: 256-312-637-391/2/3/4; fax: 256-312-637-396; website: www.independent.co.ug

Radio and Television Stations include:

Capital Radio
P.O. Box 7638, Kampala, tel: 256-414-235-092/3/4 Radio Uganda, P.O. Box 7142,
Kampala, tel: 256-414-251-554

Impact Radio

P.O. Box 7223, Kampala, tel: 256-414-272-114; website: www.victoryuganda.org

KFM

P.O. Box 12141, Kampala, tel: 256-312-260-018; website: www.kfm.co.ug

Lighthouse Television

P.O. Box 23934, Kampala, tel: 256-414-543475/543-435/554-221

MNET

P.O. Box 2373, Kampala, tel: 256-414-341-431/38

Radio One

P.O. Box 4589, Kampala, tel: 256-414-348-311/211

Radio Sanyu

P.O. Box 30961, Kampala, tel: 256-414-234-250; website: www.mondotimes.com

Simba Radio

P.O. Box 31564, Kampala, tel: 256-414-543-672; website: www.simba.fm

Uganda TV

P.O. Box 7142, Kampala, tel: 256-414-345-376/256-453

Spirit FM

P.O. Box 10383, Kampala, tel: 256-772-438-980; website: www.spiritfmradio.net

WBS Television

P.O. Box 5419, Kampala, tel: 256-414-344-313/4; website: www.wavahtelelevision.com

Pricing

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Due to large shipping costs, European and North American goods and services are expensive, and few local substitutes exist at moderate prices. Large European and Asian companies compete against U.S. manufacturers of large-scale equipment and services. Smuggled goods, together with low-priced and low-quality counterfeit products create a large gray market that undercuts legitimate distributors. Investors who register as investment traders are entitled to VAT refunds on building materials for industrial and commercial buildings. Plant and machinery are imported tax free. The East African Community is working to harmonize taxes across the region. Generally the following rates apply for imports from outside the community: import duty 25 percent, VAT 18 percent withholding tax 6 percent and excise duty varies depending on the product.

Sales Service/Customer Support

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Customer support can be a major issue for American products being sold in Uganda. U.S. manufacturers need to adequately demonstrate they can supply spare parts, technical assistance and other customer service. Moreover, they should carefully select, train, and monitor service providers for their products.

Protecting Your Intellectual Property

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As discussed in Chapter 6, Uganda is starting to improve protection of intellectual property rights, and the Uganda Revenue Authority's Customs Department in conjunction with the Uganda National Bureau of Standards regularly seizes counterfeit goods. However, the two institutions are understaffed and underfunded and are therefore not able to provide adequate protection for property holders. It is important to note that there is no concrete national policy on intellectual property rights in Uganda. The Uganda Law Reform Commission is in the process of drafting bills targeting provisions relating Intellectual Rights protection and enforcement. While counterfeit products are readily available, Ugandan police and courts will work to enforce current statutes only if pushed to do so by rights holders. Prominent counterfeiting cases have languished in courts for years. Pending anti-counterfeiting legislation aims to upgrade intellectual property rights (IPR) protections and strengthen the penalties for traffickers of counterfeit goods. Protection against unauthorized use in a particular country depends, basically, on the national laws of that country. However, most countries do offer copyright protection to foreign works under certain conditions, and these conditions have been greatly simplified by international copyright treaties and conventions. Most counterfeit and pirated goods are imported from China and India, though some companies have suffered from locally produced counterfeits.

Protecting Your Intellectual Property in Uganda:

Several general principles are important for effective management of intellectual property IPR in Uganda. First, it is important to have an overall strategy to protect your IPR. Second, IPR is protected differently in Uganda than in the United States. Third, rights must be registered and enforced in Uganda, under local laws. U.S. trademark and patent registrations will not protect your property in Uganda.

Registration of patents and trademarks is on a first-in-time, first-in-right basis, so you should consider applying for trademark and patent protection even before selling your products or services in the Ugandan market. It is vital that companies understand that intellectual property is primarily a private right and that the U.S. government generally cannot enforce rights for private individuals in Uganda. It is the responsibility of the rights holders to register, protect, and enforce their rights where relevant, retaining their own counsel and advisors. Companies may wish to seek advice from local attorneys or IPR consultants who are experts in Uganda law. The U.S. Commercial Service can provide a list of local lawyers upon request.

While the U.S. government stands ready to assist, the rights holder needs to take these fundamental steps necessary to securing and enforcing their IPR in a timely fashion. In no instance should U.S. government advice be seen as a substitute for the obligation of a rights holder to promptly pursue its case.

It is always advisable to conduct due diligence on potential partners. Negotiate from the position of your partner and give your partner clear incentives to honor the contract. A good partner is an important ally in protecting IPR. Consider carefully, however, whether to permit your partner to register your IPR on your behalf. Doing so may create a risk that your partner will list itself as the IPR owner and fail to transfer the rights should the partnership end. Projects and sales in Uganda require constant attention. Work with legal counsel familiar with Ugandan laws to create a solid contract that includes non-compete clauses, and confidentiality/non-disclosure provisions.

It is also recommended that small- and medium-sized companies understand the importance of working together with trade associations and organizations to support efforts to protect IP and stop counterfeiting. There are a number of these organizations, both Uganda or U.S.-based. These include:

- The U.S. Chamber and local American Chambers of Commerce
- National Association of Manufacturers (NAM)
- International Intellectual Property Alliance (IIPA)
- International Trademark Association (INTA)
- The Coalition Against Counterfeiting and Piracy
- International Anti-Counterfeiting Coalition (IACC)
- Pharmaceutical Research and Manufacturers of America (PhRMA)
- Biotechnology Industry Organization (BIO)

IPR Resources

A wealth of information on protecting IPR is freely available to U.S. rights holders. Some excellent resources for companies regarding intellectual property include the following:

- For information about patent, trademark, or copyright issues -- including enforcement issues in the US and other countries -- call the STOP! Hotline: **1-866-999-HALT** or register at www.StopFakes.gov.
- For more information about registering trademarks and patents (both in the U.S. as well as in foreign countries), contact the US Patent and Trademark Office (USPTO) at: **1-800-786-9199**.
- For more information about registering for copyright protection in the US, contact the US Copyright Office at: **1-202-707-5959**.
- For more information about how to evaluate, protect, and enforce intellectual property rights and how these rights may be important for businesses, a free online training program is available at www.stopfakes.gov.
- For US small- and medium-sized companies, the Department of Commerce offers a "SME IP Advisory Program" available through the American Bar Association that provides one hour of free IP legal advice for companies with concerns in various countries. For details and to register, visit: http://www.abanet.org/intlaw/intlproj/iprprogram_consultation.html
- For information on obtaining and enforcing intellectual property rights and market-specific IP Toolkits visit: www.StopFakes.gov This site is linked to the USPTO website for registering trademarks and patents (in the U.S. and in foreign countries). It is also linked to the U.S. Customs & Border Protection website to record registered trademarks and copyrighted works (to assist customs in blocking imports of IP-infringing products) and allows you to register for Webinars on protecting IP.

