

PORTRAIT



CHAMBER OF COMMERCE OF THE GRAND DUCHY OF LUXEMBOURG



Trade and other non specified activities

SOPARFI (Financial participation companies)

Industry, SME & SMI

Banking and other financial activities

Insurance

Hotel, restaurant and bar trade





DID YOU KNOW?



Just two years after the Grand Duchy of Luxembourg gained independence, King Grand Duke William II issued a decree on 1 October 1841 establishing the Chamber of Commerce. This represented the first manifestation of autonomy for a state now required to manage its own affairs. Business entrepreneurs now had a body to defend their interests. The role and missions of the Chamber of Commerce were initially established by the law of 4 April 1924 creating elective professional chambers. The legal framework governing the Chamber of Commerce was reformed and modernised by the law of 26 October 2010.



INTRODUCING THE CHAMBER OF COMMERCE ...

As a professional chamber and public institution encompassing all sectors of business other than agriculture and crafts (Chambre des Métiers), the Chamber of Commerce sees its rationale and role as guardian of the interests of its member companies. Since these may in some cases pursue divergent sectorial interests, the Chamber of Commerce, in a spirit of fairness to all its members, sees its primary mission in the articulation, representation and defence of the interests of all its members. Sectorial interests are only pursued if they do not conflict with the interests of the other member companies of the Chamber.

Today, the Chamber of Commerce has some 50,000 affiliated members, accounting for 75% of total employment and representing 80% of GDP.

The plenary assembly of the Chamber of Commerce consists of 25 elected members representing 6 electoral groups:

- 1 — trade and other non specified activities;
- 2 — SOPARFI (Financial participation companies);
- 3 — industry, SME & SMI;
- 4 — banking and other financial activities;
- 5 — insurance;
- 6 — hotel, restaurant and bar trade.

Contributions from members constitute the principal financial resource of the Chamber of Commerce. Therefore, the Chamber enjoys financial autonomy.

THE MISSIONS

THE OPERATIONAL MISSIONS OF THE CHAMBER OF COMMERCE



1 — Involvement in the legislative procedure by the preparation of opinions

The task of promoting the interests of companies requires the participation of the Chamber of Commerce in the legislative procedure. Within this context, the government has the duty to request the opinion of the Chamber of Commerce regarding any bill or Grand-Ducal regulation related to the sectors of activity represented by the Chamber. In addition, the Chamber of Commerce is entitled to submit bills to the government, to be transmitted to the Chamber of Deputies.

2 — Promoting the spirit of enterprise and the creation and development of businesses

Alongside its fundamental mission of advising and helping any entrepreneur in their plans to create or develop a business, the Chamber of Commerce sees its role also as making the public aware of the ideals of commerce and the creation of business and added value. The promotion of the spirit of enterprise and an environment favourable to business creation is thus one of the main objectives of the Chamber of Commerce.

3 — Promoting foreign economic and commercial relations

One of the primary missions of the Chamber of Commerce is to accompany businesses in foreign markets. This active support for the entry into new markets takes a number of forms : economic promotion missions, international brokerage events, the provision of a joint stand, business opportunities, distribution of information etc.

4 — Fostering a system of education and training that meets the needs of businesses.

Through the Luxembourg School for Commerce (LSC), launched on 1 October 2009, the Chamber of Commerce responds to the needs for qualification of businesses and individuals and the demands of an increasingly competitive training market. The LSC's offer has three major axes: vocational training, continuing professional training and university training. The LSC is also the government partner for any question relating to the organisation of professional training in Luxembourg.

5 - Providing services to business and the general public

Today, the Chamber of Commerce is also primarily a service provider for Luxembourg citizens and all those interested in setting up any commercial, financial or industrial activity in Luxembourg.

6 — Informing the public and stimulating debate as partner and independent ambassador of the market economy (think tank and proposals of policy).

With over 50,000 members representing over 80% of GDP, the Chamber of Commerce is the official representative of the market and the players which constitute it. In this capacity, the Chamber of Commerce acts as a think tank and stimulates political and public debate with the positions it takes on relevant issues.

THE CHAMBER OF COMMERCE CONSISTS OF FIVE DEPARTMENTS AND THE LSC

Department for Official Opinions and Legal Affairs
 Department of Business Creation and Development
 Department of Economics
 International Department
 Finance, Affiliation and Information Technology Department
 Luxembourg School for Commerce (LSC)

The 5 departments are supported by the Public Relations and Communications Service of the Chamber of Commerce in their communication and marketing policy

DEPARTMENT FOR OFFICIAL OPINIONS AND LEGAL AFFAIRS



Under the provisions of the law of 26 October 2010, the opinion of the Chamber of Commerce is requested for any law or Grand-Ducal regulation or ministerial regulation related to the sectors of activity represented by the Chamber of Commerce. The Chamber of Commerce is also consulted for its opinion on the national budget which is then submitted for debate and voting in parliament. In addition, it comments on budget appropriations allocated to commerce, industry, finance and services in past financial years as well as proposed allocations for future financial years. The Chamber of Commerce can also take the initiative and make proposals to the government on any matter coming within the scope of its objects and missions or arising from the economic interests of the sectors represented by it. Furthermore, the Chamber of Commerce may make proposals to the government on the latter's request to examine them and submit them to parliament when their subject is within the Chamber of Commerce's competence.

