RWANDA GLOBAL BUSINESS SERVICES GROWTH INITIATIVE

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RDB RWANDA DEVELOPMENT BOARD

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RWANDA GLOBAL BUSINESS SERVICES GROWTH INITIATIVE

RWANDA GBS INVESTOR PLAYBOOK

EVERYTHING YOU NEED TO KNOW ABOUT STARTING A NEW BUSINESS IN RWANDA

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Rwanda GBS Growth Initiative maintains a position of neutrality and does not have formal affiliations with any of the organizations or entities mentioned within this playbook. Our aim is to facilitate awareness and understanding among investors by compiling a resource that highlights the breadth of potential collaborations and resources available within the industry.

Please be aware that this playbook does not offer an exhaustive listing of organizations, service providers, or entities. The landscape within which we operate is dynamic and constantly evolving; therefore, we encourage readers to conduct their own due diligence and consult with professional advisors to supplement the information found herein.

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ACCOMMODATION

Where do expatriates live?

Expatriates in Rwanda typically reside in various neighborhoods within the capital city of Kigali, such as Kiyovu, Nyarutarama, Gacuriro, and Kimihurura. These areas offer a range of housing options, including modern apartments, townhouses, and stand-alone houses, catering to different preferences and budgets. Additionally, expats may opt for gated communities or serviced apartments, which provide added security and convenience.

CHILDCARE

Are there crash facilities for working mothers?

Working mothers in Rwanda can benefit from the availability of daycare and child-care facilities, commonly referred to as "crèches" or "nurseries." These facilities offer professional care and supervision for young children, allowing mothers to pursue their careers with peace of mind. Many workplaces also provide childcare support or assistance programs as part of their employee benefits, further easing the balancing act of work and family life.

SOCIAL ACTIVITIES

What social activities are available?

Expatriates in Rwanda have access to a vibrant social scene, with numerous opportunities for networking, cultural exploration, and leisure activities. From international clubs and associations to cultural events and recreational pursuits, there is something for everyone to enjoy. Popular social activities include outdoor adventures such as hiking in the nearby hills, dining at diverse restaurants offering local and international cuisine, attending live music performances, and participating in community service initiatives. Additionally, expat groups and online communities provide platforms for connecting with like-minded individuals and making lasting friendships in this welcoming and cosmopolitan environment.

WELLNESS CENTERS

Proximity to wellness centers

Rwanda boasts a growing number of wellness centers and spas, particularly in urban areas like Kigali. These centers offer a range of services aimed at promoting physical, mental, and emotional well-being, including massages, yoga classes, fitness facilities, and holistic therapies. Expatriates can easily access these wellness centers, which provide a welcome respite from the demands of work and daily life, fostering a balanced and healthy lifestyle.

INTRODUCTION

The Global Business Services (GBS) sector in Rwanda is a pivotal component of Rwanda's economic growth and diversification strategy. Leveraging its strategic location, political stability, and commitment to innovation, Rwanda has emerged as a leading destination for GBS operations in Africa. The GBS industry encompasses a wide range of services, including Business Process Outsourcing (BPO), Information Technology Outsourcing (ITO) and more.

Rwanda's GBS sector is characterized by a skilled and multilingual workforce, competitive operating costs, and a supportive business environment supported by government policies and initiatives. With a focus on quality service delivery, technological advancement, and continuous skills development, Rwanda is poised to become a global hub for GBS operations.

This Investor Playbook serves as a comprehensive guide for investors looking to capitalize on the vast opportunities within Rwanda's GBS sector. It provides valuable insights into the market landscape, regulatory framework, investment incentives, and strategic considerations for setting up and scaling GBS operations in Rwanda.

From understanding the unique advantages of Rwanda as a GBS destination to navigating the local business environment and accessing support services, this playbook equips investors with the knowledge and resources needed to make informed investment decisions and maximize returns in Rwanda's thriving GBS ecosystem. Whether you're a seasoned investor seeking new frontiers or a newcomer exploring emerging opportunities, this playbook serves as an essential guide to understand the investment landscape in Rwanda.

HOW TO SET UP A BUSINESS IN RWANDA

BUSINESS REGISTRATION

01

02

03

01. Register online or at the Office of the Registrar General
You can register your business online at https://org.rdb.rw/ or at the Office of the Registrar General, which is a department within the Rwanda Development Board.

02. Proceed to registration as "investor"
After business registration, companies may complete investment registration to register as "investors" in order to:

- Benefit from various tax and non-tax incentives provided by the Investment Code; and
- Be assigned a dedicated customer support representative in the RDB Reinvestment and Aftercare Department.

Investment registration is facilitated through the Rwanda Development Board (RDB), where a centralized One Stop Centre streamlines the process. At this center, each government institution has a dedicated desk, eliminating the need for investors to navigate multiple offices for permits and other requirements. See here for details.

03. Additional Information
Additional information about the procedures and requirements for business registration can be found here. Among other information, applicants will need passport copies, local address, and a local phone number.

