

# AMCHAM

AMERICAN CHAMBER OF COMMERCE IN ARMENIA

## MEMBERSHIP DIRECTORY

2016





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# AMERICAN CHAMBER OF COMMERCE IN ARMENIA

*FOR A BETTER BUSINESS ENVIRONMENT*



Publisher

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## About AmCham Armenia,

The American Chamber of Commerce in Armenia is one the leading business associations in the country, with around 100 members from all business segments. AmCham has been operating in Armenia continuously since 2000. Through advocacy efforts aimed at such areas as tax legislation and customs administration, AmCham represents its members' business interests in Armenia to the Armenian government, international organizations, and to the wider business community.

The American Chamber of Commerce in Armenia provides an excellent source of information about Armenian business life by publishing the only English-language Business Magazine in Armenia, and by hosting regular member meetings with guest speakers representing the Armenian government, international organizations, and business community.

AmCham also organizes social events like its traditional annual Spring Ball and monthly Friday Nights, where its members have an excellent opportunity to meet each other, network, and just have fun!

Finally, AmCham enjoys strong relations with the U.S. Embassy in Armenia and is grateful for their continuous support and cooperation in promoting business environment to the benefit of U.S., international, and local companies.

All the above factors provide for the AmCham's ability to stay true to its mission of:

- Representing and advocating for the common business interests of its members.
- Creating a competitive, transparent, free and fair business environment in Armenia.
- Promoting constructive business relationships between the United States and Armenia.
- Facilitating networking and information-sharing among members, and between the member ship and others.

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**Tigran Jrbashyan**  
AmCham President

## Dear Readers,

AmCham has traditionally been one of the best sources of information for international investors and businesses looking for reliable partners in Armenia. I am confident that this publication will serve this purpose, as well as promote our members both in Armenia and beyond its borders.

AmCham's relationship with its member companies is mutually beneficial. With each new member, AmCham acquires additional unique expertise and know how, which makes it a stronger and more sustainable organization. In turn, AmCham Armenia provides its member companies with many benefits, including networking opportunities and representation of their business interests in relations with the Armenian Government, international organizations, and the wider business community.

The purpose of the AmCham Armenia Membership Directory 2016 is to provide the general public with an opportunity to find the right products or services, to introduce AmCham constituency, and to facilitate member-to-member business.

Moreover, we find it to be our duty to further promote our members internationally, with the current publication also being distributed to foreign AmChams, Armenian Embassies and Consulates.

Sincerely,

Tigran Jrbashyan  
American Chamber of Commerce in Armenia  
President of the Board of Directors





**Richard M. Mills, Jr.**  
U.S. Ambassador to Armenia

## Dear AmCham Members and Friends,

I congratulate the American Chamber of Commerce in Armenia on this new edition of the Member Business Directory, and I am pleased to highlight that with recent increased membership, AmCham is one of the largest business associations in Armenia. It has been growing not only in numbers but in influence, and the companies listed in this directory are important drivers of economic reform and growth in Armenia.

This has been a banner year, with significant growth in direct investment and new opportunities for bilateral trade. We held the first Council session under the Trade and Investment Framework Agreement, which will serve a useful tool to reduce tariff and non-tariff trade barriers between our countries. U.S. foreign direct investment in Armenia and bilateral trade can transform Armenia's business climate, economy, and society. U.S. firms bring not only their financial investment, but also American values of transparent and open business practices to Armenia. The quality, not just quantity, of U.S. firms operating in Armenia is what makes the difference.

As I stated in my address to AmCham members on November 10, 2015, deepening U.S.-Armenia business and trade relations and fighting corruption are two of the four key priorities of my ambassadorship. AmCham's members are on the forefront of bringing in new Western partners. You should be proud of your roles in strengthening AmCham's advocacy and support for foreign direct investment in Armenia and growing bilateral trade. Under AmCham's umbrella, you have the collective power to address the challenges to doing business in Armenia, to expand opportunities, and to improve Armenia's overall business climate.

I deeply value the U.S. Embassy's partnership with the AmCham, and the experience and knowledge of its members. We want to hear about your successes. Just as importantly, we want to understand your concerns and support your efforts to make the changes necessary to grow your business and attract new U.S. investment.

As AmCham strengthens its numbers and impact on Armenia's business sector, we will keep working together to improve Armenia's investment climate and increase bilateral commercial ties. I look forward to continuing the U.S. Embassy's valued partnership with AmCham in the coming years.

Sincerely,

Richard M. Mills, Jr.  
U.S. Ambassador to Armenia

## Board of Directors



**Tigran Jrbashyan**  
AmCham President  
America Group of Companies  
Head of Management  
Advisory Services



**Arthur Hovanesian**  
1st Vice President  
Synergy International  
Systems Inc.  
Executive Director



**Georgi Isayan**  
2nd Vice President/ Treasurer  
LTX-Credence  
Armenia LLC  
Director



**Arpine Gharagyozyan**  
GSK Representative Office  
Country Manager



**Sayyora Ayupova**  
Coca-Cola Hellenic  
Bottling Company  
Armenia  
Country Manager



**Ara Hovsepyan**  
ContourGlobal Hydro  
Cascade CJSC  
Chief Executive Officer



**Tigran Gasparyan**  
KPMG Armenia CJSC  
Managing Partner



**Gagik Gyulbudaghyan**  
Grant Thornton CJSC  
Managing Partner



**Ashot Ghazaryan**  
AUA  
Vice President of Operations



**Monica Harutyunyan**  
Ernst & Young CJSC (EY)  
Head of Law Practice



**Nerses Nersisyan**  
PricewaterhouseCoopers  
(PwC)  
Tax & Legal Services  
Leader



**Aharon Levonyan**  
SI Holding  
Chief Financial Officer

✿ U.S. Embassy in Armenia is an Ex-Officio Member of AmCham Board Represented by **Raphaël Sambou**,  
Economic and Commercial Officer

## Executive Office



**Irina Chobanyan**  
Acting Executive  
Director



**Armine Davtyan**  
Member Relations  
Specialist



**Tatev Vardanyan**  
Communications  
Specialist



**Kristina Vardanyan**  
Accountant





## USEFUL INFORMATION

### About Armenia

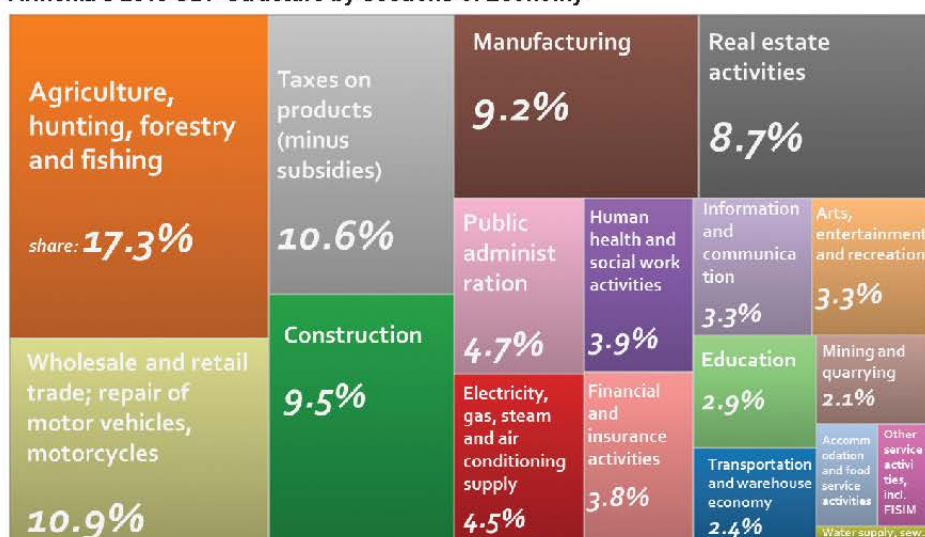
Geographical Position	Armenia is located in the South Caucasus region, bordering Georgia to the north, Turkey to the west, Iran to the south and Azerbaijan to the east. It sits on the northeast part of the Armenian highland.
Area	29,743 km <sup>2</sup> , including 1,242 km <sup>2</sup> of Lake Sevan
Population	2,998,600 (as of January 1, 2016) Armenians – 98.1%, Yazidis – 1.2%, Russians – 0.4%, others -0.3% (2011 census)
Capital	Yerevan (1,073,700 inhabitants)
Official language and alphabet	Armenian language and alphabet
Currency	Armenian dram (AMD)
Religion	The majority of Armenians are of the Armenian Apostolic faith - a form of Oriental Orthodoxy in Christianity.

## Main Indicators

	2009	2010	2011	2012	2013	2014	2015
GDP (current USD billion)	8 648	9 260	10 142	10 619	11 121	11 610	10 529
GNI by purchasing power parity (PPP), (current international \$, billion)	19 024	19 831	20 910	22 923	24 266	25 510	26 322
GDP per capita (current, USD)	2 821	3 041	3 350	3 512	3 680	3 852	3 504
GNI per capita PPP (current, international USD)	6 410	6 690	7 050	7 700	8 110	8 490	8 720
GDP real growth (y.o.y.,%)	85.9	102.2	104.7	107.2	103.3	103.6	103.0
Population (annual average, thousands)	3 066	3 045	3 028	3 024	3 022	3 014	3 005
Employed population in the economy (annual average, thousands)	1 153	1 185	1 175	1 173	1 164	1 134	1 072
Unemployment rate (%)	18.7	19.0	18.4	17.3	16.2	17.6	18.5
Average monthly nominal wages (USD)	264	275	290	282	358	381	386
Consumer price index (y.o.y. %, annual average)	103.4	108.2	107.7	102.6	105.8	103.0	103.7

Sources: National Statistical Service of RA, World Bank

### Armenia's 2015 GDP Structure by Sections of Economy



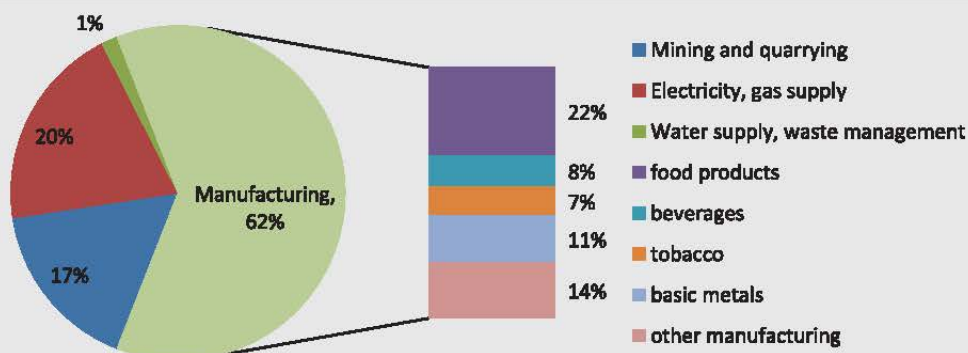


## Sector Development Indicators

	2009	2010	2011	2012	2013	2014	2015
Industrial output (millions USD)	1 829	2 206	2 682	2 789	3 029	3 097	2 777
real growth (y.o.y.%)	-7.5	9.7	13.9	8.8	6.8	2.7	5.2
Agricultural gross production (millions USD)	1 520	1 704	2 134	2 092	2 243	2 388	2 097
real growth (y.o.y.%)	-0.5	-13.6	13.9	9.5	7.1	7.2	11.7
Construction volume (millions USD)	1 596	1 576	1 355	1 169	1 080	1 042	957
real growth (y.o.y.%)	-37.4	-2.5	-8.9	0.2	-8.1	-4.3	0.3
Trade turnover (millions USD)	4 331	4 844	5 503	5 461	5 691	5 777	4 775
real growth (y.o.y.%)	-6.4	5.6	3.3	3.6	1.2	1.6	-8.0
Volume of services (millions USD)	2 030	2 117	2 324	2 421	2 497	2 669	2 488
real growth (y.o.y.%)	0.9	3.4	6.1	10.8	3.6	7.8	2.7
Producer price index of industrial production (y.o.y., %)	107.1	122.6	109.1	107.0	104.7	108.5	99.2
Agricultural production means price index (y.o.y., %)	104.7	114.1	111.4	105.3	106.8	101.3	99.4
Price index in construction (y.o.y., %)	108.0	104.2	96.5	97.5	102.5	102.1	106.1

Source: National Statistical Service of RA

### Structure of Industrial Output, 2015

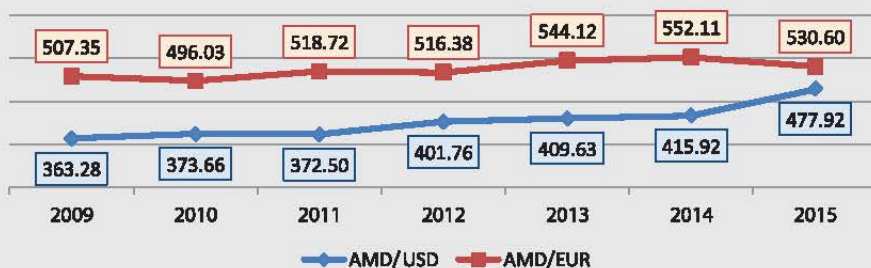


## Foreign Exchange Rates of Armenian Dram (AMD), End of Period

	2009	2010	2011	2012	2013	2014	2015
AMD/USD	377.89	363.44	385.77	403.58	405.64	474.97	483.75
AMD/EUR	542.23	481.16	498.72	532.24	559.54	577.47	528.69

Source: Central Bank of Armenia

## Average Annual Exchange Rate of AMD to USD and EUR

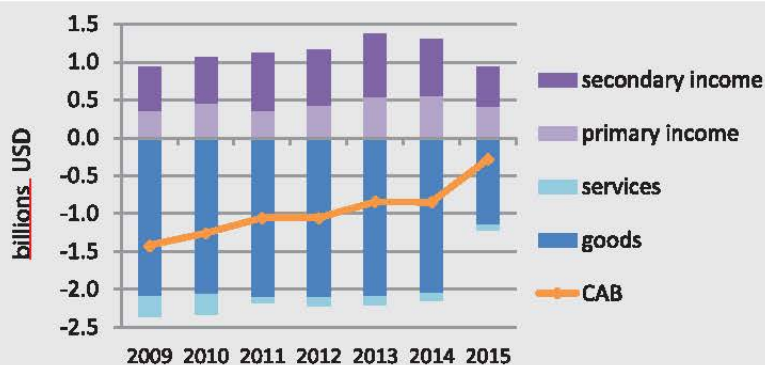


## Balance of Payment

	2009	2010	2011	2012	2013	2014	2015
Current Account Balance, millions USD	-1 425.5	-1 261.4	-1 058.9	-1 057.9	-812.9	-883.1	-279.1
Current Account Balance, as % to GDP	-16.5	-13.6	-10.4	-10.0	-7.3	-7.6	-2.7

