

TECHNOLOGY SECTOR IN LEBANON 2018 FACTBOOK



CONTENT

	ALL YOU NEED TO KNOW ON LEBANON	p 4
•	ECONOMIC PROFILE AND SYSTEM	p 5
•	SECTOR OVERVIEW Global Overview Regional Overview Local Overview	р6
•	LEBANON'S COMPETITIVE ADVANTAGES Strong Human Capital Base Highly Skilled and Cost Competitive Labor Force Access to Growing Regional Markets Enabling Infrastructure Supportive Ecosystem	р8
>	INVESTMENT OPPORTUNITIES ICT Manufacturing Medical Technologies Research and Development	p 13
	TECHNOLOGY SUCCESS STORIES	p 22
>	REGULATORY FRAMEWORK	p 23
>	USEFUL ADDRESSES & CONTACTS	p 24

ALL YOU NEED TO KNOW ON LEBANON

Invest in Lebanon and enjoy the most hospitable MENA destination for business, culture and leisure with a Mediterranean climate, cosmopolitan lifestyle and a variety of touristic attractions and activities across breath-taking natural landscapes. Strategically located at the intersection of Europe, Asia and Africa, Lebanon can provide companies easy access to regional and global markets. Lebanon also boasts state-of-the-art health care services, internationally renowned for the quality medical centers and staff. A historic melting pot for multiple civilizations, Lebanon is a small, multilingual haven of culture and diversity that is worth the journey.

Lebanon, with its official non-interventionist stance toward private investments, offers one of the most liberal investment climates in the Middle East. The economic openness of the country is harnessed through the absence of legal restrictions on the entry or exit of many firms, encouraging free market competition and furthering the development of the private sector. Liberal trade and investment policies have allowed foreign direct investments to account for a considerable share of Lebanese GDP.



ECONOMIC PROFILE AND SYSTEM

GDP at current prices (2017): USD 52.7 Billion GDP/Capita (2017): USD 11,680 Real GDP growth (proj-2018): 2.0% GDP composition by sector (2015): Agriculture: 3.5% Mining, Manufacturing, and Utilities: 11% Financial Services: 8% Professional and Administrative Services: 7% Education and Health Services: 11.5% Real Estate: 14% Public Administration: 9.3% Trade: 13% Current Account balance (Sept. 2017): USD -0.72 Billion Balance of Payments (2017): USD -156 Million Domestic credit to private sector (2017): 102.8% of GDP **Corporate tax rate:** 17% Main Import Partners (2017): USA, Greece, Russia, Italy, Spain, Ukraine Main Export Partners (2017): Turkey, Syria, KSA, Egypt, Kuwait, UAE, Iraq FDI inflows (2017): USD 2.62 Billion Airport passengers (2017): 8.24 Million

> Source: International Monetary Fund (IMF), World Bank, Bank Audi, Central Administration for Statistics (CAS), Ministry of Economy and Trade, Lebanese Customs Administration

Note: Latest available figures in the time of publication.



SECTOR OVERVIEW

GLOBAL OVERVIEW

Technology innovations are increasingly acting as engines for the competitiveness and sustainability of world economies, creating new skills, growth and job opportunities. Total tech expenditure will reach USD 1,100 per capita in 2020, up from USD 848 in 2016¹.

REGIONAL OVERVIEW

The MENA region is riding the technology wave, highlighted by commitments from various national governments to diversify their economies and invest in industries with high technology focus. In 2016, total high-technology exports in the Middle East reached a value of USD 810.9 million³.

LOCAL OVERVIEW

Lebanon has started to benefit from the restructuring of the global value chain and has witnessed a surge of high tech companies specialized in the manufacturing of electrical equipment, clean technologies and in the design of hardware components and semi-conductors. These industries, characterized by high growth dynamics, are helping to create various opportunities for pioneering and innovative companies in Lebanon. Knowledge and technology intensive industries offered a strong multiplier effect on the economic performance of several countries. In 2016, industries that use knowledge and technology intensive advances in their production process accounted for 29% of global economic output².

Entrepreneurs are building an Arab tech economy manifested by a large number of tech startups and investments in the technology sector.

Lebanon ranks first in the MENA region for the Technological Readiness Indicator (Figure 1), and second for the Innovation Indicator (Figure 2)⁴.

