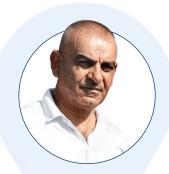


COUNTRY REPORT















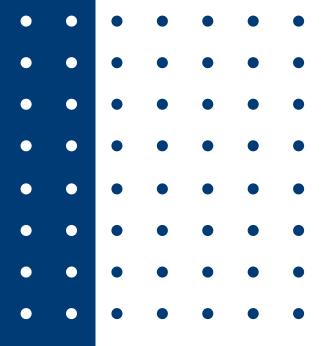




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TABLE OF CONTENTS

+	EXECUTIVE SUMMARY: 2021 at a glance3
→	EU SUPPORT TO SMES IN ARMENIA IN 2021 7
,	Portfolio overview8
	Breakdown by intervention9
	Overview by type of intervention10
	Access to Finance10
	Business Development Services15
	Business Enabling Environment20
→	ACHIEVEMENTS IN 202124
	Aggregated results25
	Access to Finance29
	Business Development Services31
	Business Enabling Environment32
→	ANNEX
	List of projects in Armenia as of 202134





CEXECUTIVE SUMMARY

EXECUTIVE SUMMARY FOR ARMENIA: 2021 AT A GLANCE

The 2022 EU4Business Country Report for Armenia shows that the difficulties and challenges due to the COVID pandemic continue to affect SMEs and are challenging



Despite the multiple lockdowns across much of 2021, disbursement grew in 2021

for the delivery of support by EU partners and implementers.







RESULTS OF EU SUPPORT IN 2021

€78 extra incormillion gene

extra income generated

6,047



2,055

€333.88

SMEs supported

womenowned SMEs

tatal tuwa aya

new jobs created

total turnover

+10.1%

+30.5

+7.2%

+31.6%

increase in staff among EU-supported SMEs

growth in SMEs' turnover recorded

EU-supported SMEs engaged in exporting

increase in exports among EU-supported SMEs

IMPACT OF EU SUPPORT

For every million euro of EU support



378

SMEs benefited **128**

new jobs were generated **→€**4.87

million increase in income

Compared with 2020



512

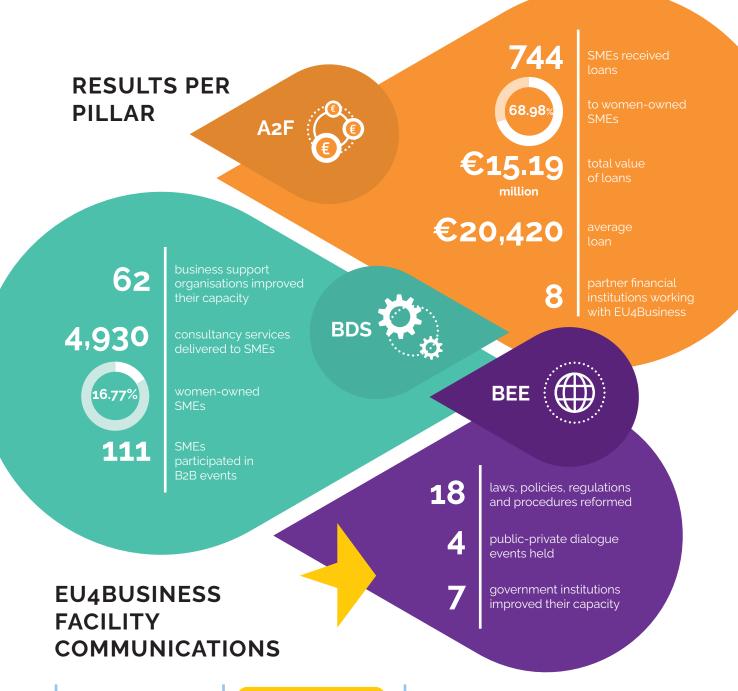
SMEs benefited 105

new jobs were generated

€1.74

million increase in income





50+

success stories and news items were generated in Armenia and shared



Mark Hellyer Team Leader, EU4Business Facility

WWW.EU4BUSINESS.AM

website regularly maintained and updated

18,999

total visits to the Armenian website in 2021 Promotion campaign in the social and traditional media was conducted in September 2021 to attract SMEs to the newly created websites.