Sources: Central Bank of Armenia, National Statistical Service of the RA

## Current Account Balance and Its Components, billion USD



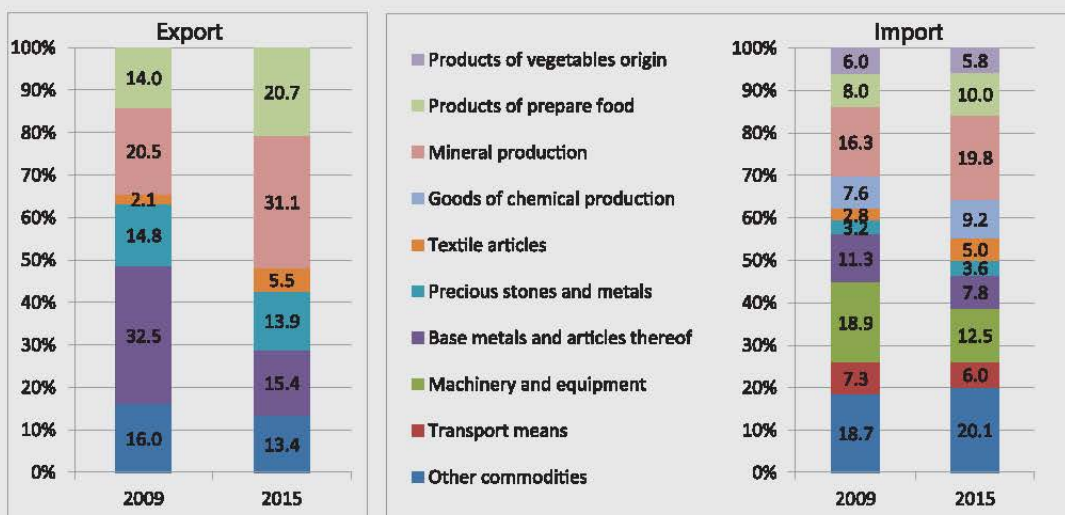


## External Trade

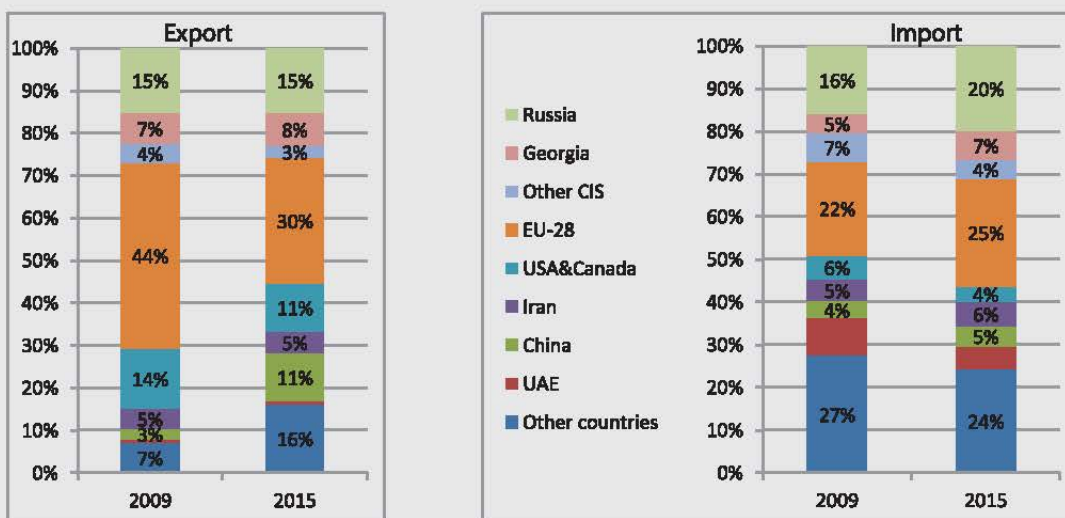
	2009	2010	2011	2012	2013	2014	2015
External Trade Turnover, millions USD	4 031	4 790	5 480	5 641	5 865	5 972	4 741
Export of goods, millions USD	710	1 041	1 334	1 380	1 479	1 547	1 487
Import of goods, millions USD	3 321	3 749	4 145	4 261	4 386	4 424	4 424

Source: National Statistical Service of the RA

## Export and Import Structure by Commodity Groups, 2009 and 2015



## Export and Import Structure by Countries, 2009 and 2015



FOR NOTES: \_\_\_\_\_



# BANKING AND INSURANCE



1





# BANKING AND INSURANCE



1

### Ameria Group of Companies



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Ameria Group is a leading financial group of companies in Armenia, offering a comprehensive set of professional services embracing key financial areas: Banking

- Investment banking and Asset management
- Management advisory
- Legal advisory
- Property development and financing

Ameria Group is an integrated assemblage of professional banking and advisory services unified by high-level expertise and professional dedication.

AMERIA is one of the leaders in the market of legal and management advisory services in Armenia, providing an array of comprehensively packaged solutions under the umbrella of a single advisory team. Clients benefit from the synergy of a unified team of advisors who approach any client case from the perspective of legal, tax, financial and management viability. Our advisory services include but are not limited to: legal practice (in corporate and M&A, public sector reforms, tax & customs, etc.), corporate restructuring, development and strategy, operations and technology consulting, as well as complex management solutions and researches.

One of the most dynamically and steadily growing institutions of the Group is AMERIABANK, a universal bank offering comprehensive banking solutions in corporate, retail and investment banking. The cornerstone of our business is: individual approach to each client and innovation coupled with the high professionalism and profound expertise of a united dream team. This approach became our gateway to success pushing Ameriabank into the top tier of the leading banks in Armenia.

## BANKING AND INSURANCE

### ArmSwissBank CJSC



**Executive Director:** Mr. Gevorg Machanyan

**Address:** 10 Vazgen Sargsyan Street, Yerevan 0010

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**Website:** [www.armswissbank.am](http://www.armswissbank.am)

Withdrawing itself from retail banking, ARMSWISSBANK conducts its activities in two main Directions - specializing in internationally accepted services of corporate and investment banking.

Within the scope of corporate banking, ARMSWISSBANK offers its clients flexible loan schemes to meet their business growth and financing needs. The Bank assists importers and exporters with various trade financing tools and through the wide network of international partners. ARMSWISSBANK is a member of Factors Chain International, which enables to provide factoring services in about 70 countries. To hedge against commodity price and foreign exchange fluctuations, the Bank offers its clients commodity and financial forwards, futures, and swaps.

Within the scope of investment banking, the Bank renders custody and brokerage services, providing with an opportunity to invest in shares of Armenian, American, European, and Russian companies, shares of investment funds, government and corporate bonds, commodity and financial futures. The Bank helps prominent local companies to attract financing through organizing issuance and allocation of securities.



### Byblos Bank Armenia CJSC



Lebanon . Belgium . France . UK . Cyprus . Syria .  
Sudan . UAE . Iraq . Armenia . Nigeria . DR Congo

**Acting CEO:** Mr. Hayk Stepanyan  
**Address:** 18/3 Amiryan Street, Yerevan 0002  
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**Fax:** (+374 10) 53 52 96  
**E-mail:** [infoarm@byblosbank.am](mailto:infoarm@byblosbank.am)  
**Website:** [www.byblosbankarmenia.am](http://www.byblosbankarmenia.am)

Driven by its belief in the potential of the Armenian market, Byblos Bank launched its activities in Armenia in 2007 bringing into the banking industry in the country an extensive experience of 60 years in the banking business..Since then it has continuously enhancing the efficiency of operation with a long-term goal of supporting sustainable growth in Armenia. Ever since its inception in Armenia Byblos Bank Armenia has been investing in its digital capabilities to meet customer needs and adapt to the evolving competitive environment through its branch offices in Yerevan.

With a highly qualified and knowledgeable team, Byblos Bank Armenia offers a variety of products and services to individuals and legal entities, through commercial and retail banking services, as well as online banking tool.

Byblos Bank Armenia provides a wide range of commercial services based on comprehensive financial and operational analysis of the business. The bank grants long-term loans for the acquisition of non-current assets, and revolving credit lines and overdrafts for working capital financing. The bank finances international trade (export/import) through letters of credit, letters of guarantee and standby letters of credit.

Byblos Bank Armenia also offers consumer banking services, including a wide range of retail products such as housing loans, auto loans, personal loans, and small business loans; debit cards to be used inside and outside Armenia; and current accounts, easy save accounts, and term deposit contracts.

With a history of six decades of consistent growth, Byblos Bank has an extensive network of 78 branches in Lebanon and boasts presence in the following countries: Belgium, France, United Kingdom, Cyprus, Sudan, Syria, the United Arab Emirates, Iraq, Nigeria, the Democratic Republic of the Congo and Armenia.



### First Mortgage Company (FMC)

**Director:** Mr. David Atanessian

**Address:** 10 Vazgen Sargsyan Street,  
Office 122, Yerevan 0010

**Tel.:** (+374 10) 518 181

(+374 10) 518 989

**Website:** [www.firstmortgage.am](http://www.firstmortgage.am)

The First Mortgage Company (FMC) is the first private residential mortgage finance company in Armenia, which is licensed and regulated by the Central Bank of Armenia. Since the establishment in 2004, FMC's mortgage lending programs have been successfully running in Armenia.

FMC's mission is to develop Armenia's housing market through Investing in Communities of Armenia. FMC's goal is to provide high quality lending services to satisfy customer's constantly changing needs and to fulfill people's dream of building, improving or buying a new house. FMC is a long standing Partner Financial Institution in mortgage refinance programs funded by National Mortgage Company, an agency of the Central Bank of Armenia.

FMC is also a long standing Partner Financial Institution with the Overseas Private Investment Corporation (OPIC), an agency of the U.S. Government.

The FMC originates mortgage loans to middle and upper-middle income families across the country.

### FINCA Universal Credit Organization CJSC



**CEO:** Mr. Hrachya Tokhmakhyan

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**Website:** [www.finca.am](http://www.finca.am)

FINCA Universal Credit Organization CJSC is a subsidiary of FINCA Microfinance Holding Company, which operates in 22 countries of Eurasia, Africa, Latin America, and Middle East/South Asia. The Company's shareholders are: FINCA International, Inc., German Development Bank (KfW), International Finance Corporation (IFC), the Netherlands Development Finance Company (FMO), Credit Suisse Microfinance Fund Management Company, ASN-NOVIB FONDS c/o Triple Jump B.V., and Triodos Investment Management.

Offering partnership-based cooperation to its clients, entrepreneurs, FINCA assists them in improving, developing, and ensuring sustainable growth of their businesses. As a customer-oriented company, FINCA takes a unique integrated approach to boosting customers' experience with the company, through its core brand values of warmth, trust, and responsible banking.

During the past years FINCA has developed a large network of branches to best serve its clients. Present in all the regions of Armenia, FINCA ensures access to customers from the most remote villages. Moreover, FINCA offers its clients an innovative service of Borrower Debt Insurance to make sure that, in case of accidents, the outstanding loan amount is not transferred to the heirs and family members of the customers.

FINCA's current portfolio is comprised of three financial product lines: Business Loans, Rural Loans and Consumer Loans, each of them being represented by a variety of product types. These product lines have been developed in accordance with customer expectations and are adapted to comply with their specific needs.

FINCA actively participates in innovative projects to find new financing opportunities and make the product offers more beneficial and attractive for the customers. In the frames of the cooperation with German-Armenian Fund, FINCA currently offers two products, specifically designed for rural clients: Agro Program and Berri loans. Berri loan suggests value chain financing, which is an innovative approach for financing agricultural activities.





### HSBC Bank Armenia CJSC

**CEO:** Mr. Paul Edgar

**Address:** 66 Teryan Street, Yerevan 0009

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**Website:** [www.hsbc.am](http://www.hsbc.am)

HSBC Bank Armenia CJSC opened for business in Armenia in 1996 as Midland Armenia Bank OJSC and was renamed to HSBC in 1999. The bank is a joint venture between the HSBC Group, which has a 70% ownership, and members of overseas Armenian businesses with 30% ownership.

HSBC entered Armenia as the first international bank and the largest international investor, in line with its historic strategy of being where the growth is seen. It was a step that gave confidence towards the country's future and attracted other investors to Armenia, a courageous step of utmost importance taken by HSBC, highly valued and recognized by the Armenian Government and the Central Bank.

The Yerevan office, located in the heart of the city - near Republic Square, opened for customers on March 4, 1996. The Bank started to serve its clients with a diverse and international team of 18, very much reflecting the HSBC Group cultural mix (equal number of men and women, 75% Armenians and 25% coming from England, Scotland, Canada, and India). In 1996, the Bank established a successful and growing business, starting with under 100 clients, 18 staff, assets of just \$5 million, one office and two ATMs, which were the first in the country.

Today the Bank serves around 34,000 customers through 10 offices located in Yerevan and have one of the largest networks of 53 ATMs, located throughout the city.

HSBC offers a wide range of products and services to individual, as well as corporate customers, through Retail Banking and Wealth Management, Commercial Banking, Global Banking and Markets, and STATUS business lines.

HSBC is one of the leading banks in the foreign exchange market, offering investment in fixed income bills and recognized as the best agent bank several times, by Armenia's Central Bank and the Ministry of Finance and Economy. The Bank continues to develop its products and services, introducing HSBC Global offerings that represent international standards in the local market.

Sustainability in HSBC: At HSBC, how the Bank does business is as important as what it does. For HSBC, sustainability means building its business for the long term by balancing social, environmental and economic considerations in the decisions that are made. The Bank conducts its business intent on supporting the sustained success of its customers, people and communities. Investing in communities the Bank operates in and focusing on education and the environment is an integral part of how HSBC does business.



### INGO ARMENIA Insurance CJSC

**CEO:** Mr. Arevshat Meliksetyan

**Address:** 51, 53 Hanrapetutyun Street, Yerevan 0010

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**E-mail:** [info@ingoarmenia.am](mailto:info@ingoarmenia.am)

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"INGO ARMENIA" Insurance CJSC was established in 1997 as "EFES" Insurance CJSC. The same year, on September 2, the Company was granted a Non-life insurance license by the Ministry of Finance and Economy.

In 2003, following the purchase of 75% of the Company's shares by "Ingosstrakh," the Company was renamed into "INGO ARMENIA" Insurance CJSC.

In 2004, the company became a full member of international group "INGO", with share capital of about \$ 2.5 billion and the assets around \$ 10 billion.

"INGO ARMENIA" Insurance CJSC plays a vital role in development of Armenian insurance market and is one of the market leaders more than 18 years. We provide a full range of insurance services both to retail and corporate clients, assuring their piece of mind.

According to 2016 estimates, the Company is in the second place by the amount of total written premiums and paid insurance compensations. The amount of the Company's net income in 2015 was AMD 485 million.

"INGO ARMENIA" Insurance CJSC is very cautious at sustaining the financial stability thereby focuses on building long-term relationship with world leading reinsurance companies.

FOR NOTES: \_\_\_\_\_

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## BUSINESS AND FINANCIAL SERVICES



2



## BUSINESS AND FINANCIAL SERVICES



2

### Amber Capital

#### Amber Capital CJSC

**Director:** Mr. Karen Arabyan

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Amber Capital CJSC is an investment company registered and operating in Armenia since 2013. The company is focused on the development of renewable energy projects in Armenia and Karabakh. It is among the largest investors of Artsakh HEK OJSC, the biggest supplier of electricity in Karabakh. Currently the company is exploring investment opportunities in energy sector of Armenia and, together with the partner from Italy, Sorgent-e-one of the largest renewable energy developers of the country, is planning to invest in small hydro and wind power plants in Armenia.

The only shareholder of Amber CJSC is Mr. Joseph Oughourlian - the Managing Partner, Co-Founder and Chief Executive Officer at Amber Capital Investment Management, an event-driven hedge fund based in New York.

Prior to managing Amber fund, Mr. Oughourlian headed the Equity Arbitrage Proprietary Trading Desk at Socintr General from 1997 to 2001, and was an analyst on the desk from 1994 to 1997. He received his MBA from HEC Paris School of Business in 1994. Mr. Oughourlian also holds an MSc in Economics from the University of Sorbonne, Paris (1993) and a BA in Economics, Law and Political Science from IEP, Paris (1992).

## BUSINESS AND FINANCIAL SERVICES



### AN Audit CJSC

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AN Audit CJSC, founded in 2004, provides industry-focused assurance, tax, advisory, and accounting services to build public trust and enhance the value of range of leading, medium and small-sized companies, as well as public sector entities of the RA. AN Audit's work takes into account all current and where appropriate, prospective auditing, accounting, and reporting regulations and guidance. AN Audit's staff comprises 18 highly qualified specialists of which 6 are certified auditors.

In March 2015, AN Audit CJSC became a member of Nexia International, which is a leading worldwide network of independent accounting and consulting firms, providing a comprehensive portfolio of audit, accountancy, tax and advisory services.

AN Audit is committed to developing and maintaining quality control systems within the company.

AN Audit has policies of quality control and Code of Ethics, which are designed to guide the staff in complying with relevant professional standards.

High-level commitment to quality and professional standards was supported by quality monitoring process, organized by the Armenian Association of Accountant and Auditors in late 2013 at AN Audit and conducted by independent expert from abroad. As a result, an unqualified (clean) report was issued, which underpins the Company's quality control system.