- The U.S. Commerce Department has positioned IP attachés in key markets around the world. You can get contact information for the IP attaché who covers Uganda at: CommercialKampala@state.gov.

Due Diligence

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Credit reporting is in its infancy in Uganda and due diligence is difficult to perform. The Bank of Uganda launched Uganda's first Credit Reference Bureau (CRB) in December 2008. The bureau created a database to give commercial banks access to information such as the credit history of loan applicants. All loan applicants have to present a Financial Card which is issued by their banker. It is hoped that the CRB will eventually lead to lower costs of borrowing, quicker loan processing, and exclusion of serial defaulters from the credit market.

Sellers are advised to collect cash upon or before delivery and to collateralize all loans. Sellers should also be aware that fraud is widespread and that accounts and bank statements may not reflect actual financial data. Firms should check document accuracy with financial institutions or through a commercial law firm. Similarly, firms should also conduct reference checks of potential Ugandan partners, especially other foreign customers or suppliers. Price Waterhouse Coopers, Ernst & Young, Deloitte & Touche, and other firms and business associations can facilitate such processes. The American Chamber of Commerce may also assist in such processes. The U.S. Embassy Economic and Commercial Section also offers a number of paid-for services to assist U.S. companies in their due diligence of local companies and partners. Details about these services can be found at: <http://kampala.usembassy.gov/business>

Local Professional Services

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The Institute of Certified Public Accountants of Uganda (ICPAU): tel.: 256-414-540-125/6; e-mail: icpau@infocom.co.ug

Uganda Association of Consulting Engineers: tel.: 256-414-342-536; website: www.uace.or.ug

Uganda Bankers Association: tel. 256-414-343-199; e-mail: uba@uol.co.ug

Uganda Law Society: tel.: 256-414-342-424; website: www.uls.or.ug; e-mail: ulss@utlonline.co.ug

Uganda National Association of Building and Civil Engineering Contractors: tel.: 256-414-287-836; e-mail: unabcec@infocom.co.ug

Uganda Society of Architects: tel.: 256-414-232-963; website: www.archuganda.org; e-mail: archuganda@siticable.co.ug

Web Resources

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Impact Radio: www.victoryuganda.org

The Institute of Certified Public Accountants of Uganda (ICPAU): e-mail: icpau@infocom.co.ug

KFM: www.kfm.co.ug

Radio Sanyu: www.mondotimes.com Simba Radio: www.simba.fm

The East African: www.nationaudio.com

The East African procurement News: www.procnews.com

The Monitor: www.monitor.co.ug

The New Vision: www.newvision.co.ug

U.S. Embassy Kampala Commercial Office: <http://kampala.usembassy.gov/business>

Uganda Association of Consulting Engineers: tel.: 256-414-342-536; website: www.uace.or.ug

Uganda Bankers Association: e-mail: uba@uol.co.ug

Uganda Law Society: www.uls.or.ug; e-mail: ulss@utlonline.co.ug

Uganda National Association of Building and Civil Engineering Contractors: e-mail: unabcec@infocom.co.ug

Uganda Society of Architects: www.archuganda.org; e-mail: archuganda@siticable.co.ug

WBS Television: <http://www.wavahtelelevision.com/>

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Chapter 4: Leading Sectors for U.S. Export and Investment

Commercial Sectors

- Agriculture and food processing/packaging
- Infrastructure: construction equipment, electrical power systems, renewable energy, oil infrastructure and services pumps, valves, and compressors; waste management and environmental services.
- Telecommunications and Information Technology
- Travel/tourism services; tourism infrastructure services
- Light manufacturing (import substitution and exports): household consumer goods, cosmetics/toiletries, footwear, furniture, textile fabrics, office products and equipment
- Mining: mining industry equipment, non-ferrous metals; oil, gas, and mineral production/exploration services
- Marine fisheries products (seafood)
- Medical and dental equipment

Agricultural Sectors

Sector Name: Foods: processed and food processing/packaging
ITA Industry code(s): FOD/FPP

Overview

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Uganda's traditional export crops have fluctuated substantially in quantity and dollar value over the past several years.

Commodity	2010 exports	2011 exports	2012 exports
Coffee	\$284 million	\$467 million	\$372 million
Tea	\$68 million	\$72 million	\$76 million
Tobacco	\$69 million	\$55 million	\$62 million
Cotton	\$21 million	\$86 million	\$76 million

Most industries in Uganda depend heavily on agriculture for raw material inputs. President Museveni actively promotes value-added exports, such as roasted coffee, palm oil processing, and cotton yarn. Uganda hopes to expand its agricultural exports under the East African Customs Union. Agricultural processing is starting to develop and there are investment opportunities in processing and packaging coffee, edible oils, tropical fruits, fruit juices, and nontraditional crops such as vanilla.

Sub-Sector Best Prospects

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Food processing equipment, including drying, storage, and treatment facilities; chemicals and additives used to preserve or process foods; canning, bottling, and other packaging equipment and related materials; repair and maintenance services; consulting services on set up and operation of food processing equipment and systems.

Opportunities

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Opportunities exist primarily with private sector firms. Interested entities may wish to contact USAID, which has been working to improve Ugandan agricultural productivity, to obtain more information about specific processing opportunities.

Web Resources

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Livelihoods and Enterprises for Agricultural Development (LEAD) (USAID-sponsored)
www.leadug.com

Uganda Coffee Trade Federation: www.Uganda.co.ug/coffee

Natural Organic Agricultural Movement of Uganda (NOGAMU) www.nogamu.org.ug

Uganda Export Promotion Board: www.Ugandaexportsonline.com

Uganda Flower Exporters Association: www.ufe.org

Uganda Investment Authority: www.ugandainvest.co.ug

Uganda Ministry of Agriculture, Animal Husbandry, and Fisheries: www.agriculture.go.ug

Uganda National Farmers Association: www.ugandafarmers.org

Sector Name: Infrastructure: construction equipment, electrical power systems, renewable energy, oil infrastructure and services, pumps, valves, compressors, waste management and environmental services
ITA industry code(s): CON/ELP/PVC

Overview

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Uganda has a pressing need for infrastructure improvements, particularly in regard to roads and power. International financial institutions and donors are interested in participating in these projects. Uganda lacks the road network essential to bringing crops to market. The primary road network is also in need of expansion and repair. Uganda faces an increasing shortfall in electric power due to economic growth and a population growing at 3.2 percent annually.

Uganda has no domestic production of the equipment needed to develop large-scale infrastructure projects. Additionally, Uganda's growing industries and service providers badly need larger and more modern sites, such as industrial zones, in which to operate. The government and World Bank are funding the construction of several industrial zones, such as one 13 kilometers outside Kampala in Namanve. The first firms moved into the site in 2010, but efforts to expand roads, electricity, and water/sewage are ongoing. The Ugandan government plans to build other zones in Uganda's major urban centers. With an estimated 300,000 housing units needed per year, commercial construction and residential construction in Uganda are booming.