In its opinions, the Chamber of Commerce defends as a priority the interests of its members. In this way it submits its opinions and proposals concerning, directly or indirectly the Luxembourg economy and Luxembourg society in general and its different sectors or businesses in particular. The opinions are prepared by the different departments of the Chamber of Commerce and coordinated by the Department for Official Opinions and Legal Affairs.

The Centre for Arbitration of the Chamber of Commerce

The Chamber of Commerce of the Grand Duchy of Luxembourg has its own Centre for Arbitration whose purpose is to offer an alternative dispute resolution to the proceedings of litigation which often prove to be too long, expensive and rarely suited to the technicality and complexity of the business world.

The Centre for Arbitration operates under the authority of the Council of Arbitration made up of five members including the President of Luxembourg's National Committee for the International Chamber of Commerce (ICC), the Luxembourg Member of the CCI's Court of Arbitration, the President of the Luxembourg Bar Association (Ordre des avocats), the Director General of the Chamber of Commerce and the President of the Institute of Auditors (Institut des Réviseurs d'Entreprises: IRE).

The advantages of arbitration compared to a traditional legal procedure are multiple:

> Confidentiality and discretion:

contrary to an in theory public legal procedure, the Centre for Arbitration guarantees the confidentiality of the arbitration, thus ensuring the non-disclosure of the existence of litigation and the secrecy of the possible information and know-how in question;

> Short-term measure:

the maximum time allocated to the arbitrator(s) to deliver his(their) sentence is 6 months;

> Legal safety:

the recognition and execution of the sentence can be achieved quickly in all the 145 countries adhering to the Convention of New York of June 10, 1958 for the recognition of execution of foreign sentences;

> Professionalism of the arbitrators:

confronted with increasingly complex litigation, the official judges called to rule on litigation do not necessarily have the required expertise. In arbitration the parties either choose their arbitrators themselves, or the Centre for Arbitration chooses them from people presenting the necessary guarantees of expertise in the precise subject of the litigation;

> Single procedure:

in international litigation, there is a risk of multiplication of long and expensive legal procedures. Arbitration is limited to one procedure, according to the arbitration rules and regulations and the legislation determined by the parties;

> Not a costly procedure:

the expenses generated by often complex legal procedures can prove to be high. In comparison, arbitration mostly proves to be cheaper.

Luxembourg, le 28 juillet 2010

Objet: Projet de loi portant

- simplification et accélération de la procédure d'autorisation des établissements classés et
- modifiant la loi modifiée du 10 juin 1999 relative aux établissements classés (3639KL/LLA)

Saisine : Ministère du Développement durable et des Infrastructures
(12 mai 2010)

AVIS DE LA CHAMBRE DE COMMERCE

La loi modifiée du 10 juin 1999 relative aux établissements classés (ci-après « la Loi ») a ses racines dans une circulaire ministérielle de 1813 traitant des informations de commodo et incommodo. Cette circulaire voulait que le commissaire se rende successivement chez les voisins et qu'il entende l'un après l'autre lorsqu'il s'agit d'une information à raison d'une fabrique ou d'un établissement à créer dans une commune. L'artèle royal grand-ducal du 17 juin 1872 comporte toute une série de dispositions qui ont été reprises par les textes législatifs postérieurs jusqu'à nos jours, dont notamment celles relatives à la division des établissements en trois différentes classes ainsi qu'à la procédure d'enquête publique auprès des communes.

Ce n'est que la loi du 16 avril 1979 relative aux établissements dangereux, insalubres et incommodes qui a réformé la législation de 1872 pour être remplacée par la loi du 9 mai 1990, et finalement par la loi du 10 juin 1999. Les principaux objectifs de la loi de 1999 sont les suivants:

- prévenir et réduire la pollution de l'environnement humain et naturel en général;
- renforcer la compétence technologique des entreprises en vue d'améliorer leur compétitivité;
- réduire le fardeau administratif dans le cadre du traitement des dossiers;
- établir un climat de sécurité juridique en confinant le pouvoir discrétionnaire de l'Administration dans un cadre transparent;
- affirmer la responsabilité de l'Administration au niveau de la prévention et du contrôle dans le cadre de l'intérêt général tout en introduisant des possibilités nouvelles de recours;
- affermir le droit de recours des associations écologiques agréées;
- incorporer un mécanisme de suivi de l'application de la loi en vue d'en améliorer le fonctionnement.

Le projet de loi sous avis ne vise pas à proposer un nouveau texte de loi intégral. Il se borne à amender et à modifier ponctuellement la loi telle qu'elle est actuellement en vigueur. La structure actuelle de la loi modifiée du 10 juin 1999 relative aux établissements classés est maintenue, alors que les amendements et modifications proposées concernent principalement la procédure d'autorisation.

Résumé

DEPARTMENT OF BUSINESS CREATION AND DEVELOPMENT

The mission of the Department of Business Creation and Development (BCD) is to defend the interests of the members of the Chamber of Commerce, in particular SMEs relating to wholesale and retail business, the hotel, restaurant and bar trade, transport and other service activities, but also to provide advice and assistance to businesses and entrepreneurs, to promote a spirit of enterprise and foster the simplification of administrative procedures.

The BCD department represents the interests of the companies with the proper authorities and sits at the various commissions ruling on the granting of authorizations of establishment as well as of finance or subsidies. In addition, the department works with governmental national authorities with the objective of simplifying and reducing the administrative steps required of companies.



