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REPORT

Need Assessment of Vietnam Coffee Exporters and Producers for the European Market Access Guideline

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EXECUTIVE SUMMARY

According to the TORs, MAG outline and general project planning, AMDI Expert 1 was assigned to coordinate with other AMDI experts 1 and 2, and to conduct the need assessment among Vicofa members to make suggestions for MAG.

A set of questionnaires was designed to test the awareness of the potential users of MAG, the exporters and producers mainly, on the related topics and also to collect information regarding what they need to access the new (European) markets. The survey was to identify possible issues, if any, that need to be included in MAG.

With contribution from AMDI Expert 2, and especially from AMDI Expert 3, the assessment focused on some key questions below:

- How are respondents, the potential users of MAG, impacted by government policies, international trade commitments, market access measures, and market requirements (standards and practices)?
- How do they normally get the information they want? Do they have any suggestions for the content or use of MAG?

We got a total of 41 respondents who well represented the sector in terms of ownership, supply chain positions, product-market specialisations. A high percentage of them (about 70% for most topics) supported our initial layout and content for MAG. More than 80% thought MAG is necessary whereas only less than 20% thought it is better to have. They also suggested some follow-up actions for the Vicofa team, such as dissemination of MAG online.

After having the MAG draft with contribution from DMI Expert, we conducted another round to verify with potential users for their comments and suggestions. We also took advices and directions from Vicofa management and accordingly revise our final draft to make one printable copy for our users.

PART 1: ORGANIZATION OF THE NEED ASSESSMENT

1.1. How were the questionnaires designed?

Based on the experience of Vicofa experts, we designed questionnaires in order to test the awareness of the potential users of MAG, the exporters and producers mainly, on the related topics and also to collect information regarding what they need to access the new (European) markets.

We tested the awareness of MAG potential users on the following topics:

- (i) *Vietnam's government's policies that has influence on coffee exporters and producers*
- (ii) *International trade commitments that has influence on coffee exporters and producers, specifically the EU-Vietnam Free Trade Agreement (EVFTA), the Trans Pacific Partnership (TPP), the ASEAN Economic Community (AEC).*
- (iii) *Measures (regulations and requirements) faced by exporters in their export markets. We gave an indicative list of those based on desk research:*
 - Traceability
 - Contaminants
 - Pesticide residues
 - Food safety
 - Labeling
 - Sanitary and Phyto-sanitary (SPS)
 - Technical Barriers to Trade (TBT)
 - Rules of Origins (ROO)
 - Agricultural marketing standards
 - Safeguards
- (iv) *International standards and practices applied in the coffee supply chain*
 - BSCI, SA8000
 - Sustainable Trade Initiative (STI)
 - UTZ
 - Rainforest Alliance
 - 4C
 - GAP/VietGAP
- (v) *How do they acquire market access information*
- (vi) *Their suggestions for the coming MAG*

We also left room for users to fill in any other applicable measures or standards in their own contexts. For indicated measures or standards, we gave options for users to check users' opinions if the cost of compliance with their mentioned measures or standards is HIGH or LOW. After first round of respondents, we decided to leave out topic (i) and (ii) because they might only add some insights but not bring the information needed for MAG. For details of the questionnaires, please have a look at Annex 1 of this Report.

1.2. How was the assessment conducted?

Respondents were selected among active Vicofa members via its conferences and visits to companies and also the annual conference during December. For the rest (other members) we sent the questionnaires via emails and regular post to their addresses. Some sent back their feedback via emails after we explain the questionnaires on the phone.

There were a total of 41 respondents from 35 organizations representing a good mix of players in the Vietnam coffee industry regarding ownership, activities, product types and export markets:

- Regarding ownership, there were 11 from State owned companies, 24 from private local companies (either company limited or joint stock), 2 from joint ventures or with foreign investment, and 4 from fair trade collectives or associations.
- Regarding activities, most responding organizations involve in more than one type of activities in the supply chain: 16 in production, 20 in processing, 31 in exporting, and 6 involves in all production-trading-processing-exporting.
- Regarding products, 26 respondents said they exported coffee bean whereas only 7 mentioned export of roasted or instant coffee.
- Regarding export markets, 23 mentioned they have exported to European markets, 14 mentioned US, 14 Asia, and fewer mentioned other export markets. 15 mentioned local markets of which 8 only serves local markets. It is noted that many organizations have access to more than one markets.