Figure 1: Technology Readiness Ranking in MENA Region | 2017



Note: Standing among 137 countries; Excluding GCC

Source: Global competitiveness report, 2017-2018

Figure 2: Innovation Ranking in MENA Region | 2017-2018



Note: Standing among 137 countries; Excluding GCC

Source: Global competitiveness report, 2017-2018

¹ The State of the Global Technology Economy, 2018

² National Science Board, Science and Engineering Indicators, 2016

³ World Bank, 2016

⁴ Global competitiveness report 2017-2018 (Excluding GCC)

LEBANON'S COMPETITIVE ADVANTAGES

01. STRONG HUMAN CAPITAL BASE

➤ Lebanon's solid educational system is at the basis of the country's highly qualified labor force. Lebanon ranks 18th worldwide for the Quality of its Higher Educational System, while it occupies the 4th place globally for the Quality of its Math and Science Education⁵.

▶ Lebanon ranked 8th in the MENA region in 2015 on the ICT Development Skills Index (IDI), which measures ICT capabilities and skills⁶. Lebanon was also

ranked as the 3rd most dynamic countries as it upped 21 ranks between 2010 and 2015⁷.

More than 30% of the country's workforce is employed in knowledge intensive activities⁸.

The majority of the labor force is trilingual, and possesses one of the most competitive technical skills in the region.



02. HIGHLY SKILLED AND COST COMPETITIVE LABOR FORCE

The Lebanese workforce is not only adequately skilled, but highly cost competitive as well. The labor base is relatively cheaper than the US, Europe and GCC countries, with the average wage of a software engineer nearly 27% lower than in the GCC and 55% lower than in selected developed economies (Figures 3).

Figure 3: Median Annual Wages of Software Engineers in Selected Countries USD Thousands | 2018



03. ACCESS TO GROWING REGIONAL MARKETS

The technology market in the Arab world is far from being saturated and is witnessing a fast increase. The value of high technology exports recorded a 122% increase from 2007 to 2016, reaching around 14 billion in 2016. Lebanon's strategic position, located at the crossroads of Europe, North Africa and the Middle East allows it to serve expanding markets. In 2016, Lebanon's high technology exports reached a value of USD 32 million⁹.

5 Global Competitiveness Report, 2017-2018 6-7-8 ITU, 2015





04. ENABLING INFRASTRUCTURE

Companies operating out of Lebanon can also benefit from an adequate infrastructure and an enabling business environment. The growth of the technology sector is among the government top priorities leading to increased investments in upgrading the existing telecom infrastructure. Lebanon's bandwidth has increased 10 folds since 2011¹⁰. The average speed of mobile broadband has increased 18 times and prices have declined by 40% during the same period¹¹.

> Fixed broadband penetration rate reached 25.6% in 2016, a considerable increase from 9.95% in 2013. This penetration rate is the highest amongst Levant countries and other MENA economies (Figure 4).

Mobile broadband penetration rate has also been on the rise, reaching 53.5% in 2016, up from 43% in 2013. In 2015, there was an estimated 2.8 million subscribers using mobile data services, recording a 768% increase from 280,000 subscribers in 2011¹²

Figure 4: Fixed Broadband Penetration Rates in Selected Arab Countries % | 2016



Source: World Bank, 2016

Established companies and startups in the sector can benefit from a wide range of public and private initiatives aimed at the development of the country's digital ecosystem. These include fiscal incentives, financing options, as well as incubation and acceleration programs.

05. SUPPORTIVE ECOSYSTEM

FISCAL INCENTIVES

The country has one of the lowest tax rates globally. The Investment Development Authority of Lebanon offers tax breaks for up to 10 years, as well as other incentives to local and foreign companies operating in the ICT sector and meeting specific requirements. You can check out IDAL's full range of incentives here.

FINANCING

Today, 8 venture capital firms have operations in Lebanon in addition to various regional VCs which have backed a number of local pioneering companies. These include the Berytech Fund, Cedrus Ventures, MEVP and LEAP, VC funds in Lebanon account for around 10% of VC transactions in the region and Lebanon is currently among the top 3 most active VC markets in the Arab World.

The Central Bank of Lebanon issued Circular No. 331 in 2013, through which an amount of up to USD 650 Million will be dedicated for Lebanese banks' equity investments into startups, incubators, accelerators, and funds operating in Lebanon. These investments will be 75% guaranteed by the Central Bank. Other financing options include the Kafalat loan guarantee scheme. Kafalat provides

financial guarantees for loans of up to USD 400,000 granted by commercial banks to SMEs.