Sub-Sector Best Prospects

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Infrastructure design, construction, and operation, particularly energy-related; environmental consultancy and analysis related to infrastructure projects; architecture; construction equipment; road-building equipment; generators, transformers, and other power supply equipment; new cost effective building technologies.

Opportunities

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The Ugandan government issues frequent tenders for infrastructure projects, including for power generation, transportation infrastructure, and technical equipment. Some infrastructure projects are funded by the World Bank, the African Development Bank or other development institutions. Opportunities also exist to partner with local construction firms.

Web Resources

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African Development Bank: www.afdb.org

East African Development Bank: www.eadb.org

Uganda Ministry of Energy and Mineral Development: www.energyandminerals.go.ug

Uganda Ministry of Tourism Trade and Industry: www.mtti.co.ug

Uganda Privatization Unit: www.finance.co.ug

World Bank: www.worldbank.org

Sector Name: Telecommunications equipment/Telecommunications Services
ITA industry code(s): TEL/TES

Overview

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The Ugandan telecommunications sector boasts internationally owned operators: MTN (South Africa), Uganda Telecom Limited (Libya), Airtel (India), Africell (Lebanon), and Smile (South Africa). In May, 2013 Airtel bought out WARID and became the second largest operator after MTN. In December 2012, a Ugandan company, K2 Telecom joined the sector.

The Uganda Communications Commission (UCC) issues public service provider, infrastructure provider and general service provider licenses. By the end of 2011 Uganda's number of fixed lines had increased to 464,000 from 327,114 in 2010, and mobile telephone subscribers have been increasing, reaching 17 million in 2013 from 15.5 million in 2011. The landing of undersea fiber-optic cable along the East African coast in September 2009 coupled with increasing competition between the companies has led to improvements in both cost and performance, though quality Internet service remains expensive and slow by international standards. The number of internet subscribers also increased to 3.4 million by June 2013 from 2.6 million in December 2012. Dial-up services are very slow and experience frequent interruptions. Internet bandwidth grew from 25,000 mbps in December 2012 to almost 26,000 mbps in June 2013. In 2011, telephone density was 52 percent compared to 41 percent in 2010; however by March 2013 it had gone down to 48 percent. About one third of the population owns cellular phones. About 45 percent of the subscribers have multiple SIM cards. A number of new services like the mobile money transfer and utility payment plan were introduced in 2009.

Sub-Sector Best Prospects

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Cellular and wireless telephone systems; data transmission equipment; fiber optic equipment; trunked mobile phone systems and paging systems; switchers and routers; wireless access equipment; voice over Internet telephony; VSAT; computers and peripherals.

Opportunities

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Contact the Uganda Communications Commission to inquire about investment opportunities.

Web Resources

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Airtel: www.Airtel.com

Computer Frontiers International: www.cfi.co.ug

MTN: www.mtn.co.ug

Uganda Communications Commission: www.ucc.co.ug

UTL: www.utl.co.ug

AFSAT Communications Uganda: www.afsatug.com

Bushnet: www.bushnet.net

Infocom: www.imul.com

RCS Radio Communication: www.rcs-communication.com

Jireh Technologies International : www.jirehtechnologies.com

Zineth Electronic Security & Communication: www.glocodev.co.ug

Bitwork Technologies Ltd. : www.bitworktech.com

Uganda Broadcasting Corporation: www.ubconline.co.ug

Sector Name: Travel/tourism services; tourism infrastructure services
ITA industry code: TEL/TES

Overview

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The Ugandan tourism sector continues to grow and saw \$805 million in revenues in 2011 and \$834 million in 2012. About 1.15 million tourists visited Uganda in 2011 and 1.2 million in 2012, and international arrivals to Entebbe airport continue to increase. International airlines, such as Kenya Airways, Egyptian Airways, Ethiopian Airways, South African Airways, Emirates, SN Brussels, British Airways, KLM, Turkish Airways, Qatar Airways, and RwandAir have regular flights in and out of Uganda's Entebbe International Airport. Uganda has not had a flag carrier since Uganda Airlines ceased operations in 2001. The privately-owned Air Uganda has flights to regional cities. In June 2014, the Ugandan Civil Aviation Authority decertified Air Uganda, effectively grounding the airline indefinitely.

The Kampala Serena and the Sheraton are Kampala's premier hotels. Marriott Hotels recently purchased two Protea Hotels in Uganda—one in Kampala and one near Entebbe International Airport. A Hilton Hotel is under construction and is scheduled to open soon.

Uganda boasts several notable tourist attractions including the Queen Elizabeth and Murchison Falls National Parks, for game watching; the Rwenzori Mountains for mountaineering; the source of the Nile and the Nile River for bird watching, white water rafting and kayaking; Mgahinga and Bwindi National Parks for mountain gorilla trekking; and Lake Victoria for a variety of water sports. Uganda has established the Ziwa Rhino Sanctuary to reintroduce rhinos to Uganda's protected areas. Uganda is one of only three countries with mountain gorilla populations. Tourists can visit groups of habituated gorillas in Bwindi and Mgahinga National Parks in western Uganda. The passes are a major source of revenue for the parks and for gorilla conservation efforts.

Improved transportation networks and upgraded tourist facilities would enable Uganda to take full advantage of this sector's potential. Few local tour operators have the sophistication to tap into global tourism markets.

Sub-Sector Best Prospects

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Tourism management; travel agencies; hotel design, construction and management; marketing.

Opportunities

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The Uganda Wildlife Authority periodically markets concessions for services at or near Ugandan national parks.

Web Resources

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Uganda Ministry of Tourism, Trade and Industry: www.mtti.co.ug

Uganda Wildlife Authority: www.uwa.or.ug

Uganda Investment Authority: www.investuganda.com

Sector Name: Light manufacturing (import substitution and exports): household consumer goods, cosmetics/toiletries, footwear, furniture, textile fabrics, office products and equipment
ITA industry code(s): HCG/COS/FOT/FUR/TFX

Overview

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Manufacturing has increased significantly in Uganda over the past years with a focus on exports to regional markets of products such as plastic goods and consumer products. A small but growing middle class in Uganda serves as a market for these items. Uganda continues to expand its exports throughout the Great Lakes region, particularly to South Sudan and the Democratic Republic of Congo. The elimination of tariffs within the East African Community makes Ugandan exports more economical in Kenya and Tanzania, while opening Uganda to increased imports from those countries. American goods must compete with those from neighboring countries. There has been significant foreign investment in the past few years in the beverage industry, with Coca Cola, Pepsi, SABMiller, and East African Breweries leading the way.

Sub-Sector Best Prospects

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Cosmetics, particularly hair products; clothing and footwear.

Opportunities

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As the Ugandan standard of living increases (at least in Kampala), more Ugandans are purchasing consumer items at large supermarkets or department stores. American vendors should contact these stores directly. Stores include Shoprite, Uchumi, Woolworths, Nakumatt, and Game.