### Industries Where AN Audit Operates Include:

- Construction and real estate
- Consumer and retail
- Energy, utilities and mining
- Financial sector and capital markets (investment funds, pension funds, ventures, trusts, asset management, credit organizations)
- Government/Public services/Charities/NGOs
- Healthcare and pharmaceuticals
- Agriculture and food processing
- Information Technologies
- Other industry sectors (metal, textile, automobile dealers, chemicals etc.)

### The Services That AN Audit Renders Include:

#### Audit and Assurance

- External audit
- Internal audit
- Project audit
- Special-purpose audit
- Agreed-upon procedures

#### Accounting Services

- Outsourced accounting
- Preparation of financial statements in accordance with IFRSs
- Preparation of tax returns and managerial reports
- Preparation of special regulatory reports (Central Bank, Public Services Regulatory Commission etc.)
- Design, evaluation and improvement of internal control and accounting systems

- Labor processing
- Cash transactions processing
- Compilation
- Stock-count

#### Tax Services

- Past period and current period tax review
- Tax planning
- Tax expertise
- Tax due diligence

#### Advisory

- Due diligence
- Consulting on company reorganizations, mergers and acquisitions
- Company reorganizations
- Complex transactions
- IFRS transition



## BUSINESS AND FINANCIAL SERVICES

### ARMOBIL SECURITY SERVICE CJSC



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[www.bodyguard.am](http://www.bodyguard.am)

“ARMOBIL” CJSC, the leading private security company in RA, was established in 2000 on a solid base of experience in guarding, patrolling and investigating.

#### **“ARMOBIL” CJSC:**

- Was licensed by the Police of RA and received the Permission to carry and use weapons on the territory of the RA, June 2016
- Was licensed by the Police of RA and received the Licence N 01 on implementation activities, July 2014
- As a result of analytical researches was recognized a winner in nomination “THE LEADING COMPANY OF SECURITY SERVICES” and was awarded at the presentation of Public rating N1, October 2014
- Was awarded “CENTURY INTERNATIONAL QUALITY ERA AWARD” in Geneva, Switzerland, March 2008
- Member of the Chamber of Commerce in Yerevan

#### **ARMOBIL CJSC Offers the Following Services:**

- Security Guarding & Reception Services
- V.I.P Bodyguard
- Alarm Monitoring Response Service
- Quick Reaction Groups
- Central Video-Monitoring Service
- Cargo Escort Service
- Security for Special Events
- Transportation of Valuables by Armored Vehicle
- Security Systems Installation and Technical Service

#### **ARMOBIL CJSC Specializes in the Following:**

- Financial Institution Security
- Embassy & Diplomatic Residence Security
- Industrial Security
- Residential Security
- Hotel Security
- Hospital Security
- Office Security
- Construction Site Security
- Event Security

The Company's motto is, “Navigating Your Security Needs.”

## BUSINESS AND FINANCIAL SERVICES



### Armenbrok OJSC

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Established in 1994, Armenbrok has grown into one of the leading investment companies in Armenia that offers individual and corporate customers a full range of financial and investment services in the local capital market including:

- Investment banking services (fundraising, IPO, private placements)
- Brokerage and investments
- Legal and business consulting
- Corporate governance advisory, corporate restructuring, M&A
- Registry keeping and custody services.

With shareholders coming from Germany, Austria, Italy, Switzerland, Greece, Lithuania, USA, Canada, Australia, as well as Armenia, the company has enacted and devotedly follows the best corporate governance practices.

Armenbrok sees its mission in providing high quality, industry standard services to domestic and international customers and maintaining its reputation of a long term reliable business partner. The slogan of the company, "Money has no ideas – we have," reflects the fact that Armenbrok brings ideas to its clients' money and creative power to their ideas. The capacity to provide a broad set of financial services combined with an in-depth knowledge of the local market possessed by the company's dedicated team ensure first-class assistance to any investment.

Back in 2001, Armenbrok became one of the founding members of the Armenian Stock Exchange and is currently a full member of NASDAQ Armenia exchange and the Central Depository of Armenia (CDA). In June 2013, following the introduction by the CDA of a new business model implying provision of registry keeping and depository services via intermediaries, Armenbrok successfully obtained CDA Account operator status. At the end of 2015, with a market share of over 60%, the company was providing depository services to over 1,600 corporate and individual customers.

Armenbrok is a proud winner of awards from NASDAQ Armenia and CDA:

- Best Exchange Member in corporate securities market (2012-14)
- Best Account operator/Custodian and Best Account operator of Depository system in Corporate securities market (2014-2015)
- Best member in Unified system of securities registration and settlement (2015).

## BUSINESS AND FINANCIAL SERVICES

### BSC Business Support Center



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Since its establishment in 1994, BSC Business Support Center has been contributing towards the development of private sector and entrepreneurship, the establishment of a healthy competitive environment, as well as the promotion of economic activity and the creation of new development opportunities in Armenia. During these 22 years, BSC has brought its professional endeavors into 850 Armenian communities out of 950. These interventions empowered local community people to realize their potential by providing economic opportunities, creating new jobs, and advancing the development of their communities. BSC also has the expertise working in foreign markets, such as Georgia, Belarus, Russia, Mongolia, Ukraine, the Netherlands, USA, and Canada.

The main strategic directions of BSC are:

#### **Management Consulting**

BSC has been providing management consulting services to private organizations, international development agencies, NGOs, and the public sector.

#### **Research & Evaluation**

BSC has carried out a number of research studies covering various fields and topics, such as IT, agriculture, tourism, construction, CSR in Armenia and Georgia. BSC has also carried out a number of evaluation projects for international organizations and agencies operating in Armenia.

#### **Development Projects**

About 75% of BSC's projects have been carried out in the regions, with the aim to improve the livelihood and the quality of life for the people in the communities ensuring the country's holistic economic development.

#### **Professional Development**

BSC has a leading position delivering professional development services in the market. It has implemented more than 1,200 trainings, seminars, and other professional development programs for over 13,000 participants from private and public sectors, international organizations, and community representatives.

#### **Solutions in Innovative Technologies**

BSC supports IT companies in Armenia, and other private sector representatives in the application of innovative technologies.

#### **Publications**

BSC is also active in book publications. "How to start own business in Armenia" is the most popular guideline for Armenian startup entrepreneurs and students. At present BSC, in co-operation with Organization for Security and Cooperation in Europe (OSCE), is undertaking the republication of its guidebook on "Corporate Social Responsibility." Among the latest publications have been the "Win-Win Cooperation of Smallholder Farmers and Processors in Armenia" Case Study, 2016, and "Greenhouses: Construction, Utilization and Crop Cultivation Principles," 2015.



## BUSINESS AND FINANCIAL SERVICES



**CONCERN DIALOG**  
— Law firm —

### Concern-Dialog Law Firm CJSC

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“Concern Dialog” CJSC was established as a company providing litigation and representation services, mostly for individual clients. In 2003-04, the company began to develop its services for corporate clients. Sedrak Asatryan acquired the firm in 2003 and has been the managing partner of the firm ever since. The new team of the company was formed in subsequent years – mostly during 2009-10. Since 2009, the Firm has grown its team and revenue at an average annual rate of 20%. The firm has four partners and more than 25 associates and paralegals.

During its development the Firm expanded its practice areas from year to year, while still keeping a strong litigation practice. Since 2006, “Concern Dialog” CJSC has specialized in the telecommunications sector and now on a daily basis provides services to five major telecommunications companies in Armenia. Since 2011, the Firm has specialized in mining and one of the largest mines and several smaller ones use its services constantly. Since 2015, the Firm has developed services for the energy sector, capital marketers and financial institutions. Real estate issues are another area in which the company has been engaged since 2003.

The Firm is highly appreciated for its work in complex case litigation practice, labor and employment law (having taken on more than 100 cases over the last three years as well as many consulting projects), corporate and M&A, general administrative law and inspections, taxes and customs, support for charity and not-for-profits, and others.

“Concern Dialog” CJSC has developed a wide range of services aimed at supporting business activities in Armenia – from company law, real estate issues, licensing, tax and customs regulation to labor law, inspections, litigation and arbitration, and white-collar crime. It is one of the first in the market to develop a special bad debt collection legal support service for telecoms and banks (for unsupported small loans and other instruments). The Firm was retained for several high-level cases in the courts (for defamation, shareholder cases, benchmark labor cases and high-level tax cases) and has also participated in arbitration/ADR processes. Moreover, the firm was chosen for several major transactions (in the telecoms, mining and capital markets sectors), including acting as the local legal and tax counsel on a Eurobond inaugural issuance transaction by an Armenian bank, supporting the acquisition/sale of one of the three telecom operators in Armenia, supporting a major acquisition in the energy sector and others.





### Deloitte Armenia CJSC

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“Making an impact that matters.”

With over 225,000 employees, Deloitte has grown to be one of the largest professional services firms worldwide with a presence in over 150 countries. Deloitte offers unrivalled depth, breadth, and quality of professional expertise to serve the needs of clients across various industry sectors.

The Company helps its clients respond to complex and changing markets, commodity price volatility, regulatory reform and restructuring. The value that Deloitte offers to its clients comes through combining its strong technical skills across many disciplines, thorough knowledge of the industry and their global network. This promise to the clients in the region brings Deloitte CIS, through its global and regional network. Deloitte CIS, one of the leading international professional services firms in the region, offers audit, consulting, corporate finance, enterprise risk, and tax and legal services leveraging professional experience of approximately 2,500 employees in 18 offices of 11 countries across the region.

Today Deloitte has offices in Moscow, St. Petersburg, Ufa, Yekaterinburg and Yuzhno-Sakhalinsk in Russia, Kyiv in Ukraine, Minsk in Belarus, Tbilisi in Georgia, Baku in Azerbaijan, Aktau, Almaty, Astana and Atyrau in Kazakhstan, Bishkek in Kyrgyzstan, Tashkent in Uzbekistan, Dushanbe in Tajikistan, Ashgabat in Turkmenistan and Yerevan in Armenia.

Deloitte is proud to serve its clients in Armenia and bring the breadth of its network to international clients' needs in Armenia, as well as to the needs of local clients in Armenia and internationally. Deloitte in Armenia offers audit, consulting, corporate finance, enterprise risk, and tax and legal services in all represented sectors and economic segments of Armenia.

## BUSINESS AND FINANCIAL SERVICES



### Ernst & Young CJSC

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EY is a global leader in assurance, tax, transaction, and advisory services. The insights and quality services the Company delivers help build trust and confidence in the capital markets and in economies the world over. EY develops outstanding leaders, who team to deliver on their promises to all of company's stakeholders. In doing so, the Company plays a critical role in building a better working world for its people, clients, and the communities.

EY works together with companies across the CIS and assists them in realizing their business goals. 4,500 professionals work at 20 offices across the CIS.

EY refers to the global organization, and may refer to one or more of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients.

EY reopened in Armenia in October 2008. Since then, the company's fast-growing office has been providing assurance and advisory services to its local and international clients working in the country. Since 2010, EY also provides tax and transaction advisory services and since 2014, legal services in Armenia.

#### **The Company's Services Include:**

- Advisory
- Assurance
- Tax & Law
- Transactions
- Specialty Services

#### **The Company Focuses on the Following Industries:**

- Automotive
- Consumer Products
- Cleantech
- Financial Services
- Government & Public Sector
- Life Sciences
- Media and Entertainment
- Mining & Metals
- Oil & Gas
- Power & Utilities
- Private Equity
- Real Estate, Hospitality & Construction
- Technology
- Telecommunications
- Other industry sectors



### Grant Thornton CJSC

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Grant Thornton CJSC is the Armenian member of Grant Thornton International, one of the world's leading organisations of independent assurance, tax and advisory firms. Grant Thornton International is a US\$4.7 billion global organisation with more than 40,000 people in over 130 countries. Sharing the Grant Thornton philosophy worldwide, the firm provides partner-led, personalised services with high end professional standards and approaches dedicated to the needs of dynamic, growth orientated organizations of public and private sectors.

For about 20 years Grant Thornton has been providing audit and advisory services to top-level commercial organizations in various sectors of activity, governmental and non-governmental organizations, international and local organizations, as well as a number of financial institutions, including national and commercial banks, credit organizations, funds, insurance and brokerage companies in Armenia, Georgia, Tajikistan, Kyrgyzstan, Uzbekistan, Belarus, Russia, Ukraine, Kazakhstan and Mongolia.

Grant Thornton Armenia consists of over 160 experienced international and local public accountants and auditors, advisers in finance, business and management, as well as tax and legal advisers, working at the two offices in Yerevan. The company's key services are:

**Assurance:** Audit of financial statements prepared according to IFRS, US GAAP and other financial reporting frameworks; audit of statutory financial statements; agreed upon procedures; IT assurance framework (ITAF) - information technology auditing standards, guidelines and procedures (ISACA); review of financial statements.

**Tax:** Advisory on all aspects of corporate tax strategy development and tax planning, tax issues arising from formation or acquisition of a company and provide an overview of local and international perspectives.

#### Advisory

- **Operational Advisory:** Business risk services - special attestation services, internal audit, governance and risk management, risk modelling, cyber security assessment; Business consulting services - operational improvement, change and program management, IT management, business intelligence & analytics.
- **Transactional Advisory:** Transaction services - M&A advisory, due diligence, valuations, capital markets: acting as nominated advisory or sponsor; Restructuring and recovery - corporate restructuring.
- **Dispute Management Advisory:** Forensic investigations - digital forensic services: data analytics.

**Outsourcing Services:** range from set up of accounting systems and regular account maintenance to provision of interim reviews of the accounts and preparing budgets and monthly or quarterly reports. We also prepare year-end financial statements and all tax and social contribution returns.

**Legal Advisory:** Incorporation and liquidation matters, legal representation, litigation, ad-hoc legal advice, provision of legal opinions to execution of due diligence and structuring deals from a legal viewpoint, as well as law drafting services.



## BUSINESS AND FINANCIAL SERVICES



**IAB INTERNATIONAL  
ACADEMY OF  
BUSINESS**

### **IAB International Academy of Business**

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Founded in 2001 IAB International Academy of Business with its core belief in the development of human capital in Armenia and the region has extensive experience in creating and delivering high quality professional training courses. IAB consists of three equally refined and developed divisions:

- International Qualifications
- Language Advancement
- Business Trainings

From its day of establishment, IAB International Academy of Business is the official representative of a number of global educational systems in Armenia.

#### **International Qualifications Division**

IAB International Academy of Business is the only accredited academic “Gold” partner and the exam centre of the renowned Association of Chartered Certified Accountants (ACCA, Great Britain), as well as the only partner in Armenia of the Chartered Institute of Management Accountants (CIMA, Great Britain) and the Global Association of Risk Professionals (GARP).

IAB offers exam preparation courses for international qualifications that are:

- PMP® (Project Management Professional), PMI, USA
- FRM (Financial Risk Manager), GARP, USA
- ICBRR (International Certificate in Banking Risks and Regulations), GARP, USA
- Foundation of Financial Risk, GARP, USA
- CertIA (Certificate in International Auditing), ACCA, Great Britain
- CertIFR/DiplFR (Diploma in International Financial Reporting), ACCA,

In 2016 IAB will introduce 2 new qualifications in the region:

- CMI (Chartered Management Institute) Great Britain
- European Foundation Certificate in Banking (EFCB) from The European Banking & Financial Services Training Association (EBTN)

#### **Language Advancement Division**

The Language Advancement division at IAB International Academy of Business offers standard and tailored Business and General language courses:

- English, Russian, French, Armenian courses
- Distance language learning courses
- Cambridge exam preparation courses
- English for Specific Purposes (ESP)

#### **Business Trainings Division**

IAB offers a range of training and consulting services for companies in private and public sectors in Armenia and the region. It offers efficient and streamlined solutions to companies for which dynamic transformation is vital.

IAB offer includes solutions in general management, finance, accounting, risk management, project management, as well as a wide range of self-development courses for both individuals and companies alike.



## BUSINESS AND FINANCIAL SERVICES

### KPMG Armenia CJSC



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KPMG is a global network of professional firms providing Audit, Tax, and Advisory services, operating in 155 countries with 174,000 people working in member firms around the world. KPMG's purpose and aspiration is to turn knowledge into value for the benefit of our clients, our people, and the world's capital markets.

#### **KPMG in Armenia and CIS**

KPMG Armenia started its full operating office in 1997. It was the first of the Big Four firms registered in Armenia.

