

Our *know-how* is having an impact in Armenia.

We've helped over 930 enterprises in Armenia access advice. We are currently funded in Armenia by the European Union, the Early Transition Countries Fund and the EBRD Shareholder Special Fund.



We helped 93% of enterprises increase their turnover, with a median increase of 47%.



After working with us, 31% of enterprises accessed external finance, for a total of €47 million in 2011-2013.



Through our advice, 89% of enterprises increased their productivity, with a median increase of 30%.



We helped create 1,321 jobs in 2011-2013, as 59% of enterprises increased their number of employees.



We're helping small businesses. *Know how.*

January 2014



At the European Bank for Reconstruction and Development (EBRD) we provide more than just finance. We also provide business advice to help small and medium-sized businesses grow, succeed, then grow again, becoming genuine catalysts for their local economies, then their region.

We have been doing this successfully in Armenia since 2003, applying funding from Canada, the Early Transition Countries Fund, the EBRD Shareholder Special Fund, the European Union Neighbourhood Investment Facility, the Taiwan-EBRD Cooperation Fund and the United States. We've combined over €8.7 million in donor support with more than €3.1 million in contributions from our clients to help over 930 small and medium-sized businesses.

Our network of local consultants has provided business advice in many areas, including environmental management, information communication technologies and engineering solutions. Moreover, our industry experts from the UK, Denmark, the Netherlands and beyond have shared their own unique

experiences and international best practices to help businesses take the next step.

We support businesses from many industries, such as food and beverages, wholesale and retail distribution and construction and engineering. We don't just work in the capital city. In fact, 74 per cent of our projects are outside Yerevan.

We care deeply about gender equality. That's why we launched a Women in Business programme in Armenia in 2010. Since then, we have carried out advisory projects with nearly 300 female entrepreneurs and held training courses and mentoring programmes on starting a business, as well as on marketing, accessing finance and developing entrepreneurship and networking in the apparel, textile and fashion industry in particular.

We build strong, competitive markets for business advice that will thrive independently, well into the future. Over the past two years we grew our network in Armenia by 17 per cent to over 80 consultants. We are now training the next generation of consultants in core consultancy skills, starting consulting business and marketing of consultancy services.

As a bank, we know how important finance is for growth. We work closely with our banking colleagues as well as our partner financial institutions, helping our clients attract the funding they need to grow.

www.ebrd.com/knowhow

Number of projects

1,030

Total client contributions to projects

€3.1 million

Average client contribution

9%

Network of local consultants

81

Total donor contribution

€8.7 million

