



Doing business in Italy



Are you a member of a UK company wishing to export overseas?

Interested in entering or expanding your activity in the Italian market? Then this guide is for you!

The main objective of this **Doing Business Guide** is to provide you with basic knowledge about Italy; an overview of its economy, business culture, potential opportunities and an introduction to other relevant issues. Novice exporters, in particular will find it a useful starting point.

Further assistance is available from the UKTI team in Italy. Full contact details are available at the end of this guide.



Important Information - Sanctions and Embargoes

Some countries may be subject to export restrictions due to sanctions and embargoes placed on them by the UN or EU. Exporting companies are responsible for checking that their goods can be exported and that they are using the correct licences.

Further information is available on the [Businesslink site](#)

The purpose of the Doing Business guides, prepared by UK Trade & Investment (UKTI) is to provide information to help recipients form their own judgments about making business decisions as to whether to invest or operate in a particular country. The Report's contents were believed (at the time that the Report was prepared) to be reliable, but no representations or warranties, express or implied, are made or given by UKTI or its parent Departments (the Foreign and Commonwealth Office (FCO) and the Department for Business, Innovation and Skills (BIS)) as to the accuracy of the Report, its completeness or its suitability for any purpose. In particular, none of the Report's contents should be construed as advice or solicitation to purchase or sell securities, commodities or any other form of financial instrument. No liability is accepted by UKTI, the FCO or BIS for any loss or damage (whether consequential or otherwise) which may arise out of or in connection with the Report.

UK Trade & Investment Doing business in Italy

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Introduction

- Italy is one of one of the top world's exporters and ranks among the world's six largest economies. It is one of the founders of EU and a member of GATT/WTO and OECD as well as the G7/G8 group of industrialised countries. Thanks to its geographical position it is a gateway to the whole Mediterranean.
- It has -established political, defence and trade relationships with UK and is one of UK's largest markets.
- Italy is a bicameral democracy established in 1946. The present government is headed by PM Mario Monti.
- Like all countries Italy has been hit by the economic recession. A rather slow recovery has started.

Strengths of the market

In brief these are:

- A strategic location, gateway to the Mediterranean and a crossway between North and South
- Good infrastructure
- High level of internationalisation
- Long standing trade and political relationships with UK
- A market with a population of about 60 million
- Sixth in the Country Brand Index 2009
- A large number of SMEs organised in local networks open to partnerships
- Wide appreciation for British technologies and professional services, but also upper market consumer goods
- A high number of trade exhibitions with global appeal
- A strong UK Trade & Investment (UKTI) and an active local British Chamber of Commerce

Opportunities in Italy

Key sectors identified by UK Trade & Investment in Italy include:

- Clothing, footwear and fashion
- Construction
- Creative and media
- Environment
- Food and Drink
- Healthcare
- ICT
- Security

Milan will host the World Expo in 2015. Work is due to start shortly on this multi billion event and it is expected that this multi-sector project will be the catalyst to propel Milan forward. Large scale infrastructure projects are planned and with British expertise from both the London Olympics and Glasgow Commonwealth games, UK companies should be well placed to capitalise on some of these opportunities.

Opportunities arising from both the Expo project and indeed, any other business opportunities will be posted on the Italy country pages of UKTI website.

Trade between UK and Italy

UK exports to Italy

Italy is a key trading partner of the UK and a valued partner in the EU. UK exports to Italy in 2008 were valued at over 9 billion pounds and imports from Italy were over 13 billion pounds. Despite the economic crisis, trade in 2009 has been on a par with 2008.

The top 10 products exported to Italy (by SITC Division, General trade 2008, HM Customs) were road vehicles; medicinal & pharmaceutical products; iron & steel; general industrial machinery;

electrical machinery & appliances; miscellaneous manufactured articles; power generating machinery & equipment; telecomms, sound recording & reproducing app. & eqp.; petroleum, petroleum products & related materials; organic chemicals.

November 2009 figures by Istat, the national institute of statistics, show that Italy's main trading partners for exports were in the order Germany, France, Spain, USA and UK. Italy's main imports were from Germany, France, Netherlands, China, Spain, Russia and UK.