Our overriding principle has always been to leverage the firm's global intellectual capital, combined with the practical experience of our local professionals. KPMG provides audit services as well as a wide range of advisory services covering tax and legal matters, performance improvement, risk management, transaction support, financing, and restructuring. In the CIS, KPMG has offices in Moscow, Ekaterinburg, Kazan, Krasnoyarsk, Nizhny Novgorod, Novosibirsk, Perm, Rostov-on-Don, Saint Petersburg, Almaty, Astana, Atyrau, Bishkek, Kyiv, Lviv, Yerevan, Tbilisi and Baku, employing together over 4,000 people.

#### **Industry Focus and Expertise**

KPMG was the first of the major audit firms to organize itself along industry sector lines – a structure which has enabled KPMG to develop in-depth knowledge of its clients' businesses and to provide valuable recommendations on the issues they may face.

The benefits to our clients of our industry focus include:

- access to multidisciplinary teams used to working together; and
- increased efficiency of services through shared experience and knowledge and opportunity to use advanced methodological developments of KPMG.

KPMG Armenia has been providing services to clients operating in banking and financial services sectors, telecommunication, media and leisure, mining and energy and natural resources sectors in Armenia since its establishment.

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## BUSINESS AND FINANCIAL SERVICES



### Legelata LLC

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Established in 2010, Legelata quickly paved its way to the top of the Armenian legal market and is ranked top tier (1) by Legal500 (<http://www.legal500.com/c/armenia>).

Legelata's lawyers specialize in banking & finance, construction, corporate law, M&A, tax law, international trade, IP, labor law, international law & human rights, dispute resolution and arbitration and provide services across a broad spectrum of industries such as infrastructure, consumer products, mining, healthcare & pharmaceuticals, private equity, telecommunications and technology.

Legelata's clientele includes major foreign financial institutions, which seek to invest into Armenian banks or credit companies or cooperate with them through inter-bank arrangements, sovereign funds who enter into sovereign loans directly with the Republic of Armenia, companies engaged in infrastructure who are involved in direct investment, global brands of electronics or other manufacturers establishing their presence in the Armenian market.

Legelata also provides services to individuals, engaging in high-level dispute resolutions – both out of court and in court – with major employers, shareholder disputes over company ownership and property matters, as well as disputes against the state, through representation before the ECHR and other international institutions.



### Logicon Development LLC

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Logicon Development LLC is a specialized consulting company providing qualified assistance to small and medium enterprises.

Our company renders professional advisory services and demonstrates personalized attention to operating and start-up businesses in conducting their activities in diverse and challenging economic environment.

We give a hand to enterprises by conducting trainings and advisory and by implementing projects intended to improve and stimulate their business. Our experts will help you by offering deep knowledge in international and local audit and accounting, financial management, business consulting, corporate finance and taxation, as well as international and local legal aspects. Our professional services include but not limited to: trainings for start-up entrepreneurs, research and development, business plans development and project management in different industries and fields of RA economy.

Logicon Development has an extensive experience of cooperation with almost 300 local and international private companies, government agencies and non-governmental organizations, such as World Bank, European Bank of Reconstruction and Development, Eurasia Foundation, UNDP Armenia, SME DNC of Armenia Fund, OSCE office in Yerevan, and many others. We are committed to providing partner-led, personal services and high professional standards dedicated to the needs of public sector and growth-oriented business.

Logicon Development tries to continuously refine and enlarge the scope of rendering services. By strictly following the principles of client-oriented confidentiality and objectivity the company provides services which can be integrated in the following groups:

- Accounting
- Audit
- Legal Advice
- Training
- Business Advice
- Logistics

## BUSINESS AND FINANCIAL SERVICES

### **LUGERA** THE PEOPLE REPUBLIC

#### **Lugera & Makler LLC**

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LUGERA is a full-service HR company established in Armenia in the end of 2003 by "Lugera & Makler Werving & Selectie BV" Dutch company and Slovak and Armenian partners. LUGERA operates in 8 Eastern European countries, with 16 offices and over 200 consultants. During 12 years of operating in Armenia, LUGERA successfully served its clients in the areas of executive search/headhunting, mass recruitment, personnel outsourcing and HR consultancy.

Currently LUGERA has over 50 employees working for its clients both in Armenia (mainly IT and Retail) and abroad (EU countries, China), for whom the Company provides full outsourcing (HR administration, payroll processing, office and equipment).

Today's business environment demands total flexibility in many aspects, including in the workforce and the labor market. Labor legislation, administrative hassle, recruitment make the headcount less flexible and its administration - quite time consuming. Often you are forced to employ more people than you would like to, or you do not have enough people to cover unexpected output demands. Lugera's Personnel Leasing product is designed to cover these and other similar needs. Whether you are a startup with new projects, a production with order fluctuation or distributor in need of market developers, the Company can find, select and hire for you the best suitable people in the market.





### NASDAQ OMX ARMENIA OJSC

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"NASDAQ OMX Armenia" OJSC is the only stock exchange currently operating in Armenia. For nearly a decade now, the stock exchange has been the organized market for securities in Armenia, offering market professionals a fully automated electronic trading platform. Today, instruments traded on the stock exchange include stocks, corporate bonds, Government bonds, REPO/SWAP agreements, currency, as well as credit resources.

NASDAQ OMX Armenia's mission is to provide an efficient and transparent exchange market with fair securities pricing mechanisms, which will enable Armenian companies to raise capital and contribute to the development of the Armenian economy.

Through its listing services, the stock exchange also helps public companies raise capital to finance their capital needs. During these years the stock exchange has further increased its efforts to implement the best standards and practices for company listing, for the purpose of further enhancing investor confidence in the Armenian market. NASDAQ OMX Armenia is a member to the Federation of Euro-Asian Stock Exchanges (FEAS) and the International Association of CIS Exchanges.

By saying NASDAQ OMX Armenia one can jointly refer both to the Exchange and "Central Depository of Armenia" OJSC (CDA), since NASDAQ OMX Armenia is the 100% owner of CDA. CDA acts as a centralized registry keeper and custodian, as well as an operator of settlement system in Armenia. As of the end of August 2016, 2,246 registers were kept and 106,408 securities accounts were maintained by CDA.

CDA has an important role in funded pension system in Armenia. From 2014 onwards, it has been the registry keeper of funded pension system participants and the custodian of mandatory pension funds assets.

Currently CDA settles transactions not only in Armenian, but also in foreign securities. Cross-border securities accounts of CDA include bilateral nominee accounts with one of the largest ICSDs - Clearstream, National Settlement Depository (Russia), RCSD (Belarus) and a nominee account in Kazakhstan CSD.

## BUSINESS AND FINANCIAL SERVICES



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PwC's purpose is to build trust in society and solve important problems. It is a network of firms in 157 countries, with more than 208,000 people, who are committed to delivering quality in assurance, advisory, and tax services.

PwC has been active in Central and Eastern Europe for the past 25 years. PwC Central and Eastern Europe (PwC CEE) is a network of firms, consisting of separate legal entities in accordance with applicable local laws and regulations. The entire network of PwC firms works to help their clients in local markets become more successful and globally competitive. Today, they have more than 8,800 people, including 260 partners, working in 55 offices across 29 countries in the region.

PwC is the only professional services firm to have a fully integrated network spanning Central and Eastern Europe and former CIS countries.

This model allows the Firm to:

- Share knowledge and expertise
- Mobilize resources
- Provide a regional perspective on client issues
- Offer cross-border solutions which reflect the international operational models of our clients
- Help ensure a consistently high standard of quality.

Currently PwC Armenia has close to 30 resident staff in Yerevan, with an Expat Country Managing Partner.



### Pantera Security Agency

**Founder/Director:** Mr. Vahe Darbinyan

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Yerevan 0002

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(+374 10) 537 850

**E-mail:** office@pantera.am

**Website:** www.pantera.am

Pantera Security Agency was established in 2006. The company has based its activities on the expertise of former intelligence service agents, who rallied together with the common idea of creating a new type of security service with new approaches differentiated from other companies in the market. Pantera Security Agency specializes in the following services; providing security services (guards, security systems, Quick Response Team) to businesses, restaurants, public sites, mass events, etc.,

- Installation and monitoring of hi-tech security hardware and software
- Transportation, guarding and security escort of goods within and outside the territory of Armenia
- VIP protection for celebrities.

Due to its expertise in the field and the wide range of offered services over the past seven years the Company has become one of the leaders in the security market.

# STARLIGHT CHEMICALS

### STARLIGHT CHEMICALS LLC

**CEO:** Mr. Aram Hakobyan

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Starlight Chemicals LLC has been founded in 2003. The business aim was promote and supply materials for the Armenian industry, because after crash of Soviet Union, Armenia mostly was cut off from supply of previous Soviet sources due to bad economics, technology changes, logistics problems and etc.

The main fields of our business activity are:

#### **Chemical Industry**

- Pharmaceutical raw chemicals
- Industrial chemicals
- Chemicals and additives for food industry
- Chemicals for agriculture

#### **Construction Industry**

- Extraction, treatment and care materials for building stone industry, from quarry up to wall
- Synthetic diamond cutting tools supply and service maintenance for building stone industry
- Machines and tools for building stone industry
- Building stone export

We are 13 years in market successfully.









## CONSUMER GOODS



3



## CONSUMER GOODS



3





### SPS CIGARONNE LLC

**Director:** Ms. Lusine Velitsyan

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**Tel.:** (+374 10) 661 432

**E-mail:** info@cigaronne.com

**Website:** www.cigaronne.com

SPS Cigaronne, founded in 1999 in Yerevan, Armenia, is a privately held company that is engaged in production and sales of high-quality cigarettes. Cigaronne is a trademark of SPS Cigaronne and is protected under international patent law. The company's foundation is based on the principle of challenging the status quo: exceeding the standards of cigarette production in terms of quality, hygiene, health, and original design and packaging. Since 1999, SPS Cigaronne has been cooperating in a mutually beneficial manner with some of the world's leading commercial and industrial organizations, in order to obtain raw materials and to ensure a smooth production process. Since 2014, SPS Cigaronne has been committed to developing a range of innovative, next generation cigarettes by using cutting edge technology, essentially establishing a new era for the global tobacco industry.

For the production of its new range of cigarettes, Cigaronne exclusively selects freshly harvested, high quality tobacco, imported from recognized African and Latin American plantations. The multi-phase purification process, using the world's most innovative conditioning technologies, removes carcinogens and toxic substances like chlorine and nitrogen containing pesticides from the tobacco, subsequently reducing the risk of cancer, cardiovascular diseases, and bronchitis. The purification process prevents the bitter aftertaste from smoking. Despite the innovative approach to cigarette production, the traditional taste and the aroma of the tobacco remain untouched.

The hollow filter is composed of the natural substance perlite, which microfilters the cigarette smoke. Perlite in the filter layer reduces the levels of tar and nicotine and absorbs cancer causing combustion byproducts by up to 90%, preventing the production of new substances in the smoke. According to independent studies, Cigaronne's exclusive method of filtration helps to significantly lower the risk of cancer and cardiovascular diseases among active as well as passive smokers. The specific length of Cigaronne's Hollow Filter protects the eyes from tobacco smoke and prevents nicotine stains on fingers, which is an essential part of hygiene.

The unique appearance of the new Cigaronne cigarettes captivates and perfectly combines its aesthetic, anti-counterfeiting, and hygienic functions. Ancient symbolism is the new cigarettes' attractive element of design. The image of the mythological Griffin ennobles and refines the appearance of the cigarettes. The embossed cigarette paper is not only appealing from the design perspective, but it also eliminates the possibility of counterfeiting. Unlike conventional cigarettes, the new Cigaronne filter is lined with a narrow strip of thin sanitary foil, which prevents the filter from softening and adds an additional level of comfort. Cigaronne is perfection, because a higher standard is yet unknown.

### Coca-Cola Hellenic Bottling Company Armenia CJSC



**Coca-Cola  
Hellenic Bottling Company**

**General Manager:** Ms. Sayyora Ayupova  
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Coca-Cola Hellenic Bottling Company Armenia (Coca-Cola HBC Armenia) is a part of the Coca-Cola Hellenic Group – one of the largest bottlers of The Coca-Cola Company's products in the world and the biggest in Europe. The group operates 68 companies in 28 countries worldwide, serving more than 585 million people overall. Coca-Cola Hellenic Armenia was established in 1995 and produced the first bottle of Coca-Cola on May 24, 1996. Since then Coca-Cola HBC Armenia has been a leading producer of non-alcoholic beverages in Armenia and the sole authorized bottler of The Coca-Cola Company products in the country. Today, the Company provides Armenian consumers with an increasing range of international-standard non-alcoholic beverages, including juices, nectars, energy drinks and teas, as well as the world famous sparkling soft drinks Coca-Cola, Fanta and Sprite.

In the course of its activity, Coca-Cola HBC Armenia has contributed significantly to the socioeconomic development of the country. Coca-Cola HBC Armenia cooperates with and supports businesses of more than 12 000 local customers. The Company employs more than 340 people and indirectly creates employment opportunities for more than 3000. In addition, the Company is among the large taxpayers of Armenia.

Apart from its business activity, being a responsible member of the Armenian society, Coca-Cola Hellenic Armenia has been active in implementing corporate social responsibility projects, targeting a sustainable development agenda. Among community development initiatives, the Company prioritizes stewardship of water resources, energy conservation and climate protection, as well as community well-being and youth empowerment. Such extensive CSR activity is compliant with Coca-Cola Hellenic Group. For many years, Coca-Cola Hellenic has been included in the Dow Jones Sustainability Indices. In 2016, for the third consecutive year, it has been recognized as the beverage industry leader in Europe and the world.

Coca-Cola HBC Armenia holds four international certifications: ISO 9001 Quality Management System Standards Certification, FSSC 22000 Food Safety Standard Certification, ISO 14001 Environmental Management Standards Certification and OHSAS 18001 Occupational Health and Safety Certification.



### Fora LLC

**General Director:** Mr. Achot Chakhmouradian

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“FORA” LLC was founded in 2004 and now is one of the leading companies in automotive sector of Armenia. The showroom welcomes both individuals and corporate clients, offering great variety of models. Company represents in Armenia such worldwide known trademarks as Ford, Volvo and Sixt, the exclusive representative of the leading international mobility provider Sixt Rent A Car.

Ford offers to its customers a wide variety of vehicles - from fun and efficient cars to durable and versatile trucks. Like everywhere across the globe, Ford vehicles are in great demand in the Armenian market as well.

VOLVO has its own position in the Armenian market. It is respected and valued by a specific segment that appreciates the perfect combination of luxury and unlimited safety.

As for Sixt Rent A Car, it is Germany's leading mobility service provider and is available to its customers at 4000 service stations worldwide, in more than 105 countries. With the world's latest models of top car makers, sport cars, convertibles, jeeps and trucks, Sixt meets the requirements of all its customers.

In July 2007 Sixt established its presence in Armenia by signing a respective exclusive franchise agreement with “Fora” LLC. Sixt Armenia represents itself to customers with wide range of cars both for self and chauffeur drive services, two rental locations – downtown branch in the “North Avenue” hotel in Northern avenue and the second branch inside arrivals hall of “Zvartnots” International Airport with 24/7 service, the only car rental service in the airport area.





### JTI ARMENIA CJSC (Japan Tobacco International)

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**Website:** [www.jti.com](http://www.jti.com)

JTI - Japan Tobacco International is the international tobacco division of Japan Tobacco Inc., one of the largest tobacco companies in the world. Headquartered in Geneva, Switzerland, JTI is a truly international and multicultural business employing over 26,000 people representing more than 100 different nationalities and operating in more than 120 countries around the world.

JTI has been operating in Armenia since December 2001 with sales started in August 2000. Shipments of cigarettes (Winston, Camel, Sobranie, LD and Monte Carlo brand families) to Armenia are made from our factories in Ukraine and Russia.

Product innovation is a particular focus for driving growth within our business. Our Research & Development (R&D) team works closely with manufacturing, supply chain and marketing, as well as with many markets where our products are sold. This way, we gather insights that will support the next generation of ideas and products at JTI.

