



# Shanghai - City Business Guide

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## Overview

Shanghai is a city in ceaseless transformation, a city where the skyline evolves on a weekly basis as new towers are built. Having recently experienced rapid economic growth, Shanghai now counts a population of close to 20 million. Mainland China's most cosmopolitan city, one of Shanghai's most renowned visual symbols and the source of its nickname as "the pearl of the Orient" is that of the futuristic television tower, consisting of two pink spheres on a thin column above the Pudong area. Recent development east of the river has been key to the establishment of the city's new modern identity. A vibrant, vastly compelling city, which has seen the construction of 1,500 skyscrapers since 1990, Shanghai offers little evidence of its former reputation as a haven for writers, adventurers and opium addicts. For some time, Shanghai was called "Paris of the East", due to the late-19th century French concession architecture that can still be seen to the southwest of the HuangPu. This area is also renowned as the birthplace, in 1921, of the Chinese Communist Party. Slightly further south ilongs, or narrow twisting streets lead to the distinguished Yuyuan Gardens, site of a famous tea pavilion, porcelain bazaar and distinctive bridges. But the most quintessentially Shanghai site is the Bund promenade, site of imposing 1930s British-style structures, where residents come to jog or just enjoy the river view.

## Business Etiquette

\* You should behave in a calm, composed manner in all situations.

\* Let your business contacts always "save face". Avoid putting someone in a position of inferiority.

\* Handshakes are customary when greeting people. Older individuals should be greeted first.

\* When you present your business card, do so with both hands held together. Having your card translated into Chinese shows great respect and can facilitate relations. When you receive a card take a few seconds to look at it as a sign of respect.

\* Punctuality is highly valued, and the Chinese often show up five or ten minutes early. Being even slightly late will be viewed as impolite.

\* The personal business relationship is key in China and is often the foundation of decision-making. One way to work on this is by learning a few words of Chinese.

\* When invited to someone's home it is appropriate to bring small gifts, like books, pens or ties. You should not open gifts that you receive in front of your host.

\* It is not customary for individuals to order personal meals at restaurants. Several dishes are ordered for the table and everyone in the group takes small quantities of each dish.

\* Do not leave your chopsticks standing upright in your bowl it is a bad omen. Put chopsticks parallel to your bowl throughout the meal and place them perpendicular to the bowl when you are done eating. As soon as the meal is finished, it is customary to leave as a group. Lunch is generally served around 11:30 am and dinner is served around 6:00 pm.

\* Controversial subjects like politics and social issues should be avoided in conversation. Do not make open criticisms of the Chinese government.

\* Business culture entails an intricate bureaucracy, and malfunctions (fax, printer, etc.) are common. Patience and determination will be necessary.

## Chamber of Commerce

**American Chamber of Commerce**, AmCham 4/F, Portman Ritz-Carlton Shanghai, 1376 Nanjing Xi Lu ; Tel.: + 86 (21) 6279 7119 ; [www.amcham-shanghai.org](http://www.amcham-shanghai.org)

**Australian Chamber of Commerce**, Room 531, Apollo Building, No. 1440, Central Yan'an Road ; Tel. : + 86 (21) 6248 8301 ; <http://metropolis-sh.com/metropolis021.htm>

**British Chamber of Commerce (Britcham)**, Unit 1701-2, Westgate Tower 1038 Nanjing Xilu ; Tel. : + 86 (21) 6218 5022 ; <http://metropolis-sh.com/metropolis021.htm>

**China Britain Business Council**, Unit 1701-2, Westgate Tower, 1038 Nanjing Road ; Tel. : + 86 (21) 6218 5183 ; [www.cbcc.org](http://www.cbcc.org)

**China-Italy Chamber of Commerce** Unit 3605 - 3606A, The Center, 989, ChangLe Road, 200031, Shanghai ; Tel. : +5407 5181 ; [www.cameratcina.com1](http://www.cameratcina.com1)