The latest national economic statistics about Italy are available in the website www.istat.it (partial English version available).

Economic Overview

Macroeconomic data

The sixth biggest world economy according to OECD statistics in November 2009, Italian economy has been affected by recession, especially in the 1st quarter of 2009, with slow recovery starting in the 3rd quarter.

Official data from the International Monetary Fund's Dissemination Standards Bulletin Board (DSBB) indicate that Italy's GDP (at current prices, seasonally and calendar adjusted) was 384592 EUR millions in 2009 3rd quarter, with a -2.3% change from the same period of 2008.

In its World Economic Outlook Update of 26 January 2010, the International Monetary Fund (IMF) has revised upwards its growth forecast for Italy with a 1% increase of GDP, which represents 0.8% more than previous official projections.

For 2011 IMF estimates a 1.3% increase (+0.6% more than October 2009). Therefore projections for Italian growth in 2010 are more or less in line with the Euro area (+1.0% for 2010 and 1.6% for 2011).

The Italian banking system has been relatively untouched by the economic crisis due to the fact that it had a very conservative approach to lending and had limited exposure internationally, particularly in the US. As a result, the majority of the banks remain in a healthy position.

Italian exports and investments

Due to the absence of raw materials and the scarcity of hydrocarbons, the Italian economy is reliant on manufacturing and the processing of goods - machinery, food products, vehicles, electric appliances, packaging, textiles and clothing, building materials and ceramics are some of the key products. As one of the largest tourism destinations in the world, tourism is another key plank of the Italian economy.

Italy has less than 20 large multinational companies, the largest and best known include: Eni, Enel, Fiat, Pirelli, Finmeccanica, Benetton, Ferrero, and Barilla.

A key strength of the Italian economy is its flexible SMEs, often-family owned, that represents the largest majority of Italian enterprises and contributes to about 70 percent of its GDP. Italian SMEs have achieved considerable global success in many niche markets – specialised and precision machine tools, packaging, fashion, design furniture, fibre optics, passenger ships, luxury boats and other goods with high design content.

Borsa Italiana, the Italian stock exchange, is based in Milan. Privatised in 1996, it merged in 2007 with the London Stock Exchange. The merger created Europe's leading stock exchange group and is a great example of a key strategic partnership.

Italian investments in the UK continue to increase and despite the recession, a large number of Italian companies either increased the size of their UK investments or invested in the UK for the first time. There are now over 1000 Italian companies active in the UK.

Population

Italy has a resident population of about 60 million and is one of the most urbanised European countries with heavy concentrations within and outside the main cities in the Po Valley and Veneto in the North, Campania in the South and Valdarno plain in Tuscany. In spite of this, several parts of the country are mountainous and under populated.

The lowering birth rate of Italians has been counterbalanced in 2007 by the increasing presence of immigrants from non EU and new EU member countries. As at 1st January 2010, in Italy there were 4,279,000 resident immigrants with legal permits (Istat statistics).

Political Overview

Founding member of the North Atlantic Treaty Organisation (NATO) in 1949 and of the European Community (precursor of the European Union) in 1957, a member of GATT/WTO, OECD, G7/G8 as well as OSCE and Council of Europe, the Italian Republic came into existence in June 1946 after the end of the Second World War. Under the 1948 Constitution, the Head of State is the President, who is indirectly elected for a 7 year term. The current President, Giorgio Napolitano, was elected in May 2006 and became the first former Communist to fill the post.

Parliament has legislative powers and is composed of a Senate and a Chamber of Deputies, both directly elected and with equal authorities.

At the last parliamentary elections in April 2008, the centre-right coalition called the Partito della Libertà (Party of Freedom) prevailed on the centre-left and Silvio Berlusconi became the Prime Minister again in May 2008. Under increasing speculative attacks of financial markets and domestic and international pressures, Berlusconi resigned and a new government led by economist Mario Monti was formed on 16 November 2011.

The two key issues facing the government include trying to tackle the large public debt and driving forward the stagnant economy.