JTI takes a zero tolerance approach to all forms of illicit trade in tobacco products. In addition to JTI's own stringent internal controls and programs, JTI fully cooperates with governments, regulators and law enforcement agencies in the fight against the illicit trade. We have signed Memoranda of Understanding in over 30 countries, and have entered into formal cooperation agreements with EU and Canada.

We are committed to providing a safe workplace for our employees and to conducting our business in a way that is environmentally sustainable. In 2014, 2015 and 2016 JTI has been recognized as a Top Employer Europe and Top Employer Armenia by the renowned Top Employer Institute located in the Netherlands.

Our global outlook makes us dynamic and creative, while our Asian heritage means we are precise, quality driven and always thinking about the long-term. This productive balance is at the heart of our business culture. We ensure that the decisions we make take into account the needs of our consumers, shareholders, employees and wider society to fulfill our responsibilities towards them, aiming to exceed their expectations.



# MARY KAY®

### Mary Kay Armenia CJSC

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**E-mail:** helpdesk.armenia@mkcorp.com

**Website:** www.marykay.am

Mary Kay is one of the world's largest direct selling companies, with more than \$2.5 billion in annual wholesale sales worldwide. Mary Kay was founded in 1963 by Mary Kay Ash, with the goal of helping women achieve personal growth and financial success. Mary Kay remains committed to enriching women's lives, and today, more than 2 million people of all backgrounds are enjoying the advantages of being Mary Kay Independent Beauty Consultants. Mary Kay's high-quality skin care and color cosmetic products are sold in more than 35 countries around the world. In a typical year, Mary Kay spends millions of dollars and conducts more than 300,000 tests to ensure that Mary Kay® products meet the highest standards of quality, safety and performance.

The Company's global independent sales force exceeds 2 million. Yet, it remains today what Mary Kay Ash first envisioned – a company with a heart.

Every day Mary Kay is changing the lives of women and children around the world as part of its Pink Changing LivesSM initiative. Mary Kay Ash's mission of enriching women's lives continues today, some 48 years later.

Mary Kay Armenia is proud to carry on the Mary Kay tradition in its country. A few details about Mary Kay Armenia include:

- Mary Kay Armenia opened in 2010.
- Popular products in Mary Kay Armenia include skin care, body care, color cosmetics, sun care, fragrance and men collection.
- Mary Kay Armenia has been involved in charitable works.



### Oriflame Cosmetics Armenia

**Country Director:** Ms. Naira Margaryan

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(+374 60) 100 106

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**Website:** [www.oriflame.am](http://www.oriflame.am)

Founded in 1967, Oriflame is a beauty company selling directly in more than 60 countries. Its wide portfolio of Swedish, nature-inspired, innovative beauty products is marketed through approximately 3 million independent Oriflame Consultants, generating annual sales of around €1.3 billion.

"Respect for people and nature" underlies Oriflame's operating principles and is reflected in its social and environmental policies. Oriflame supports numerous charities worldwide and is a Co-founder of the World Childhood Foundation. Oriflame is a Swiss company group listed on the Nasdaq Stockholm Exchange.

Brief facts:

- Around 1.3 billion Euros in annual sales
- More than 3 million Consultants
- Approximately 7,000 employees
- A product range of approximately 1,000 products
- Co-founder of World Childhood Foundation
- Global R&D centre with more than 100 scientists
- Production units in Poland, China, Russia and India
- Listed on the Stockholm Nasdaq Exchange
- Operations in more than 60 countries of which 12 are operated by franchisees
- Oriflame was presented in Armenia in 2002
- Oriflame Armenia is the largest direct selling company in Armenia.

FOR NOTES:

FOR NOTES: \_\_\_\_\_





# EDUCATION



4



# EDUCATION



4



**American  
University  
of Armenia**

### American University of Armenia (AUA)

**President:** Dr. Armen Der Kiureghian

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**Tel.:** (+374 60) 694 040

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The American University of Armenia is the first stand-alone, US-accredited institution in the former Soviet Union that provides undergraduate and graduate education. AUA is affiliated with the University of California and accredited by the WASC Senior College and University Commission (985 Atlantic Avenue, #100, Alameda, CA 94501, 510.748.9001).

#### What are the Benefits of an AUA Education?

- U.S.-accredited, internationally recognized degrees
- Distinguished and dedicated faculty from Armenia and around the world
- Diverse and welcoming student body
- State-of-the-art facilities
- Research-centered education
- Competitive degrees at a fraction of the cost
- Active campus life
- Armenia and global based alumni network
- 75% of graduate students find jobs within 3 months of graduating
- 75% of alumni live and work in Armenia
- Up to 50% of students receive financial support.

#### AUA Offers the Following Academic Programs:

- **Undergraduate Programs:** Bachelor of Arts in Business, Bachelor of Science in Computer Science, and Bachelor of Arts in English and Communication
- **Graduate Programs:** Master of Laws, Master of Political Science and International Affairs, Master of Arts in Teaching English as a Foreign Language, Master of Engineering in Industrial Engineering and Systems Management, Master of Science in Computer and Information Science, Master of Public Health, Master of Science in Economics, Master of Business Administration (Full Time and Professional).

AUA policy is that no Armenian citizen admitted to AUA will be denied study because of financial need. This means that admissions decisions are based on merit, not financial ability to pay tuition, and no qualified student is turned away for his or her inability to pay tuition. In order to maintain this policy in the midst of such growth, the University relies on the generous support of its alumni, faculty, staff, parents, and friends.

Since its establishment, AUA has remained committed to a need-blind admissions policy, which guarantees that every student who has earned admission to the University is able to attend. This approach opens the University to an economically diverse group of students and emphasizes its core belief that education is not just for the elite. Whoever is qualified and wishes to learn can do so at AUA. The need-blind admissions policy is part of the fabric of AUA, and all benefactors are determined to continue granting access to the empowering resources available at the University to all deserving students.



### Cambridge International School of Armenia

**Director:** Mr. Runar Salimullin

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Yerevan 0009

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Cambridge International School of Armenia (CIS Armenia) is an international school using English language as a medium of instruction.

The curriculum at CIS Armenia is based upon the programmes of the British National Curriculum with access to the Armenian State Curriculum, starting with the Early Years Preschool, Primary, Secondary and moving through to IGCSE, AS and A Level in the senior years.

The international programmes ensure a smooth transition through the years of schooling and provide an opportunity for students to succeed in a stimulating, externally validated and highly respected world-class educational programme. Ultimately, the qualifications which can be obtained by our senior students can open doors to universities over the world. These qualifications are universally recognised and welcomed.

Cambridge International School of Armenia offers:

- Convenient school location in the city centre;
- Access to a full, enriched and creative Cambridge International Curriculum;
- Access to Armenian National curriculum;
- Qualified native English teachers from UK and other countries;
- Dedicated, caring and supportive staff with individual approach to each child;
- A speech therapist and an educational psychologist and support for every student's individual needs;
- Completely modernised building with light, fully furnished and spacious classrooms;
- Secure and equipped outdoor playground;
- Prolonged school day and enriched afterschool programme;
- School meals served 5 times a day;
- Transportation service on request.





### ICARE FOUNDATION

**Director:** Mr. Vardan Urutyan  
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The International Center for Agribusiness Research and Education (ICARE) Foundation was established in 2005 by Texas A&M University to offer highest quality agribusiness education, research and career development programs for preparing students to assume leadership roles in food and agribusiness and other related industries. With the financial support from USDA FAS, USAID, ICARE develops and maintains the highest integrity and professionalism in its main components.

**The Agribusiness Teaching Center (ATC)** prepares undergraduate and graduate level agribusiness specialists armed with broad economic, marketing, managerial and decision making skills, up-to-date communication abilities and excellent knowledge of English. The curricula are western-structured, based on the undergraduate and graduate agricultural economics/ agribusiness curricula of the Department of Agricultural Economics and the Mays Business School of Texas A&M University. Courses are taught in English by American, European, and Armenian instructors. ATC also organizes field trips, student internships, study tours, and student exchange programs.

**The Master of Agribusiness (MAB) program**, jointly offered by the Department of Agricultural Economics of Texas A&M University and the ANAU, is the only specialized graduate program in the sphere of Agribusiness Economics in the region taught in English. The MAB program produces scholars trained in the latest methods of business and economic analysis. The program provides an international standard graduate degree from ANAU and a Graduate Certificate from Texas A&M University.

**The Agribusiness Research Center (ARC)** solicits and conducts research on relevant agribusiness topics and promotes research on Armenian agribusinesses. The ARC also organizes regional and international seminars and conferences, and prioritizes participation of students in research and development activities. The ARC has worked with more than 60 partner organizations in Armenia and abroad and is proud that these projects have resulted in many long-term partnerships. During a decade of operation ICARE has earned a reputation for being the leading organization in agribusiness related research in Armenia.

**The EVN Wine Academy**, established in 2014 jointly with Semina Consulting, acts as a center for professional education focused on wine and winemaking. EVN aims to develop the wine industry and promote wine culture in Armenia. Jointly with the Geisenheim University, Germany EVN offers an 18-month Certificate Program in Enology and Wine Business for professionals and short courses and master classes for wine enthusiasts. The program is supported by GIZ.



### RSM International

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The Russian School of Mathematics (RSM) is an award-winning, afterschool math program for K-12 students. RSM helps children of all levels build a solid math foundation and develop critical-thinking and problem-solving skills. The systematic approach and curriculum is based on the best practices of math schools in the former Soviet Union and Europe, adapted to the US educational environment. RSM's dedicated and trained teachers are distinguished by their extensive background and passion for mathematics. More than 20,000 students attend RSM branches across the world. Online courses are also available for students in locations without a physical branch.

At RSM International in Yerevan we teach mathematics in K-12th grade online, ensuring maximum results by following RSM methods of education. RSM International also assists with curriculum development, project management and implementation, coordination of on-line homework sessions and lesson preparations.

FOR NOTES:

FOR NOTES: \_\_\_\_\_

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## ENERGY AND MINING



5





## ENERGY AND MINING

5



### Armenian Copper Programme (ACP)

**Director:** Ms. Lusine Mejlumyan

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Armenian Copper Program (ACP) is registered in the Republic of Armenia and has been operating since 1997. Copper smelting and mining facilities in Alaverdi, Lori region, owned by the company, have a history of over 240 years. The peak of production was in 1980-90s, when nearly 55,000 tons of refined copper were produced annually.

Currently ACP is a part of Vallex Group of Companies, with primary operations in Armenia, as well as in Russia and Europe. Production facilities allow for processing of 50,000 tons of concentrate and producing of up to 10,000 tons of blister copper annually. Blister copper is sold to the renowned Aurubis AG, a Germany based multinational company.

The revenue for 2015 was \$66 million. Historically, Alaverdi copper smelter has been the biggest employer of the region and has been the backbone of economic and social welfare of Alaverdi. ACP continues to follow that policy. The company has over 650 employees. The company implements various social projects; the main position of these projects is implemented through Manes charitable fund, which was established in 2005 to coordinate charitable activities of Vallex Group in Lori marz. Up to 2016, the fund has implemented charity and other social projects of more than 2.1 billion AMD in total value.

The company is actively engaged in the development of second largest copper-molybdenum deposit in Armenia at Teghout, through its subsidiary, Teghout CJSC. This is the largest industrial project in post-soviet Armenia. The plant started copper and molybdenum concentrate production on December 2014. It has the capacity to process over 7 million tons of ore and produce over 70 thousand tons of copper concentrate and approximately 800 tons of molybdenum concentrate annually.

The Chairman of the Executive Board is the president of Vallex Group, Mr. Valeri Mejlumyan.

**CONTOURGLOBAL®**

Հիդրո կասկադ



**ContourGlobal Hydro Cascade CJSC**

**General Manager:** Mr. Ara Hovsepyan

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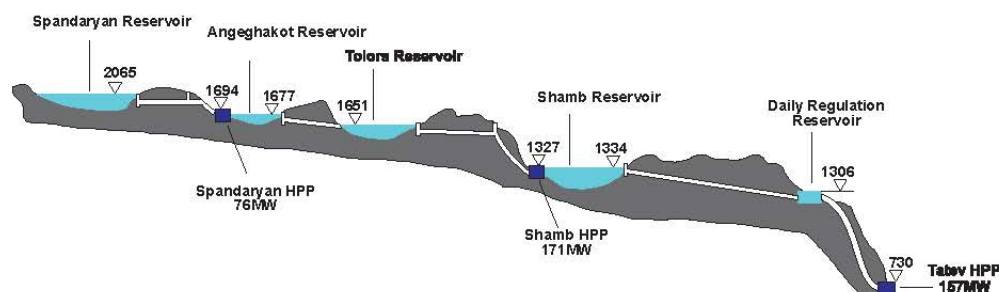
**Website:** www.contourglobal.com

ContourGlobal was founded in 2005 by current CEO Joseph Brandt, along with Reservoir Capital Group, a New York-based investment fund. Today, the company is uniquely positioned to continue its expansion through various ongoing growth projects.

ContourGlobal is a developer and operator of electric power and district heating businesses. ContourGlobal manages, owns and operates an existing portfolio of 62 power plants with approximately 4,000 megawatts ("MW") of installed gross capacity in operation. Our current portfolio spans 20 countries and 3 continents with a weighted average sovereign rating of BBB (weighted by capacity), utilizing a wide range of fuel types, technology and equipment. 63 % of ContourGlobal's overall capacity is located in Europe (Bulgaria, Spain, Ukraine, Austria, Ireland, Italy, Poland, Romania Slovakia, Czech Republic, Northern Ireland) and Eurasia (Armenia), 32 % in Latin America (Colombia, Brazil, Peru) and the Caribbean, and 6 % in Africa (Togo, Senegal, Rwanda, Nigeria). 2,000 people work for ContourGlobal around the globe.

In July 2015, ContourGlobal Hydro Cascade CJSC, the local subsidiary, acquired Vortan Complex of Hydroelectric Power Stations CJSC, a complex of three hydroelectric power stations with an overall capacity of 404.2 MW and an average annual power generation of 1.16 billion kWh. The Vortan Cascade is among the main power generation complexes in Armenia, providing both peak and base load generation, and performing grid stabilization services. The complex is located in the eastern part of Syunik region of the Republic of Armenia, some 240 km to the South-East of Yerevan. The Cascade has a total head of 1,223 m. The design of the Vortan CHPS began in 1954, construction started in 1961. In 1970 the first power station, Tatev HPP, was put into operation, followed by Shamb HPP in 1978 and Spandaryan HPP in 1989.

Below is a basic layout of the ContourGlobal Hydro Cascade:





### Lydian Armenia CJSC

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Lydian Armenia CJSC is an Armenian mineral exploration and development company. Lydian Armenia CJSC is a 100% owned subsidiary of Lydian International Limited. The company is a legal successor of Geoteam CJSC that was incorporated in 2005 and after an extensive campaign of geological exploration in Armenia discovered what is now Lydian Armenia's flagship project, Amulsar Gold Mine. Amulsar is a new gold discovery, the first for over 20 years in Armenia.

Lydian Armenia (previously Geoteam CJSC) is carrying out geological exploration in the Amulsar area of RA Vayots Dzor Marz since 2006. Located along a high ridge top on the border of RA Vayots Dzor and Syunik Marzes, the Amulsar deposit is 170 km south of Yerevan. In 2014 mining right and environmental permit for the project construction were granted to the company. In 2015 Lydian International disclosed Environmental and Social Impact Assessment of Amulsar Project; its updated version was disclosed in 2016. After having secured necessary financing in 2016, the construction of Amulsar project is now underway. Lydian Armenia is committed to construct and operate Amulsar mine in line with industry best practice and IFC and EBRD Performance Standards and Requirements.

Lydian International is a publicly quoted company listed on the Toronto (Canada) Stock Exchange (TSX: LYD). IFC and EBRD are among the institutional shareholders of the Company.







# INFORMATION TECHNOLOGY



6



# INFORMATION TECHNOLOGY



6

### Hylink JSC



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Hylink JSC is a joint stock Armenian resident company, started in 1992 by a group of Armenian entrepreneurs and California based Cylink Corporation to provide the software and hardware development services to its partners. In 1998, a private company Hitegrity LLC was founded based on the Hylink resources working for Cylink Corp., when they sold the Wireless division to another California based US Company, P-com Inc. Another subsequent (succeeding) company, Intelcores Ltd, was founded in 2006 to be able to provide software and firmware services to a broad range of its US partners and customers.