Web Resources

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Game Store: tel.: 256-312-350-400; e-mail: kevinsi@game.co.za

Shoprite: tel.: 256-312-264-120; e-mail: 041684@shoprite.co.za

Uchumi: tel.: 256-312-262-300; e-mail: gardencity@uchumiug.com

Sector Name: Mining: mining industry equipment, non-ferrous metals; oil gas mineral production/exploration services
ITA industry code(s): MIN/NFM

Overview

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In addition to mineral resources, Uganda also has enormous potential for geothermal power production. In 2008, Uganda completed a national airborne mineral survey and found mineral potential in 80 percent of surveyed areas. The survey showed occurrences of oil and natural gas, copper, cobalt, gold, uranium, tin, tungsten, coltan, lead, and zinc. The most endowed regions neighbor mineral-rich eastern Congo. The 2004 Mineral Act provides incentives to mining investors, with royalty fees for base and precious metals set at 3 percent.

Western Uganda has approximately 3.5 billion barrels of confirmed petroleum reserves. Uganda plans to build a refinery to produce petroleum products for the local market and pipeline infrastructure to export crude oil. Uganda needs an estimated \$10 billion in infrastructure to prepare for commercial oil production, now projected to begin in 2017.

In FY 2012/13, activity in the mining and quarrying sector declined slightly and accounted for 0.3 percent of GDP. Years of conflict in the Democratic Republic of Congo has created a vacuum of authority in which diamond and gold smugglers can easily operate. These smugglers, both military and civilian, actively exploit the conflict for financial gain, and many serve as middlemen for foreign buyers on the black market. In recent years, gold production in Uganda has virtually ceased. However in 2012, Uganda exported \$12.6 million worth of gold that most likely originated in neighboring countries. In line with U.S. laws and regulations, investors should exercise caution to avoid projects involving the illegal transfer of Congolese mineral resources.

Sub-Sector Best Prospects

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Mining equipment; power generation equipment; civil engineering services; pumps, valves, and related materials.

Opportunities

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Possible investment in existing mines or establishment of new extraction sites.

Web Resources

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Uganda Ministry of Energy and Mineral Development: www.energyandminerals.go.ug

Department of Geological Survey and Mines of Uganda: www.uganda-mining.go.ug

Sector Name: Marine fisheries products (seafood)
ITA industry code: MFI

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Uganda has stocks of Nile perch and tilapia, which are processed locally and exported. Most fish come from Lake Victoria, the second largest freshwater lake in the world, which enables Ugandan exporters to export fish via nearby Entebbe airport. Several foreign investors have set up fish processing facilities. The fish sector has been declining in volume, due to over-fishing and lax enforcement. Fish exports were worth \$159 million in 2012, up from \$136 million in 2011. Fish contributed 5.8 percent of total exports in 2012. Currently only thirteen fish processing factories are approved to export to the European Union. Uganda is experimenting with fisheries to continue expanding in this sector.

Sub-Sector Best Prospects

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Fishing equipment; processing equipment; materials related to construction and operation of fish processing facilities; food additives and chemicals used for value-added fish products.

Opportunities

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Opportunities exist for investments in fish processing facilities and in farm raising Tilapia.

Web Resources

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Nile Basin Initiative: www.nilebasin.org

Uganda Fish Processors & Exporters Association: www.lakevictoriafish.com

Uganda Ministry of Agriculture, Animal Husbandry, and Fisheries: www.agriculture.go.ug

Uganda National Environmental Management Authority: www.nemaug.org

Sector Name: Medical and dental equipment
ITA Industry Code: MED/DNT

Overview

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Overall, medical facilities in Uganda are poor, even in the capital. The country has few public hospitals which provide limited services. To fill the gap, several local and international investors have constructed private hospitals and dental clinics to serve wealthy and middle-class Ugandans, along with expatriates. Many expatriates and wealthy Ugandans nevertheless leave Uganda for complex medical procedures. Medical evaluation insurance is advisable for expatriate staff. Large businesses provide basic medical services for employees. Uganda receives large financial support from the United States for health programs and facilities to combat disease like malaria, HIV/AIDS and others. Some of this funding is used to purchase medicines and related treatment equipment.

Sub-Sector Best Prospects

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Record management equipment and systems; ultrasound; electrocardiographs; dopplers for obstetrics; pulse oximeters; ventilators; cardiac echo machines; treadmill stress machines; and lab equipment (including equipment needed for microbiology, haematology, chemistry, and histopathology).

Opportunities

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All subsectors.

Web Resources

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Academic Alliance for AIDS Care and Prevention in Africa: www.aaacp.org

Gulu Independent Hospital: www.guluindependenthospital.com

Joint Clinical Research Center: www.jcrc.co.ug

Kigezi International School of Medicine: www.kigezi.edu

Mulago Hospital: www.mulago.or.ug

National Drug Authority: www.nda.or.ug

National Medical Stores: www.natmedstores.org

The AIDS Society of Uganda: www.tasouganda.org

Uganda AIDS Commission: www.aidsuganda.org

Uganda Ministry of Health: www.health.go.ug

Uganda's agricultural land is considered among the best in Africa, with low temperature variability and two seasons of good rainfall for the southern half of the country. Eighty percent of Uganda's land is arable but only 35 percent is being cultivated. Agriculture accounted for about 22.9 percent of GDP in 2012, and 46 percent of export earnings, and it is estimated that about 66.6 percent of all Ugandans are employed in agriculture in some form. Agricultural production and processing will remain the mainstay of Uganda's economy for the foreseeable future. The country produces a wide range of food products. Some obstructions to the expansion of agricultural investment include the lack of high quality packaging capabilities, the lack of storage facilities, high freight costs, the lack of feeder roads in rural areas, a complicated and inefficient land tenure system and untrained manpower. Ugandan producers often find it difficult to meet sanitary and phytosanitary standards required to export goods to Europe and the United States. Following decades of instability, farmers in the north again have access to some of the most fertile land in the country -- traditionally used to grow cotton. Most crops, however, are grown on small plots with few or no inputs.

The following offer good investment opportunities:

- **Processing Equipment:** While these have traditionally been exported in raw form, Uganda is attempting to process these goods to create added value and increase export earnings, especially for traditional crops such as coffee, tea, cotton, and tobacco.
- **Biofuels:** The United States Trade Development Agency commissioned a study of this industry. While biofuels show promise, the consultants discouraged converting food crops like maize and cassava and suggested using molasses and inedible crops like jatropha, castor, and oakleaf croton for fuel use.
- **Fruit and vegetable processing:** particularly for canning pineapple and producing frozen pulps or juice concentrates from various tropical fruits, including passion fruit, mango, pineapple and papaya. Uganda seeks to increase production of processed organic foods. In 2010, Coca-Cola in partnership with the Bill and Melinda Gates Foundation initiated an \$11.5 million program to assist Ugandan farmers in meeting standards to supply mangoes for Coca-Cola's locally produced and sold fruit juices. The government is actively seeking investors in fruit juice processing.
- **Edible oil production:** Uganda's current needs for edible oil are being met by imports. Production of oil seed crops (sesame, sunflower, palm) has attracted major investors and is steadily increasing.
- **Staple food crops processing:** staple food crops grown in Uganda include plantains, millet, sorghum, maize, beans, cassava, sweet potatoes, groundnuts (peanuts), rice, wheat and Irish potatoes. The United States provides large amounts of food aid, such as corn meal and split peas specifically for therapeutic and/or supplemental feeding to vulnerable groups. Investment in green house farms is increasing and is an area where U.S. companies can compete.