Useful links:

www.governo.it/ (Italian government portal)

www.italia.gov.it (Italian public administration portal)

Getting here and advice about your stay

FCO Travel Advice

The FCO website has travel advice to help you prepare for your visits overseas and to stay safe and secure while you are there.

For advice [please visit the FCO Travel section](#)

EU nationals entering Italy should have a valid passport. For stays of less than 90 days a residence permit is not required for EU citizens. Thereafter, they need to register with the Italian authorities in the municipality in which they are domiciled.

In order to register, EU citizens have to provide documentation proving that they are employed, studying or engaged in vocational training. Otherwise, they must give evidence of having sufficient financial resources.

British citizens who lose their passports should contact the nearest British Consulate for advice. They should report the loss of passport to the local police initially and obtain a copy of the police report (denuncia). Other general advice about living and working in Italy can be found on the consular pages of the UK in Italy website: <http://ukinitaly.fco.gov.uk/en/help-for-british-nationals/>

Getting here

By air

Air travel is the only realistic option for business travel to Italy, but car or train journeys are other possibilities. All major airlines service Italy, as do a number of budget airlines. Flights are relatively inexpensive.

Travelling in Italy

Italy is served by a network of over 16,000 km of railways and 6,500 km of motorways, the latter subject to tolls.

A series of industrial ports serve all parts of the country and Italy is the 2nd largest European country for maritime freight.

Useful links:

www.trenitalia.it (Italian railways)

www.enit.it (Italian Government Tourist Board)

Dialling Codes

From the UK the international dialling code for Italy is 0039 followed by local codes.

Links: www.paginegialle.it www.paginebianche.it (free online telephone directories)

Electricity Supply

Electrical power is supplied at 220 V, 50 Hz. Plugs are type L CEI 23-16/VII with 3 round pins in a row.

Geography and Climate

With an area of about 301,000 sq km, mainland Italy is a long and mountainous peninsula. Italy also includes the large islands of Sicily and Sardinia. Within its geographical territory, there are the very small independent states of the Vatican City in Rome and the Republic of San Marino.

Climatic conditions and temperatures vary considerably because of the distance between the North and South and to differences in altitude of the country.

Preparing to export to Italy

If you are a first time exporter, you should contact your local International Trade Adviser, who can normally be found at your nearest business link or regional development agency to ask about the different types of trade services that are on offer from UKTI.

UKTI teams in Italy operate from the British Consulate General in Milan, the British Embassy in Rome and the British Consulate in Naples. The local Investment team can also help potential Italian investors to set up in the UK and their track record and list of services is first class.

UKTI teams in Italy can provide a range of services to British-based companies wishing to grow their business in the Italian market. These services include the provision of market information, validated lists of agents/potential partners, key market players or potential customers; establishing the interest of such contacts in working with the company and arranging appointments.

In addition, they can also organise events for UK-based companies to meet contacts or promote a company and its products/services. The Rome Embassy, with its prestigious setting, and Milan Consulate, with its renovated terrace in the heart of Milan, are available for presentations and events.

UKTI Communications Team in Milan deals with all aspects of commercial publicity on behalf of UK-based companies, promoting their business through the website <http://UKinItaly.fco.gov.uk> in Italian and also through the Italian national and specialised press. Other services supplied by the team include the translation in Italian of UK companies' websites.

You can commission these services under which are chargeable and operated by UK Trade & Investment (UKTI) to assist British-based companies wishing to enter or expand their business in overseas markets. Under this service, the Embassy's Trade & Investment Advisers, who have wide local experience and knowledge, can identify business partners and provide the support and advice most relevant to your company's specific needs in the market.

To find out more about commissioning work, please contact your local UKTI office. See www.ukti.gov.uk

How to do business in Italy

What companies should consider when doing business

Italy is a member of the EU and has the Euro as its currency. Standard European business practices apply and like other parts of Europe, appointing a strong local agent or distributor can be the key to success in this market. With favourable exchange rates at the moment, the UK is seen as a strong partner of choice and in effect, this is a particularly good time to consider exporting to Italy.