Over the years the Companies provide high quality Software and Hardware engineering and project management services to the partners.

Having adopted the CMMI oriented model for the software development processes and tailoring them appropriately to the customer specifics and requirements they provide high quality engineering and project management services to help companies in product development lifecycle: starting from specification and architecture design to the first production release and then continuing with maintenance and upgrade releases. The companies' staffs can step in at any phase and work on a short-term project or dedicate a team for a long-term collaboration with the customers. English is the working language at the company: all design documents and communication are in English, and all engineers are proficient in English.

The Companies have very capable software and firmware development, QA, and technical support engineers, with a broad experience in various areas of product development. For more detail please visit the company's website at [www.hitegrity.am](http://www.hitegrity.am).



### LTX-Credence Armenia LLC

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LTX-Credence Armenia is an engineering development company operating in Armenia since 1998. It is a 100% subsidiary of the U.S. based Xcerra Corporation.

Xcerra Corporation is comprised of four businesses in the semiconductor and electronics manufacturing test markets: atg-Luther & Maelzer, Everett Charles Technologies, LTX-Credence, and Multitest. The combination of these businesses creates a company with a broad spectrum of semiconductor and PCB test expertise that drives innovative new products and services and the ability to deliver to customers fully integrated semiconductor test cell solutions.

The Company addresses the broad, divergent requirements of the mobility, industrial, automotive, and consumer end markets, offering a comprehensive portfolio of solutions & technologies and a global network of strategically deployed applications and support resources. Additional information can be found at [www.xcerra.com](http://www.xcerra.com) or at each product group's website: [www.atg-lm.com](http://www.atg-lm.com), [www.ectinfo.com](http://www.ectinfo.com), [www.ltxc.com](http://www.ltxc.com) and [www.multitest.com](http://www.multitest.com).



**OSG  
Records  
Management**

### OSG Records Management

**Director:** Ms. Lilya Abrahamyan

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**Website:** www.osgrm.am

OSG Records Management LLC is a member of OSG international group of companies that have over 40 years of experience. OSG is the leading provider of document and data management solutions for companies operating in the CIS countries.

In recognition of industry achievements, Professional Records & Information Services Management (PRISM International) has awarded OSG a seat on its European Regulatory Committee.

The Company is a member of Association of European Businesses, American Chamber of Commerce, British Chamber of Commerce, Association of Russian Banks, Russian Guild of Records Management, etc.

OSG Records Management in Armenia is Armenia's first document storage and data management provider.

OSG Records Management services are:

- i-Archive
- e-Archive
- IT-Archive
- Scanning of documents and data entry
- Document workflow systems development
- Archival Services
- Document storage
- Cataloguing and indexing of documents
- Inventory of Assets
- Confidential destruction of documents
- Courier collection and delivery of documents.

OSG Records Management has purpose-built Facility to keep documents and backup disks & tapes safely. The Facility is protected with alarm system, fire and heat detection, dry powder extinguishing system, video surveillance, anti-vermin measures and strict security procedures. Documents are kept in OSG boxes labeled with anonymous barcodes and stored on OSG Facility racks. Couriers collect and deliver documents upon request. OSG specialists are cataloguing, indexing, archiving, destroying and scanning documents. Choosing the OSG brand means choosing quality, value, and success for the company.



### Synopsys Armenia CJSC



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Synopsys Inc. (SNPS) is a world leader in software and IP for semiconductor design and manufacturing. The company delivers technology-leading system and semiconductor design and verification platforms, IC manufacturing and yield optimization solutions, semiconductor intellectual property and design services to the global electronics market. These solutions enable the development and production of complex integrated circuits and electronic systems. Synopsys addresses the key challenges designers and manufacturers face today, including power management, accelerated time to yield and system-to-silicon verification. Synopsys is headquartered in Mountain View, California, and has more than 100 offices located throughout North America, Europe, Japan and Asia.

Synopsys established its presence in Armenia in 2004. Since then, Synopsys Armenia CJSC has become one of the biggest Synopsys sites outside the U.S., providing R&D and product support in EDA, design for manufacturing (DFM) and the development of semiconductor intellectual property (IP). Currently Synopsys Armenia employs over 700 high quality Armenian engineers, and is the largest IT employer in Armenia. To support its growth, the company is investing in IT education, and is engaged in a number of pioneering and successful cooperation programs with Armenia's leading universities and high schools. The company consistently promotes public interest in the industry by sponsoring and organizing the Annual Educational Award of the President of the Republic of Armenia in IT Sphere, organizing the Annual International Microelectronics Olympiad of Armenia and other contests among young specialists and students.



**Synergy International Systems Inc,  
Armenian Branch**

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Founded in 1997 and headquartered in the Washington, D.C. metro area, Synergy International Systems, Inc. ("Synergy") is a global information technology firm that empowers public and private sector organizations to achieve their performance goals.

Synergy's core expertise is in software for monitoring and evaluation, national development effectiveness, judicial processes, social protection, public financial management, disaster relief and reconstruction, education, and public health.

### **Our Technology**

Synergy's proprietary technology - IDM™ (Intelligent Data Manager) is a Commercial-Of-The-Shelf (COTS) platform for rapidly building web-based business applications. IDM is a truly proven, modular and scalable software platform that provides complete, modular suite of capabilities for data management, visualization, reporting, and business process automation.

### **Products**

- Synergy Indicata: Strategy Execution, Monitoring and Evaluation System (M&E).
- Case Management System (CMS)
- Social Protection Information System (SPIS)
- Development Assistance Database (DAD)
- Public Investment Management Suite (PIM)
- State Budgeting System (SBS)
- Post-Disaster Management Suite
- Education Management Information System (EMIS)

### **Clients & Partners**

Our clients include a wide range of multilateral and bilateral development organizations, country governments, NGOs, with projects spanning Middle East, Sub-Saharan Africa, Asia-Pacific, Australia, the Caribbean, Central America, Europe, and Latin America.

### **Synergy Armenia**

In 1999 Synergy established a branch office and a Global Learning Center in Yerevan Armenia, with over 200 employees: software application programmers, database administrators, systems analysts, project managers, project management support staff, quality assurance specialists, technical support specialists, trainers, and network and IT infrastructure experts. The Global Learning Center is fully equipped with all the training facilities and has served as a well-located spot for delivering system users training and capacity building for Synergy's numerous projects.



### Unicomp CJSC

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Unicomp CJSC has been providing high quality IT services since 1996. During the years the company has proved its expertise and reputation and rightfully holds a firm place in today's IT sector as a leading system integrator and IT solutions provider that designs, builds and supports ICT solutions in Armenia.

With a professional and devoted team Unicomp offers a wide range of complex solutions such as system development and integration, trainings and practical study, information security, managed services, data processing centers, server and data storage systems, data backup and recovery systems, IP telephony and IP video systems, networking, technical support services and many more.

The success of Unicomp draws the attention of many well-known foreign companies. Sharing the same values, goals and vision, over time, this cooperation grew into successful partnership, providing a favorable environment for productive and progressive changes. Unicomp partners with a number of leading companies, including Intel, Hewlett Packard, Cisco, Microsoft, Thales e-Security, EMC, VMWare, Citrix, Yealink, Fortinet, Tripp Lite, APC, Kyocera, Tyco Electronics, Epson, Symantec, Patton Electronics.

Unicomp pays significant attention to corporate social responsibility programs. For already 20 years the company has been committed to contributing to the community – actively engaging in community events, participating in important technological, economic, educational events and undertaking social initiatives.



FOR NOTES: \_\_\_\_\_





# INFRASTRUCTURE DEVELOPMENT



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# INFRASTRUCTURE DEVELOPMENT



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**Atlas Copco Central Asia LLP,  
Armenian Branch**

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Atlas Copco is a world-leading provider of sustainable productivity solutions for more than a century. The Group serves customers with innovative compressors, vacuum solutions and air treatment systems, construction and mining equipment, power tools and assembly systems. Atlas Copco develops products and service focused on productivity, energy efficiency, safety and ergonomics.

The company was founded in 1873 and is based in Stockholm, Sweden. It has a global reach spanning more than 180 countries.

Atlas Copco Armenian Branch was founded in 2006, thereafter taking on the right to conduct any kind of sales in the country: direct, local, leasing, conduct maintenance and warranty service. The responsibilities of the Armenian branch include development of service products, sales and marketing, technical support, as well as service delivery and follow-up.

The Company operates worldwide with a long-term commitment to their customers in each country and market served. For the Company it all starts with a strong customer focus. Atlas Copco's ambition is to have close relationship with all customers and to help them increase their productivity in a sustainable way. The goals for operations focus on people management, environmental achievements, health and safety, and on business ethics and integrity. As a customer-centric organization, the Company interacts with and develops close relationships with customers in order to be able to meet and exceed their expectations.

"Committed to sustainable productivity is our brand promise," this is the promise to ensure reliable, lasting results with a responsible use of resources – human, natural, and capital.



### Zeppelin Armenia LLC

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Early in the 20th century, the vision of the founder Ferdinand Count Zeppelin stimulated inspiration and enthusiasm throughout the world. With his airship, he comes up to symbolize innovation and progress for people everywhere. Yet, the Zeppelin Group owes more to Count Zeppelin's pioneering spirit than just the frame of the past. More than hundred years later, the founder continues to inspire the employees of Zeppelin.

"Zeppelin Armenia " LLC, as part of the German Zeppelin Group, is the exclusive dealer in Armenia of Caterpillar Inc. USA, the world's leading manufacturer of construction and mining equipment, diesel and natural gas engines, industrial gas turbines and diesel electric locomotives. Zeppelin Armenia was established in 2005 with its main office in city Abovyan (close to Yerevan) and service centers in south (Kajaran) and north (Teghout) of Armenia.

Zeppelin offers high quality of construction, road construction, and mining equipment, power systems, diesel and gas generator sets, spare parts, oils, compounds and other consumables of world known manufacturer Caterpillar.

Zeppelin also provides professional services, with a team of more than 70 high qualified mechanics from inspections and preventive measurements, via maintenance and repair works up to complete overhauls of components as engines, transmissions, suspensions, etc.

Zeppelin Group employs 7700 people at 190 locations in 30 countries around the world. The name Zeppelin stands for diversity, quality, and commitment, but also for culture of values, in the spirit of Count Zeppelin himself. A culture based on excellence and integrity, which strives on a daily basis to achieve the best for its customers, its employees, and its shareholders.

FOR NOTES:



FOR NOTES: \_\_\_\_\_



# MARKETING AND PROMOTION



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# MARKETING AND PROMOTION



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### Deem Communications



**Director:** Ms. Armine Zakayan

**Founder and Creative Director:** Mr. Raffi Niziblian

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As a comprehensive creative agency Deem Communications practices innovative communications methodologies of international stature by delivering quality marketing, advertising, media, PR, design, and event management services for those who value time and money. Since its inception in 2006, Deem Communications has worked with wide range of local and international organizations operating in the sphere of telecommunications, banking, tourism, arts and entertainment as well as with governmental and non-for-profit organizations to enhance their corporate communication. Over the years, the Agency has presented world-famous artists and music bands to the Armenian public. It has also won awards for its creative graphic design works.

Deem Communications has always attempted to introduce innovations and has collaborated with Armenian and international cutting edge projects. Being in the forefront of effectively using new media technologies, specializing in social media marketing and management, Deem Communications assists local and international companies as well as non-profits to establish rapport with their publics and succeed in today's evolving economy.

DEEM provides a wide-scope of integrated services in one-stop-shop:

- Public Relations - corporate and non-profit communication, media relations, PR campaigns, fundraising, strategic consulting, copywriting, training and featured professional events such as PR Talks and PR Summit Armenia
- Advertising - print, broadcast, on-line, alternative (BTL campaigns)
- Strategic Marketing - planning, monitoring, consulting, training, research
- Event Management - corporate, retail and cultural events and festivals
- Creative Solutions - graphic design, animation, branding, web design development
- New Media Management – promotion, creation, maintenance
- T – website development and maintenance

Deem Communications is the official representative of Media Consulta Network, headquartered in Germany and present in more than 68 countries.

### McCann Erickson LLC



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McCann Worldgroup is one of the world's largest marketing communications networks with offices in more than 130 countries. The culture and strategy of the agency is to make things happen and when there are good ideas the agency provides the support to develop them to their fullest potential. McCann Erickson is all about talent, inspiration, teamwork, creativity, and accountability. McCann Erickson has gained top awards and was nominated the "Agency of the year" several times. McCann Erickson came to Armenia in 2001. It presents full package of Creative, BTL & Event Management, and Media Services:

#### **Strategic Planning**

- Marketing communication planning
- Brand management, strategic consulting.

#### **Creative Artworks & Adaptation**

- Concept ideas & scenarios
- Web-design and animation
- Creative adaptations of print materials.

#### **Print & POSM, Audio/Video Production**

- POSM (leaflets, posters, flags, stands)
- OOH & indoor banners
- Branding of souvenirs
- Loyal print-houses, copy lines writing
- Story-board development
- Production of TV & Radio commercials.

#### **Sales/Consumer Promotions/Events**

- Samplings, tastings, IGWP, SMS promotions
- Organization of shows, Conferences, concerts
- Draws, catering services, scenario writing.

#### **Trade Promotions**

- Trade promotions to improve sales and loyalty of traders
- Merchandising standards development and implementation.

#### **Media Research, Competitive Media Reports**

- Armenia media market overviews
- Update on market developments
- SOV, expenditures, media buying strategies.

#### **Strategic Media Planning & Media Buying**

- Annual media strategies
- Budget allocation over period and media
- Media plans (schedules), budget management
- Media consulting and prices negotiation
- Day-to-day supervision of media plans implementation short-term optimization/new buying opportunities.



## MARKETING AND PROMOTION

### Mineh Print LLC



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Mineh Co LTD

Mineh (print) LLC was established in 1999, has earned a reputation for providing customers with high quality solutions for their part decoration needs.

We offer customized marketing materials and printed promotional products for business or personal use to fit any budget, style and occasion. We Are Promotional Products specialized in the production and supply of printed & branded promotional material! With our vast knowledge and experience in the printing industry.

We have a dedicated and experienced team of individuals whose sole focus is to provide tailored solutions and outstanding service for our new and existing customers. Additionally we have an extremely creative and innovative Art and Design Department that are on hand to help you out, whether you need some friendly advice, help with logos & artwork, or require our professional design development service.

Our goal is to provide our customers with quality printing solutions and to make things simple. To achieve that goal, we work closely with each client and tailor our work to suit their individual needs. We aim to ensure that your branding requirements are fulfilled with 100% satisfaction. Our sole mission is to provide you with striking promotional materials that demands attention.

Looking for the best price possible? You can stop searching. Mineh Print offers the lowest prices - guaranteed. Our extensive low price guarantee makes sure you always receive the best price available this time, and every time you order.

Thank you for your interest in Products of Mineh, and we look forward to helping with your corporate apparel and custom t-shirt needs.

#### **Our machines:**

Laser Machine from Austria and Germany, Silk screen printing machine from USA, Pad Printing machine from Canada, Roland Digital printer from Japan, Mimaki flat digital printer from Japan, Xerox digital printer from USA....

We are the distributor of Marabu inks and Ritter-Pens from Germany.

We can print on a wide variety of promotional materials (plastics, glass, metals, wood, textile, paper, board and products) such as: t-shirts, hats, mugs, bags, Power banks, USB sticks, mouse pads, pens, key tags, lanyards, wristbands, umbrellas, watches, posters, banners, stickers, hang tags and poly bagging, stamps, business cards and card holders, notebooks, notepads, fridge magnets (silicone soft PVC,...), business Cards, brochures, letterhead / Personalized Stationery, envelopes, door Hangers, raffle tickets, labels, pins, badges, badge reels....

Looking forward to get your inquiries and continue our mutually beneficial cooperation.

## MARKETING AND PROMOTION



**Tparan.am LLC**

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"Tparan.am" LLC was incorporated in 2014. Even though the Company is rather new, during these two years Tparan.am has developed dynamically and vigorously. The Company cooperates with more than 200 leading organizations in Armenia.