We made use of the need assessment outputs to suggest some adjustments to the content and layout of the MAG. See 2.2. for the suggestions about MAG content and layout.

When the final draft of MAG was finished, it was sent out to verify with respondents and other members again for comments. At first, we planned for some dissemination workshops, however due to the business seasons and the scattered locations of companies, we decided that workshops would not be effective, and got approval from Mutrap administration for this decision. See 2.3. for reporting of this verification step.

PART 2: NEED ASSESSMENT REPORTING

2.1. Summary of survey outputs

(i) *Government policies and incentives?*

Only 14 respondents on this topic. Most regularly mentioned incentives include access to credit and tax incentives (like VAT 0%), but some also mentioned about subsidies, investment incentives and technology transfer. Some mentioned that those incentives are effective, but in many cases these incentives do not seem to offer sustainable guarantee. Specifically one pointed out the reason for such incentives being ineffective is because beneficiaries are too dependent on their supply chain partners and buyers.

We took note of these facts which mean there is room to improve incentives or offer alternatives if resources are still available. However, we decided to leave this out of the MAG scope to give it a focus. We changed the questionnaires accordingly with fewer questions for the later rounds.

(ii) *International trade commitments?*

Of the 14 respondents, 9 respondents mentioned being aware of international trade commitments, 1 mentioned not aware and the other 4 had no opinions. 7 of 9 being aware indicated that such commitments have either high influence or influence, only 1 commenting generally that commitments would increase competition and market-entry. Some (very general) suggestions were made to maximize the benefits of international trade commitments:

- (Companies) to export quality products to new export markets
- (Companies) to develop sustainably
- (Companies) to have suitable pricing to avoid market fluctuations
- (Government) to improve supplies and production of coffee beans
- (Government) to review national policies to be more effective/ supportive to local producers
- (Government) to reduce import taxes on materials

There is clearly some room for companies to be better informed and understand international trade commitments as it seems respondents are not well informed enough to give more specific and qualified thought about potential influence and recommended actions. We however left out this topic from MAG scope because review of EVFTA resulted in the fact that there are no specific requirements on European coffee market access.

(iii) *Regulations and requirements in export markets?*

Total 34/41 respondents gave feedback about measures. Of these 34, 30 are exporting including 23 exporting to EU (close to the total of 31 exporters including 23 EU exporters). This output should give good representative feedback for coffee exporters in general and coffee exporters to Europe in particular.

In the below table, we summarized the feedback ratio per measure (regulation or requirement):

<i>Applicable Measures</i>	Total respondents	High compliance costs	Low compliance costs
<i>Traceability</i>	30	18	12
<i>Contaminants</i>	30	19	11
<i>Pesticide residues</i>	30	16	14
<i>Food safety</i>	30	24	6
<i>Labelling</i>	26	16	10
<i>SPS</i>	31	21	10
<i>TBT</i>	20	12	8
<i>ROO</i>	21	11	10
<i>Agricultural marketing standards</i>	22	13	9
<i>Safeguards</i>	26	19	7
<i>Others: Labelling (Hala, USDA, Fairtrade)</i>			

(iv) *Applicable standards and practices?*

Total 36/41 respondents gave feedback about standards and practices. Of these 36, 30 are exporting including 23 exporting to EU (close to the total of 31 exporters including 23 EU exporters).

Applicable standards and practices	No. of respondents	'Very useful'	'Better to have'
<i>BSCI, SA8000</i>	21	7	14
<i>STI</i>	22	6	16
<i>UTZ</i>	33	22	11
<i>RFA</i>	28	18	10
<i>4C</i>	30	16	14
<i>GAP/VietGAP</i>	4	0	4
<i>Others: TCVN4193, ISO, HACCP, Fairtrade, Halal</i>	9		

(v) *How respondents acquire market access information?*

Out of 41 respondents, 37 replied on how they acquired market access information. Respondents tend to combine more-than-one sources of market access information for their needs.