UK banks do operate in Italy and Barclays have a high street operation running. UK legal firms also have a presence on the ground and there are a number of UK companies based and operating in Italy

Key areas for business

The Italian economy still shows strong local differences. Most industries and service companies are located in northern and central regions and Milan is Italy's financial centre. Per capita incomes of the northern regions are among the richest in Europe. According to Istat, the top exporting regions in 2008 were Lombardy, Veneto, Emilia Romagna, Toscana, Piedmont, Campania, Marche and Lazio.

Universities and R&D centres

Italy has many universities of all sizes throughout its whole territory. The largest Italian universities with well-established R&D activities are in Milan, Turin, Bologna, Rome and Naples.

Trade exhibitions in Italy

Italy hosts many specialised trade exhibitions that have become global points of reference for their sectors. They include:

- Beauty products: Cosmoprof (www.cosmoprof.it), Bologna
- Bicycles and motorcycles: EICMA (www.eicma.it), Milan
- Construction: SAIE (www.saie.bolognafiore.it); CERSAIE (www.cersaie.it), ceramics, bathroom fittings, both in Bologna
- Engineering: EMO (www.emo-milan.com), machine tools and BI-MU Sfortec (www.bimu-sfortec.com), machine tools, subcontracting, both in Milan
- Fashion and accessories: Pitti Immagine Uomo and Pitti Immagine Bimbo (www.pittimmagine.com), Florence; Milano Fashion Week (www.cameramoda.it) including White, Mi Milano Prêt-à-porter, Touch, Cloud Nine, Neozone, Milan; Mido (www.mido.com), eyewear, Milan; Vicenza Oro Fairs (www.vicenzaoro.org), jewellery, Vicenza; Micam (www.micamonline.com), footwear, Milan; Mipel (www.mipel.com) leather goods, Milan
- Food and food processing: CIBUS (www.fiereparma.it), food industry, Parma; SIGEP (www.sigep.it), supplies for ice cream, confectionery and artisan bakery Rimini
- Furniture and design: Salone del Mobile (www.cosmit.it), Milan
- Hospitality and catering: Host (www.host.fieramilano.it), Milan
- Housewares, giftware: Macef (www.macef.it), Milan;
- HVAC: MCE Mostra Convegno Expocomfort (www.mcexpocomfort.it), Milan

- Leisure Boats: Boat Show (www.genoaboatshow.com), Genoa
- Packaging: Ipack-ima (www.ipack-ima.com), Milan
- Picture frames, mouldings, graphics: Quadrum Saca (www.quadrumraca.com), Bologna
- Publishing: International Children's Book Fair (www.bookfair.bolognafiere.it), Bologna
- Tourism destinations and services: BIT (www.bit.fieramilano.it), Milan
- Textiles: Milano Unica (www.milanounica.it), textiles for apparel, Milan; Proposte (www.propostefair.it), furnishing textiles, Cernobbio; Pitti Filati (www.pittimmagine.com/it/fiere/filati), yarns, Florence
- Vehicles: Motor Show (www.motorshow.it), Bologna

There are also several national and international fairs that can offer export opportunities to UK-based companies and can be good occasions to create new partnerships. Please contact the local UKTI team for further information about representation at the following exhibitions:

- Beauty products: Fragranze (www.pittimmagine.com/it/fiere/fragranze), perfumery, Florence
- Construction: Progetto Fuoco (www.progettofuoco.com), fireplaces, Verona; Greenbuilding (www.greenbuildingexpo.eu), green solutions, Verona
- Crafts: Artigiano in Fiera (www.artigianoinfiera.it), Milan
- Energy and renewables: Ecomondo (www.ecomondo.com), Rimini; Energethica (www.energethica.it), Genoa; Key Energy (www.keyenergy.it), Rimini; LivinLuce (www.livinluce.com), Milan; EnerMotive (www.enermotive.com), Milan, Solarexpo (www.solarexpo.com), Verona; Geotherm, (www.geothermexpo.com), Ferrara; ZeroEmission (www.eolicaexpo.com/en_zer/index_zer.asp), Rome
- Food: Salone del Gusto (www.salonedelgusto.it) good, clean and fair food, Turin; Cheese (www.cheese.slowfood.it) cheese with slow food criteria, Bra; Marca (www.marca.bolognafiere.it) own label products, Bologna; Slowfish (www.slowfish.it), fish with slow food criteria, Genoa; Sapore (www.saporerimini.it), F&D for the catering industry, Rimini; Tuttofood (www.tuttofood.it) general F&D, Milan
- Food technologies CibusTech (www.fiereparma.it), Parma; SIAB (www.siabweb.com), bakery machinery, Verona
- Furniture and design: Abitare il tempo (www.abitareiltempo.com), Verona
- Gardening: Flormart Miflor (www.flormart.it) plants & equipment, Padua
- Health: Exposanità (www.senaf.it/fiera.asp?FieraId=107), healthcare, Bologna
- Hi-tech: HTE Hi.Tech.Expo (www.hitechexpo.eu), Milan
- Hotel equipment: SIA (www.siarimini.it), Rimini
- Hygiene and safety in working places: Ambiente lavoro (www.ambientelavoro.it), Bologna
- Maritime industry subcontractors: Seatec (www.sea-tec.it), Carrara
- Natural products: Sana (www.sana.it), housing, F&D, clothing, Bologna
- Oil & gas: OMC (www.omc.it), Ravenna

- Outdoor & leisure equipment: Sun (www.sungiosun.it), garden and beach equipment, Rimini
- Pet products: Zoomark (www.zoomark.it), Bologna
- Railways: Expoferroviaria (www.expoferroviaria.com), Turin
- Water treatment: Hydrica (www.hydrica.org), Padua
- Yarns: Filo (www.filo.it), Milan

Advertising

The main international advertising agencies are present in Italy. Large local firms, as well as numerous smaller Italian agencies, are also able to offer services in the field of advertising.

The UKTI Italy team also has an established commercial publicity service, which can help advertise an event, service or product throughout Italy in several ways.

For further information about this opportunity to enhance success in Italy, please contact the UKTI Communications Team at the British Consulate General Milan, communicationsmilan@fco.gov.uk

Tel: +39 02 7230 0215/0253 and visit the website <http://ukinitaly.fco.gov.uk>

Market Entry and Start up Considerations

Selling to Italy is best achieved by appointing an agent or a distributor and care should be taken in drawing up a written contract with the assistance of a professional lawyer.

The local British Chamber of Commerce, with over 250 members, can also help companies find a foot print in Italy. They offer a wide range of professional and other business support services, which include VAT collection, due diligence, credit collection and other services.

For further information please see the Chamber website www.britchamitaly.com

Financial Assistance and Incentives

ABI (www.abi.it), the Italian banks association, has 1099 members (January 2009 figures) which have hitherto provided much of the corporate governance for local industry. Italian banks are increasingly rationalising services, and forming alliances within larger groups with national and international banks. The principal Italian banks have representative offices in the City of London, and reciprocal trading arrangements with British banks.

The British banking presence in Italy is growing and offers a complete range of services including retail banking. The local offices of British international legal and other professional business management services provide corporate financial and taxation advice for Italian and international clientele.

The Government development agency Invitalia, formerly known as Sviluppo Italia, is the government agency for inward investment, promotion and enterprise development. Information on Invitalia and government incentives for investment are available in English at www.invitalia.it

Customs and Regulations

Getting your goods to market

Italy is a member of GATT/WTO and the EU. It applies EU customs procedures. The Italian customs agency is the Agenzia delle Dogane. For more information on customs regulations please check their website www.agenziadogane.it (also in English).

Legislation and Local Regulations

Italian corporate law was reformed in 2003. The most important changes are:

- Reduction of corporate income tax rate to 27.5% (from 1 Jan 2008)
- Partial exemption (95%, from 2008) of capital gains arising from the disposal of qualified participations into Italian and foreign corporations ("Participation Exemption")
- Abolishment of the full imputation system on distribution of corporate profits, i.e., the dividend tax credit, and introduction of a 95% exclusion on dividend distributions
- Introduction of a joint taxation regime for Italian/foreign corporations belonging to the same group to consolidate their tax base if the parent company is resident in Italy.