HOW MANY DAYS DOES IT TAKE TO GET AN INVESTMENT REGISTRATION CERTIFICATE?

It takes 3 business days to receive an investment certificate from the time you submit an application.

HOW DO I BENEFIT AS A BUSINESS BECOMING A REGISTERED INVESTOR?

Your business can benefit from great incentives - both tax and non-tax related. Additionally, your business will receive dedicated support to ensure your business has a seamless experience.

ESIM ACTIVATION AND UTILIZATION FOR SEAMLESS CONNECTIVITY IN RWANDA

eSIM Activation and Utilization for Seamless Connectivity in Rwanda
To ensure constant connectivity, investors can opt for activating an e-SIM, offering convenient access to mobile data and communication without the hassle of physical SIM cards.

Major mobile operators like MTN Rwanda and Airtel Rwanda provide eSIM services, making local network access swift and effortless. All that's required is a compatible device, followed by the operator's activation procedure, guaranteeing seamless connectivity throughout your stay in Rwanda.

Alternatively, for those whose devices lack eSIM support, Kigali International Airport provides complimentary Wi-Fi access. Should the need for cellular connectivity arise, purchasing a local SIM card from any telco service provider, typically priced at 500 RWF (approximately $0.40), offers a reliable solution.

CARNEGIE MELLON UNIVERSITY AFRICA

EDUCATION

What educational options are available for expatriates?
For expatriate families, there are several international schools in Kigali that offer high-quality education following inter-national curricula. Notable options include the International School of Kigali (ISK), Green hills Academy (GHA), Kigali International Community School (KICS), and École Belge de Kigali (EBK), among others. These schools provide a diverse and inclusive learning environment, accommodating students from various cultural backgrounds and preparing them for global academic success.

CULTURAL HERITAGE AND EXPRESSION

Language: Kinyarwanda, French, and English are official languages, with Kinyarwanda serving as the primary mode of communication and a symbol of cultural identity.
Unity and Reconciliation: Rwandans prioritize national unity and reconciliation, transcending ethnic divisions following the 1994 genocide against the Tutsi. Government initiatives emphasize fostering a shared national identity.
Traditional Arts and Crafts: Basket weaving, pottery, and traditional dance showcase Rwanda's rich cultural heritage, reflecting creativity and craftsmanship.
Religion: While Christianity is predominant, Rwandans respect religious diversity, encompassing traditional indigenous beliefs and Islam.

COMMUNITY AND SOCIAL FABRIC

Music and Dance: Integral to Rwandan culture, music and dance celebrate occasions and convey emotions, with styles like the Intore and Umushagiriro dances embodying tradition.
Cuisine: Rwandan cuisine features staples like 'Ugali,' showcasing diverse flavors derived from bananas, beans, cassava, sweet potatoes, and maize.

LIVING IN RWANDA

ARRIVING IN RWANDA

Arriving in Rwanda provides investors with a smooth and efficient experience, thanks to the well-equipped transportation options and streamlined processes in place. Upon landing at Kigali International Airport, investors can anticipate swift and organized customs and immigration procedures. It's essential to have your passport, visa (if applicable), and any pertinent business documents easily accessible. Transportation from the airport to your accommodations is readily accessible, with taxis and convenient ride-hailing services such as move and yego cab readily available for your convenience.

WHAT IS THE LEGAL AND COMPLIANCE FRAMEWORK FOR FOREIGN INVESTMENT IN RWANDA?

The Investment Code:
This is the primary legal framework governing foreign investment in Rwanda. The code also outlines the various incentives, guarantees, and protections available to foreign investors.

The Companies Act:
This law regulates the formation, operation, and dissolution of companies in Rwanda. It sets out the requirements for incorporating a company, the duties and responsibilities of directors, and the rights of shareholders.

The Land Law:
This law regulates the ownership and use of land in Rwanda. It outlines the procedures for acquiring and transferring land, the rights and responsibilities of landowners, and the legal protections available to foreign investors.

The Labor Code:
This law sets out the legal framework for employment and labor relations in Rwanda. It outlines the rights and obligations of employees and employers, the procedures for resolving labor disputes, and the legal protections available to workers.

RWANDAN TAX

WHAT TAXES ARE LEVIED ON EXPORTS?

There are no taxes levied on exports.

WHAT TAXES ARE LEVIED ON IMPORTS?

Rwanda imposes several taxes and fees on imported goods, including:

- Value-added tax (VAT): Rwanda has a VAT system in place that applies to the importation of goods as well as domestic sales. The standard VAT rate in Rwanda is 18%, and this rate is applied to the value of goods imported into the country, including any customs duties or other fees that may be levied on imports.
- Customs duties: Rwanda imposes customs duties on most imported goods, which are calculated as a percentage of the value of the goods. The rate of customs duty varies depending on the type of goods being imported, and the country of origin.
- Excise taxes: Certain types of goods may also be subject to excise taxes when imported into Rwanda. Excise taxes are typically applied to goods that are considered to be luxury items or that have potential health or environmental impacts, such as alcohol, tobacco, and motor vehicles.
- Other fees and charges: In addition to the taxes mentioned above, Rwanda may also impose other charges on imported goods, such as import permits, inspection fees, and port charges.