**Delegation of German Industry & Commerce** 29/F Pos Plaza, 1600 Century Avenue, Pudong, 200010, Shanghai ; Tel : +86-21-50812266 ; [www.china.ahk.de](http://www.china.ahk.de)

**French Chamber of Commerce (Shanghai Economic Mission)** 586 Pan Yu Lu, 200052, Shanghai ; tel. : Tel: +86 21 6281 3618 ; [www.ccfc.org](http://www.ccfc.org)

**Korean Chamber of commerce and industry** Room 1802, 525 Sichuan Be Lu ; Tel : +86 21 6357 4780 ; <http://metropolis-sh.com/metropolis021.htm>

## Embassies and Consulates

**Germany** 18F, 188 Wujiang Road ; Tel. : +81 21 6217 2884 ;

<http://lyw.sh.gov.cn/en/faq/8.aspx>

**Australia**, Floor 22, CITIC Square, No. 1168 West Nanjing Road ; Tel. : + 86 (21) 5292 5500 ; [www.china.embassy.gov.au](http://www.china.embassy.gov.au)

**Brazil**, Floor 10, 1375 Central Huaihai Road ; Tel. : + 86 (21) 6437 0110 ;

<http://lyw.sh.gov.cn/en/faq/8-1.aspx>

**Korea** No. 60 Wanshan Road, Shanghai ; Tel. : +81 21 6295 5000 ;

<http://lyw.sh.gov.cn/en/faq/8.aspx>

**United States** 1469 Huaihai Road ; Tel. : ok ; <http://lyw.sh.gov.cn/en/faq/8.aspx>

**France** United Plaza 12/F/Nanjing Xi Lu 1468, 200040 Shanghai ; Tel. : +86 21 6289 7414 ; [www.consulfrance-shanghai.org](http://www.consulfrance-shanghai.org)

**Italy**, 11/F, Qihua Building, No. 1375, Central Huaihai Road ; Tel. : + 86 (21) 6471 6980 ; <http://lyw.sh.gov.cn/en/faq/8.aspx>

**Japan** 8 Wanshan Road, Shanghai ; Tel. : + 86 (21) 6278 0788 ;

<http://lyw.sh.gov.cn/en/faq/8.aspx>

**Mexico** 9A & 9B, Qihua Building, 1375 Huaihai Road (M), Shanghai ; Tel. : + 81 21 6437 3451 ; <http://lyw.sh.gov.cn/en/faq/8.aspx>

**Czech Republic**, Room 12B, Qihua Building, No. 1375, Central Huaihai Road ; Tel. :

+81 21 647 12420 ; <http://lyw.sh.gov.cn/en/faq/8.aspx>

**United Kingdom**, Room 301, Shanghai Center, 1376 West Nanjing Road ; Tel. : + 86 (21) 6279 7650 ; <http://lyw.sh.gov.cn/en/faq/8.aspx>

## Business Centers

**Shanghai One Corporate Avenue (Regus) One Corporate Avenue 222 Hubin Road, Luwan District ; Tel. : +86 21 6122 0808 ; [www.regus.com](http://www.regus.com)**

**The Executive Centre The Center ; 989 Changle Road ; Tel. : + 86 21 5252 4618**

**Regus Executive Offices** 31F, Jin Mao Tower, 88 Shi Ji Avenue ; Tel. : +86 21 2890 9888 ; [www.grimed.com](http://www.grimed.com)

**The Executive Centre**, 35F, Citic Square, 1168 Nan Jing Xi Lu ; Tel. : + 86 (21) 5252 4618 ; [www.executivecentre.com](http://www.executivecentre.com)

**Servcorp Executive Offices**, 21F, HSBC International Building, 101 Yin Cheng East Rd, Pudong ; Tel. : + 86 (21) 2890 3000 ; [www.grimed.com](http://www.grimed.com)

**Alliance Business Centers Network**, 1 Rui Jin South Road, 200023, Shanghai ; Tel. : +1-714-432-6555 ; [www.grimed.com](http://www.grimed.com)