- Flowers: roses, carnations and other exotic plants are currently grown in Uganda and exported to Europe and starting in 2006 were exported to the United States. Given Uganda's climate, both seeded annuals and perennials are suitable for commercial development.
- Livestock: Uganda boasts a growing livestock industry centered on Ankole cattle and a growing dairy sector. Much of the milk produced is wasted because very few facilities for cold storage exist. Potential exists for processing plants that make powder milk or UHT milk. There is also potential for investments in processing plants for cheese, yogurt and other dairy products. Demand also exists for better breeding techniques, as well as for feed and veterinary care. Endemic diseases and lack of quality, however, limit export potential.
- Food products: Transportation costs to Uganda, combined with low per capita income and heavy competition from regional and European manufacturers, make Uganda a difficult market for exporters of processed U.S. food products. However, exporters may seek to target niche markets, such as wines and other alcoholic beverages.

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Chapter 5: Trade Regulations, Customs and Standards

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Import Tariffs

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Uganda, Kenya, Tanzania, Rwanda and Burundi have adopted a three-tiered duty structure for imports from outside the Customs Union (EACU) under the terms of an East African Community (EAC) agreement. Most finished products are subject to a 25 percent duty, while intermediate products face a 10 percent levy and raw materials and capital goods may still enter duty free. This increased import duties on some products currently imported into Uganda from the U.S. Uganda is negotiating with Kenya and Tanzania to define certain manufactured products of key importance to Ugandan industries as "raw materials." The EACU members created a list of "sensitive" products - - generally products that compete with certain domestic industries -- that qualify for higher tariffs. In November 2009, the heads of state of the EAC member countries signed the Common Market Protocol, agreeing to establish a common market for Kenya, Tanzania, Uganda, Rwanda, and Burundi. Commencing in 2010, the common market is being gradually implemented.

In addition to the EACU, Uganda is a member of the Common Market for East and Southern Africa (COMESA), which also is working on reducing import tariffs for member nations. Starting in July 2014, Uganda will export to the 14 COMESA member states tax free.

Trade Barriers

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Uganda has few formal trade barriers, though bureaucratic inefficiencies, high transport costs, and an influx of counterfeit consumer products are the primary reasons for increased costs for foreign businesses. Import bans have been phased out for beer, soda, batteries and cigarettes.

Import Requirements and Documentation

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Uganda abolished most non-tariff restrictions including quantitative restrictions. The remaining few are maintained for moral, health, security and environmental reasons. Import certificates, issued by the Minister of Tourism, Trade and Industry, are required

for these goods on a "negative list," including used tires and certain types of batteries. The certificate is valid for six months. The certificates take the place of import licenses. However, due to EAC regulations, the process has become longer since the five East African Trade Ministers have to agree and coordinate the various items on the list.

U.S. Export Controls

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According to Uganda's constitution, military products which pose a threat to the security of the nation may not be exported to Uganda. U.S. exporters must obtain a license from the U.S. State Department to export most weapons from the United States.

Temporary Entry

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Many products are shipped through Uganda on their way to eastern Congo, South Sudan, and Rwanda. The goods are declared at the port of entry and a customs declaration form is completed and data entered into the computer. Transit goods require a transit document which is issued by the Uganda Revenue Authority.

Labeling and Marking Requirements

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The following information must be clearly marked on imports and exports: importer/exporter name, consignee, flight/vehicle details, place of discharge, number of packages, container identity, description of goods, air waybill number/bill of lading, and country of origin/destination. Ugandan policy supports the adoption of labels for food products containing genetically modified organisms, but the country has yet to adopt any formal requirements.

Prohibited and Restricted Imports

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The following items cannot be imported into Uganda:

- pornographic materials
- used motor vehicle tires
- used computers and appliances
- imports banned under international agreements to which Uganda is signatory

(Note: The Uganda Revenue Authority imposes an environmental levy on vehicles over eight years old, and the Ugandan government has banned the importation of used computers and used refrigerators.)

Customs Regulations and Contact Information

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Commissioner
P.O. Box, MTAC Nakawa
Kampala, Uganda
Tel: 256-417-443101 For information on Ugandan customs statutes and regulations,
please contact:
E-mail: info@ura.go.ug

Website: www.ura.go.ug

For information on the East African Customs Union, including the common external tariff, internal tariffs, rules of origin, or the Customs Management Act, please visit www.eac.int

Standards

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Overview

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The Uganda Bureau of Standards (UNBS) is charged with developing and checking standards in Uganda. UNBS develops some of the standard but in some case adopts those developed by others. They are currently developing a National Quality Policy Manual. UNBS is a member to the ISO, CODEX, OIML, and Afrinet. Uganda applies EU directives and standards but with modifications.

Importers/exporters should contact the Uganda National Bureau of Standards (UNBS) (tel.: 256-414-222-367; website: www.unbs.org) for specific information on standards.

Standards Organizations

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Please contact the Uganda National Bureau of Standards (tel.: 256-414-222-367; website: www.unbs.org).

NIST Notify U.S. Service

Member countries of the World Trade Organization (WTO) are required under the Agreement on Technical Barriers to Trade (TBT Agreement) to report to the WTO all proposed technical regulations that could affect trade with other Member countries. **Notify U.S.** is a free, web-based e-mail subscription service that offers an opportunity to review and comment on proposed foreign technical regulations that can affect your access to international markets. Register online at Internet URL: <http://www.nist.gov/notifyus/>

Conformity Assessment

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Please contact the Uganda National Bureau of Standards (tel.: 256-414-222-367; website: www.unbs.org).

Product Certification

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Please contact the Uganda National Bureau of Standards (tel.: 256-414-222-367; website: www.unbs.org).

Accreditation

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Please contact the Uganda National Bureau of Standards (tel.: 256-414-222-367; website: www.unbs.org).

Publication of Technical Regulations

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Please contact the Uganda National Bureau of Standards (tel.: 256-414-222-367; website: www.unbs.org).

Labeling and Marking

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The following information must be clearly marked on imports and exports: importer/exporter name, consignee, flight/vehicle details, place of discharge, number of packages, container identity, description of goods, air way bill number/bill of lading, and country of origin/destination. Uganda adopted additional labeling requirements for imports of used clothing. However, implementation of these requirements has been delayed pending another stakeholders workshop due to an appeal by importers who see the requirements as being unpractical. Ugandan policy supports the adoption of labels for food products containing genetically modified organisms. However, Uganda has yet to adopt any formal requirements.