WHAT POLICIES ARE IN PLACE TO FACILITATE THE IMPORT OF INPUTS?

GBS investors in Rwanda are exempt from VAT on imported goods and services used for business purposes, as well as on locally supplied services used for export-oriented business activities. GBS investors in Rwanda are also eligible for customs duty exemption on imported machinery, equipment, and raw materials used for business purposes.

WHICH INPUTS/EQUIPMENT ARE TAX-EXEMPT?

The inputs/equipment that are tax exempt include imported goods and services that are used for business purposes, as well as locally supplied services used for export-oriented business activities.

IS A REGISTERED INVESTOR ALLOWED TO IMPORT USED EQUIPMENT, FURNITURE, OR COMPUTERS?

Yes, a registered investor is allowed to import used equipment, furniture, or computers in Rwanda. Rwanda Revenue Authority (RRA) regulations must be followed in doing so.

**Tax incentives for GBS investors is assessed on a case by case basis.*

RWANDAN CULTURE

WHAT IS THE CULTURE IN RWANDA?

Rwanda, known as the "land of a thousand hills", has a rich and diverse culture shaped by its history, geography, and culture.

COMMUNITY AND SOCIAL FABRIC

Hospitality: Renowned for their warmth and generosity, Rwandans exhibit genuine hospitality towards guests, contributing to a welcoming atmosphere.
Family and Community: Strong family bonds and communal values underpin Rwandan society, fostering a sense of collective responsibility and support.
Education and Literacy: Rwanda places a strong emphasis on education, striving to increase literacy rates and improve access to schooling for all citizens.
Diversity and Inclusion: Rwanda is committed to promoting diversity and inclusion, ensuring equal opportunities for all employees regardless of gender, ethnicity, or background.

WORK CULTURE AND VALUES

Respect for Hierarchy and Authority: Rwandan workplaces exhibit a hierarchical structure emphasizing respect for authority while encouraging collaboration and innovation.

Punctuality and Professionalism: Valuing punctuality and professionalism, Rwandan work culture emphasizes the importance of dignity and respect in the workplace.

Teamwork and collaboration: Collaboration is central to Rwandan work culture, with employees encouraged to work together towards common goals, fostering a sense of collective responsibility.

Worklife Balance: While productivity is valued, Rwandans also prioritize work-life balance, recognizing the importance of personal time and well-being.

Adaptability and innovation: Rwandan workplaces embrace adaptability and innovation, reflecting the country's resilience and readiness to embrace change.

Resilience and determination: Rooted in a history of overcoming adversity, Rwandans exhibit resilience and determination, driving progress and development.

Communication Style: Rwandan communication balances directness with diplomacy, promoting understanding and harmony in interpersonal interactions.

Built upon three pillars–Investment Promotion, Policy Advocacy, and Talent Development, the initiative offers comprehensive assistance to investors seeking to capitalize on Rwanda's burgeoning business landscape.

Investment Promotion

Policy Advocacy

Talent Development

THE GBS GROWTH INITIATIVE OFFERS THE FOLLOWING SERVICES

Market Entry Support

As investors embark on their investment journey in Rwanda, the GBS Growth Initiative offers essential support every step of the way. From providing detailed market intelligence and research to offering guidance on costs, setup timelines, and real estate, the initiative ensures a seamless and successful entry for GBS investors. Its network of partners facilitates connections and collaborations tailored to specific needs, ensuring a smooth transition into Rwanda's dynamic business ecosystem.

Knowledge Sharing and Collaboration

At the core of the initiative lies a commitment to fostering collaboration and knowledge sharing among stakeholders. Through its dynamic platform, the initiative facilitates open dialogues and collaborations between the private sector, ecosystem stakeholders, and government entities. Together, they address industry challenges, co-create innovative solutions, and advocate for policy reforms to promote sustainable and scalable growth. By serving as a bridge between industry players and policy makers, the initiative drives positive change and fosters a conducive environment for investment.

Workforce Development

Recognizing the importance of human capital in the GBS sector's success, the GBS Growth Initiative strategically focuses on upskilling initiatives. We are dedicated to enhancing, retraining, and future-proofing Rwanda's talented workforce to meet the evolving demands of the industry. Through continuous investment in human capital infrastructure and lifelong learning programs, the initiative ensures that the workforce remains agile, adaptable, and equipped to drive the industry's rapid growth.

As investors navigate the intricacies of investing in Rwanda's GBS industry, the Rwanda Global Business Services Growth Initiative stands as a trusted partner and guide. Whether individuals or organizations require assistance with market entry, collaboration opportunities, or talent development initiatives, the initiative is poised to provide support every step of the way.