How users acquire market access information?	No. of Respondents
<i>By purchasing</i>	21
<i>Through BSOs (Business Support Organizations)</i>	25
<i>Self-analysis</i>	33

Only 56.7% rely on purchased information (mainly for market information and buyers' behaviors).

67.5% rely on BSO's sources (mainly for sustainability, trade commitments and sometimes standards), meaning that BSOs have done a good job but can still be improved. Some expect BSOs also to provide market information and buyers' insights.

89% said they conduct self-analysis. Combining this with the fact that only 9 of the 37 respondents have specific department to take on this job (or simply done by the management), it seems that the research on market access information has rarely been part of the daily business operation. This may also indicate that there is the need for an external partner, be it free or on-fee-basis, to help coffee exporters and producers.

(vi) Respondents' expressed needs and suggestions for the coming MAG

40 of the 41 respondents reacted on the question whether MAG would be necessary, better to have, or not necessary. 25 of them indicated the content they wanted or other suggestions. Below are specific indication of their expressed needs and suggestions for MAG's contents

Respondents' expressed needs and suggestions for the coming MAG	Number of respondents
<i>Necessary</i>	34
<i>Better to have</i>	6
<i>Not necessary</i>	0
Suggested content	
<i>A. Market information (demand, customers' insights, prices, competition, key importers, channels, niche markets...)</i>	21
<i>B. Market access information (trade barriers, import regulations...)</i>	12
<i>C. Trade promotion support (delegation, fairs...)</i>	7
<i>D. Production expertise, guidance</i>	2
<i>E. Risk management, contracts...</i>	1
F. Other suggestions	2
<ul style="list-style-type: none"> • <i>Put MAG online for easy access by farmers.</i> • <i>Provide online data to check the product origin by provinces.</i> • <i>Vicofa should have a page dedicated to product sectors (like Y5 coffee).</i> 	

2.2. Changes and suggestions for MAG's layout and content

Based on the above feedback from respondents, we confirmed our selection of the below KEY topics for MAG. We would not include some topics in MAG for specific reasons:

- For SPS, we took note of users' concern about SPS measures but in fact the SPS measures have been covered in other specific topics for coffee, such as food safety or HACCP (in standards).

- For TBT, we took note of users' concern about TBT but in fact the TBT measures have also been covered in other specific topics for coffee, such as labeling, or other applicable standards.
- As for ROO, like SPS or TBT it is simply an element of trade commitments that refers to whether or not exporters are subject to specific measures. On the other hand, it is not essential for exporters according to discussion with DMI expert. Therefore we would not make ROO as a topic in MAG.
- Agricultural marketing standards: Not applicable to exporters from DC, only to EU businessmen.
- We took note of users' concern about safeguards but it is an element of trade commitments that does not allow preventions or interventions by companies.

Apart from the expressed needs for market access information (MAG's topics), respondents also said they need support in terms of market information, trade promotion, production expertise... These will be suggestions for Vicofa's future action planning.

Despite of low respondent's indication about risks and contractual obligations, we at Vicofa still would request to prepare exporters with better knowledge about this topic so as to avoid risks and make sure coffee export is a sustainable business after all. Therefore, we would insist on having in MAG a Chapter 3: *Questions and Answers on practical issues concerning exporting coffee to the European markets.*

2.3. Verification of MAG

According to the Project Action Plan agreed with Mutrap, we were supposed to present the output (MAG draft) to the targeted beneficiaries for comments and suggestions. This was planned for by 2 dissemination workshops one in Hanoi, one in Ho Chi Minh City.

However, after completion of MAG final draft, we were accepted by Mutrap not to prepare for workshops, but instead, to send out the MAG draft (translated by Mutrap team) to our Vicofa targeted beneficiaries for comments and suggestions. We thought having workshops would not effective because (i) the DMI expert would not be available and (ii) representatives of our members would either not participate or sending only staff to come (due to the scatter locations and seasonal nature of coffee business).

During March-April 2017, we sent out the translated MAG draft to our targeted beneficiaries but there has been no specific comments or suggestions. We notified this to Mutrap on 30 April 2017 that for the time being the current draft can be acceptable in terms of the substance and questions addressed. We also forwarded communication from VICOFA office which sent to exporters and producers to Mutrap administration for reporting.