Since the beginning of its activities, the Company was mostly engaged in offset printing. Consistent to market tendencies today, the Company also implements both digital and wide-screen printing.

FOR NOTES:

FOR NOTES: \_\_\_\_\_



# LOGISTICS AND TRANSPORTATION



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# LOGISTICS AND TRANSPORTATION



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### FedEx

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FedEx provides customers and businesses worldwide with a broad portfolio of transportation, e-commerce and business services. The company offers integrated business applications through operating companies competing collectively and managed collaboratively, under the respected FedEx brand. Consistently ranked among the world's most admired and trusted employers, FedEx inspires its more than 275,000 employees and contractors to remain absolutely, positively focused on safety, the highest ethical and professional standards and the needs of their customers and communities.

### Mission

FedEx Corporation will produce superior financial returns for its shareowners by providing high value-added logistics, transportation and related business services through focused operating companies. Customer requirements will be met in the highest quality manner appropriate to each market segment served. FedEx will strive to develop mutually rewarding relationships with its employees, partners and suppliers. Safety will be the first consideration in all operations. Corporate activities will be conducted to the highest ethical and professional standards.

### Strategy

The unique FedEx operating strategy works seamlessly and simultaneously on three levels.

- Compete collectively by standing as one brand worldwide and speaking with one voice.
- Manage collaboratively by working together to sustain loyal relationships with the company's workforce, customers and investors.
- Operate independently by focusing on the company's independent networks to meet distinct customer needs.

### Values

- **People:** The Company values its people and promotes diversity in the workplace and in thinking. Service: The Company's absolutely, positive spirit puts the customers at the heart of everything being done.
- **Innovation:** FedEx invents and inspires the services and technologies that improve the way we work and live.
- **Integrity:** FedEx manages its operations, finances and services with honesty, efficiency and reliability.
- **Responsibility:** The Company champions safe and healthy environments for the communities in which we live and work.
- **Loyalty:** FedEx earns the respect and confidence of FedEx people, customers and investors every day, in everything the company does.

## LOGISTICS AND TRANSPORTATION



**Globalink Logistics DWC LLC,  
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Globalink is one of the leading international freight forwarding, moving and logistics management companies specializing in the mobility of cargo by road, rail, sea, and air modes on a global scale.

Globalink offers extensive expertise in global freight forwarding and logistics and an unparalleled commitment to providing excellent service tailored to your requirements. With a staff strength of over 1000 multilingual professionals across 32 offices all over the Caucasus, Central Asia, Middle East, Europe and South East Asia, Globalink can solve any transportation and logistics challenge, no matter how complex.

Globalink's in-house professional talent develops comprehensive transportation and logistics plans tailored to meet your specific needs. This is accomplished by learning precise objectives with regard to your internal and external supply chain strategy, thus ensuring that Globalink will provide your company with first-class quality service at all times. They pride themselves on their ability to provide logistics solutions to companies in a diverse range of industries - industries that value personalized service, consistent delivery and meticulous attention to details.

Globalink services include:

- General Freight Forwarding
- Industrial and Project Logistics
- Customs Brokerage Services
- Warehousing and Distribution
- Removals and Relocation.



### Gosselin Yerevan CJSC

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Gosselin Yerevan JV CJSC is an international moving, removal and international mobility service provider with more than 15 years' experience. Gosselin Yerevan is member of Gosselin Group headquartered in Antwerp Belgium with integrated teams of 700 employees in 32 countries.

International mobility solution is what Gosselin Group offers to HR managers, relocation managers, and corporate individuals and families who are facing a move.

Wherever you move to, or from, the Gosselin Moving Team provides you with advice and helps you in a professional and reliable manner in order to respond to any requirement you may have around your move.

Gosselin provides specialized services such as:

- International moving
- Relocation assistance
- Origin and destination services for moves
- Move management for offices, factories and projects
- Certified customs brokerage services.

The Gosselin Moving Division has the know-how, expertise and local knowledge to assist you with your relocation. Every step of the way you can rely on Gosselin team of dedicated experts and a bespoke service customized for you. Whether you are moving around the corner or to the other end of the world: Gosselin Moving is your best choice!

Gosselin own internal network of companies and agents can take care of every need to make your move easy, fast, and hassle-free.



### UNITRANS Ltd. International Freight-Forwarding Company

**Executive Director:** Mr. Meghrdich Arzemanian

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**Website:** www.unitrans.am

### UNITRANS Ltd. International Freight-Forwarding Company

- Established about 50 years ago as UNITRANS Companies Worldwide
- Established in 1995 in Armenia
- Weekly consolidated imports from Europe, Asia and Russia
- Monthly consolidated exports to Europe
- Consolidated imports from Dubai, UAE

#### **Mission**

Decrease influence of the blockade for Armenian businesses, providing customers with a superior level of service at competitive rates.

#### **Brief History**

The group of UNITRANS transporting companies was founded by Mr. Albert Papoyans in 1966. The Armenian branch was established in Yerevan in 1995. Since 2001 UNITRANS is DHL Danzas Air & Ocean's (now DHL Global Forwarding) Exclusive agent in Armenia. In February 2005, Unitrans (the first one among the Armenian forwarding companies) was awarded ISO 9001:2000 SGS Certificate.

#### **Services**

##### **Professional Services:**

- truck transportation (FTL, LTL, Ref. Trucks)
- air transportation
- ocean transportation (LCL, FCL, Bulk)
- railway transportation
- heavy lift and oversized cargoes transportation

##### **Complimentary Services:**

- customs clearance
- local delivery
- loading/unloading
- packing
- warehouse handling

#### **Membership:**

FIATA, 2001; AAFF, 2002; AACC, 2003; Amcham, 2005; DWV, 2015





**Urban  
Logistic  
Services**

### Urban Logistic Services CJSC

**Founding Director:** Mr. Vahe Petrosyan

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Urban Logistic Services (ULS) is the first and only logistic operator in Armenia, representing the whole range of 3<sup>rd</sup> party logistic services 3PL, based on which Armenian producers and trading companies, importers and exporters, as well as other organizations have the opportunity to work on basis of international quality levels.

ULS is the only class A logistic center in the region, providing western standards of security and storage conditions, a modern internal and external infrastructure, and is equipped with latest equipment and technologies. All this enables the company to store and handle any type of goods.

In ULS's role as 3PL operator it organizes and manages transportation, controls and reports warehouse inventories, stores the goods at different temperature regimes, and provides value added services such as labelling and repacking, and deliveries to final clients.

Thanks to the unique geographical position of Armenia and its entry into the Eurasian economic (customs) union ULS creates new opportunities for logistics flows from Asia and the Middle East to Georgia, Russia, Belarus and back.

The logistic center with an overall area of about 7ha includes: the central warehouse designed for 28.000 pallet places; a customs terminal, warehouses for rent (22) with a total area of 5.000m<sup>2</sup>, 9 temperature controlled and freezer rooms with the total capacity of 4.500 m<sup>3</sup>, and office space totaling 1.200m<sup>2</sup>.

At moment ULS is cooperating with more than 150 Armenian and foreign companies providing them with services in the areas of cross docking/consolidation, storage, good receiving and shipping, labeling and goods delivery, etc.

The main goal of the company is to introduce new logistic standards in Armenia providing a unique complex of logistic services to production and trading companies, importers and exporters, transport and custom companies, etc.





## NGOs AND INTERNATIONAL ORGANIZATIONS



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## NGOs AND INTERNATIONAL ORGANIZATIONS



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## NGOs AND INTERNATIONAL ORGANIZATIONS



### Armenia Tree Project Charitable Foundation (ATP)

**Country Director:** Ms. Lucineh Kassarian

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**Website:** [www.armeniatree.org](http://www.armeniatree.org)

Armenia Tree Project Charitable Foundation (ATP) was founded in 1994, to advance Armenia's development through community-based tree planting and environmental education, guided by a vision of a secure and independent Armenia. A non-profit program with offices in Armenia, Massachusetts, and California, ATP conducts vitally important environmental projects in Armenia's impoverished and deforested zones.

Since its inception, ATP has planted and restored over 5 million trees throughout Armenia and Artsakh. ATP employs full-time nursery staff and hundreds of seasonal employees involved in tree planting and maintenance. ATP propagates trees in four state-of-the-art nurseries (Karin, Khachpar, Margahovit and the newly founded Chiva), plants them in communities and forests, conducts environmental education in hundreds of schools and at their education centers in Karin and Margahovit, trains teachers, and leads community development efforts. The Organization's goal is to assist the Armenian people in using trees to improve their standard of living and have an impact in protecting the global environment. ATP is guided by the need to promote self-sufficiency, aid those with the fewest resources first, and conserve the indigenous ecosystem. Trees, sustainably managed, deliver a steady bounty of tangible benefits like fruit, shade, and medicine. Moreover, they protect against erosion, clean the air, safeguard water supplies, and support a wondrous array of animal and plant life.

Armenia faces environmental and demographic threats, and ATP programs are designed to overcome these threats by:

- Providing meaningful employment to hundreds of people each year
- Planting decorative and fruit trees, as well as shrubs which protect against erosion, clean the air, provide shade and produce tons of fruit each year to benefit more than 1100 communities
- Reforesting hundreds of acres of community land to restore Armenia's historic forest cover
- Educating adults and schoolchildren about Armenia's environment and global environmental issues
- Advocating for sustainable development that accounts for vital environmental, social, and economic issues.



## NGOs AND INTERNATIONAL ORGANIZATIONS



### Center for Agribusiness and Rural Development Foundation (CARD)

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The Center for Agribusiness and Rural Development (CARD) Foundation is a “one-stop shop” economic development organization with a highly-trained and motivated staff, a broad client base, and unparalleled country-wide coverage throughout Armenia. It was established on April 4, 2005 as a local Armenian organization by USDA FAS.

CARD's mission is to assist farmers and agribusinesses in the production and marketing of food and related products, to increase incomes and create jobs leading to sustainable livelihoods for rural populations that significantly impact poverty reduction.

CARD and its affiliates CARD AgroService CJSC and CARD AgroCredit UCO offer a complete, integrated package of agricultural development services that are market driven, innovative and aim at creating self-sustainability and competitiveness. Its programs are impact-oriented, and respond to real challenges faced by Armenian farmers and agribusinesses. Each initiative focuses on enhancing agribusinesses and improving rural livelihoods.

## NGOs AND INTERNATIONAL ORGANIZATIONS

### Children of Armenia Fund (COAF)



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The Children of Armenia Fund (COAF) is a non-profit, non-governmental organization that employs community-led approaches aimed at improving the quality of life in rural Armenia, with a particular focus on children and youth. The organization was founded by Dr. Garo H. Armen in New York City in 2000, and the office in Yerevan, Armenia opened in 2004. COAF is funded through monetary and in-kind donations made by donors and benefactors at COAF's annual fundraising gala evenings and other events.

With the introduction of a unique clustering approach to development, COAF's program was launched in 2004 in Karakert, a village in the Baghramian Region of Armavir Marz. By mid-2016, COAF has been active in 44 rural communities in Armavir, Aragatsoth, Lori, Gegharkunik, Shirak and Tavush Marzes, bringing the number of beneficiaries to 67,000. Over the next five years, COAF's work will be expanded to 100 communities.

COAF's target development areas are:

- Education as a catalyst for youth empowerment
- Healthcare to ensure sustainable healthcare approaches in rural Armenia
- Child & Family Support Services to build stronger self-reliant social networks and services
- Economic Development to support rural economic growth and stimulation.

In 2015, COAF developed and started implementing a new vision – the SMART Initiative. SMART is a model for improving self, society, and the environment. SMART is designed to advance a generation across the rural world through education and innovation.

The SMART Initiative will be implemented through SMART Centers, which will serve as epicenters for knowledge exchange to invigorate promising, yet under-supported areas of Armenia. SMART will become an exemplary model of development and will be replicated in other Marzes throughout Armenia.

Another tool the SMART Initiative utilizes is SMART Rooms. Equipped with state-of-the-art technology, SMART Rooms not only connect rural communities to the SMART Center, but allow them to interact with other villages, the capital Yerevan and the rest of the world. As a pre-condition for the success and sustainability of its development programs, COAF prioritizes capacity building of local residents and networking within and between villages.

The multitude of COAF's development programs and major accomplishments include numerous infrastructure reconstruction and revitalization projects: 10 schools, 3 kindergartens, 7 health clinics, including a regional healthcare center, 2 gyms, a community center, numerous playgrounds and public parks. COAF has also renovated and provided equipment for Creativity Labs in Armavir, Aragatsoth, and Lori, refurbished and updated medical equipment for 12 local health facilities and regional health centers, renovated the drinking and irrigation water of several systems/channels.

## NGOs AND INTERNATIONAL ORGANIZATIONS



### Habitat for Humanity Armenia Foundation

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Habitat for Humanity Armenia is the national office of Habitat for Humanity International, founded on the conviction that everyone should have a decent, safe, affordable place to live. Habitat for Humanity Armenia extended the impact of the international office starting in 2000 by supporting the renovation and repair of low income family homes. Since 2008 Habitat Armenia improved their ability to accomplish these tasks by leveraging donations and microfinance loans provided by partnerships with a variety of financial institutions, affordable housing advocates, volunteers and donors.

Through the work of Habitat for Humanity Armenia, more than 5,200 low-income families have found new hope in the form of affordable housing. More than 30,000 people have found strength, stability and independence through safe, decent and affordable shelter.

More recently Habitat for Humanity Armenia has increased its stake in affordable housing by helping to institutionalize energy efficiency in the county. By partnering with financial institutions, local municipalities, as well as international organizations, home owner associations and tenants of residential buildings, Habitat Armenia initiates substantial sustainable energy projects in residential sector.

Habitat for Humanity Armenia is committed to helping to advocate and improve housing for people of all nationalities, gender or background; people of all faiths or no faith; and people with construction skills or no skills.





**SOS CHILDREN'S  
VILLAGES  
ARMENIA**

### SOS Children's Villages Armenia

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"SOS Children's Villages" Armenian Charity Foundation is a non-profit, non-governmental organisation that works for the rights of the children to live in loving and caring family environment. The organisation supports the children in difficult life circumstances, especially the ones who are devoid of parental care or those who are on the verge of losing it.

SOS Children's Villages Armenia was founded in 1989 in response to the devastating earthquake of December 1988. In 1990 Children's Village in Kotayk opened its doors for the children who had lost their parents in the result of it. It was the first SOS children's village in the territory of post-soviet countries. SOS Kindergarten was built in 1994 to provide preschool quality education for children from SOS families and the neighbouring communities. In 2001, the first Youth Facility was established in Yerevan and in the following years, two more Youth Care Facilities were founded. The second Children's village was built in 2009 in Idjevan town. The activities of the organisation are in three main directions:

- Family strengthening
- Family-Based Care
- Advocacy

Family Strengthening programmes are focused on disadvantaged families that are on the verge of collapse. The organisation supports those families to prevent from and overcome the crisis situations that can in the worst-case scenario lead to the placement of children in out-of-home care. SOS Children's Villages Armenia offers various forms of support to strengthen and stabilise those fragile families so that they can once again manage their lives independently and care for their children. Family strengthening programmes are important way of building on the resources of the families and the communities, their ability to self-organise themselves and their responsibility for the well-being of their children.

Family-Based Care is focused on children who can no longer grow up with their biological families. At SOS Children's Villages of Kotayk and Idjevan, as well as at the SOS Youth Facilities they experience reliable relationships. The loving and caring family environment helps the children recover from what they have experienced, which has often been traumatic. At present more than 200 children and youngsters grow up in a stable family environment, and are supported individually until they become independent young adults.

"SOS-Children's Villages" Armenian Charity Foundation with its two children's Villages and a wide range of family strengthening and educational activities has celebrated its 25th Anniversary in 2015.

## NGOs AND INTERNATIONAL ORGANIZATIONS



### World Vision Armenia

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World Vision is a Christian relief, development, and advocacy organization working to create lasting change in the lives of children, families and communities. World Vision works in almost 100 countries serving alongside the poor and oppressed as a demonstration of God's unconditional love for all people.