Labelling and Packaging Regulations

Weights and measures should be metric and temperatures given in centigrade. For info about labelling please visit the Guardia di Finanza website www.gdf.it

Standards and Technical Regulation

ISO international standards are widely adopted.

The enquiry point for information about national UNI standards is the Italian National Standards Body (UNI), a private association appointed by the Italian government and the EU to develop, approve and publish technical standards in all economic sectors (apart from electronics).

For further information please visit the Ente Nazionale Italiano di Unificazione (UNI) website www.uni.com (in English)

For electrics and electronics please visit the Comitato Elettrotecnico Italiano (CEI) website www.ceiuni.it (in English)

Taxes

VAT

VAT is known as IVA in Italy. The standard rate is 20% and reduced VAT rates of 4% and 10% apply to some products and services (decree DPR 633/72). For further information please visit the website of the Italian Revenue Agency, Agenzia delle Entrate www.agenziaentrate.it (in English).

Recruiting and Retaining Staffing

The labour force in Italy is appreciated for sector-specific technical and managerial skills. It also offers a wealth of talents in R&D and high creativity sectors like fashion and design. However Italian wages at all levels are generally lower than in the rest of major European countries.

New types of contracts have been created recently to enable companies to cope with special growth trends for limited periods, and to allow to reduce labour costs significantly in periods of reduced output. Temporary manpower and executive recruitment services are widely available therefore facilitating the labour market.

The Italian Labour Code (Statuto dei Lavoratori) defines the main principles for employment. The unemployment rate in January 2010 was 8.6% (Istat figures), in line with other EU countries.

Intellectual Property Rights

To protect their intellectual property rights (IPR) abroad, exporters should obtain professional advice about protection for patents, designs and trademarks in any country where they have a potential market.

Italy is at the forefront of European IPR developments and has some of the most modern and up-to-date intellectual property practices in the world. Recent innovations include introducing new measures to combat counterfeiting, protection for internet-related intellectual property, merging and simplifying patent and trademark rules.

Foreign companies investing in the Italian market can rely on the same legal protection of IPR granted to Italian companies. These rights extend to patents, trademarks, copyright and designs.

For further information please visit the website www.uibm.gov.it of the Italian patent office Ufficio Italiano Brevetti e Marchi.

Business etiquette, language and culture

Meetings and presentations

Business in Italy is built on the basis of personal contact and at the outset relationships are usually conducted in a fairly formal manner. First names should not be used immediately unless you are specifically invited to do so.

Care should be taken to use the correct form of greeting in meetings and correspondence. It is better to be too formal than offend through excessive informality. Appropriate titles should be given: e.g. *Ingegnere* for a graduate engineer (a prestigious profession), *Architetto* for a graduate architect, *Avvocato* for a lawyer and *Dottore* for a university degree (use this title if in doubt).

Hours of Business

Italy is one hour ahead of GMT. Business hours are generally from 8.30/9am to 5/6.30pm for offices in the private sector. Banks, local authority and public administration offices generally close in early afternoon. All observe lunch breaks. Shops are generally open from 9/10am to 7.30pm with lunch breaks. Shops in city centres, supermarkets and shopping malls have extended hours, have no lunch breaks and are frequently open on Sundays, as are shops in many tourist resorts.

Language

Knowledge of English is reasonably extensive in Italian business but traders should not rely on being able to communicate in English, whether written or spoken. However, most major companies have staff at all levels that are fluent in English. Knowledge of English is more widespread in business than in the public sector and more in the North than further South.

Initial correspondence as well as product literature and tender documents should be translated into Italian by a professional, and followed up by e-mail, fax or by a telephone call. Using Italian in documentation such as invoices will help to avoid confusion or later problems about interpretations of exactly what was meant.

Off-the-shelf lists of commercial interpreters and translators can be obtained from local UKTI teams.

What are the challenges?

Italy, like other European markets, is a competitive market and as such, personal relationships play a key part in business. Price too is another factor, as is the quality of the product or service.

Doing business in Italy can be a challenge and some investors in particular have encountered problems with local procedures and decision making. In addition the investment process can be very time consuming, bureaucratic and expensive.