## Conference and Exhibition Centers

**Shanghai Everbright International Convention & Exhibition Center**, 88 Cao Bao Lu ; Tel. : + 86 (21) 6475 3288 ; <http://shanghai.asiaxpat.com/directory.htm>, [www.cityweekend.com.cn](http://www.cityweekend.com.cn)

**Shanghai Exhibition Center**, 1000 YanAn Xi Lu ; Tel. : + 86 (21) 6279 0279 ;

<http://shanghai.asiaxpat.com/directory.htm>, [www.cityweekend.com.cn](http://www.cityweekend.com.cn)

**Shanghai International Convention Center (Oriental Riverside Hotel)**, 2727

Riverside Avenue, Pudong ; Tel. : + 86 21 5037 0000 ; [www.shicc.net](http://www.shicc.net)

**Shanghai International Exhibition Center**, 88 Lou Shan Guan Lu ; Tel. : + 86 (21) 6275 5800 ; <http://shanghai.asiaxpat.com/directory.htm>, [www.cityweekend.com.cn](http://www.cityweekend.com.cn)

**Shanghai Mart**, 2299 YanAn Xi Lu ; Tel. : + 86 (21) 6236 6888 ;

<http://shanghai.asiaxpat.com/directory.htm>, [www.cityweekend.com.cn](http://www.cityweekend.com.cn)

**Shanghai New International Expo Centre** No. 2345 Longyang Road, Pudong New Area, Shanghai P.R.C. ; Tel. : +86 21 2890 6666 ; [www.sniec.net/cp](http://www.sniec.net/cp)

## Translation Offices

The language barrier can be a major problem. Very few Chinese people speak fluent English. However, most good hotels will offer you the services of an interpreter.

**President Translation Service**, Tel. : + 86 (21) 5490 1919 ; [www.pts.com.tw](http://www.pts.com.tw)

## Courier/Messenger Services

**DHL** 303 Jinian Road ; Tel. : +86 21 6536 8888 ; [www.cn.dhl.com/English](http://www.cn.dhl.com/English)

**Fedex Puxi Station**, 28, Lane 411, Shi Long Road ; Tel. : +86-21-54118333 ;

[www.fedex.com](http://www.fedex.com)

**Fedex Pudong Station**, 615 Xin Jin Qiao Road ; Tel. : +86-21-50320909 ;

[www.fedex.com](http://www.fedex.com)

**UPS** 1318-1338 Shanghai Central Plaza, 381 Huai Hai Roa ; Tel. : + 86 (21) 6391

5599, Customer Service Hotline: + 86-21 6391 5555 ; [www.ups.com](http://www.ups.com)

## Internet Connection Place

Shanghai is by a long way the most "connected" city in China. You will, however, find it difficult to connect a laptop to the internet through your usual service provider. The simplest solution is to register for a free on line email address such as hotmail and then to access your mail at a cybercafé or business center.

**Hong Tai Internet Cafe**, 2F, 507 Sichuan Zhong Lu ; Tel. : + 86 (21) 5353 0219 ;

[www.shanghai-realty.net](http://www.shanghai-realty.net)

**i cafe**, 381 Huai Hai Zhong Lu ; Tel. : + 86 (21) 6391 5582 ; [www.shanghai-realty.net](http://www.shanghai-realty.net)

**Inter Cafe**, 2F, 465 Fu Zhou Lu ; Tel. : + 86 (21) 6352 2222 (Extension 5209) ;

[www.shanghai-realty.net](http://www.shanghai-realty.net)

**Jing Xi International Internet Cafe**, 549 Beijing Xi Lu ; Tel. : + 86 (21) 6218 0203 ;

[www.shanghai-realty.net](http://www.shanghai-realty.net)

**Raise the Red Lantern**, 5 Chang Shu Rd, Jing An ; Tel. : + 86 21 6247 1025 ;

[www.shanghai-realty.net](http://www.shanghai-realty.net)

**Worldwide Internet Cafe**, 555 Jiang Su Lu ; Tel. : + 86 (21) 6252 1188 ;

[www.shanghai-realty.net](http://www.shanghai-realty.net)

## Visas & Customs

To enter the People's Republic of China you must have a visa and a passport that is valid for at least six months after the date that you are planning to return. There are two types of visa: business and tourism. For a business visa, you must present a letter (or fax) of invitation from a Chinese company that you are visiting.