In future, it might be even more valid if a third party may contact our beneficiaries again for feedback or comments if any, and we are still open to update the document as we have planned to do so internally among members. The local experts of Vicofa are also prepared to present about MAG at any Mutrap events, if required.

We also consulted the final draft of MAG with Vicofa management board directly who would like to withdraw the section on Pesticide Residues from the publication of MAG due to the fact that this requirement has been covered in local regulations. We accordingly left out this section in MAG's final version to be published by Mutrap.

ANNEX 1: SUMMARY OF SURVEY QUESTIONS



PHIẾU KHẢO SÁT ĐÁNH GIÁ NHU CẦU HỖ TRỢ THÔNG TIN TIẾP CẬN THỊ TRƯỜNG XUẤT KHẨU

Phần 1 - Thông tin chung về Doanh nghiệp (Tổ chức)

Tên Doanh nghiệp (Tổ chức):.....

Người trả lời: (Tên).....(Chức vụ).....

Trụ sở:.....

Địa bàn sản xuất kinh doanh chính:.....

Điện thoại: Fax : Email:.....

(Ghi chú: Các tổ chức hỗ trợ, tư vấn hoặc cơ quan quản lý nhà nước xin vui lòng nêu ý kiến và sử dụng thông tin của nhóm Doanh nghiệp mà quý vị đại diện hoặc có mối liên quan).

1. Hoạt động chính mà Quý Doanh nghiệp (Tổ chức) tham gia trong ngành cả phê là gì?

- Sản xuất (canh tác, thu hoạch, sơ chế...)
- Thu mua, thương mại, phân phối...
- Chế biến (rang, xay, đóng gói, bảo quản...)
- Xuất khẩu
- Sản phẩm, dịch vụ khác *(vui lòng ghi rõ)*

Loại hình tổ chức?

- Doanh nghiệp Nhà nước
- Doanh nghiệp Tư nhân-nội địa
- Doanh nghiệp Liên doanh hoặc Đầu tư nước ngoài
- Cơ quan quản lý nhà nước, tổ chức hỗ trợ, xúc tiến thương mại ...
- Khác *(vui lòng ghi rõ)*

2. Xin cho biết kết quả sản xuất kinh doanh mới nhất của Quý Doanh nghiệp (năm 2015)?

Tổng doanh thu :(VND)

Doanh thu Xuất khẩu :(VND)

Tổng số lao động sử dụng :(người)

Số lao động trực tiếp (công nhân-nông dân) :(người)

Sản lượng cả phê sản xuất, chế biến hoặc thương mại:.....(tấn)

Chi phí cho máy móc, thiết bị, công nghệ (nếu có):.....(VND)

03 sản phẩm và thị trường xuất khẩu chính gần đây của Quý Doanh nghiệp?

Sản phẩm 1:..... Thị trường:.....

Sản phẩm 2:..... Thị trường:.....

Sản phẩm 3:..... Thị trường:.....

Phần 2: Chính sách của Chính phủ và các Cam kết quốc tế

3. Xin cho biết Quý Doanh nghiệp có đang hưởng lợi từ các biện pháp chính sách nào dưới đây của Chính phủ Việt Nam ?

Hình thức ưu đãi	Xin cho biết tên biện pháp hoặc chương trình cụ thể nếu có?	Đánh giá hiệu quả ?		
		Cao	Trung bình	Thấp
- Tiếp cận tín dụng	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Trợ cấp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Các khoản thuế, phí ưu đãi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Ưu đãi thu hút đầu tư	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Các chương trình hỗ trợ khác	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ý kiến nhận xét khác, nếu có :

.....

4. Doanh nghiệp sản xuất xuất khẩu cả phê Việt Nam nói chung và các quý vị nói riêng có hiểu rõ về nội dung liên quan và mức độ ảnh hưởng của các cam kết thương mại quốc tế của Việt Nam trong thời gian gần đây ?