Getting paid - terms of payment

Payment terms in Italy are generally longer than in the UK and can vary between 60 and 120 days.

Letters of credit are not normally entered into by Italian companies dealing with EU countries and, as with all contact with new customers, methods of payment and terms of contract should be well defined and agreed in writing.

Appropriate trade and bank references should be sought before consigning goods. In the case of distribution and agency contracts, sound legal advice should be sought on all aspects of the agreement.

In the unlikely event of having to pursue a debt in the Italian jurisdiction, the process is extremely lengthy and expensive. The British Chamber of Commerce for Italy is able for a fee to offer a credit collection service.

Contacts

If you have a specific export enquiry about the Italian market which is not answered by the information on this report, you may contact:

UK Trade & Investment Enquiry Service

Tel: +44 (0)20 7215 8000

Fax: +44 (0)141 228 3693

Email: enquiries@ukti.gsi.gov.uk

You will be signposted to the appropriate section on our website or transferred at local call rate to the British Consulate in Milan.

Otherwise contact the team in Milan directly:

If you prefer to contact the team in **Italy** direct, contact:

UK Trade & Investment, British Consulate General Milan

Via San Paolo 7 - 20121 Milano MI

Tel: +39 02 723001

Contact (Commercial Enquiries):

Nicola Andrew

Commercial Co-ordination and Customer Relations,

Tel: +39 02 72300 237/229 Fax: +39 02 72020153

Email: MilanCommercialEnquiries@fco.gov.uk

Website: <http://ukintaly.fco.gov.uk>

Contact (Commercial Publicity):

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Tel: +39 02 72300 215/253 Fax: +39 02 86465081

Email: CommunicationsMilan@fco.gov.uk

Website: <http://ukintaly.fco.gov.uk>

Resources/Useful Links

Country Information:

BBC Website

http://news.bbc.co.uk/1/hi/country_profiles/default.stm

FCO Country Profile

<http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/country-profile/>

Points of single contact

For companies in services sector wishing to invest in the EEA

http://ec.europa.eu/internal_market/eu-go/index_en.htm

Culture and communications

CILT – National Centre for Languages - Regional Language Network in your area:

http://www.cilt.org.uk/workplace/employer_support/in_your_area.aspx

Kwintessential culture guides:

<http://www.kwintessential.co.uk>

Customs & Regulations

HM Revenue & Customs:

www.hmrc.gov.uk

Economic Information:

Economist

<http://www.economist.com/countries/>

Export Control

Export Control Organisation:

<http://www.businesslink.gov.uk/exportcontrol>

Export Finance and Insurance:

ECGD

<http://www.ecgd.gov.uk/>

Intellectual Property

Intellectual Property Office:

www.ipo.gov.uk

Market Access

Market Access Database for Tariffs (for non-EU markets only):

<http://mkaccdb.eu.int/mkaccdb2/indexPubli.htm>

SOLVIT – Overcoming Trade Barriers (EU Markets only)

www.bis.gov.uk/EUMarketAccessUnit

Standard and Technical Regulations:

British Standards Institution (BSI):

<http://www.bsigroup.com/en/sectorsandservices/Disciplines/ImportExport/>

National Physical Laboratory:

<http://www.npl.co.uk/>

Intellectual Property:

<http://www.ipo.gov.uk/>

Trade Statistics

National Statistics Information:

<http://www.statistics.gov.uk/hub/index.html>

UK Trade Info:

<https://www.uktradeinfo.co.uk/>

Travel Advice

FCO Travel:

<http://www.fco.gov.uk/en/travel-and-living-abroad/>

NHS:

<http://www.nhs.uk/nhsengland/Healthcareabroad/>

Travel health:

<http://www.travelhealth.co.uk/>

Business Link: International Trade

Business Link's International Trade pages provide an overview of export basics including licensing, customs procedures, classifying and movement of goods, other regulatory information and export paperwork issues. It also introduces exporters to the UK Trade Tariff.

Essential reading for exporters!

Find out more at:

<http://www.businesslink.gov.uk/bdotg/action/layer?r.s=tl&r.lc=en&topicId=1079717544>

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