Espace Entreprises: the one-stop service to facilitate compliance with administrative procedures

In connection with the implementation of the Services directive, a number of virtual one-stop services aimed at assisting businesses in going through administrative procedures, have been created in Europe. In Luxembourg, this one-stop service is accessible at www.guichet.public.lu. *Espace Entreprises* and the *Espace Contact* team of the Chamber of Crafts (Chambre des Métiers) are the physical one-stop services which welcome and inform businesses and project initiators.

The support granted by *Espace Entreprises* is aimed particularly at business creators, from the conception of the project to the creation of the company, and at already established businesses relating to various administrative procedures.

The range of services provided free of charge includes among others:

- > advice and assistance regarding the right of establishment, aid and public financing;
- > advice and assistance regarding transfers of companies (business exchange);
- > advice regarding employment law, social insurance law, as well as direct and indirect taxation.

Espace Entreprises also manages a business exchange forum, a web platform in which are published offers of transfers and requests for resumption of businesses already created by members of the Chamber of Commerce. This exchange forum can be reached through the bulletin "Merkur" or online on the cross-border website www.business-exchange.lu

A range of services for business development

Espace Entreprises is also a first class partner for everything relating to exports, the tracking and securing of commercial transactions. *Espace Entreprises* sells or provides:

- > Certificates of origin and document legalisation,
- > CEE certificates,
- > Luxtrust digital certificates,
- > ATA applications for customs clearance for temporary export,
- > Distribution of bar codes EAN/GS1.

Information sheets for SMEs and business creators are regularly updated.

Espace Entreprises holds the ISO 9001:2000 certificate for its services and advisory activities to the companies. This certification evidences the desire for continuous improvement of the services provided by the Chamber of Commerce to its members with a view to maximising members satisfaction. More information on www.espace-entreprise.lu



The Mutual for Loan Guarantees (MCAC): a major asset for companies

The main goal of the MCAC is technical and financial support in the field of business creation and development. Its purpose is to facilitate access to banking loans for small businesses being a guarantor within Luxembourg banks when available collateral appears to be insufficient.



BusinessMentoring

Mentoring is voluntary support of a confidential nature provided by an experienced business leader known as the "mentor", to a "less" experienced manager, the "mentee". The BusinessMentoring programme is based on meetings between mentors and mentees over a period of 12 to 18 months and aims particularly at improving the personal and managerial skills of the entrepreneurs involved. More information on www.businessmentoring.lu



The interregional business plan contest 1,2,3 GO

The mission of Business Initiative a.s.b.l. is to promote the spirit of entrepreneurship and innovation in the Greater Region and to organize the business plan contest 1,2,3 GO on an annual basis. It was created in 2000 by the Chamber of Commerce, Luxinnovation and the FEDIL. The a.s.b.l. Business Initiative is supported by the Chamber of Commerce and the technical team of 1,2,3 GO works in close cooperation with the Department of Business Creation and Development of the Chamber of Commerce.

The main objective of Business Initiative consists in helping future entrepreneurs to transform their innovative ideas into a convincing business plan by means of free coaching. More information on www.123go-networking.org

DEPARTMENT OF ECONOMICS

The main task of this department is to observe, analyse and comment on the socioeconomic environment in which business evolves, and to promote a competitive and sustainable development of the Luxembourg economy. This mission comprises the four following fields of activities:



1 — Speaking for the interests of the various parties involved in the Luxembourg economy

The Department of Economics regularly prepares texts in the form of opinions, statements of position or recommendations in order to stimulate reflection, contributing to the public discussion or making companies or citizens aware of topics which directly or indirectly impact the socioeconomic environment of the country. In addition, the Department of Economics regularly prepares recommendations for the government, in particular during the parliamentary elections. In the exercise of this mission, the Department of Economics takes great care to prioritise the actions to take in the interests of the Luxembourg economy and the members of the Chamber of Commerce.

The drafting of notices and bills and Grand-Ducal draft regulations constitutes an important activity of the Department of Economics. The most important opinion is the one related to the law on the national budget.

The Department of Economics also submits proposals and recommendations to the authorities, notably during the parliamentary elections, such as in 2009 in the document "Enterprise Luxembourg 2.0 – Priorities of the the Luxembourg economy for

the new parliamentary term (2009-2014)". It prepares strategic study papers published in the economic bulletin of the Chamber of Commerce "Actualité & Tendances".



(From l. to r.) Etienne Schneider, Minister of Economy and Foreign Trade, H.R.H the Crown Prince Guillaume, Pierre Gramegna, Director General of the Chamber of Commerce during the Economy Days.

2 — Promotion of an appropriate framework for the sustainable and competitive development of the Luxembourg economy

The Department of Economics takes part in the development of many national, European and international surveys, related to current business trends as well as to the structural situation of the Luxembourg economy. In this context, the department collaborates closely with the Statec, the Central Bank, Eurochambres, the International Institute for Management Development, the World Economic Forum, etc. It also takes part in interviews with representatives of international organisations such as the European Commission, the OECD, the IMF and the World Bank.

Furthermore, it also ensures the follow-up of the work of the Observatory of Competitiveness (Observatoire de la Compétitivité) and takes part in the development of the National Plan for Innovation and Full Employment. Concerning sustainable development policy, the Department of Economics represents the Chamber of Commerce, notably in the Partnership for the Environment and Climate.

In order to have powerful and updated briefing documentation aimed at promoting Luxembourg among foreign investors, the Department of Economics sets up an effective monitoring task force, whose principal mission consists in benchmarking Luxembourg's macro-economic, micro-economic, business cycle and structural data with its competitors.