INTRODUCTION TO THE RWANDAN LABOR MARKET

SIZEABLE POPULATION

The population of Kigali and Rwanda:

- Rwanda – 13.2 million
- Kigali – 1.7 million

LABOR FORCE

In November 2024, Rwanda's labor force participation rate was estimated at 64.0%, a 4 percentage point increase from 60.0% in November 2023.

YOUTH POPULATION

Rwanda's youth unemployment rate was 18.8% in August 2024, higher than the overall unemployment rate of 15.3% during the same period.

YOUTH UNEMPLOYMENT

In May 2024, the unemployment rate among females was 19.8%, compared to 14.1% among males, with youth unemployment at 20.5%, higher than the adult rate of 14.1%.

UNEMPLOYMENT RATE

The overall unemployment rate decreased to 14.7% in November 2024, a 2.1 percentage point drop from 16.8% in the same period the previous year.

HOW DO I SOURCE TALENT IN RWANDA?

Investors in the Global Business Services (GBS) sector can leverage various channels such as online job platforms like jobinrwanda.com, as well as professional networks on LinkedIn to connect with skilled professionals suited to their specific needs.

Additionally, partnerships with local universities, including the University of Rwanda, Kepler University and theRwanda Adventist University offer avenues to tap into a pool of educated graduates with diverse skills relevant to the GBS industry. Attending industry-specific events and career fairs further enables investors to engage with promising talent seeking opportunities in Rwanda's thriving GBS sector.

ARE THERE HR COMPANIES AVAILABLE IN RWANDA?

Investors in Rwanda's GBS industry can benefit from the expertise of reputable HR companies that specialize in talent acquisition, management, and development. Firms such as Right Seat, Qsourcing, A2Z Africa, and HR Champions Rwanda offer tailored solutions to meet the unique needs of GBS investors, from recruitment to training and beyond.

These trusted partners assist investors in navigating the complexities of the labor market, ensuring access to skilled professionals who can drive business success.

WHAT SKILLS DEVELOPMENT ORGANIZATIONS EXIST IN RWANDA?

Within the GBS ecosystem, skills development entities play a pivotal role in preparing the workforce with the necessary competencies to thrive in GBS roles. Key organizations such as the Rwanda Development Board (RDB), the Rwanda Technical and Vocational Education and Training (TVET) Board, the African Institute for Mathematical Sciences (AIMS), and the Rwanda Coding Academy offer specialized training programs tailored to meet the demands of the GBS industry.

These initiatives furnish GBS investors with access to a proficient talent pool capable of delivering top-tier services across diverse domains. Notably, collaborations with impactful programs like the Harambee Youth Employment Accelerator and strategic partnerships with Education First serve as significant reinforcements to skills development endeavors, ensuring a continuous stream of skilled talent for investors within Rwanda's GBS sector.

COMPREHENSIVE SUPPORT AND INVESTOR AFTERCARE

WHAT SUPPORT IS AVAILABLE FROM GOVERNMENT AGENCIES OR INDUSTRY ASSOCIATIONS FOR GBS INVESTORS IN RWANDA, AND HOW CAN WE ACCESS THIS SUPPORT?

Government agencies and industry associations in Rwanda provide valuable support to investors in the Global Business Services (GBS) sector. The Rwanda Global Business Services Growth Initiative serves as a pivotal industry body dedicated to fostering GBS industry growth, advocating for investor needs, and nurturing talent development.

Investors can also engage directly with the Rwanda Development Board (RDB) and the Rwanda ICT Chamber. These institutions offer various programs, incentives, and resources tailored to support GBS investors, including streamlined investment processes, access to market information, training opportunities, and networking events.

THE RECOGNISED **INDUSTRY BODY**

The Rwanda GBS Growth Initiative is dedicated to fostering sector growth, advocating for investor needs, and nurturing talent development while advancing Rwanda's collective goal of sustainable, social, and just development.

THE RWANDA GBS GROWTH INITIATIVE ENTITY

The Rwanda Global Business Services Growth Initiative is an industry body created as a result of the collaborative efforts between the Rwanda Development Board, Harambee Youth Accelerator, and GIZ "Invest for Jobs" program. With each organization independently committed to fostering the GBS sector's growth, a shared vision for driving job creation catalyzed the decision to combine their resources and expertise, forming an industry body dedicated to growing the GBS sector in Rwanda.
Through collective efforts and strategic planning, the initiative was founded, representing a unified commitment to advancing sustainable development and employment opportunities within Rwanda's GBS industry.

RDB Rwanda Development Board · MINICT · harambee Youth Employment Accelerator · mastercard foundation · german cooperation Deutsche Zusammenarbeit · Supported by Invest for Jobs Opportunities for Growth in Africa · Implemented by giz Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH · KFW

WHAT ARE SOME TYPICAL PROPERTY RELATED SERVICES?

Property management companies in Rwanda offer comprehensive services to maintain and enhance the value of real estate properties. These services include:

Tenant placement and management	Rent collection and financial management	Maintenance and repairs	Property inspections
Utilities and service provider management	Marketing and property promotion	Legal compliance and risk management	Tenant relations and customer service

NORSKEN KIGALI HOUSE

Photo credits: MASS Design Group

WHAT ARE THE RELEVANT LAWS AND REGULATIONS REGARDING PAYROLL TAX COMPLIANCE?