Nhóm Cam kết	Mức độ hiểu biết	Mức độ ảnh hưởng	Ghi rõ nội dung có ảnh hưởng lớn, trực tiếp tới Doanh nghiệp
Hiệp định thương mại tự do Việt Nam EU (EVFTA)	<input type="checkbox"/> Hiểu rõ	<input type="checkbox"/> Lớn, trực tiếp
	<input type="checkbox"/> Có tìm hiểu	<input type="checkbox"/> Có ảnh hưởng	
	<input type="checkbox"/> Chưa tìm hiểu	<input type="checkbox"/> Không ảnh hưởng	
Hiệp định Đối tác Kinh tế Xuyên Thái Bình Dương (TPP)	<input type="checkbox"/> Hiểu rõ	<input type="checkbox"/> Lớn, trực tiếp
	<input type="checkbox"/> Có tìm hiểu	<input type="checkbox"/> Có ảnh hưởng	
	<input type="checkbox"/> Chưa tìm hiểu	<input type="checkbox"/> Không ảnh hưởng	
Cộng đồng Kinh tế ASEAN (AEC)	<input type="checkbox"/> Hiểu rõ	<input type="checkbox"/> Lớn, trực tiếp
	<input type="checkbox"/> Có tìm hiểu	<input type="checkbox"/> Có ảnh hưởng	
	<input type="checkbox"/> Chưa tìm hiểu	<input type="checkbox"/> Không ảnh hưởng	
Cam kết khác (để nghị ghi rõ):	<input type="checkbox"/> Hiểu rõ	<input type="checkbox"/> Lớn, trực tiếp
	<input type="checkbox"/> Có tìm hiểu	<input type="checkbox"/> Có ảnh hưởng	
	<input type="checkbox"/> Chưa tìm hiểu	<input type="checkbox"/> Không ảnh hưởng	

Kế hoạch hành động hoặc Kiến nghị của Doanh nghiệp trong 3 năm tới (nếu có):

.....

.....

Phần 3: Tiếp cận Thị trường Xuất khẩu

5. Xin cho biết rõ hơn về các quy định và yêu cầu (hay còn gọi là biện pháp phi thuế quan) từ những thị trường xuất khẩu chính của Doanh nghiệp ?

Quy định, Biện pháp quản lý phi thuế quan ở thị trường nhập khẩu cà phê ?	Có áp dụng- chỉ phí tuân thủ cao	Có áp dụng- chỉ phí tuân thủ thấp	Không áp dụng
Quy định về Khả năng truy xuất nguồn gốc (Traceability)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quy định về Tỷ lệ tạp chất cho phép (Contaminants)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quy định về Dư lượng kháng sinh cho phép (Pesticide residues)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quy định về An toàn thực phẩm (Food safety)			
Quy định về nhãn mác (Labelling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Các quy định về Kiểm dịch động thực vật (SPS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Các biện pháp kỹ thuật khác chưa nêu trên (TBT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quy tắc xuất xứ (ROO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Các tiêu chuẩn về tiếp thị đối với hàng nông sản	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Các biện pháp phòng vệ thương mại (safeguard)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Các biện pháp khác (xin nêu tên):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			

Biện pháp pháp/ quy định nào gây trở ngại nhất đối với cà phê xuất khẩu của Doanh nghiệp: ..

.....

6. Các Tiêu chuẩn hoặc Hướng dẫn về trách nhiệm xã hội hoặc kinh doanh bền vững có tác động như thế nào tới hoạt động xuất khẩu cà phê của Doanh nghiệp?

Các Tiêu chuẩn, Hướng dẫn ?	Có áp dụng- Rất hữu ích	Có áp dụng thì tốt hơn	Không cần phải áp dụng
BSCI, SA8000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sáng kiến Thương mại Bền vững (STI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Các Hướng dẫn của UTZ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tiêu chuẩn NN bền vững của Rainforest Alliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bộ quy tắc 4C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Các Tiêu chuẩn, Hướng dẫn khác... (xin nêu tên)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
.....			



Phần 4: Tiếp cận và Xử lý thông tin

7. Xin quý vị cho biết hiện tại Doanh nghiệp cà phê đang khai thác những thông tin sau từ đâu để lập kế hoạch và điều hành hoạt động kinh doanh xuất khẩu?