3 — Promotion of Luxembourg as an international business centre and as a first choice implementation site

As part of its mission of promoting the Luxembourg economy, the Department of Economics, in cooperation with the Public Relations and Communications Service, has prepared a booklet available in multiple languages, entitled "Living and working in Luxembourg".

The Department of Economics also collaborates closely with the major international consultancy firms. This collaboration is carried out notably through a series of publications "Vecteurs de croissance au Luxembourg" published in association with Deloitte S.A., with each edition providing a detailed introduction to a specific economic subject. The Chamber of Commerce also collaborates with the "Luxemburger Wort" and with KPMG on "Luxembourg Business Compass". Finally, together with PwC, the Department of Economics has developed a publication entitled "Luxembourg, where else?", a promotional tool for the Luxembourg economy on an international scale, available in English, Mandarin and Russian.

4 — Assistance, consultancy and information for companies and the general public

An important activity of the Department of Economics consists of providing information to companies, the authorities, the press, and private individuals as well as students. The majority of the questions raised are related to the economic, the financial and the social environment of Luxembourg, the various sectors of the economy and the statistics available in these fields.

To present the key figures of the Luxembourg economy in a light way, the Department of Economics has publicised for several years the brochure "Luxembourg: Small Country, Big Numbers" ("Luxembourg: Petit pays, Grands nombres"), regularly updated. The staff of the Department of Economics also regularly addresses the general public, notably in presentations and debates on the subject of the Luxembourg economy. In addition, the Department of Economics co-organises events and conferences such as the "Economy Days" and the cycle of conferences "German-Luxembourg Economic Conference" with the Embassy of the Federal Republic of Germany.



Some examples of publications of the Department of Economics

Carlo Thelen, Chief Economist of the Chamber of Commerce, runs a blog on economic questions on www.carlothelenblog.lu

INTERNATIONAL DEPARTMENT



The main mission of the International Department of the Chamber of Commerce is to promote the internationalisation activities of businesses and to assist them with a view to developing the exports and imports of their goods and services. This proactive support to enter new markets is split into various steps: promotion, international brokerage events, accompanied visits to professional fairs abroad, opportunities to participate in national joint stands and business opportunity days. Another task of the International Department is to provide information on foreign markets. To this end the Department organizes conferences and individual meetings with sales specialists on a regular basis aimed at informing people about their target markets.

In order to facilitate the development of Luxembourg businesses in foreign markets the International Department promotes the relationship between domestic and foreign companies by providing information about business opportunities abroad and receiving foreign delegations in Luxembourg.

The International Department offers specialised guidance on foreign markets. It also publishes a Market Guide, listing hundreds of Luxembourg businesses looking for partnerships abroad, available on <http://guidedumarche.cc.lu>





Two agencies to promote Luxembourg

With Luxembourg for Finance and Luxembourg for Business, the Grand Duchy launched two agencies, with the common goal of promoting and positioning Luxembourg worldwide as a strategic partner and prime location for business. Both agencies work in close collaboration. Luxembourg for Finance and Luxembourg for Business arose from a public private partnership and are an innovative approach in the development and the promotion of the economy. The Chamber of Commerce is one of the founding members and an active partner in both promotion bodies. More information on www.luxembourgforbusiness.lu and www.lff.lu



Enterprise Europe Network Luxembourg: Business Support at your Doorstep

Created in 1987 with the aim of providing companies with information and assistance about EU topics, the main role of the Euro Info Centre Luxembourg SME/SMI (EIC) has always been to focus on providing information, support and assistance to Luxembourg business as part of the European integration process as well as giving them a better understanding of the opportunities and challenges of an enlarged European Market.

On 1 January 2008, a new support network for businesses on European questions, "Enterprise Europe Network", was created by the European Commission. It comprises the network of Euro Info Centres (EIC) and Innovation Relay Centres (CRI), whose activities are carried out jointly with the Chamber of Commerce, Chamber of Crafts (Chambre des Métiers) and Luxinnovation.

Combined with its missions of providing information and advice on the internal market (regulation, finance, European programmes, inter-company cooperation...), this new network supports businesses in the areas of innovation, technology transfer and European research and development. More information on www.een.lu



The "b2fair" concept: an easy way to optimize your participation in international trade fairs

Within the context of globalisation and increasing market competition, it is in the best interest of SMEs and SMIs to take part in international business events and to expand their market share. Professional trade fairs and cooperation platforms constitute privileged instruments to help find potential business partners in foreign markets. The "b2fair" concept combines the assets of international trade fairs and of business co-operation exchanges prepared in advance of the events. The advantages of both forms of market development are combined in this unique concept: The large range of products/services offered and the pool of potential prospects at exhibitions combined with tailor-made selection of business partners. More information on www.b2faironline.com