▶ INCUBATION AND ACCELERATION

Today, there are 9 incubators and accelerators that provide training, technical & financial assistance to new and existing businesses across Lebanon. They include Berytech, the South Business Innovation Center (SouthBIC), the Business Incubation Association in Tripoli (BIAT), Alt City, the UK Lebanon Tech Hub, speed@BDD, Smart-ESA, and Flat6labs. Other programs offer a wealth of mentorship and networking opportunities including Endeavour, LebNet, Lebanon for Entrepreneurs, Lebanese League of Women in Business, and more.

► CIUSTERING

Physical and virtual clusters equally seek to capitalize and expand on the vibrant digital community. These include the Beirut Creative Cluster and the Lebanon Softshore Cluster. Together with industry associations like the Association for Lebanese Software Industries, these associations help companies expand their market reach and develop their businesses.

10-11-12 Lebanese Ministry of Telecommunications, Progress Report, 2013 13 International Telecommunication Union, Measuring the Information Society, 2015

BUSINESS PARKS

New business parks are being developed to host companies in the digital industry, and include large-scale developments like the Beirut Digital District (BDD) which provides state of the art facilities and services at reduced rates, in addition to clustering opportunities within a friendly business environment.

BUSINESS SUPPORT UNIT

New Business Support Unit (BSU) was launched in 2018 by the Investment Development Authority of Lebanon (IDAL), providing startups operating in productive sectors with market information, free legal and tax/accounting advice as well as licensing support in order to help them establish and grow their company in Lebanon.

For more information on available financing schemes for ICT companies, please check out our "Financing your Business" fact sheet here.

SUMMER OF INNOVATION PROGRAM

Launch of the Summer of Innovation Program at the Prime Minister Office created ample opportunities for the youth in the areas of innovation, entrepreneurship and networking. The program inaugurates trainings and activities dedicated for young entrepreneurs to evolve their ability to transform the economy (DiasporalD, Startup Scouts).

INVESTMENT OPPORTUNITIES

The tech industry's value chain is one of the most globalized and complex chains, with its products supplied by multiple companies and assembled by more than one manufacturer. Lebanon's potential lies in the design of high-end products and the manufacturing of specialized components rather than in the mass manufacturing or assembly of equipment. As such, Lebanon can act as a product development base, or as an outsourcing base mainly for the design & manufacturing of critical components as well as in services & maintenance. Opportunities thus exist in both ends of the value chain which are the most two profitable segments: design and services (Figure 5).

Figure 5: Industry Value Chain | Profit Curve



A considerable number of Lebanese small and medium-sized enterprises (SMEs) are taking up the challenge of finding real world solutions and developing new products for the global market. However, the technology sector in Lebanon is still concentrated in very few players and niches, with a large number of promising areas not yet developed. Ample opportunities exist, therefore, for local and foreign investors to explore, diversify and expand.

IDAL has identified 3 promising sectors with the potential to mature, mainly:

- 1- The manufacturing of ICT components, including electronics, semiconductors, etc.
- 2- The manufacturing of medical technologies
- 3- Research and Development.

01. ICT MANUFACTURING

Global ICT spending is expected to reach USD 3.7 trillion in 2018, an increase of 4.3% from 2017¹³, with communication services representing around 40% of total ICT spending worldwide (Figure 6). At present, the world's five largest markets are the US, Japan, China, Germany and the UK. The globalization and emergence of new markets and technologies have presented profound challenges and threats to the leaders of this sector.

Figure 6: Distribution of Global ICT Spending across Subsectors % | 2017



The Lebanese ICT sector is a fast-growing sector having reached a market size of USD 436.2 million in 2016 and is projected to reach a value of USD 543.5 million by 2019¹⁴. After achieving remarkable successes in ICT services and the development of software applications, Lebanon's ICT industry is moving up the value chain.

Opportunities are now emerging in the manufacturing and design of hardware components. These ventures are generally

initiated by Lebanese expatriates who relocate their processes to Lebanon, driven by the cost advantage of a talented local labor force. The performance of these companies has been noticeably positive over the last few years and is expected to break-through in the near future, if the right ecosystem is made available locally. In 2016, hardware sales reached USD 262.2 million¹⁵ (accounting for 60.2% of total market size¹⁶) and are expected to grow at a CAGR of 8.3% over the 2016-2019 period¹⁷. While significant progress has been made, the local hardware industry is at its early stages and is concentrated in specific activities and products (Figure 7). At present, activities in the hardware industry include systems concepts and

infrastructure software, semiconductor design, design and production of circuit boards, fiber optic cables, electronic components and power supply systems.

