



PAVING THE WAY FOR BUSINESS
BUILDING A BETTER INVESTMENT CLIMATE

Frequently asked questions



Contents

About this guide

This document is a compilation of frequently asked questions and answers (FAQs) about IFUSE and is intended for anyone who is considering asking for assistance under the facility or, in the case of UK government departments, taking part in the initiative. The document gives answers to questions relating to the type of assistance IFUSE provides, how requests for assistance are processed, practical aspects of deployments, as well as what we do after deployments.

If your question is not covered in this document please do not hesitate to contact the IFUSE team by emailing ifuse@uk.pwc.com or telephoning +44 (0) 20 7213 3005.

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1. About IFUSE

1. What is IFUSE?

The Investment Facility for Utilising UK Specialist Expertise (IFUSE) is funded by the UK's Department for International Development (DFID) and shares specialist expertise from across the UK government to support business environment improvement in DFID's partner countries and regions. Through brokering government-to-government expertise the facility can bring targeted and high level expertise to DFID's partners.

2. What type of assistance does IFUSE provide?

IFUSE gives access to UK government expertise covering a wide range of investment climate issues, as set out below:

| Investment climate speciality | Description of investment climate speciality |
|---|--|
| Trade facilitation, cross border trading and revenue efficiency | <ul style="list-style-type: none"> • Customs regulations (import and export) • Customs administration (efficiency at border post and processes) • Simplification and reducing the burden on business • International trade and border security • IPR, counterfeit and brand protection enforcement • Trade taxation (excise taxes and duties) • Trade policy and laws (international trade agreements) • Infrastructure |
| Taxation | <ul style="list-style-type: none"> • Tax laws and policies • Tax institutions • Links to trade, property, financial services and natural resources |
| Competition law and policy, and consumer protection | <ul style="list-style-type: none"> • Promoting and protecting consumer interests, while ensuring that markets work well and businesses are fair and competitive • Investigating competition law infringements • Reviewing mergers • Investigating consumer law infringements • Addressing government restrictions on competition and bringing competition considerations into policymaking and regulatory impact assessments • Addressing the challenges of the online marketplace |
| Regulatory reform | <ul style="list-style-type: none"> • Regulatory impact assessment • Review of regulatory frameworks and/or the structure of regulatory agencies • Working with business to enable effective regulatory implementation • Inspection reform |
| PPPs | <ul style="list-style-type: none"> • Policy and institutional issues (types of PPPs, governance and financing) • Contractual capacity of government in relation to PPPs (contract |

| Investment climate speciality | Description of investment climate speciality |
|---|--|
| | development, negotiation and enforcement) |
| Land legislation, registration, title transfers | <ul style="list-style-type: none"> • Legal issues around land ownership, land leasing and land expropriation • Regulatory and administrative procedures around land markets • Protection and contract enforcement • Secured transactions • Institutional capacity |
| General interface with businesses | <ul style="list-style-type: none"> • Investment promotion, foreign direct and domestic investors • Information and data collection, and e-privacy • Institutions for dialogue and consultations • Sustainable approach |
| Commercial law and justice | <ul style="list-style-type: none"> • Company law and corporate governance • Company registration • Contract and consumer related law • Commercial justice and institutions • Civil vs criminal law |
| Financial sector regulation and supervision | <ul style="list-style-type: none"> • Access to finance • Supervision, stability and regulation of the sector • Other sophisticated financial instruments (contractual savings, equity and debt markets) • Institutions capacity |
| Infrastructure development | <ul style="list-style-type: none"> • Infrastructure development: procurement |
| Natural resources | <ul style="list-style-type: none"> • Revenue management frameworks • International contracts negotiation and enforcement (royalties) |
| Intellectual property | <ul style="list-style-type: none"> • Patents • Trade marks • Designs • Copyright |
| Privatisation | <ul style="list-style-type: none"> • [TBC] |
| Industry specific regulations and laws | <ul style="list-style-type: none"> • [TBC] |

The scope of IFUSE is constantly being enhanced through the participation of further UK government departments and agencies. If you identify an area for support which is not identified here, please contact the IFUSE team.

3. What does an IFUSE deployment look like in practice?

Typically IFUSE assistance will take the form of an in-country deployment by an expert from the UK government, but the facility is designed to be flexible. This means that deployments can take the form of visits to the UK by DFID partner country government personnel, virtual learning and knowledge sharing events and even desk-based reviews. IFUSE can also be used to support annual reviews of DFID programmes or to help in building a business case for other donor programmes.