You are allowed to bring the following into the country without paying any duty: 400 cigarettes or the equivalent in tobacco, 72 rolls of film, 50 g of gold or silver. You can bring in and take out a maximum of 6,000 yuans in local currency. There are no restrictions on foreign currencies.

## Phone Information

To call Shanghai from abroad dial the country code (86) followed by the code for Shanghai without the zero (21) and then the number that you wish reach.

## Emergency Phone Numbers

**Fire** : 119

**Ambulance** : 120

**Police (number for Chinese speakers only)** : 110

**International SOS Assistance** : 6248 4344

A 24-hour emergency number offering information and medical assistance for visitors to Shanghai is available. [www.hkbiz.com](http://www.hkbiz.com)

## Tips and Rules for Use of Phone in Country

The code for Peking is 010 ; Canton is 020. For a local call dial the 8 figure number directly. For a national call first dial the city code including the zero. There are pay phones on all the main streets and in hotels and restaurants. Phone cards are sold in post offices and most international hotels. IC Cards, which are very good value, are also valid for long distance calls. A local call costs 0.20 RMB for three minutes. International calls are comparatively expensive at more than 10 RMB a minute.

## Tips and Rules for Use and Rental of Mobile Phones

Cell phone use is extremely widespread in Shanghai. China Telecom and China Unicom are the two main network service providers. Before departure check that your phone will function in China (CDMA and GSM 900/1800 Mhz). Cell phones are available for hire from PandaPhone and Smiling City.

## Money

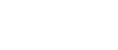
The Chinese currency is called *renminbi* (RMB), the "money of the people". The basic unit is the *yuan*, which is divided into 10 *jiao*s. Traveler's checks are safer than cash and are also exchanged at a better rate. Credit cards are becoming more and more widely accepted in Shanghai. Be aware that whilst the difference may not be as much as it used to be, foreigners are still almost always charged more than Chinese people.

## Tiping

Although western customs are slowly gaining ground, tipping is still unusual in China. However, in up market restaurants rounding up of the bill is commonplace. Small gifts for your guide, chauffeur and interpreter will be very well received.

## Time Difference

China is eight hours ahead of Greenwich (GMT + 8). The whole of China is on the same time as Peking, despite there being five time zones.





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## VAT & Taxes

Most hotels add a 15% city tax to the price of rooms. There is an airport departure tax of 90 yuans (\$11) that must be paid in local currency. For internal flights there is a departure tax of 50 yuans (\$6).

## Voltage

220 volts, 50 hertz. There are five different kinds of plug in China. Adapters are hard to find, so be sure to take one with you.

## Local Transportation

Shanghai has two subway lines that are clean and fast, but you are unlikely to find a seat during the rush hour. The name of the station is announced in Chinese and English before each stop. Some stations have more than a dozen exits, so make sure that you find out in advance which one you need!

There are plenty of taxis and prices are reasonable. If you do not speak Chinese, try to obtain a card with the address of your destination written in Chinese characters.

Otherwise, you will almost certainly have trouble making yourself understood. If you decide to rent a car, it is best to hire one with a chauffeur, as traffic in the center of town is hopelessly chaotic.

Shanghai's massive network of streets is frequently blocked with traffic and does not lend itself to walking. You may wish to take your life into your own hands and join the other seven million people who travel by bicycle!