Figure 7: Components, IT, Communications, Content and Associated Services Value Chain



INVESTMENT OPPORTUNITIES

Lebanon can serve as an **outsourcing base** for certain companies involved in the semiconductor and communication industries, aiming at maintaining their competitiveness and flexibility. Based on Lebanon's competitive advantages, opportunities are mainly concentrated in three areas:

Design and manufacture of specialized, high end electrical components. Manufacturing of telecom infrastructure products.

Design and software engineering of hardware equipment and components.

13 Gartner, 2017

¹⁴ Business Monitor International, Lebanon Information Technology Report, 2016 15-16-17 BMI 2016



02. MEDICAL TECHNOLOGIES

The medical equipment industry has witnessed explosive growth in recent years, fueled by rapid technology and science advancements. In 2014, the global market was valued at USD 380 billion, and was estimated at USD 400 billion in 2017¹⁸.

Lebanon's well developed medical and health infrastructure underlies the country's potential to offer services ranging from research, product development, design and systems engineering of medical applications. In fact, the country is ranked among top MENA countries in health and primary education with a score of 5.8 out of 7 in the World Economic Forum (Figure 8).

Figure 8: Health Competitiveness Rankings in Arab Countries | 2017



Source: World Economic Forum, Global Competitive Report 2017-2018

Lebanon's health care system is mostly privatized and provides a firm foundation for overall market growth. It is characterized by a high ratio of advanced medical equipment per capita, well above most higher-income countries.

In 2014, the local medical devices market was estimated at USD 240.3 million and

18 Vision Gain, Medical Devices Industry And Market Prospects 2013-2023

forecasted to grow at a CAGR of 7.1% for the next 4 years, to reach a value of USD 339.4 million by 2019¹⁹. Despite being an important consumer of medical equipment and a major destination for medical tourism, innovators do not only rely on the domestic sector activities, but also export their innovations to both regional and global markets.

The density of MRI equipment in Lebanon for example is 8.3 per million people, much higher than in Saudi Arabia (0.97) and in Jordan (2.06)²⁰ (Figure 9), which indicates the exceptional appetite of the domestic health sector to acquire and develop new technologies.

Figure 9: Total Density of Medical Equipment per 1,000,000 Population | 2013*



*Latest Available Figures Source: WHO, 2016

Lebanon has a high potential to become a hub for medical tourism due to its excellent and specialized healthcare infrastructure, as well availability of skilled professionals. Medical tourism is manifested in Lebanon though its international patients accounting for 20% of the total number of patients in the hospitals. Clemenceau Medical Center, one of the 10 Most Technologically Advanced Hospitals in the world, is ranked second in the Top 10 List of the World's Best Hospitals for Medical Tourists in 2018²¹.

19 BMI, 2016

²⁰ Latest available data, WHO 2016 21 World Best Hospitals, 2018

COMPETITIVE STRENGTHS

Besides the competitive advantages that characterize Lebanon as a technology hub, a number of reasons are specific to the medical technology industry:

Growing regional demand for healthcare services and increasing inward investments

Healthcare spending in the MENA is expected to increase by 4.2% during 2015-2020 period²². In Investment projects in healthcare infrastructure are already in progress and are mainly concentrated in GCC countries²³.

World-class academic framework and strong synergy between hospitals and universities

Most Lebanese medical schools and universities are internationally accredited and boast significant achievements so far in basic and applied research in medical sciences and engineering. Universities have also developed very close linkages between the country's top hospital and medical institutions, facilitating technology and skills transfer.

High concentration & specialization in medical research

Fundamental biology and medical research are among the top 3 disciplines that have witnessed the biggest increase in the number of scientific publications over the past years.

22 Deloitte, 2015
23 Deloitte, 2015 health care outlook, Middle east
24 World Bank 2009
25 BMI, 2016
26 Ministry of Public Health, 2017

Highly educated graduates and researchers at competitive costs

Lebanon is characterized by the highest ratio of doctors to population (35 per 10,000 people²⁴) in the region and one of the highest in the world.

➤ A well-developed health infrastructure The medical technology industry is backed by developed pharmaceutical and clinical industries. The local clinical industry is one of the most active clinical industries in the Middle East. The pharmaceutical sector enjoys a strong presence of large international pharmaceutical companies and a market value of USD 1.63 Billion in 2015²⁵. In 2017, total health expenditures constituted 7% of Lebanon's GDP and are expected to grow at a CAGR of 8% yearly²⁶.