Contacts

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Importers/exporters should contact the Uganda National Bureau of Standards (UNBS) (tel.: 256-414-222-367; website: www.unbs.org) for specific information on standards.

Trade Agreements

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Uganda is a member of the East African Community (EAC), COMESA and the African Union Abuja agreement. Duties and tariffs for countries in these groups, including South Africa, are significantly lower than duties for non-members. As part of the East African Community, Uganda, Kenya, Rwanda, Burundi and Tanzania have created an East African Customs Union designed to promote free trade among the five nations.

Web Resources

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Uganda National Bureau of Standards: www.unbs.org

East African Community: www.eac.int

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Chapter 6: Investment Climate

INSERT 2014 INVESTMENT CLIMATE STATEMENT

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Chapter 7: Trade and Project Financing

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How Do I Get Paid (Methods of Payment)

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In Uganda, retailers normally receive payment for consumer goods in cash. However, exporters of capital goods or other equipment, machinery, and services normally seek payment through wire transfers. Ugandans may attempt to pay by check, but increasing check fraud makes this a risky proposition.

How Does the Banking System Operate

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After restructuring in the 1990s the sector has been steadily improving and is now stable and well capitalized. The system includes the Bank of Uganda, 25 commercial banks, and many micro deposit institutions, credit deposit institutions, and development banks. Most of Uganda's largest commercial banks have foreign owners, including Citibank, Barclays, Stanbic and Standard Chartered. A deposit insurance fund with contributions from the Ugandan government and banks has been put in place to protect depositors.

Foreign-Exchange Controls

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There are no foreign exchange controls affecting legitimate trade. The country has forex bureaus where foreign currency is bought at the going market rate. The rates may vary from one bureau to another.

U.S. Banks and Local Correspondent Banks

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Bank of Baroda -- Chase Manhattan Bank, New York
Barclays Bank (u) LTD -- Barclays Bank plc, New York
Citibank Uganda LTD -- Citibank, New York
DFCU bank -- Citibank, New York
Stanbic -- Bankers Trust, New York
Standard Chartered Bank -- Standard Chartered, New York

Project Financing

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Multilateral institutions active in Uganda include the International Monetary Fund, the World Bank, East African Development Bank and the African Development Bank, as well as several European institutions. Major development projects in health, education, agriculture, and infrastructure are financed by bilateral donors and/or international organizations. These are usually financed through grants and sometimes through loans.

Export-Import Bank of the United States: <http://www.exim.gov>

Country Limitation Schedule: http://www.exim.gov/tools/country/country_limits.html

OPIC: <http://www.opic.gov>

Trade and Development Agency: <http://www.tda.gov/>

SBA's Office of International Trade: <http://www.sba.gov/oit/>

USDA Commodity Credit Corporation: <http://www.fsa.usda.gov/cc/default.htm>

U.S. Agency for International Development: <http://www.usaid.gov>

African Development Bank: www.afdb.org

Bank of Baroda: www.bobho@spacenet

Barclays Bank (U) LTD: www.Barclays.com/Africa/uganda

Citibank: www.Citibank.com/eastafrica/Uganda

COMESA Bankers Association: www.comesabankers.org

DFCU: www.dfcugroup.com

East African Development Bank: www.eadb.org

Stanbic: www.stanbic.com

Standard Chartered Bank: www.standardchartered.com

Uganda Bankers Association: e-mail: uba@uol.co.ug

World Bank: www.worldbank.org

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Business Customs

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Ugandan business decisions are often made by a group within the company and there is a premium on consensus. Ugandans want to get to know people with whom they are dealing and begin most meetings with introductory conversation about people's backgrounds and families. Good gift choices to bring from abroad would be business-related items, including items the company makes or wishes to sell.

Ugandans are quite conservative in dress. Women conventionally wear dresses; men wear business suits or slacks. In their discourse, Ugandan businesspeople dress formally, but are friendly and informal in conversation. They are generally conservative and formal when making speeches to a group. Greetings and acknowledgements invariably precede formal speeches in strict accordance with protocol.

It is common for Ugandans to arrive late for events, and meetings often begin and end later than scheduled.

Travel Advisory

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For the latest travel-related information, please see the consular information sheet for Uganda at <http://travel.state.gov>

Visa Requirements

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Visitors with diplomatic passports do not need visas. Those with official or regular passports can obtain a visa at the Ugandan Embassy in Washington or on arrival at Entebbe airport (\$50 for a three month, single entry visa). A \$50 departure tax is charged, but is usually included in the cost of air tickets.

U.S. Companies that require travel of foreign businesspersons to the United States should be advised that security evaluations are handled via an interagency process. Visa applicants should go to the following links.

State Department Visa Website: <http://travel.state.gov/visa/>

U.S. Embassy Kampala: <http://kampala.usembassy.gov/service.html>

Telecommunications

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While Uganda's communications infrastructure remains substandard, steady improvements have occurred since the introduction of mobile telephones. Mobile phone companies now provide coverage for urban and most rural areas, though network interruptions in both areas are common. Ground lines in rural areas remain scarce. Most towns in both rural and urban areas have pay phones, easing communication for those without a mobile or land line. SIM Cards for U.S. visitors coming to Uganda with compatible tri-band phones are inexpensive and widely available but one needs to register with a passport photo and a copy of their passport bio data page. International direct dial is expensive, but generally of good quality. A satellite telephone is recommended for persons working in extremely remote areas. U.S. cell phones can work in Uganda in roaming mode. The voltage in Uganda is 220 watts; those with U.S. equipment need to use a stabilizer. These are not only important for stepping up the voltage but also to protect equipment against power surges. Many businesses use e-mail regularly. Commercial e-mail and internet services are increasingly available, and Internet cafes are common. Several internet companies provide services to commercial entities and residences. The installation of undersea fiber optic cable along the East African coast in September 2009, coupled with increasing competition between telecom companies, has led to improvements in both cost and performance, though quality Internet service remains expensive and slow by international standards. Fax and copying services are available in shops in Kampala and at major hotels. Both telephone and fax charges at major hotels can be exorbitant.

Several different courier services compete for business in Uganda and in providing international services. DHL and FedEx offer delivery to both Kampala and distant rural areas of Uganda. These firms note that exact addresses are not necessary for deliveries to rural areas.

Transportation

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Although the Ugandan government has invested heavily in the country's road network and several major highways have been improved, many roads are in poor condition and in need of maintenance. Paved roads connect Kampala with the borders in Kenya, Rwanda, and Tanzania, while the primary road to South Sudan should be fully paved by 2015. Roads in Kampala also badly need repair, as large potholes slow traffic and damage vehicles, increasing the cost of doing business in the capital. Due to poor drainage and poor road construction, paved roads worsen during the rainy season. Urban traffic congestion is worsening dramatically as Uganda's economy and population grows and more Ugandans purchase autos. The secondary road system needs a great deal of work, and some unpaved roads become impassable in the rainy seasons. A four-wheel drive vehicle is strongly recommended.