All requests for IFUSE go through the same approval process, details of which can be found below.

4. What UK government expertise does IFUSE have access to?

The IFUSE programme gives access to the following departments and agencies, which have signed memoranda of understanding with DFID:

- Better Regulation Delivery Office (BRDO)
- UK Trade and Investment (UKTI)
- Department for Business, Innovation and Skills (BIS)
- Government Actuary's Department (GAD)
- Her Majesty's Land Registry
- Her Majesty's Revenue and Customs (HMRC)
- Intellectual Property Office (IPO)
- Infrastructure UK (IUK)
- Ministry of Justice (MoJ)
- The Crown Prosecution Service (CPS)
- Office of Fair Trading (OFT)
- Ordnance Survey.

As IFUSE activity increases, and new areas of demand are identified, further government departments are being brought on board.

5. Who manages IFUSE?

IFUSE is managed by DFID's Managing Agent (MA) – PricewaterhouseCoopers LLP (PwC). The MA is responsible for matching requests for support with the best available expertise and managing each deployment from start to finish.

6. What is the role of the DFID country office in IFUSE?

IFUSE is designed to impose a minimum burden on DFID country offices, although DFID advisers are encouraged to help the MA in identifying areas for IFUSE support - particularly in areas that may support their existing country programmes. As a minimum we do ask that DFID provide short briefing to IFUSE experts at the start of their deployments since this is an invaluable way to bring people who are new to the country or region up to speed on key issues.

7. How long do IFUSE assignments last?

Most IFUSE assignments are short term (one to two weeks) and provide a rapid response to requests for technical assistance, within agreed timeframes with available experts. Depending on the conditions of the specific deployment, repeat visits may be possible over time. IFUSE also promotes the setting up of peer-to-peer networks between OGDs and DFID partner country governments to enhance the impacts of deployments.

8. Which are the DFID partner countries and regions covered by IFUSE?

IFUSE covers primarily countries where DFID has bilateral programmes, DFID's regional programmes and also aid-dependent UK overseas territories:

- **DFID partner countries** include Afghanistan, Bangladesh, Burma, Democratic Republic of Congo, Ethiopia, Ghana, India, Kenya, Kyrgyzstan, Liberia, Malawi, Mozambique, Nepal, Nigeria, Occupied Palestinian Territories, Pakistan, Rwanda, Sierra Leone, Somalia, South Africa, South Sudan, Sudan, Tajikistan, Tanzania, Uganda, Vietnam, Yemen, Zambia and Zimbabwe.
- **Regions** covered by DFID include Africa, Middle East and North Africa, Asia and the Caribbean.

9. Who pays for the technical assistance?

IFUSE covers a deployment's expenses, making it cost-neutral for the government departments and beneficiaries benefitting from a deployment. As IFUSE is funded centrally it does not impact on DFID country offices' budgets.

10. What expenses are covered by IFUSE?

These include the following:

- The salary costs for the civil servant
- Flights and accommodation
- Meals,
- Visa and vaccination costs
- Laundry, internet connection and telephone calls home (for more than five nights away from home)

These expenses are subject to some common-sense rules in accordance with DFID's policies, which the MA can explain.

2. How requests for assistance are processed

11. How do I submit a request for technical assistance?

Requests may come to the facility in a number of ways (through DFID country offices, existing government-to-government partnerships, ongoing technical assistance programmes provided by third parties) but should be forwarded to the Managing Agent at the earliest possible opportunity to help us assess and shape the request in accordance with IFUSE criteria. This can be done by calling or emailing the MA on:

- Telephone: +44 (0) 20 7213 3005
- Email: ifuse@uk.pwc.com

12. What information do I need to send when submitting an initial request for technical assistance?

You need to send an email to the IFUSE team (ifuse@uk.pwc.com) setting out the expertise you need, the objectives of the assignment and when you would like it. The MA can give further guidance to help you shape the request.

13. What happens after I submit my initial request?

On receiving your initial request the IFUSE team will review it and take into account any security considerations there might be for the country or region concerned. The MA will confirm with the appropriate government department(s) (OGD(s)) that they have the right expertise available in the right timeframe.

If the MA and OGD are satisfied that the request can be delivered, the IFUSE team will then facilitate a discussion with the requestor or beneficiary, the OGD and the MA. The purpose of this call is to fill out a little more detail on the request and clarify any ambiguities.