INVESTMENT OPPORTUNITIES

Lebanon offers great potential in product development, supported by a set of competitive advantages in the complementary industries of the medical technology sector such as software engineering and development. An example of a breakthrough startup is CardioDiagnostics which offers state-of-the-art technology to monitor cardiac patients through their daily lifestyles for cardiac abnormalities. CardioDiagnostics received international attention when it was announced as the winner of the Global Innovation through Science and Technology GISTech-I Competition and received funds from various international foundations.





03. RESEARCH AND DEVELOPMENT

The R&D potential in Lebanon is not yet fully explored and the R&D base continues in its limited form. In 2013, expenditures on research and development was approximately 0.2%, below the regional average of 0.3%²⁷. The last estimation of R&D personnel dates from 2006, during which around 750 researchers were active in R&D activities²⁸. However, Lebanon has the fundamentals to move along the path of innovation. The large number and unique specialization of scientific publications indicate that Lebanon enjoys

Innovative Workforce and Open Economy

The large inflow of foreign direct investments into the country since 2006 made the Lebanese economy the most open & internationalized among all the countries in the region, in terms of FDI/GDP and FDI/capita. Although still relatively small as an R&D base, the level of openness positively impacted the quality of technology transfer and the globalization of the Lebanese workforce.

Areas of Specialization

Over the past years, Lebanon developed a strong and increasing specialization in medical science, as a result of close links and partnerships between academic institutions, hospitals and research a substantial scientific infrastructure and has the capacity to innovate and develop new products, whenever investments are made available. Scientific and technical journal articles have increased at a rate of 77% from 2010 to 2016 in Lebanon²⁹.

Lebanon enjoys a flourishing scientific and technological community embedded in 50 universities and higher education institutions, of which 12 include science and/or technology faculties, and 6 research centers.

centers. Another area of specialization is agricultural sciences, with significant progress made as a result of new investments in the sector, mainly the opening of the Agricultural Sciences Department at the American University of Beirut.

Main Research Centers

The **National Council for Scientific Research (CNRS)** aims at promoting, coordinating and developing the scientific research capabilities in Lebanon, and runs various integrated action programs and manages 4 research centers, which are linked to regional and international networks for implementation of collaborative programs. The CNRS also manages a number of funding schemes in collaboration with other governments and institutes. Examples are Programme Cedre, The Grant Research program (GRP), which benefited more than 600 projects over the past few years.

The Industrial Research Institute (IRI)

The Industrial Research Institute is a publicly owned institution that conducts extensive research and testing across various fields in the industrial sector in an effort to enhance the latter's performance. The IRI offers services including lab testing, certifications, techniques and equipment development (testing, measurement, analysis and calibration), industrial studies as well as the organization of fairs, seminars and conferences for local professionals.

The Lebanese Industrial Research Achievements (LIRA)

The Lebanese Industrial Research Achievements Program is a government initiative that aims at building effective cooperation between industry, academia, and research centers to address the research and development needs of the Lebanese industry. LIRA's objectives are to:

1. Encourage university-industry cooperation towards building a knowledge-based economy.

2. Match university activities/research with industry needs/problems towards increasing productivity.

3. Seek industrial sponsorship for proposed university projects.

4. Offer a national platform for potential new products and services.

5. Help engineering and science students in developing their research projects.

6. Provide industrial training to fresh graduates and engineers.

INVESTMENT OPPORTUNITIES

The Science Technology and Innovation Plan developed by representatives of universities and national organizations identified a number of opportunities in 3 specific areas:

Industry and engineering Environment and agriculture Medicine and health care

In a regional context and given Lebanon's competitive edges in the field of medical sciences, health care and medical innovations will constitute a main pillar of the Lebanese science and technology base. Environmental technologies are also increasing in popularity among research centers with the promising future of renewable energy innovations.

27 Wamda, 2017 28 Latest available data, World Bank 2016 29 IDAL's calculations, World Bank 2016

TECHNOLOGY SUCCESS STORIES

CYNOPROD

Cynoprod is a company specializing in the production of dental products which has selected Lebanon to cater for a growing regional market in the dental industry. This project benefited from the Investment Project Incentives offered by IDAL.