Export Award

The Chamber of Commerce and the Office du Ducroire of the Grand Duchy of Luxembourg (ODL), in partnership with the agencies Luxembourg for Business (LfB) and Luxembourg for Finance (Lff), awards every two years a prize called "Export Award" rewarding Luxembourgish SMEs in all economic sectors that have distinguished themselves by their efforts in internationalization through their activities. This award is placed in the context of actions that the Chamber of Commerce is implementing to support SMEs. By SMEs is meant micro, small and medium-sized enterprises which employ less than 250 people and whose annual turnover does not exceed EUR 50 million or whose total of the annual balance sheet does not exceed EUR 43 million. The Export Award aims to stimulate business development and Luxembourg's economy by encouraging domestic SMEs to promote their goods and services to foreign markets. As a small country in the heart of Europe, Luxembourg is the country with the highest degree of openness in the EU: in terms of GDP, its exports and imports of goods and services account up to 159% in 2010. Furthermore, Luxembourg exports more than 80% of its domestic production of goods and services. The "Export Award" will honor a company in its approach to international expansion and will allow the opportunity to enhance its reputation. More information on www.exportaward.lu



Certification and labelling

In relation to actions promoting national products in foreign markets, the Chamber of Commerce can authorise the use of the labels "Luxembourg" and "Made in Luxembourg" through their International Department. These labels, created in 1984 on the initiative of the Minister of Foreign Affairs, the Chamber of Commerce and the Chamber of Crafts (Chambre des Métiers), serve to identify the Luxembourg origin of the products and services. They allow businesses on the one hand to inform Luxembourg consumers about native products and on the other hand to make quality national products known abroad.

INTERNATIONAL DEPARTMENT



Cluster for Logistics Luxembourg a.s.b.l.

The Cluster for Logistics Luxembourg a.s.b.l. was founded by seven founding members including the Chamber of Commerce. The objective of launching this cluster is to identify and foster appropriate initiatives for the development of the logistics sector, one of the key sectors for the government's economic development and diversification policy.

An internet site dedicated to the activities of the cluster can be found at www.clusterforlogistics.lu. The site hosts an interactive platform with a public section and access only for cluster members to facilitate information exchange and effective follow through of the actions of the different workgroups. Several hundred company representatives make use of the platform.

The Cluster for Logistics Luxembourg a.s.b.l. also works in close cooperation with the Maritime Cluster, of which it is also a member.

The trade credit insurer Office du Dueroire:
a unique office for exporters

The entry into new markets is among the principal challenges a company has to face. Export activity, whether to neighbouring markets, to the markets of the new Member States of the European Union, or to far off countries, constitutes an opportunity for companies to develop their business operations and increase sales. However, becoming involved in foreign markets is not risk-free. The trade credit insurer Office du Dueroire backs-up and supports Luxembourg companies in this often difficult task by assisting them in seeking new export markets in the form of partial refunding of costs linked to promotion, export training and participation in trade fairs (export assistance). In addition, a company that identifies new customers abroad can use the Office du Dueroire safety net in order to protect itself against bad payers, as well as against insolvency of existing customers and political risks (credit insurance).

The Office du Dueroire is a public body established in 1961. Its secretariat is provided by the Chamber of Commerce, which makes its staff available. More information on www.odl.lu



Signature of the "Memorandum of Understanding" (MoU) between the "China Council for the Promotion of International Trade" (CCPIT) and the Luxembourg Chamber of Commerce to promote trade between Luxembourg and China



Over 105 companies coming from Luxembourg participated in the b2fair meeting organized by the Chamber of Commerce during the Commercial Week (October 7 -15) at the World Expo 2010 Shanghai.

FINANCE, AFFILIATION AND INFORMATION TECHNOLOGY DEPARTMENT

The Finance, Affiliation and Information Technology Department has various functions. It manages the central directory of companies affiliated to the Chamber of Commerce (members' register) and is responsible for the collections of membership fees. It is also in charge of managing the treasury of the Chamber of Commerce and drawing up the annual accounts. The Finance, Affiliation and Information Technology Department is also responsible for administration and budget control. Finally, it is responsible for the setting up and management of the IT of the Chamber of Commerce.





LUXEMBOURG SCHOOL FOR COMMERCE

The "Luxembourg School for Commerce", launched in October 2009, provides the response of the Chamber of Commerce to the challenges posed by the changing context of professional training, reflecting developments in the labour market and economic environment. To respond better to the needs for qualification of businesses and individuals and the demands of an increasingly competitive training market, the Chamber of Commerce brings together in the "Luxembourg School for Commerce" all its training activities. The LSC is committed to the creation of a training culture in business as well as in authority and public entities.



THE THREE PILLARS OF THE TRAINING ACTIVITIES OF THE LSC ARE:

Vocational training (formation professionnelle initiale: FPI)

Continuing vocational training (formation professionnelle continue: FPC)

University education (formation universitaire: FU)



The LSC's mission is to develop and implement a quality training offer which is in line with the training requests of its clients while remaining permanently attentive to the training needs of businesses.

Its key activity consists in developing and implementing a quality training offer which is as complete as possible. To achieve this, it collaborates closely with businesses and the main players in the training field at national, regional and international levels.

Vocational training

Regarding vocational training, the LSC supports and gives its opinion on professional training (proposals for training programmes, arrangements and operating procedures for secondary technical education). It organises and manages apprenticeships (establishment of the professions subject to apprenticeship, development of apprenticeship programmes, monitoring of apprenticeships and development of operating procedures) in partnership with the Ministry of National Education and Professional Training and the other professional chambers.

Continuing vocational training

Continuing vocational training is characterised by the organisation of continuing training programmes appropriate for the needs of numerous clients of the LSC.

The FPC service is divided into four different training programmes:

- > LSC Entrepreneurship, for business creators and entrepreneurs
- > LSC Progress, aimed at employees, executives and managers of businesses
- > LSC Seminars, the fruit of a close collaboration with the Chamber of Crafts (Chambre des Métiers) and the Luxembourg Office for Productivity Improvement (l'Office Luxembourgeois pour l'Accroissement de la Productivité : OLAP)
- > And the new service, LSC Inhouse, which addresses the specific needs of individual businesses.