Following this discussion the MA will populate an initial draft terms of reference. The requestors or beneficiary, OGD and DFID country office will be asked to provide information and clarification on the ToRs. The requestor/beneficiary and OGD are then responsible for approving the final ToRs.

14. What does the MA take into account when reviewing assignments?

IFUSE supports deployments which fulfil the following criteria:

- The assignment aligns clearly with a priority investment climate issue;
- The assignment has been originated by a DFID priority country or region;
- The IFUSE counterpart or beneficiary is confirmed and will remain on board for the duration of the assignment;
- A suitable expert can be found from a participating OGD to deliver the request;
- The political risks for DFID in undertaking the assignment are considered manageable;
- The expected impact/contribution to investment climate reform within the partner country or region is clear;
- The deliverable resulting from the assignment is clearly specified;
- The scope of work required to fulfil the request is feasible; and

- The assignment complements existing in-country programmes of support to the beneficiary.

15. How are experts selected?

Once the area of expertise has been determined the OGD is responsible for finding a suitable expert or experts to carry out an assignment. The expert(s) selected for deployment will be agreed through discussion between the OGD, MA and the requestor.

3. Practical aspects of IFUSE deployments

Safety and security

16. Is a risk assessment completed on the deployment's location before travel?

Yes. The MA will review the security situation in the location where the deployment is taking place using the FCO website as a reference. In addition the MA will complete a security risk assessment which includes advice provided by the DFID country office on personal security, local transport arrangements, airport protocols and local health services. The OGD and expert will review and approve the security risk assessment prior to deployment.

For certain countries, experts will be required to undertake hostile environment awareness training (HEAT). The MA will make the necessary arrangements for the expert to undertake this training in advance of their deployment. Costs of this training will be borne by IFUSE.

Insurance

17. Does IFUSE provide insurance for experts on deployment?

Medical and emergency assistance insurance should generally be provided by each OGD. In cases where the department does not have such insurance then a policy needs to be purchased (typically at low cost) by the OGD for that deployment. The MA can assist with arranging this coverage.

IFUSE does not generally reimburse OGDs or experts for expenses incurred with the purchase of personal travel insurance.

Visas and vaccinations

18. How are visas handled?

The MA will send written confirmation to the OGD setting out the visa requirements for the deployment country and help with letters of introduction or invitation that may be needed to secure the visa. Experts will need to complete the visa application process themselves using the information provided by the MA.

19. How will experts know what vaccinations they need prior to their deployment?

The MA will provide the OGD with written confirmation of the required and recommended vaccinations (from NHS's *Fit for Travel* website). It is then each expert's responsibility to ensure that they obtain any necessary vaccinations. Experts must inform the MA once they receive their vaccinations.

20. Will IFUSE pay for vaccination and visa costs themselves?

Where possible, the MA will pre-pay the visa application fee and vaccination costs. If prepayment is not possible, then experts will be reimbursed for any vaccination and visa costs at the end of the deployment - once a final invoice is submitted to IFUSE.

21. Will the MA assist beneficiaries travelling outside of their country of residence with visa applications?

The MA will provide any letters of introduction or Invitation that may be required for beneficiaries travelling outside of their country of residence. It is then the responsibility of the each beneficiary to complete and submit their application to the relevant embassy. It is vital they each beneficiary allows adequate time for their visa as this process can be lengthy.

Flights, hotels and local transport

22. Who arranges the expert's or delegate's flights?

The MA will provide the expert or delegate with a list of flight options from which they can select their preferred travel arrangements. The MA will then book and pay for their flights.

23. Can the expert or delegate travel business class?

No. In accordance with DFID travel policy, all travel will be in standard or economy class unless there are explicit and exceptional reasons why an expert must travel Premium Economy or Business Class. Exceptions to economy flights could be made for health reasons or if the only viable flight itinerary is very tiring, i.e. where the person has a long (more than 5 hour) overnight flight and has to go straight into work meeting upon arrival.

24. Who arranges the experts'/delegates' hotel accommodation?

The MA will book appropriate in-country accommodation for the expert or delegate, using FCO or DFID marker hotels wherever possible.

25. Will the expert or delegate have to pay for their hotel stays themselves?

So far as possible the MA will cover the cost of accommodation. In exceptional cases the expert or delegate will be required to pay upfront and be reimbursed by the MA following submission of an expenses claim.

26. Who arranges travel to and from the airport for the expert in the UK?

The expert is responsible for arranging travel to and from the airport in their home country. Any reasonable costs incurred will be reimbursed by the MA on receipt of an expenses claim. The expert must comply with the expenses policy of the OGD for whom they work.