Investment Size: USD 674,000 Jobs Created: 10



REVIVA Regenerative Medicine Center

Reviva is a medical technology project that aims to establish an all-in-one medical center focusing on the use of stem cells for therapeutic, cosmetic, and banking purposes.

Investment Size: USD 2,010,000 Jobs Created: 30



INKRIPT CARDS

Inkript Cards is a Lebanese technology company specializing in the development, manufacture, and sale of cards embedded with integrated circuits, microprocessors, and memory chips. All production stages, from conception through research and development to manufacturing and sales, take place in Lebanon. The company exports to the Middle East and the Gulf area, Asia and Africa, but also Eastern and Central Europe.

Investment Size: USD 21 million Jobs Created: 295 jobs created



DIAMOND SEGMENT AND TOOLS

Diamond Segment and Tools is a new Lebanese-Saudi manufacturing company which has acquired the trademark, know-how, and technology for the manufacturing of diamond segments and tools from a leading European firm. 95% of the production is exported to nearly 55 countries, including Germany, France, Italy, Switzerland and the USA, providing high-quality products at low cost.

Investment Size: USD 2 million Jobs Created: 25 jobs created

REGULATORY FRAMEWORK

In recognition of the impact of the legal environment on the performance of the ICT sector, the government has placed a special focus on the reform and modernization of ICT related laws. The main regulations governing the sector are mentioned below.

TELECOMMUNICATIONS LAW

Law 431 (the Telecommunications Law) was issued in 2002 to provide the governance framework needed to organize the telecommunications services sector and set the rules for its transfer to the private sector. The Telecommunications Regulatory Authority (TRA) was subsequently formed to regulate the liberalization of the sector, and ensure the creation of a competitive environment.

INTELLECTUAL PROPERTY LAW

The Intellectual Property Law (IP) was drafted by the Ministry of Economy and Trade (MoET), and passed as a law in 1999. Provisions under the law cover patents, industrial designs, trademarks, copyrights, unfair competition, & penalties for infringement.

INVESTMENT LAW No. 360

IDAL offers companies, engaged in the ICT sector, a set of incentives and facilitation services as per the Investment Law No.360. Companies can benefit from up to 100% exemption on corporate income tax over a period of 10 years in addition to other fiscal incentives, provided that they meet certain requirements in terms of investment size and employment generation.

COMPETITION LAW

The new competition law - drafted by The Ministry of Economy and Trade prevents all forms of anti-competitive agreements and abuses of dominance. These provisions ensure competition and easier market access, and therefore allow for greater consumer welfare, economic efficiency, increased output and rapid technical advancement.

E-COMMERCE SET OF LAWS

The Ministry of Economy and Trade has drafted and presented to the Parliament a set of laws in support of the ICT sector. This set includes amendments as well as new laws destined to enable e-commerce in the country. Laws cover the fields of E-signature, E-payment, E-transactions, consumer protection, privacy, copyright, and cyber-crimes.

LAW ON ANTI-DUMPING, SUBSIDIES & SAFEGUARDS

The law was issued with the aim of protecting national production as well as legitimate original products from dumped and subsidized imports.

USEFUL ADDRESSES & CONTACTS

Association of Lebanese Industrialists (ALI) www.ali.org.lb

Ministry of Energy and Water www.energyandwater.gov.lb

Ministry of Public Works and Transport www.transportation.gov.lb

Ministry of Environment www.moe.gov.lb

Ministry of Agriculture www.agriculture.gov.lb

Lebanese Agricultural Research Institute www.lari.gov.lb

Council for Development and Reconstruction www.cdr.gov.lb

Altcity www.altcity.me

Bader www.baderlebanon.com

Berytech www.berytech.org

Beirut Creative Cluster www.beirutcreativecluster.org Beirut Digital District (BDD) www.beirutdigitaldistrict.com

Business Incubation Association in Tripoli (BIAT) www.biatcenter.org

Endeavor www.endeavor.org

Investment Development Authority of Lebanon - IDAL www.investinlebanon.gov.lb

Kafalat www.kafalat.com.lb

Ministry of Economy and Trade www.economy.gov.lb

Ministry of Telecommunications www.mpt.gov.lb

MIT Enterprise Forum Pan Arab Region www.mitefarab.org

Office of the Minster of State for Administrative Reform www.omsar.gov.lb

OGERO www.ogero.gov.lb

South Business Innovation Center (SOUTH BIC) www.southbic.org



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If you require any further information on investing in Lebanon or on the services IDAL can offer you, please do not hesitate to contact us at the following:



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