- Employers are obliged to remit payroll tax–known as Pay As You Earn (PAYE)–pension payments–paid to Rwanda Social Security Board (RSSB)–for all
- employees; payments are made monthly.
- Employers and employees must register with RSSB and obtain identification numbers.

WHAT ARE THE RELEVANT LAWS AND REGULATIONS REGARDING WORKING HOURS AND CONTRACT TERMINATION?

Working hours: 45 hours per week, with no restrictions on when people can work. Overtime is possible, upon agreement with the employee/employer. Annual paid leave not to exceed 21 working days. See ministerial order here.

Contract termination: 15 days prior notice (by employee/employer), if the worker has worked for less than a year. 1 month prior notice (by employee/employer), if the worker has worked for a period of one year or more.

ARE THERE ANY MEASURES RELATED TO THE HIRING OF EXPAT EMPLOYEES?

The current investment law permits for any company, which has established its headquarters or regional office in Rwanda, is entitled to recruit any required managerial, professional and technical foreign employees who will be eligible to be issued with work permits, provided that it continues to meet the requirements provided for by this Law and the following requirements:

- The company is a talent intensive business operating in a high value sector such as information and communication and technology, innovation and related sectors;
- At least thirty per cent (30%) of the company's professional staff are Rwandan.

LABOR COSTS

WHAT ARE THE SALARY BENCHMARKS FOR THE GBS SECTOR?

BPO		MONTHLY COMPENSATION (USD)		
POSITION	**EXPERIENCE**	**MIN**	**MEDIAN**	**MAX**
Customer Service Representative	0-2 Years	116.26 USD 150,000 RWF	139.51 USD 180,000 RWF	170.51 USD 220,000 RWF
Customer Service Representative	3-9 Years	155.01 USD 200,000 RWF	170.51 USD 220,000 RWF	193.76 USD 250,000 RWF

POSITION	AVERAGE SALARY/MONTH (USD)
Trainer/Team Leader	310.02 USD | 400,000RWF
Supervisor	387.52 USD | 500,000RWF
Manager	620.03 USD | 800,000RWF

ITO		MONTHLY COMPENSATION (USD)	
POSITION	**EXPERIENCE**	**MEDIAN**	**MAX**
Entry Level	0-6 Months	310.02 USD | 400,000 RWF	465.02 USD | 600,000 RWF
	6-12 Months	465.02 USD | 600,000 RWF	620.03 USD | 800,000 RWF
	12 Months	620.03 USD | 800,000 RWF	930.05 USD | 1,200,000 RWF
Junior Developer	After 2 Years	1162.56 USD | 1,500,000 RWF	1550.08 USD | 2,000,000 RWF
	After 3 Years	1550.08 USD | 2,000,000 RWF	2325.12 USD | 3,000,000 RWF
Senior Developer	After 4 Years	2325.12 USD | 3,000,000 RWF	3487.67 USD | 4,500,000 RWF

Exchange rate (ER) used: 1 USD = 1290.41 RWF

REAL ESTATE PRICING IN RWANDA

There are various office Typologies in Kigali, which are explained in detail below:

Grade A Office Space

Grade A office space is characterized by its prime location, modern design, and high-quality amenities, making it highly desirable for businesses seeking prestigious and professional environments.

These spaces often feature premium finishes, spacious lobbies, and extensive facilities such as conference rooms, fitness centers, and dining options. Additionally, Grade A office buildings adhere to strict building standards and sustainability practices, ensuring optimal comfort, safety, and environmental performance for tenants.

Price for Grade A office space in Kigali averages $22 per m² but can be negotiated.

Grade B Office Space

This office type, while also offering functional work environments, tends to be located in slightly less prominent areas compared to Grade A properties. These spaces provide businesses with cost-effective.

Alternatives to Grade A offices, offering a balance between affordability and quality. They feature standard finishes, basic amenities, and practical layouts suitable for a range of businesses, making them.

An attractive option for companies looking to manage costs without compromising too much on quality. or location.

Price for these properties' averages at $15 per m2 but can be negotiated.

Repurposed-to-office building / stand-alone properties

These types of properties undergo a transformation from their original use to accommodate modern office spaces, catering to the evolving needs of businesses and urban development.

In Kigali, these buildings were originally designed for alternative purposes mainly residential use but have been renovated or adapted to meet the demands of contemporary office tenants. Repurposing offers unique cost-effective alternatives, blending the old with the new to create distinctive office environments.

Prices for this type of space is usually calculated monthly and ranges between $2,500 - $5,000.

Co-working Spaces

Co-working spaces provide flexible, collaborative environments perfect for smaller companies. They foster community and connectivity, enabling GBS teams to network, collaborate, and innovate with diverse professionals.