27. Who arranges the airport pickup and transport to the hotel?

The MA will book appropriate transport to and from the airport in the country of deployment. This could take the form of a taxi or a hotel shuttle. Airport transfer details will be sent to expert by the MA prior to departure.

Wherever possible the MA will pre-pay airport transfer costs. Where pre-payment is not possible, experts will be reimbursed for airport transfer costs following the end of the deployment.

28. Is there a set allowance for expenses when outside of the UK?

Experts travelling to a partner country must adhere to the expenses policy of the participating government department for whom they work. IFUSE also allows a further £10 per day for incidental expenses such as personal telephone calls and internet use. For the avoidance of doubt alcohol cannot be purchased using this allowance.

29. Is there a set allowance for expenses for UK-based deployments?

Yes. IFUSE allows up to £40 per day meal allowance for deployments that take place within the UK, in which overseas delegates are participating. IFUSE also allows a further £5 per day for incidentals such as personal telephone calls and internet use. For the avoidance of doubt alcohol cannot be purchased using this allowance.

30. If the expert or delegate wanted to stay for additional days in-country would this be covered by IFUSE?

No. If the expert or delegate wanted to stay for additional days any expenses arising from this decision would need to be paid for by the expert or delegate.

Reimbursement of expenses

31. Will IFUSE experts' in-country expenses upfront?

No. IFUSE will not pre-pay in-country expenses such as meals and local travel. Experts will need to cover these costs themselves and will then be reimbursed by IFUSE once a final invoice has been submitted by their OGD.

32. How do experts get reimbursed for expenses incurred during their deployment?

Once experts return to the UK they should follow their department's procedure for claiming expenses. Their government department will then submit an invoice to the MA detailing all expenses incurred. IFUSE will then reimburse the OGD for the expenses incurred.

Pre-deployment preparation

33. What support can experts expect prior to departure?

The MA will issue each expert with the following information prior to departure:

- Flight itinerary and information including check in and departure times;
- Local travel arrangement details;
- Hotel information including hotel address and contact details;

- An individual who should be contacted upon arrival along with their contact details;
- Emergency contact details;
- Security assessment results including FCO guidance, personal security advice, airport protocols and local health services information; and
- Country-specific FCO travel advice as found on the FCO website.

The MA will also arrange for a security briefing for the expert with the FCO shortly after their arrival in country. Details of this security briefing will be provided to the expert prior to their departure.

The MA will further schedule a thirty minute pre-deployment briefing with all experts prior to departure. This briefing will cover:

- Cultural and working practices for the deployment country;
- An overview of workplan, expected deliverables and any requirements for monitoring and evaluation;
- Guidance on working with in-country partners;
- Report writing guidance where appropriate;
- Confirmation of security arrangements;
- Confirmation of understanding of IFUSE's expenses policy; and
- Confirmation of all travel logistics.

Subject to availability the MA will also share with the expert up-to-date political and security briefing material to which it has access.

34. Who holds the duty of care for experts while they are deployed overseas?

Duty of care lies with the expert's government department. The MA will draft a letter to confirm duty of care which needs to be signed by the government department and returned to the MA. The MA then forwards this to the relevant embassy.

35. Who is responsible for arranging interpretation services?

If interpretation services are required for the deployment the arrangement and payment of these services is the responsibility of the beneficiary organisation. IFUSE is not responsible for this service.

4. IFUSE post deployment activities

Post-deployment: Experts

36. What happens once an expert returns to the UK?

On the experts return to the UK the MA will schedule a post-deployment debrief call with the experts to discuss the deployment, lessons learned and next steps, including any potential follow-up assignments using the IFUSE facility.

The MA will also ask each expert to complete a feedback questionnaire on his/her experiences pre and post-deployment, part of which allows the facility to measure the impact of IFUSE interventions. This can be done in conversation with the MA if more appropriate.

37. What deliverables are experts responsible for following the deployment?

Although deliverables are determined on a deployment-by-deployment basis, at the end of the deployment experts will be expected to complete an end of assignment report using a template provided by the MA during their pre-deployment preparation.

Post-deployment: Beneficiaries

38. What happens to delegates from DFID partner countries on completion of their inward visit?

Once delegates from beneficiary organisations have completed their inward visit there may be a requirement for them to produce a short report on their experiences and lessons they learned. This will be determined by the MA.

In all cases the MA will ask the delegates from partner countries to complete a feedback questionnaire on their experiences with IFUSE as part of the facility's process of continuous improvement.