World Vision came to Armenia in 1988 providing emergency aid to the victims of the devastating earthquake with a check for one million dollars and over the next few months delivered nearly USD 3 million worth of medical supplies and relief. During the next years our projects have gone beyond meeting the demands of crisis situations to changing the quality of life in entire communities. The organization recognizes a sustainable approach whereby the improvement of a child's well-being is inextricably linked to the improvement of that child's family, education facilities and the overall communities' ability to provide for the child.

World Vision Armenia is programmatically represented in 256 communities – in seven regions (marzes) of Armenia and the capital Yerevan. Through its 14 Area Development Programs across Armenia the organization provides needs-based support to communities in health and nutrition, child protection and welfare, as well as economic development.

World Vision Armenia supports more than 34,000 children registered within the Sponsorship Program, among them 28,199 directly sponsored by devoted individuals from the USA, Canada, the UK, France, Taiwan, Germany and Switzerland.

Since 2012, World Vision Armenia has developed local fundraising activities to increase the share of local funding inputs, raise additional funds and foster the culture of giving in Armenia. It works with corporate donors and individuals offering them a number of ways to contribute to charity and a range of projects to support the most vulnerable children and families. Having known the roots of many of community problems, with extensive record of addressing those problems, World Vision empowers the communities to make their voice heard to policy-makers through local and national level advocacy campaigns as a continuous process where World Vision Armenia works hand-in-hand with the Government of Armenia, community authorities, International donor organizations, businesses, partner NGOs and citizens toward an ultimate goal of having Armenia - a home for children and youth with hope and dignity.



FOR NOTES:





## TOURISM AND HOSPITALITY SERVICES



11





## TOURISM AND HOSPITALITY SERVICES



11



**BLACKSTONE**  
T R A V E L

### Blackstone Travel

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From Blackstone Travel's founding in the early 2013, its primary goal was to provide associates and individual customers with comprehensive, advanced travel services, tailored to meet their needs while maximizing the value of their travel budgets.

Blackstone's business grows through creativity and innovation. Company executives are industry experts with background in different areas of management, including international hotel chains, commercial and private aviation, as well as venture financing. They embed business ethics and integrity into all aspects of their business functioning.

The main objective of Blackstone in its capacity as an Incoming tour operator is to provide travelers exquisite and enriching experiences in Armenia, offering customized tours along with classic routes. Being a one-stop supplier, it provides full spectrum of incoming services with flexible and efficient solutions. Blackstone strives to increase the competitiveness of Armenia and Artsakh within the global tourism platforms by promoting cultural gems and branding them as world-class cultural assets. The dedicated team of tourism professionals holds skills ranging from aircraft charter operations to event planning and incentive management. They have profound experience serving both package-tour visitors and high-end FIT travelers, as well as corporate groups for both meetings and incentives.

It must also be noted that Blackstone is one of the key market players on Armenia's outgoing tourism scene. It marked its first anniversary announcing direct charter flights to Barcelona for the summer season of 2014 in cooperation with Vueling Airlines, the main air carrier of Catalonia. Successfully carrying out this ambitious project for 3 years in a row, Blackstone Travel significantly expanded its pool of affiliates and partners. Blackstone believes in partner-driven cooperation. This allowed the company to develop a significant international network of trustworthy and like-minded associates that provide top-notch services to Armenian travelers. With a comprehensive range of clientele locally, Blackstone faces the challenges with confidence, amid the ever-changing global tourism platform.



## TOURISM AND HOSPITALITY SERVICES



### Cactus

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Having been once to Mexico, one wants to be back there again. The fierce heat of the sun, desert and prickly cactus are not the only highlights of the country; it has many wonders to offer, like the mariachi playing guitars, gorgeous dark beauties who entertain the local macho with their flamenco dances. Mexico is the country of tequila, most exotic cocktails, and inexperienced emotions.

Having opened in May 2000, the first Mexican restaurant in Yerevan soon became one of the most frequented spots in the city. Over the years, the restaurant has hosted a variety of festivals, has won at several contests, thus earning a great reputation among the city residents, mass media, politicians, show businessmen and tourists. Jovial Mexican spirit catches one's eye upon entering the restaurant. Warm and cordial welcome, nice interior and lively atmosphere, filled with the tunes of Mexican and Latino music devour you in the air of fiesta. High-quality service, live music, and nice surprises are as entertaining as ever. They boast the richest bar in the country that offers a great variety of spirits and soft drinks, distinguished and exclusive cocktails, made by the best barmen in the world, winners of international contests. The Mexican corner welcomes its customers you with its car parking, free delivery, broadband internet, and plenty of other surprises.

## TOURISM AND HOSPITALITY SERVICES



### DoubleTree by Hilton Yerevan City Center

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Find modern comfort at the brand-new DoubleTree by Hilton Yerevan City Centre. Conveniently located in the heart of Armenia's capital, this charming hotel provides easy access to Yerevan's top businesses and leisure attractions. Yerevan Municipality and bank offices are on their doorstep, while Zvartnots International Airport is just a 15 minutes' drive away. Featuring 176 stylish guest rooms and comforting amenities, 1 bar, 1 restaurant, 2 open air terraces, 8 meeting rooms, fully equipped fitness centre and SPA, the hotel offers exceptional full service accommodation. All 176 of comfortable guest rooms feature a 40-inch LCD smart television, work desk, free minibar and walk-in shower. Guests can stretch out in a spacious suite, complete with separate living area, two televisions and whirlpool. Each floor of the hotel has a public balcony, offering splendid panoramic views of the city. Atmosphere SPA and fully equipped fitness center are included in the room rate. Guests can choose from gloriously indulgent services such as full or partial body treatments, or sit back in the sauna or Roman steam bath. Start your day the right way with the Wake-up DoubleTree Breakfast™ buffet. Gold Restaurant presents a tantalizing à la carte menu of homemade pasta, meat and fish dishes, all prepared by their Italian Executive chef. Sip cocktails and enjoy chilled-out music on their wonderful first floor terrace and pick up traditional Armenian coffee or fresh juice in the 24-hour lobby bar. Ideal for a number of business events and gala dinners, the large conference hall can seat up to 250 guests. Hold smaller get-togethers in a meeting room equipped with all the necessary conference technology.

Where the little things mean everything.™!

## TOURISM AND HOSPITALITY SERVICES



### Jazzve LLC

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**Website:** [www.jazzve.com](http://www.jazzve.com)

The Jazzve cafe chain was established in 2003 with the opening of the first cafe at 8 Moskovyan Street. The founders, Mr. A. Janibekyan and Mr. M. Minasyan, being passionate about the art of having coffee, incorporated their ideas within specific interior of the cafe, which suited best to the primary goal of the Company; to combine the process of enjoying high quality coffee with good music. The company's name follows this goal. It is associated with coffee and music, with the word Jazz in it.

It is already a tradition for many Armenians to meet their friends in the cafe, as Jazzve is a tradition in its turn. The happy customer is valued by the company, because no matter how nice is the interior, or how good is the coffee, everything is for customers - including flexible discount system and responsive service. Jazzve is expanding its business. Nowadays Jazzve has ten branches in Armenia and five branches in Russia.



**MARRIOTT  
ARMENIA YEREVAN**

### Armenia Marriott Hotel Yerevan

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[www.marriott.com/evnmc](http://www.marriott.com/evnmc)

As an outstanding hotel, representing a world-spread brand, Armenia Marriott Hotel Yerevan is famous for its magnificent location with the fabulous view of Republic Square and its proximity to such sightseeing and historical places as National Gallery, Genocide Memorial/Museum and Opera House. For many years we remain the preferred property to host foreign VIPs and international delegations.

Our 259 spacious rooms and suites provide a home away from home in Armenia's ancient capital, offering a perfect accommodation, luxury bedding, high-speed Wi-Fi, flat-screen TVs and climate control. We are the only hotel in Yerevan that offers the Executive Level as well as an access to the Executive Lounge. The renovated gym and upcoming pool are intended to ensure guests' healthy rest and active leisure opportunities. Armenia Marriott Hotel Yerevan offers a 24/7 Room Service to constantly meet guests' requests and needs and operate numerous Food & Beverage outlets with different types of cuisines and service to satisfy guests' sophisticated taste:

- "Cucina" Italian restaurant
- "Armenia Brasserie" Restaurant
- "Cristal" Bar & Lounge
- "Meeting Point" Outside Cafe
- "Scooop!" Ice-Cream Parlour

Armenia Marriott Hotel Yerevan is also known for its meeting rooms including the biggest ballroom in the city which are suitable for any type of event whether it is a private birthday party or an international conference. Recently renovated event areas provide a variety of set-ups enabling Armenia Marriott Hotel Yerevan's event professionals to organize impressive events with a wide choice of menus, audio-visual resolutions and event features implementing its unique "MEETINGS IMAGINED" concept. Contemporary design and fresh look of the meeting spaces create a new environment of already familiar venues impressing the hotel's corporate clients and individual customers. Our creative meeting planners are ready to materialize your idea of the perfect event and bring to life any daring wish you want to turn into reality not only at the hotel. We also provide outside catering to various venues with different event options.

Armenia Marriott Hotel Yerevan is committed to constantly surprise its guests and customers with its high standards and exceptional service exceeding their expectations.

Armenia Marriott Hotel Yerevan – the place to be in Yerevan.



## TOURISM AND HOSPITALITY SERVICES

### Tufenkian Hospitality LTD



**General Manager:** Mr. Hakob Hakobyan

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Tufenkian Heritage Hotels in Armenia is a network of luxurious boutique hotels, traditional restaurants and tourism facilities that provide visitors the experience of a revived Armenia. With several new hotels in development, the Heritage Hotels currently consist of Avan Dzoraget Hotel (Lori region), Avan Marak Tsapatagh Hotel (Lake Sevan), Old Dilijan Complex (Tavoush Region) and Historic Yerevan Hotel (Yerevan).

The newest member of Tufenkian Heritage Hotels, Tufenkian Historic Yerevan Hotel, opened its doors in September 2012 and has already accommodated thousands of tourists who came to visit one of the oldest cities in the world. The new Tufenkian city center hotel is located on the crossroads of Hanrapetutyun and Buzand streets, in the central part of Yerevan, next to "Vernissage market."

Tufenkian Historic Yerevan Hotel offers 83 rooms and a presidential suite to be opened soon; a bar/lounge, and conference center and also features a traditional Kharpert Restaurant, which offers age-old Western and Eastern Armenian cuisine. The warm and inviting atmosphere of Kharpert restaurant is the perfect way to relax after a long day, or to conduct business meetings. The exterior of Tufenkian Historic Yerevan Hotel reflects the Yerevan architecture of 19th-20th century. The idea was to create a new building inspired by both classic European and 20th century Armenian design and architecture.

Each of the regional hotels, located within a scenic village setting, features luxurious rooms designed by the best Armenian architects, furnished with valuable paintings, furniture, and renowned Tufenkian carpets handcrafted by Armenian weavers. Guests can enjoy Western and Eastern Armenian cuisine based on fresh local ingredients and regional recipes in the hotel's restaurants in Lake Sevan, Dilijan and Dzoraget, designed as Armenian medieval dining rooms. Tufenkian Heritage Hotels are a member of the Tufenkian Group of Companies, a collection of unique, socially and environmentally responsible enterprises, all based upon a common goal – to create luxury products that enrich the lives of those who make them and the communities in which they live. Tufenkian Heritage Hotels have provided much more than just a travel destination. Not only do the hotels provide an authentic experience of Armenian culture, design and craftsmanship, but they have developed an economy in destitute villages and towns. The hotels have created jobs, not only in the construction and management of the hotels, but also craftsmanship jobs, implemented to create hand-woven carpets, quilts and artisan-crafted decor for the hotel.



FOR NOTES:





## PHARMACEUTICALS AND MEDICAL SERVICES



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## PHARMACEUTICALS AND MEDICAL SERVICES

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### GSK

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GSK is a science-led global healthcare company that researches and develops a broad range of innovative medicines and brands. GSK representative office was opened in Armenia in 1998. With headquarters in the UK, we have a wide geographical reach. We serve customers in 190 countries, major research centers in the UK, USA, Spain, Belgium and China and an extensive manufacturing network with 72 sites globally.

In Armenia we are working over 15 years following the common mission to improve quality of human life by enabling people **to do more, feel better and live longer.**

GSK has three primary areas of business in pharmaceuticals, vaccines and consumer healthcare:

- GSK pharmaceuticals business researches, develops and makes available medicines that treat a variety of serious and chronic diseases. We have medicines available or in development in a wide range of areas (including infectious diseases, cancer, epilepsy, heart disease, asthma and chronic obstructive pulmonary disease, HIV/AIDS)
- Vaccine business is one of the largest in the world. We produce paediatric and adult vaccines to prevent a range of infectious diseases (including hepatitis A and B, diphtheria, tetanus and whooping cough, measles, mumps and rubella, polio, typhoid, influenza, bacterial meningitis)
- Through GSK consumer healthcare business, we market a range of consumer health products based on scientific innovation. We have leading positions in four main categories.

Our commercial success depends on creating innovative new products and making these accessible to as many people who need them as possible. By achieving this, we will be able to grow our business and provide benefits to patients, consumers, society, our employees and our shareholders.

GSK is one of the few healthcare companies researching medicines and vaccines for the World Health Organization's three priority diseases - HIV/AIDS, tuberculosis and malaria.



## PHARMACEUTICALS AND MEDICAL SERVICES

### International Medical Support Services Ltd (IMSS)



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International Medical Support Services (IMSS) LTD is a leader in quality health care provision and emergency readiness response in Georgia and is planning to provide the same quality health care in Armenia.

IMSS prides itself on providing internationally trained and equipped emergency staff and services in multiple locations throughout the world having experience in working in Russia, Georgia, Morocco, Egypt, Libya, Bangladesh, Algeria to name but a few.

Their onsite treatment and evacuation services in addition to their partnership with the best clinics in Europe assures clients of quality in-patient care onsite and treatment in tertiary level centers in the event of hospitalization or evacuation.

Specialist consultations in all fields of medicine will be available in country and IMSS will provide a backup Topside medical support role to numerous international projects where a need for specialist opinion becomes apparent.

IMSS will begin its operations in Armenia in 2016 and provide medical support in a 24-hour clinic and an emergency service in Yerevan, Jermuk and Vayk. Currently, IMSS has a client base of many leading local and foreign companies, international organizations and embassies in Georgia and abroad. IMSS medical professionals are in possession of certification and appropriate experience including good accident and emergency experience and advanced life support skills.

IMSS have a policy of rigorous interview to achieve the best candidates possible for deployment to Client locations.

IMSS Actively Practice such standard methods as to ensure preservation of skill levels while ensuring currency of training of all staff in their particular discipline which in turn ensures Staff remain current with agreed international medical protocols of treatment and patient management. IMSS may furnish an in-depth review of in country medical and evacuation facilities and assist in development and production of Client specific draft Health execution plans to Grade 1 Client acceptance.

IMSS presently has formal contracts in place with the UN, EU commission, US Embassy. IMSS is the preferred service provider in Georgia for the US British, French, Dutch, Israeli and German embassies. In addition, IMSS has contracts with CARE, Mercy Corps, Peace Corps & NDI. IMSS has pending contracts with additional NGOs and diplomatic missions anxious to benefit from our western service presence, highly trained Georgian staff and facilities in country.

IMSS Chief Medical Officer, Dr. Mike McCarthy, residing in Georgia was contracted as Medical Director to the WREPP, ConocoPhillips, CPC, Siber Energy, BTC and has extensive knowledge of the Region. Dr. McCarthy, with EU, Georgian and Russian accreditation has provided medical services in Eastern Europe for over a decade in particular General Medical services to Diplomatic missions, industry and private individuals with vast experience in managing difficult medical cases in the eastern European austere health environment.

Dr. McCarthy has over 25 years' experience in Emergency, General and Family medicine.

FOR NOTES:



## AMCHAM MEMBER COMPANIES





# AMCHAM MEMBER COMPANIES

**[ ] BANADZEV**

**Amber Capital**

**AMERIA**



**armenbrok**



American  
University  
of Armenia



**BLACKSTONE  
TRAVEL**







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