In addition, the LSC also provides vocational retraining.

University Education

Via this axis, the LSC liaises with the University of Luxembourg by making proposals for training programmes. It contributes to the implementation of the partnership of the Chamber of Commerce with the University of Luxembourg by the setting up of the Luxembourg Business Academy.

The LSC also seeks to bring about a legislative and regulatory framework favourable to the development of an effective system of training and education. It is the interface of choice between the economic world and the authorities.

By creating the LSC, the Chamber of Commerce has consolidated its ambition of becoming the player of reference for Luxembourg businesses in the field of training. It has given a new dynamism to its training activities, as a provider of services in a field rightly considered as a motor for the development of competitiveness of businesses in the years to come.

The LSC has operational and budgetary independence and its own decision making and management structure.

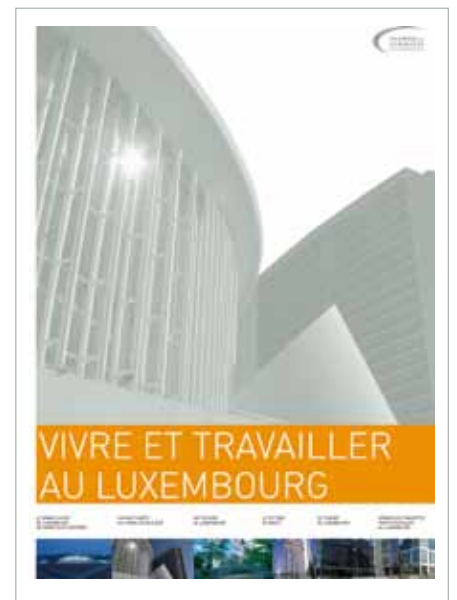
For more information on the LSC and its training offer, please see the website: www.lsc.lu

PUBLIC RELATIONS AND COMMUNICATIONS SERVICE

To inform and convince are two of the prime objectives of the Public Relations and Communications Service of the Chamber of Commerce. To achieve these objectives, it develops in close consultation with the management and the different departments of the Chamber, various communication tools aimed at promoting and explaining the actions of the Chamber of Commerce directed at businesses, public institutions, the authorities and the general public.

The two main communication tools of the Chamber of Commerce are the information magazine "Merkur" and the website www.cc.lu. With more than 35,000 copies distributed each month to managers of companies affiliated to the Chamber of Commerce, as well as decision makers and other players in the economic and political world, the information magazine "Merkur" occupies the leading position in the professional press in the Grand Duchy.

Alongside these two key communications tools, there are numerous additional tools, such as publications on a wide variety of subjects and covering all aspects of the life of a company. The Chamber of Commerce also has several websites dedicated to the different services it provides to businesses.



CONFERENCE CENTRE AND TRAINING CENTRE

Situated in the heart of the Kirchberg district, the four rooms of the Conference Centre and the 36 rooms of the Training Centre offer an exceptional environment, with more than 6,500 m², for conferences, training sessions, business meetings and receptions.

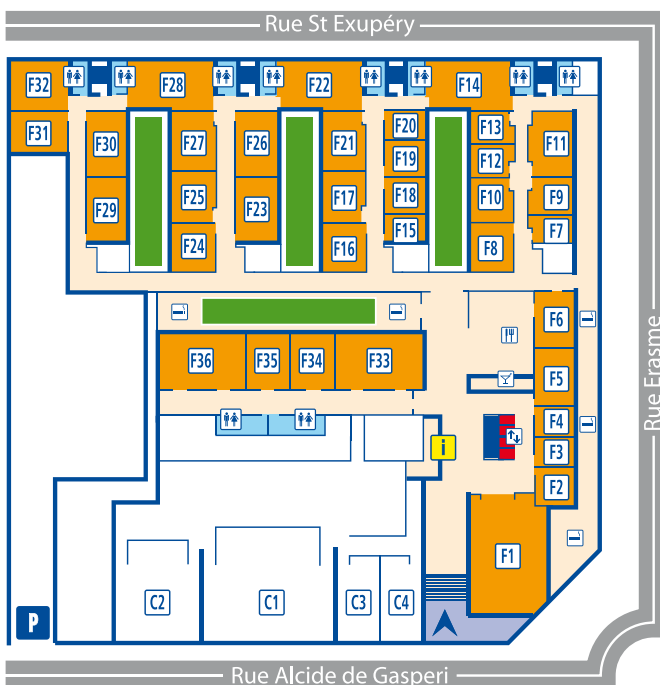
Easily accessible by car (underground car park) and public transport, the Conference Centre and the Training Centre are close to the city centre, the airport, hotels and the principal motorway links.

Fitted with state-of-the-art teaching equipment (projectors, DVD, translation booths, etc.), the rooms offer every facility required for successful business gatherings, and are able to accommodate groups of all sizes. Organizers have the choice of arranging for lunch and dinner to be served in one of the rooms of the Chamber of Commerce, or to use a catering service. The main lobby at the Conference Centre, the relaxation areas, the cafeteria and the cyber café at the Training Centre all welcome visitors between business meetings and training sessions.

