

## **THE LAGOS CHAMBER OF COMMERCE AND INDUSTRY**

### **IMPROVED SERVICE DELIVERY TO MEMBERS**

In line with the new commitment to the delivery of value to our esteemed members, the Lagos Chamber is poised to improve its service delivery to members and introduce new range of services as follows:

#### **1. Discount on Chamber's services**

Fee paying services of the Chamber shall be offered to members at a discounted rate. The discount would range from 5% to 20%, depending on the Membership category. These include training programmes, workshop, trade fairs, hall and office rentals, etc

#### **2. Discount for participation at the Lagos International Trade Fair**

Members will enjoy a discount on participation fees in the annual Lagos International Trade Fair, organised by the chamber. This discount ranges between 2.5% and 10%, depending on the membership category.

#### **3. Lounge for Members**

The Chamber has provided a lounge for the comfort of members at Commerce House, Victoria Island. Internet services will be available in the lounge while tea, coffee; biscuits could be served at a moderate fee. Members are allowed a maximum of two guests at a time.

#### **4. Website for Members**

This service will be offered to members who may not be able to afford the cost of developing elaborate websites for their companies. The simple site can be developed for them at a minimal charge.

#### **5. Listing of members on Chamber's Website**

To give maximum exposure to our members, their corporate details will be uploaded on the Chamber's website. This will complement the marketing and networking efforts of members. We could also link this listing to members' website so that visitors to the site can contact members directly.

#### **6. Regular Entrepreneurship & Management Training**

The Training Unit has been repositioned to offer regular entrepreneurial, business development and management seminars, trainings and workshops for members and non-members of the Chamber. Members would enjoy a good discount on these programmes.

#### **7. Letters of introduction to Embassies**

Members who intend to travel abroad will be given letters of introduction {on request} to facilitate Visa application.

#### **8. Provision of Meeting Rooms at discounted rates at the LCCI Offices in Victoria Island and Ikeja**

Meeting rooms can now be provided for members to hold business meetings at subsidized rates at both our Victoria Island and Ikeja offices. Tea, coffee, biscuits, projectors, public address system etc could be provided at subsidized rate.

9. **Discounted Rates for members at Airlines and Hotels**

The Chamber has entered into discussions with some reputable Hotels and Airlines to arrange discounts for members of the Chamber. The outcome will be communicated to members.

10. **Business Information services**

The Chamber offers business information on export, import, economic policies, trade fairs, etc. to members.

11. **Trade Documentation**

The provision of Trade documentation services such as issuance of Certificate of Origin and other international documentation is offered to members at subsidized rates.

12. **Inward and Outward Trade Missions**

The Chamber is intensifying its trade mission activities. Members will have more frequent opportunities to visit exhibitions abroad. Similarly, the Chamber will continue to offer a platform for interaction and networking with incoming trade mission.

13. **Business Advisory services**

The Secretariat has been strengthened to provide business advisory services to members. While non-members will pay the commercial rates for such services, LCCI members' fees should be subsidized.

14. **Legal Services**

The Chamber can now provide preliminary legal advice to members in support of their business operations as follows:

- i. Review of legal agreements
- ii. Drafting of Memorandum of Understanding
- iii. Legal Advisory Services

15. **Arbitration, Mediation and Conciliation**

The services of the Lagos Chamber Arbitration Centre will be made available to members at a subsidized rate.

16. **Business Services: Internet, Photocopy, etc.**

The Chamber would now offer secretarial services to members at subsidized rate at the Victoria Island office. This shall include internet service photocopy, typing etc. This can serve as a support to company member who may not have the full complement of secretariat facilities in their various offices.

17. **Policy Advocacy**

Policy Advocacy at the LCCI remains a core mandate. This is done through our various programmes such Business Environment Roundtable, Quarterly Business Luncheon, Quarterly Press Briefing, Press releases, Groups' Seminars/Symposia, Business Networking, Stakeholders' Forum and Representations to Federal & State Governments and their Agencies.