The public transport system is unreliable. Fourteen seat commuter buses are used within the cities and for long distance travel. These are frequently involved in accidents. Motorcycle taxis, locally known as boda-bodas, are available especially around the city center. Although they can move much more quickly through gridlocked traffic than cars or trucks, they are often unsafe and have been involved in many fatal accidents. Use of

motorcycle taxis or driving on the highway after dark should be strictly avoided, and seat belts and helmets should always be used.

Entebbe International Airport offers a modest number of non-stop flights to regional and international destinations. There are frequent flights to cities in the East Africa region, including Nairobi, Dar es Salaam, Addis Ababa, Juba, and Kigali. Other non-stop international destinations include Johannesburg, Cairo, Istanbul, Dubai, Doha, Brussels, Amsterdam, and London. There are no direct flights to the United States. Small private carriers recently have established scheduled commercial services between Entebbe and several destinations popular with tourists. Alternately, visitors may access remote regions of the country through private charters.

Language

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Most business is conducted in English, though many local languages exist in Uganda. The most common local language in Kampala is Luganda. Because English is often spoken as a second language, many Ugandans speak English with a heavy accent. Likewise, Ugandans often have difficulty understanding American English pronunciation and usage. Swahili is often understood but not frequently used in Kampala.

Health

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Despite Uganda having numerous infectious diseases, travelers who take appropriate precautions rarely get serious infections. By far the biggest risks to travelers are traveler's diarrhea and motor vehicle accidents. Use of motorcycle taxis or driving on the highway after dark should be strictly avoided, and seat belts and helmets should always be used. Malaria is highly endemic and may be resistant to some anti-malarial drugs. Most infections are falciparum malaria, which if untreated, can rapidly become life-threatening. Use of appropriate prophylaxis, mosquito repellents and bed nets greatly lower the risk of acquiring malaria. Outbreaks of viral hemorrhagic fevers with a high fatality rate, such as Ebola and Marburg fever, occur occasionally but usually do not spread beyond a localized area. Yellow fever is present in northern Uganda, but can reliably be prevented with the required Yellow Fever vaccine. Enteric diseases including giardia, amoebic dysentery and shigella are common, as are cholera and typhoid. Typhoid fever immunization is highly effective and also recommended. Travelers to northern Uganda should be aware of the possibility of Hepatitis E transmission by drinking contaminated water. Water from taps is not potable and should be boiled and filtered before drinking. Bottled water is widely available in the country. Fruit and vegetables should be soaked for 20 minutes in chlorinated water if they are to be eaten uncooked. Most lakes and rivers are infested with the parasite schistosomiasis that causes bilharzia, limiting water-based recreation. Plague occurs annually in West Nile and bacterial meningitis is a regular in northern Uganda. Sexually-transmitted infections including HIV infection are endemic in Uganda. Uganda successfully lowered its HIV prevalence rate to about six percent but recently the prevalence rate has started to increase again. Tuberculosis is also common.

Local Time, Business Hours, and Holidays

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Uganda is three hours ahead of Greenwich Mean Time. Office hours typically are 8:00 AM to 5:00 PM Monday through Friday. However, office hours may vary and offices frequently, formally or informally close early on Friday.

The Ugandan government does not celebrate a holiday on the workday before or after the actual holiday if it falls on a weekend. Businesses, however, may be closed and many businesspeople may be unavailable on such a day. Major holidays celebrated in Uganda include:

New Years Day January 1
Liberation Day January 26
Good Friday *
Easter Monday *
International Women's Day March 8
Labor Day May 1
Id-el-Fitr *
Id-el-Adha *
Uganda Martyr's Day June 3
National Heroes Day June 9
Independence Day October 9
Christmas Day December 25
Boxing Day December 26

* Date changes annually

Temporary Entry of Materials and Personal Belongings

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Persons bringing goods into Uganda temporarily need to execute a bond through a clearing agent. Personal effects typically are not taxed, though a sizeable consignment of personal effects might attract the attention of Ugandan Customs and a person bringing in such a consignment should contact a clearing agent.

Web Resources

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State Department Visa Website: travel.state.gov/visa/index.html

United States Visas: www.unitedstatesvisas.gov/

U.S. Embassy Kampala: kampala.usembassy.gov/service.html

Uganda Revenue Authority: www.ura.go.ug

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Chapter 9: Contacts, Market Research and Trade Events

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- [Market Research](#)
- [Trade Events](#)

Contacts

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U.S. Commercial/Economic Office
Plot 1577 Ggaba road
Kampala, Uganda
Tel: 256-414-306-001, fax: 256-414-259-794
kampala.usembassy.gov/business.html

U.S. Embassy
Plot 1577 Ggaba road
Kampala, Uganda
Tel: 256-414-306-001, fax: 256-414-259-794
kampala.usembassy.gov/service.html

Uganda Government Agencies/Authorities

Customs Department
P.O. Box 8147, Kampala
Tel: 256-417-744-101, 256-414-317-195
www.ura.go.ug

Ministry of Agriculture, Animal Industry and Fisheries
P.O. Box 201, Entebbe
Tel: 256-414-320-722, 256-414-320-004, fax: 256-414-321-047
www.agriculture.go.ug

Ministry of Energy and Minerals
P.O. Box 7270, Kampala
Tel: 256-414-311-111, fax: 256-414-230-220
www.energyandminerals.go.ug

Ministry of Finance, Planning and Economic Development
P.O. Box 8147, Kampala
Tel: 256-414-707-0009, fax: 256-414-230-163
www.finance.go.ug

Ministry of Tourism, Trade and Industry
P.O. Box 4241, Kampala
Tel: 256-414-314-268, fax: 256-414-340-427
www.mtti.go.ug

National Environment Management Authority (NEMA)
P.O. Box 22255, Kampala
Tel: 256-414-251-064/8; fax: 256-414-257-521
www.nemaug.org

Private Sector Foundation Uganda
P.O. Box 7683, Kampala
Tel: 256-312-263-850; fax: 256-414-259-109
www.psfuganda.org

Uganda Export Promotion Board
P.O. Box 5045, Kampala
Tel: 256-414-230-250; fax: 256-414-259-779
www.ugandaexportsonline.com

Uganda Investment Authority (UIA)
P.O. Box 7418, Kampala
Tel: 256-414-301-000; fax: 256-414-342-903
www.ugandainvest.co.ug

Uganda National Bureau of Standards
P.O. Box 6329, Kampala
Tel: 256-414-222-367; fax: 256-414-286-123
www.unbs.go.ug

Uganda Revenue Authority
P.O. Box 7279, Kampala
Tel: 256-417-442-001/10; fax: 256-414-334-419
www.ura.go.ug