These spaces are cost-effective, eliminating long-term leases and reducing overhead costs. Additionally, they offer modern amenities, advanced technology, and professional services, allowing GBS teams to operate efficiently and adapt quickly. Overall, co-working spaces give GBS investors the flexibility, networking opportunities, and cost-effectiveness needed to succeed in today's dynamic business landscape.

REAL ESTATE

HOW DO I FIND PROPERTY IN RWANDA?

Real Estate Websites

Many real estate websites list properties available for sale or rent in Rwanda based on your preferences such as location, price range, property type, etc.

Real Estate Agents

Contacting real estate agents or agencies can be beneficial as they have local market knowledge and can assist you in finding properties that match your criteria. You can find real estate agents through online directories or by asking for referrals from locals or expatriates living in Rwanda.

Social Media

Utilize social media platforms like Facebook, Twitter, and LinkedIn. Joining groups or pages dedicated to real estate in Rwanda can help you connect with property owners, agents, and fellow property seekers.

Local Contacts

Engage with locals and ask for recommendations or referrals as they might have insights into properties that may not be listed publicly.

SANLAM TOWERS
KIGALI HEIGHTS

ENABLING INFRASTRUCTURE AND SERVICES

CONNECTIVITY

HOW IS RWANDA CONNECTED TO GLOBAL MARKETS?

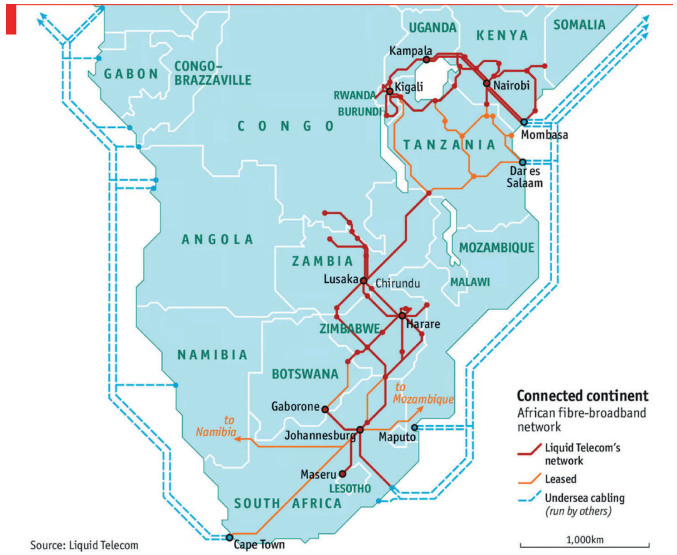
Internet Connectivity

Rwanda has been investing in improving internet connectivity across the country. Initiatives such as the National Broadband Network (NBN) aim to expand internet access to rural areas and increase overall connectivity. The government has also been working with private sector partners to enhance internet infrastructure.

Fiber Optic Network

Rwanda has been laying down fiber optic cables to improve internet connectivity. The country has invested in the East African Submarine System (EASSy), which connects countries along the eastern coast of Africa to global networks. Additionally, the government has implemented the National Backbone Infrastructure (NBI), which provides high-speed internet connectivity across the country.

UNDERSEA CABLES AND FIBRE-BROADBAND NETWORK RWANDA



Source: Liquid Telecom

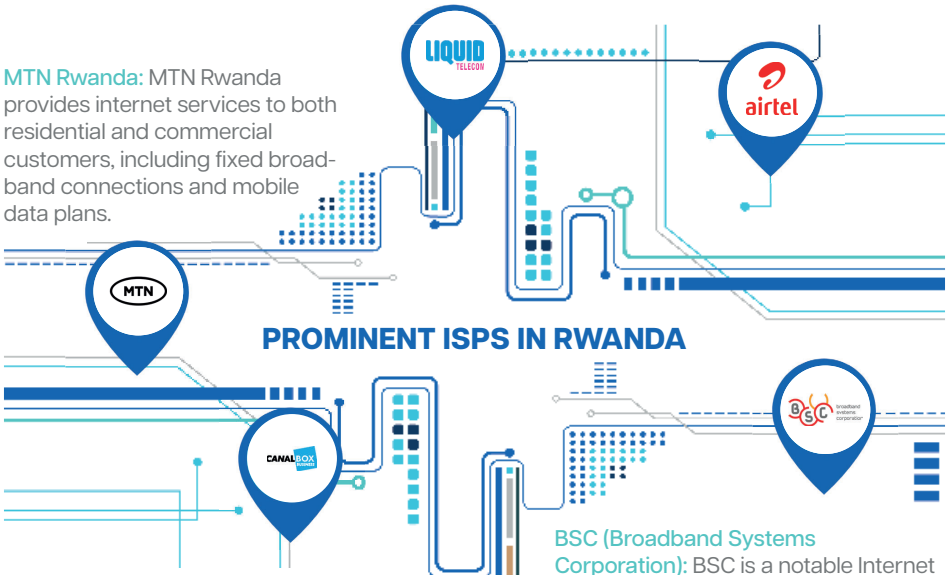
WHO ARE THE INTERNET SERVICE PROVIDERS?