Các loại hình thông tin chính	Mua thông tin theo nhu cầu	Từ các tổ chức hỗ trợ	Tự tổng hợp phân tích
Xu hướng nhu cầu và tình hình các thị trường nhập khẩu cà phê lớn trên thế giới?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hành vi, nhu cầu mua bán của các đối tác nhập khẩu cụ thể?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quy định, chính sách của các nước nhập khẩu cà phê hoặc của các hãng lớn?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Các tiêu chuẩn, hướng dẫn quốc tế về kinh doanh bền vững?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Các cam kết thương mại tự do có liên quan tới trồng và xuất khẩu cà phê?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Bộ phận nào của Doanh nghiệp đảm nhận khai thác, xử lý thông tin thị trường nêu trên:

Ban Giám đốc Phòng Kinh doanh Phòng Kế hoạch Phòng ban khác (xin nêu tên)

.....

9. Xin Quý vị cho ý kiến đánh giá về việc xây dựng một tài liệu Hướng dẫn kinh doanh về nội dung Tiếp cận Thị trường Châu Âu (như Phần 3 trên đây):

Rất cần thiết Nếu có thì tốt Không cần thiết

Xin vui lòng ghi rõ gợi ý về nội dung khác nếu có cho tài liệu Hướng dẫn Kinh doanh:

.....

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Hiệp hội Cà phê Cacao Việt Nam (Vicofa) xin trân trọng cảm ơn Quý vị đại biểu và Quý Doanh nghiệp đã dành thời gian trả lời câu hỏi khảo sát. Đây là hoạt động chuẩn bị cho Vicofa xây dựng tài liệu Hướng dẫn Tiếp cận Thị trường Châu Âu cho các nhà xuất khẩu cà phê Việt Nam với sự hỗ trợ của Dự án Hỗ trợ Chính sách Thương mại Đa biên (MUTRAP).

Kết quả trả lời xin gửi lại cho Ban tổ chức Hội thảo hoặc gửi bản sao (scan) về Hòm thư điện tử của Hiệp hội info.vicofa@gmail.com

XIN TRÂN TRỌNG CẢM ƠN!