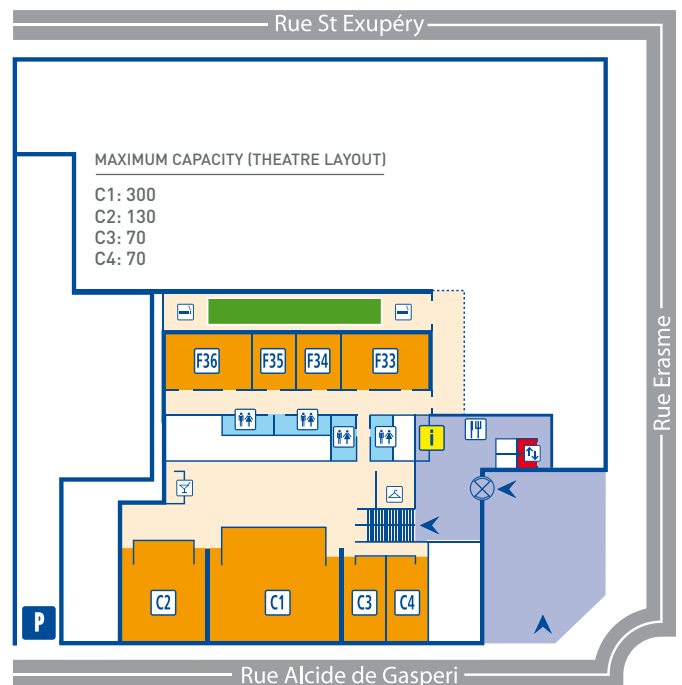


INFORMATION AND RESERVATIONS:

Tel. (+352) 42 39 39-240 | Fax (+352) 43 83 26
E-mail: events@cc.lu | Internet: www.cc.lu



MAP OF THE TRAINING CENTRE



MAP OF THE CONFERENCE CENTRE

THE ELECTED MEMBERS AND THE OPERATION OF THE CHAMBER OF COMMERCE



Constituent Assembly of 20 March 2009. (From l. to r.) Standing: Marc Wagener, Evie Roos, Marc Lauer, Rik Vandenberghé, Rafik Fischer, Carlo Thill, Jean-Claude Finck, Hermann Lange, François Koepp, Marc Solvi, Christian Thiry, Corinne Cahen, Anna Felgen Suardi, Carlo Schlessler, Marc Decker, Raymond Munhowen, Raymond Schadeck, Michel Rodenbourg, Marc Jacobs, Guy Kerger et Paul Emering. Seated: Fernand Ernster, Jean J. Schintgen, Michel Wurth, H.E. Jeannot Krecké, Minister of Economy and Foreign Trade, responsible for the Chamber of Commerce under the law, Pierre Gramegna, Robert Dennewald and Frank Wagener

The Chamber of Commerce consists of a plenary assembly composed of 25 members elected for 5 years, divided into 6 electoral groups. It is the ultimate decision making body of the Chamber of Commerce and represents the whole of the membership. The plenary assembly establishes the internal organisation of the Chamber of Commerce and designates the Director General whose nomination is subject to the approval of the government.

It can delegate certain of its powers to the President and the Bureau of the Chamber of Commerce, which is composed of the President, Michel Wurth and four Vice Presidents, Frank Wagener, Fernand Ernster, Jean J. Schintgen and Robert Dennewald, elected by the plenary assembly.

The Board of Management



Pierre Gramegna, Director General of the Chamber of Commerce, surrounded by the Board of Management : Patrick Ernzer (Secretary), Public Relations and Communications Service; Gérard Eischen, Department of Business Creation and Development and Director a.i. of the LSC; Steve Breier, Finance, Affiliation and Information Technology Department and Carlo Thelen, International Department and Department of Economics (from left to right)

The committees and the LSC Board

The plenary assembly also designates, for five years, the following special committees:

> “Business Creation and Development” Committee

Corinne Cahen, Marc Decker, Anna Felgen Suardi, Marc Jacobs, Guy Kerger, François Koepp, Raymond Munhowen, Michel Rodenbourg, Jean J. Schintgen, Carlo Thill, Rik Vandenberghé and Marc Wagener.

> “Economic” Committee

Marc Decker, François Koepp, Marc Lauer, Raymond Munhowen, Raymond Schadeck, Jean J. Schintgen, Carlo Schlessler, Carlo Thill and Christian Thiry.

> “International” Committee

Rafik Fischer, Marc Jacobs, Raymond Schadeck, Carlo Schlessler, Marc Solvi and Christian Thiry.

These committees are chaired by an elected member designated by the plenary assembly and assisted by the services of the Chamber of Commerce. They make regular reports on their activities to the plenary assembly.

The **LSC Board** is composed mainly of elected members of the Chamber of Commerce and is chaired by a vice-president of the Chamber of Commerce. The operation and decision making rules are identical to those of the committees. It is composed of: Corinne Cahen, Fernand Ernster, Anna Felgen Suardi, Marc Jacobs, Guy Kerger, François Koepp, *Fouad Rathle*, Evie Roos and Jean J. Schintgen.



The electoral groups

> Group 1 - Trade and other non specified activities (8 seats)

Corinne Cahen, merchant; Marc Decker, merchant; Fernand Ernster, merchant; Anna Felgen Suardi, merchant; Marc Jacobs, merchant; Guy Kerger, merchant; Raymond Munhownen, merchant; Michel Rodenbourg, merchant.

> Group 2 - SOPARFI (Financial participation companies) (1 seat)

Carlo Schlessler, company director.