Several Internet Service Providers (ISPs) cater to the diverse needs of businesses and individuals across the country.

Liquid Telecom Rwanda: Liquid Telecom is a leading provider of internet and connectivity solutions in Rwanda, offering services such as fiber-optic broadband, Wi-Fi connectivity, and data center solutions for businesses.

Airtel Rwanda: Airtel Rwanda offers a range of internet services, including mobile data plans, broadband connections, and Wi-Fi hotspots, catering to the needs of individuals and businesses.

MTN Rwanda: MTN Rwanda provides internet services to both residential and commercial customers, including fixed broadband connections and mobile data plans.



CanalBox: CanalBox is an internet service provider specializing in high-speed internet services delivered through fiber-optic technology. Their offerings cater to residential and commercial customers, supporting the growing demand for reliable connectivity.

BSC (Broadband Systems Corporation): BSC is a notable Internet Service Provider (ISP) in Rwanda, offering a range of internet and connectivity solutions tailored for residential and commercial customers. They provide services such as fiber-optic broadband, Wi-Fi connectivity, and data center solutions, catering to the diverse needs of businesses and individuals across the country.

These ISPs play a vital role in providing reliable internet connectivity to support various sectors, including the growing Global Business Services (GBS) industry, e-commerce, education, healthcare, and government services, among others.

Internet tariff rates

The cost of internet varies depending on factors such as service provider, data plan, and coverage area. According to the International Telecommunication Union, the cost of the

Airlines Fyling into Rwanda ***Countries with Flights into Rwanda***

Airlines

Several airlines operate flights to and from Rwanda, connecting it to major cities across Africa, Europe, the Middle East, and beyond. Key airlines include RwandAir, Turkish Airlines, Ethiopian Airlines, Kenya Airways, Qatar Airways, and Brussels Airlines.

Flight Options

Direct flights are available from major international hubs such as Addis Ababa, Nairobi, Istanbul, Doha, Dubai, Brussels, and Amsterdam to Kigali International Airport. Additionally, there are connecting flights from various cities worldwide facilitated by partner airlines.

Frequency and Availability

Flights to Rwanda are available with varying frequencies, depending on the route and airline. It's advisable for GBS investors to check the flight schedules and availability in advance, especially during peak travel seasons or when planning business trips.

Travel Requirements

GBS investors should familiarize themselves with entry requirements, visa regulations, and any COVID-19-related travel protocols enforced by the Rwandan government or international authorities. This includes ensuring compliance with health and safety measures, documentation, and any pre-travel testing or quarantine requirements.

Airport Facilities

Kigali International Airport offers modern facilities and amenities, including lounges, restaurants, duty-free shops, currency exchange services, and car rental facilities. These amenities ensure comfort and convenience for travelers, including GBS investors arriving in Rwanda.

TRANSPORT BY AIR

For a GBS investor considering travel to Rwanda, it's essential to have comprehensive information about flights to facilitate efficient and seamless transportation.

INTERNATIONAL AIRPORTS

Rwanda is served by two main international airports

Kigali International Airport (KGL): Located in the capital city of Kigali, KGL is the primary gateway for international travelers to Rwanda. It offers connections to various destinations worldwide.

Kamembe International Airport (KME): Situated in the western province of Rwanda, KME primarily serves domestic flights and regional destinations.

RWANDAIR CONNECTIVITY MAP

Rwanda is accessible from the UK, France, Belgium, the UAE, India, and major cities across the African continent. Click on the map for more information.

cheapest plan offering 5GB of broadband internet is approximately 5000 RWF per month. It's important for investors to note that internet rates are often negotiable by companies based on factors such as volume of usage, duration of contract, and specific business needs. Aside from standard data plans, GBS investors may also want to inquire about any specialized tariffs or packages offered by internet service providers tailored to businesses. These may include features such as dedicated bandwidth, enhanced security options, or enterprise-level support services.

ELECTRICITY

WHAT IS THE COST OF ELECTRICITY?

The cost of electricity varies depending on factors such as consumption levels, tariff structures, and user categories.

Tiered Tarrifs

Residential electricity tariffs are typically tiered, with higher consumption levels incurring higher rates.

Commercial and Industrial Tarrif Structures

Commercial and industrial users may have different tariff structures based on their specific needs and usage patterns. It's advisable to consult with the Rwanda Energy Group (REG) or relevant utility providers for information on electricity costs and tariff schedules.

IS THERE BACKUP POWER?

Backup power solutions are commonly employed for commercial buildings in Rwanda to mitigate any impact of power outages, which can occur intermittently. One of the most prevalent backup power solutions utilized is diesel generators. These generators provide an alternative power source during electricity disruptions and are often installed alongside automatic transfer switches to ensure seamless transition between the main power supply and the backup generator.

Additionally, some commercial buildings may also opt for alternative solutions such as solar power systems with battery storage to supplement or replace grid electricity during outages. These backup power solutions help ensure continuous operations for businesses, particularly in sectors where uninterrupted power supply is critical.