## Health Info

There are no compulsory vaccinations when travelling to China. Do, however, make sure that your basic vaccinations (hepatitis A, typhoid and tetanus) are up to date. Vaccination against Japanese encephalitis is recommended. Only drink bottled water, avoid ice cubes, ice creams and fruit that are sold on the street. If you are travelling in the winter, it is advisable to take a broad spectrum anti-biotic as there is almost always a severe flu epidemic.

## Climate

Shanghai's position on China's east coast gives the city a generally mild climate. The most pleasant months are September and October (although also a period when typhoons are a possibility) and April. Winter temperatures sink as low as 1 degree Celsius (in January and February), while summer highs may reach 32 degrees Celsius. Summers are also very humid, making the heat especially unpleasant.

## Public Holidays

- \* **New Year's Day** January 1
- \* **National Holiday** October 1
- \* **Spring Holiday (Chinese New Year)** 22-24 January this year
- \* **Lantern Festival** February
- \* **International Women's Day** March 8
- \* **Labor Day** May 1
- \* **Youth Day** May 4
- \* **National Children's Day** June 1
- \* **Birth of the Chinese Communist Party** July 1

## Where to Eat

**Sens et Bund**, Shanghai's first three-star Michelin star restaurant, provides upscale French dining by superchef Pourcel twins. **Mon the Bund**, located on the top floor of a 1920s building, draws a crowd of Shanghai's VIPs and offers sumptuous cuisine and a stunning view of the Bund. Popular with business clientele, **T8** blends both Asian and Mediterranean flavours and interior design. **Xiao Shaoxing** is famous for its white cut chicken, and adventurous diners might also wish to sample the blood soup or chicken feet. In the old British concession, **Mei Long Zen** specializes in seafood: the eel and squid dishes are especially tasty. Located in the old French concession, **Park 97** attracts a trendy Shanghai clientele with both Italian cuisine and Vietnamese specialities. Certainly the best Indian restaurant in town, **Ashoka** serves innovative Indian dishes in a classy restaurant.

## Local Gift Ideas

Shanghai offers endless amusement to the avid shopper. Some gift possibilities include painted silk, kites, jade jewelry, paper knives, calligraphy supplies, porcelain, chopsticks, teapots and traditional clothing. Finely crafted eyeglasses are also a good buy. High technology selections are rather sparse. Major shopping areas include Huaihai Lu in the old French concession and, in the southwest area, Xujiahui, which is home to six enormous shopping centers. For luxury goods the best area is Nanjing Lu Avenue, starting from the Bund and extending about three miles. For lower priced items, try the Yuyuan Bazaar in the old city, Beijing Lu's Friendship Store and the Shanghai Arts and Crafts Shopping Centre (190 Nanjing Xilu).

## Leisure Time

The Shanghai Museum, near Renmin Square, provides a glimpse into the many layers of China's civilization. Its new incarnation dates from 1994 and is considered one of the country's most beautiful museums. Its collection, comprised of some 120,000 objects, features rare bronzes, ancient sculpture, calligraphy works as well as objects from the Ming and Qing dynasty, many of which have never been publicly exhibited.

The Shanghai Gallery, located on the edge of Fuxing Park, features cutting-edge exhibits of work from China's contemporary artists. At 76 Xingye Lu, in the French concession, a small museum documents the birth of the Chinese Communist Party. For an impressive view of the city and river, climb to the top of the Oriental Pearl Tower (1,500 feet high). A different vantage of the city and its many attractions can be had by taking a cruise along the HuangPu River, where the heavy shipping traffic is evidence of Shanghai's role as the country's main port.

The Tibet Road Bird Market offers the chance to see some exotic specimens. Right across from the Market are the stalls of Dong Tai Street, where vendors purvey an eclectic assortment of wares ranging from pottery to bamboo-fashioned cricket cages. The Acrobatic Theater of Shanghai stages impressive performances of human agility. You can also catch a concert at the new Opera building in the People's Square. This architectural marvel takes the form of a glass and steel pagoda. Suzhou, located 60 miles from the city, is the site of delightful gardens and a labyrinth of canals, earning the town its reputation as the Venice of China.

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