Uganda Trade Associations/Chambers of Commerce

American Chamber of Commerce in Uganda
c/oNCR Uganda - Service & Computer Industries
Plot 94, William Street
Tel: 256 312 351700; 256 414 351712; fax: 256 414 232145
www.sciug.com/; Email: gm@sciug.com

Uganda Coffee Trade Federation
P.O. Box 21679, Kampala
Tel: 256-414-343-678; fax: 256-414-343-692
www.uganda-co.ug/coffee

Uganda Fish Processors & Exporters Association
P.O. Box 24576, Kampala
Tel: 256-414-347-835; fax: 256-414-347-835
www.ufpea.co.ug

Uganda Flower Exporters Association
P.O. Box 29558, Kampala
Tel: 256-312-263-320; Fax: 256-312-263-321
www.ufeaa.com

Uganda Manufacturers Association
P.O. Box 6966, Kampala
Tel: 256-414-287-615; fax: 256-414-220-285
www.uma.or.ug

Uganda National Chamber of Commerce and Industry
P.O. Box 3809, Kampala
Tel: 256-414-503-024/5; fax 256-414-230-310
www.ugandachamber.or.ug

Uganda Small Scale Industry Association
P.O. Box 7725, Kampala
Tel: 256-312-278-798;
www.ussia.org

The Uganda Vanilla Exporters Association
1st Floor Ambassador House, Kampala Road
Tel: 256-772-495-067
www.ugandavanilla.com/commercial.htm

Development Banks

Uganda Development Bank
P.O. Box 7210, Kampala
Tel: 256-414-355-550; fax: 256-414-355-556
www.info@udbl.co.ug

East African Development Bank
P.O. Box 7128, Kampala
Tel: 256-414-230-021/5; fax: 256-414-259-763
www.eadb.org

International Organizations

International Monetary Fund
P.O. Box 7120, Kampala
Tel: 256-414-233-955; fax: 256-414-254-872
www.imf.org

UNDP
P.O. Box 7184, Kampala
Tel: 256-414-233-440; fax: 256-414-244-801
www.undp.or.ug

World Bank
P.O. Box 4463, Kampala
Tel: 256-414-230-094; fax: 256-414-230-092
www.worldbank.org

World Food Program
P.O. Box 7184
Tel: 256-312-242-000/229; fax: 256-414-250-485
www.wfp.org

Uganda Commercial Banks

Bank of Africa
P.O. Box 2750, Kampala
Tel: 256-414-258-118; fax: 256-414-230-439
www.boa-uganda.com

Bank of Baroda
P.O. Box 7197, Kampala
Tel: 256-414-233-680; fax: 256-414-258-263
www.bankofbaroda/Uganda

Barclays Bank
P.O. Box 2971, Kampala
Tel: 256-312-218-000/317; fax: 256-414-231-839
www.barclays.com/africa/uganda

Cairo International Bank
I Sure House, Bombo Rd. Kampala
Tel: 256-414-230-136; fax: 256-414-230-130
www.cairointernationalbank.co.ug

Centenary Rural Development Bank
Plot 7, Entebbe Road, Kampala
Tel: 256-414-251-276/7; fax: 256-414-251-273/4
www.centenarybank.co.ug

Citibank Uganda
P.O. Box 7505
Tel: 256-414-340-945/9; fax: 256-414-340-624
www.citibank.com/eastafrica/uganda

Crane Bank
P.O. Box 22572, Kampala
Tel: 256-414-343-607/8; fax: 256-414-231-578
www.cranebanklimited.com

DFCU (formerly Gold Trust) Bank
P.O. Box 70, Kampala
Tel: 256-414-351-000; fax: 256-414-500-491
www.dfcugroup.com

Diamond Trust Bank
17/19 Diamond Trust Bldg., Kampala
Tel: 256-414-259-331/3; fax: 256-414-342-286
www.dtbafrica.com

National Bank of Commerce
Cargen house, Parliament Ave, Kampala
Tel: 256-414-347-700; fax: 256-414-347-701
e-mail: nbc@africaonline.co.ug

Orient Bank
Plot 10, Kampala road
Tel: 256-414-236-013; fax: 256-414-236-066
www.orient-bank.com

Stanbic Bank
P.O. Box 7131, Kampala
Tel: 256-312-224-600; fax: 256-414-231-116
www.stanbic.com

Standard Chartered Bank
P.O. Box 7111, Kampala
Tel: 256-414-258-211; fax: 256-414-342-875
www.standardchartered.com/ug

Tropical Africa Bank
27 Kampala Rd., Kampala
Tel: 256-414-313-100; fax: 256-414-313-131
www.trobank.com

United Bank for Africa
Spear House, Plot 22 Jinja Road
Tel: 256-417-715-100
www.ubagroup.com

Kenya Commercial Bank
Commercial Plaza, 7 Kampala Road
Tel: 256-414-346-961; fax: 256-414-346-966
www.kcb.co.ke

Market Research

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To view market research reports produced by the U.S. Commercial Service please go to the following website: www.export.gov/mrktresearch/index.asp and click on Country and Industry Market Reports.

Please note that these reports are only available to U.S. citizens and U.S. companies. Registration to the site is required, and is free.

Trade Events

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Please click on the link below for information on upcoming trade events.

www.export.gov/tradeevents/index.asp

www.buyusa.gov/kenya/en/11.html

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Chapter 10: Guide to Our Services

The President's National Export Initiative aims to double exports over five years by marshaling Federal agencies to **prepare U.S. companies to export successfully, connect them with trade opportunities** and **support them once they do have exporting opportunities**.

The U.S. Commercial Service offers customized solutions to help U.S. exporters, particularly small- and medium-sized businesses, successfully expand exports to new markets. Our global network of trade specialists will work one-on-one with you through every step of the exporting process, helping you to:

- Target the best markets with our world-class research
- Promote your products and services to qualified buyers
- Meet the best distributors and agents for your products and services
- Overcome potential challenges or trade barriers
- Gain access to the full range of U.S. government trade promotion agencies and their services, including export training and potential trade financing sources

To learn more about the Federal Government's trade promotion resources for new and experienced exporters, please click on the following link: www.export.gov

For more information on the services the U.S. Commercial Service offers to U.S. exporters, please click on the following links:

www.export.gov/uganda
kampala.usembassy.gov/business
www.buyusa.gov/kenya/en/

U.S. exporters seeking general export information/assistance or country-specific commercial information can also contact the U.S. Department of Commerce's Trade Information Center at (800) USA-TRAD(E) or the nearest U.S. Export Assistance Center.

We value your feedback on the format and contents of this report. Please send your comments and recommendations to: Market_Research_Feedback@trade.gov

To the best of our knowledge, the information contained in this report is accurate as of the date published. However, **The Department of Commerce** does not take responsibility for actions readers may take based on the information contained herein. Readers should always conduct their own due diligence before entering into business ventures or other commercial arrangements. **The Department of Commerce** can assist companies in these endeavors.

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