TRANSPORT

WHAT IS THE MOST COMMON MEANS OF TRANSPORT IN KIGALI?

Public Buses: Kigali has a well-organized public bus system operated by the Rwanda Utility Regulatory Authority (RURA). The buses run on designated routes throughout the city typically between 06:00am-12:00am.

Motorcycle Taxis (Motos): Motorcycle taxis, locally known as "motos," are ubiquitous in Kigali and provide a convenient and relatively inexpensive mode of transportation.

Taxis: Traditional taxis are available for hire in Kigali. They can be hailed on the street or booked through taxi companies. Taxis are generally more expensive than motos but offer a more comfortable and private transportation option.

Rental Cars: Renting a car is an option for those who prefer independent travel or need to travel outside of Kigali. Several car rental agencies operate in the city, offering a variety of vehicles to suit different needs and budgets.

App-based Ride-Hailing: Ride-hailing services like "Move" operate in Kigali, providing an alternative to traditional taxis and moto's. These services offer the convenience of booking rides through smartphone apps and often provide upfront pricing.

WHAT IS THE COST OF TRANSPORT IN KIGALI, BY BUS AND MOTORCYCLES?

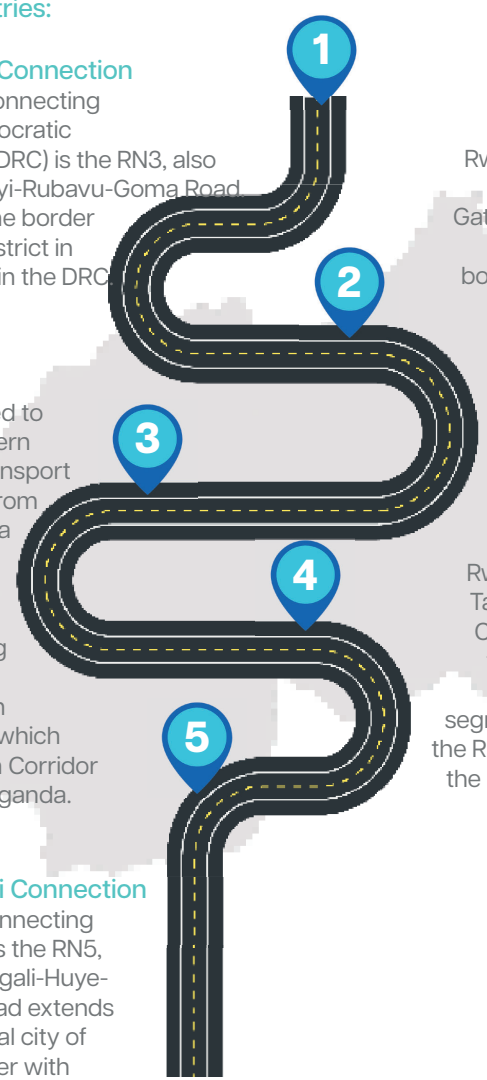
The pricing structure for transportation services in the area is as follows:
Bus rides typically range from 300 RWF to 400 RWF, varying based on the distance covered by the route.
Moto taxi fares range between 500 RWF and 1,500 RWF, contingent upon the specific journey.
Taxi/cab fares vary between 5,000 RWF and 15,000 RWF, depending on the destination.

These flexible pricing models reflect the dynamic nature of the transportation market, ensuring affordability and accessibility for passengers across various travel distances.

HOW DOES RWANDA ACCESS NEIGHBORING COUNTRIES?

Rwanda has made significant investments in its road transport infrastructure to facilitate trade and connectivity with neighboring countries.

Here are some of the major national roads that connect Rwanda to its neighboring countries:



1. Rwanda-Congo Connection
The primary road connecting Rwanda to the Democratic Republic of Congo (DRC) is the RN3, also known as the Gisenyi-Rubavu-Goma Road. This road crosses the border between Rubavu District in Rwanda and Goma in the DRC.

2. Rwanda-Uganda Connection
The main road linking Rwanda to Uganda is the RN4, also called the Gatuna-Katuna Road. This road connects Gatuna border post in Rwanda to Katuna border post in Uganda, serving as a crucial trade route between the two countries.

3. Rwanda-Kenya Connection
Rwanda is connected to Kenya via the Northern Corridor, a major transport route that extends from the port of Mombasa in Kenya to various land-locked countries in East Africa, including Rwanda. The key road segment within Rwanda is the RN3, which links to the Northern Corridor at the border with Uganda.

4. Rwanda-Tanzania Connection
Rwanda is connected to Tanzania via the Central Corridor, another major transport route in East Africa. The key road segment within Rwanda is the RN3, which connects to the Central Corridor at the border with Burundi.

5. Rwanda-Burundi Connection
The primary road connecting Rwanda to Burundi is the RN5, also known as the Kigali-Huye-Butare Road. This road extends from Kigali, the capital city of Rwanda, to the border with Burundi.