ANNEX 2: LIST OF RESPONDENTS

Record No	Organizations	Respondent Names	Position	Location	Contact details (Email)	Questionnaires by	Data collected
01	Cau Dat Xuan Truong Collectiv	Vo KHANH	Director	Da Lat	NA.	Hand written	Yes
02	Thang Loi 1 member Co. Ltd.	Mr. NOI		Dak Lak	cafethangloiti@yahoo.com	Email	Yes
03	Thu Ha Coffee JSC.			Dak Lak	pleiku@thuhacoffee.com.vn	Email	Yes
04	Metrang Coffee JSC.	Duong Khanh TOAN	Head of Import-Export	Nha Trang &	info@metrang.com.vn	Scanned, email	Yes
05	Tin Nghia Corporation	Duong Le Ngoc HANH	Director, Coffee Expor	Dong Nai	hanh.dln@tinghiacorp.com.vn	Scanned, email	Yes
06	Dak Lak Import Export Investm	Mr. THANH	Director Assistant	Dak Lak	ineximld@dng.vnn.vn	Email	Yes
07	Intimex Nha Trang Coffee Imp	Pham Van THANG	Import-Export Dptm	Nha Trang	ktth@intimexnhatrang.com	Email	Yes
08	Minh Tien Coffee Co. Ltd.	Nguyen Hong MINH	Business Dptm	Hanoi	nguyenhongminh1927@yahoo.com	Email	Yes
09	Phuoc An Coffee 1 member Co. Ltd.			Dak Lak	pacoffee@dng.vnn.vn	Email	Yes
10	2-9 Dak Lak Coffee 1 member	Le Thanh SON		Dak Lak	simexcod@dng.vnn.vn	Email	Yes
11	Phuong Vy Coffee & Tea Co. Lt	Ms. Bich LAN		HCM	contact@phuongvycoffee.com	Hand written	Yes
12	Phuc Sinh Corporation	Mr. THANH		HCM	phucsinh@phucsinh.com	Hand written	Yes
13	Intimex Group JSC.	An MY	Business Dptm.	HCM	intimexhcm@intimexhcm.com	Hand written	Yes
14	Vinacafe Bien Hoa	Hong THAM	Head of Business Dpt	Bien Hoa	vinacafe@vinacafebienhoa.com	Hand written	Yes
15	Phu Nhuan Services JSC.	Cong THANG	Business Dptm.	HCM	maseco@maseco.com.vn	Hand written	Yes
16	PETEC Coffee JSC.	Hoai NAM	Business Dptm.	HCM	coffee@petecof.vn	Hand written	Yes
17	Dakman Co. Ltd	ROBIN Nguyen	Trader		robinguyen@dakmancoffee.com	Hand written	Yes
18	Vinh Hiep Co. Ltd	Quang SON	Business Dptm		vinhhiepgl@yahoo.com	Hand written	Yes
19	Hoa Trang Co. Ltd	Phuong HOA	Business Dptm		xtnhoatrang@gmail.com	Hand written	Yes
20	Cat Que Co. Ltd	Mr. THANG	Director	Hanoi	coffeeatquehn@gmail.com	Email	Yes
21	DTK JSC.	Nguyen Thi DINH	Import-Export Dptm	Dong Nai	Dinhnt@dtk.com.vn	Hand written	Yes
22	Ea Tieu 1 member Co. Ltd.			Dak Lak	capheeatieu@yahoo.com	Email	Yes
23	Hai An Dien Bien Co. Ltd.	Truong Van AN	Director	Dien Bien		Email	Yes
24	Quang Trinh Co. Ltd.	Pham Van QUANG	Director	Dak Lak	tinvang@gmail.com	Hand written	Yes
25	Thu Ha Coffee JSC.	Tuan ANH		Dak Lak	pleiku@thuhacoffee.com.vn	Email	Yes
26	Anh Minh Co. Ltd.	Hung ANH		Dak Lak	anhminhcobmt@gmail.com	Hand written	Yes
27	Thanh Phat JSC.	Nguyen ANH	Director	Dak Lak	tpt@thanhphatpt.vn	Hand written	Yes
28	VietDuc Coffee 1 member Co.	Nguyen LAM		Dak Lak	cafevietduco@dng.vnn.vn	Hand written	Yes
29	Duc Nguyen Coffee Co. Ltd.	Le Hoang SON	Business Dptm	Dak Lak	ducnguyencoffeebmt@vnn.vn	Hand written	Yes
30	Viet Nam Coffee Corporation (Nguyen Minh	TRUONG	Finance Dptm	Central Highland		Hand written	Yes
31	Phu Nhuan Services JSC.			HCM	maseco@maseco.com.vn	Hand written	Yes
32	Viet Nam Coffee Corporation (Mr. TUAN		Finance Dptm	Central Highland		Hand written	Yes
33	Viet Nam Coffee Corporation (Cao Kien Quoc		Finance Dptm	Central Highland		Hand written	Yes
34	Lam Dong Sustainable Coffee I Nguyen Tan	TRUNG	Vice Chairman	Lam Dong	trungngedinh5@gmail.com	Hand written	Yes
35	Lam Dong Sustainable Coffee I Trinh Tan	VINH	Head of Di Linh Sectio	Lam Dong	trinhthanvinh@gmail.com	Hand written	Yes
36	Huong Vi Troi Coffee 1 membe	Pham Lam HAO	Director Assistant	Dak Lak		Hand written	Yes
37	Viet Nam Coffee Corporation (Tran Duc	TUAN	Business Dptm	Central Highl	tuan87.vinacafe@gmail.com	Hand written	Yes
38	Lan Huong Co. Ltd.	Hoang Thi Lan HUONG	Business Owner	HCM	dtn-lanhuong@hcm.vnn.vn	Hand written	Yes
39	Lam Dong Business Associator	Pham IOANG	Vice Chairman	Lam Dong	hoangush@gmail.com	Hand written	Yes
40	MerCafe	Vu Hoang Nhat ANH	Researcher	Dong Nai		Hand written	Yes
41	Vina Nha Trang	vo Thanh PHUONG	Business Director	HCM	phuongvt@vinnanhatrang.vn	Hand written	Yes