> Group 3 - Industry, SME & SMI (8 seats)

Robert Dennewald, engineer; Hermann Lange, financial director; Evie Roos, vice-president; Raymond Schadeck, auditor; Marc Solvi, director general; Christian Thiry, industrial; Marc Wagener, director; Michel Wurth, director general.

> Group 4 - Banking and other financial activities (5 seats)

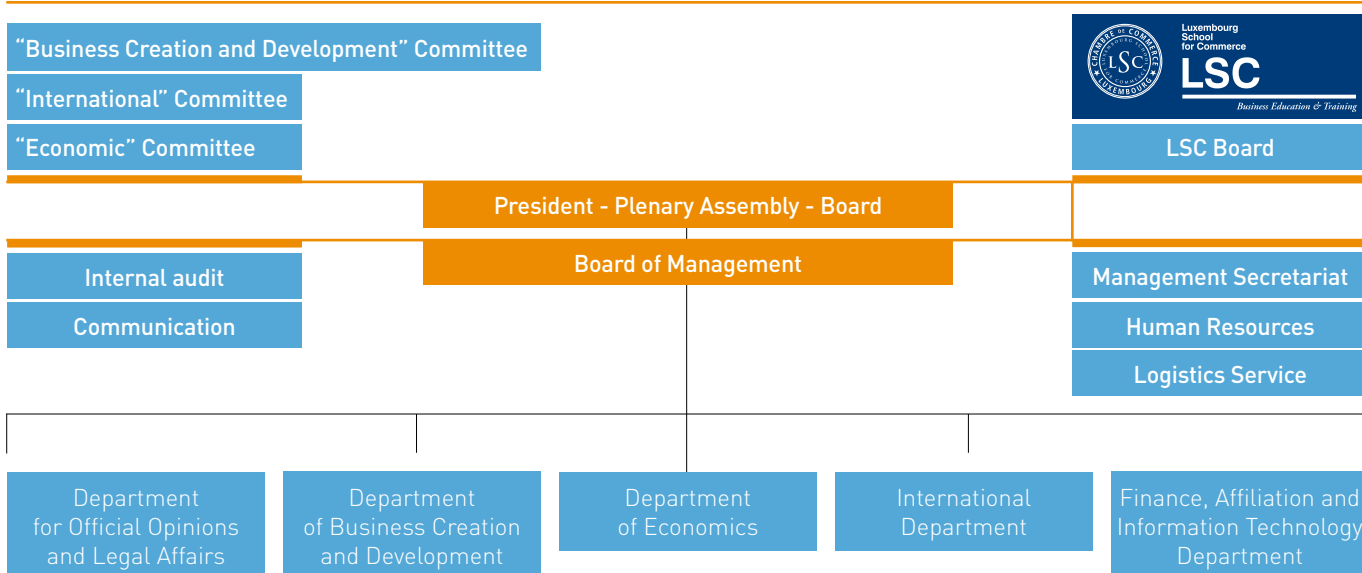
Jean-Claude Finck, banker; Rafik Fischer, banker; Carlo Thill, banker; Rik Vandenberghe, banker; Frank Wagener, banker.

> Group 5 - Insurance (1 seat)

Marc Lauer, director.

> Group 6 - Hotel, restaurant and bar trade (2 seats)

François Koepp, hotelkeeper; Jean J. Schintgen, hotelkeeper.



CONTACT DETAILS



Your partner for success

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Management and General Services

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Luxembourg
School
for Commerce

LSC

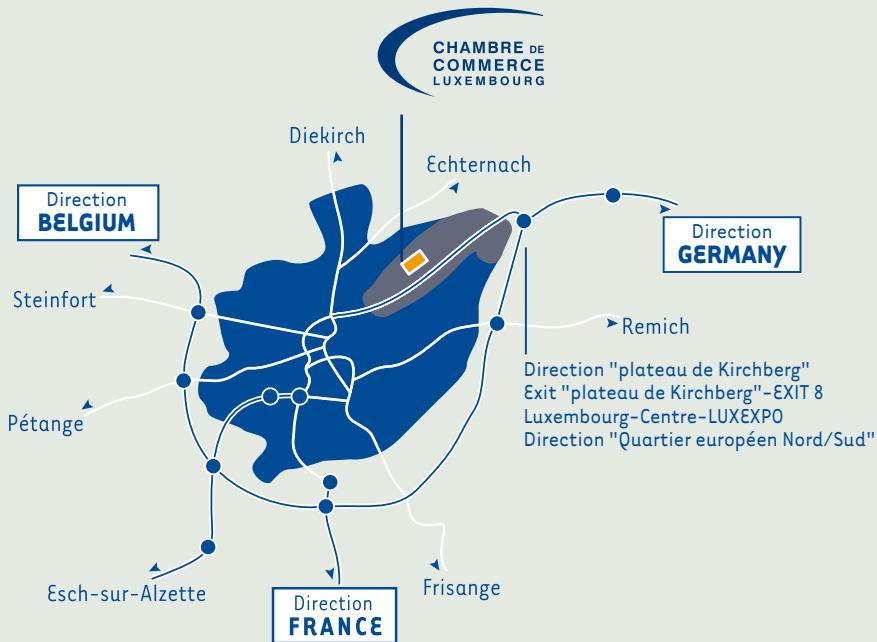
Business Education & Training

Luxembourg School for Commerce

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ACCESS MAP





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