+41%

Increase in average monthly website visits recorded in Armenia following the promo campaign 200,000+

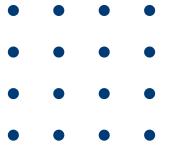
audience reach in the social media

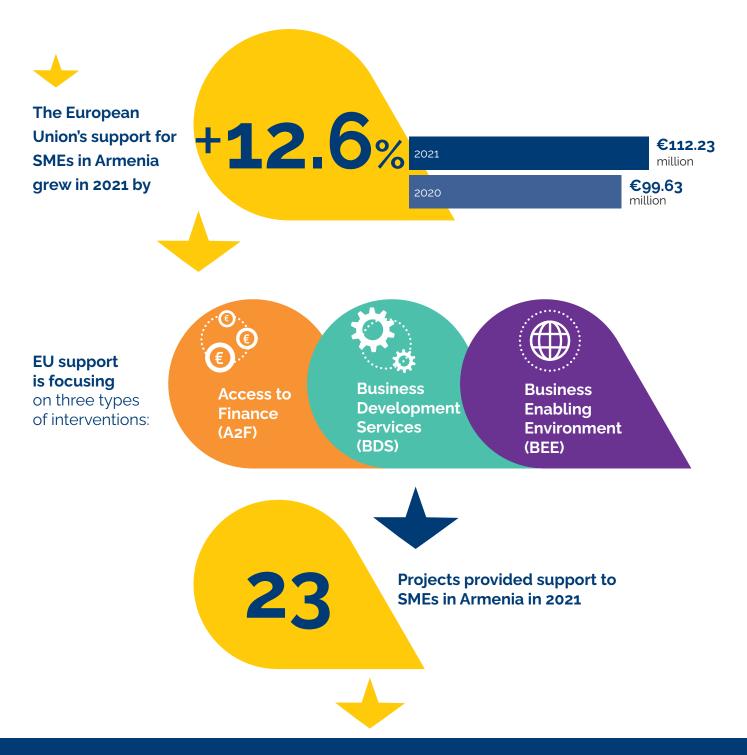
over a dozen media outlets reached with campaign messages

Despite the continuing challenges to SMEs post-COVID and fewer SMEs supported, these SMEs created more jobs, grew more and increased exports. There are continuing challenges in 2022 but despite the regional turmoil, the EU is committed to continue to support SMEs. The EU4Business initiative is adapting and providing appropriate measures so that SMEs can access the support they need.



[PORTFOLIO] OVERVIEW_



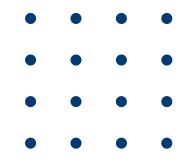


with a total budget of

€112.23

This is the total value of contracts being implemented in 2021 rather than disbursements



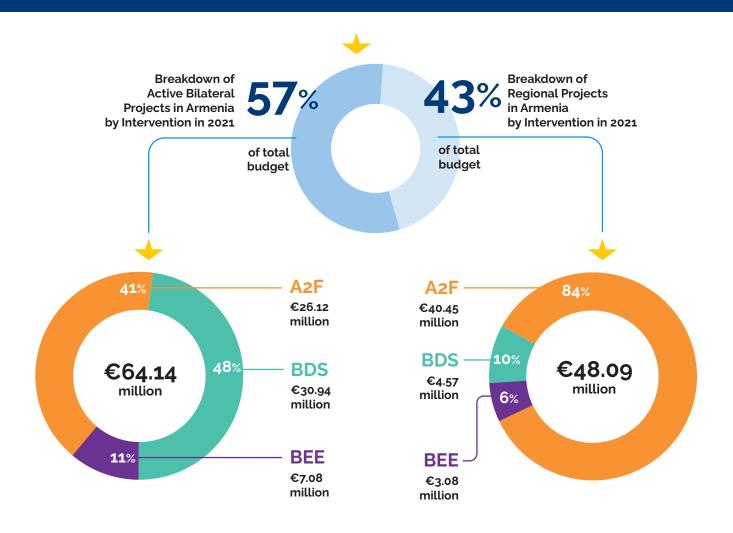






with a total budget

€112.23



OVERVIEW BY TYPE OF INTERVENTION

ACCESS TO FINANCE (A₂F)

A2F is the largest area of support in Armenia representing 59% of budgets in 2021

A total of

€66.57

million

In EU support was allocated to unlock access to finance in Armenia in 2021



+11.6%

Compared with 2020



specific support instruments are used in Armenia

A6 SME Incentive Grants (linked to loans)

This instrument is different from regular grant schemes as the incentive grants are not given directly to SMEs as a "pure grant". The SME signs a loan contract from one of the credit lines of the IFIs via the PFIs. After the loan is disbursed, there is a verification process to check if the loan was used for the purpose listed in the business plan or feasibility study and of the other pre-conditions for the loan disbursement. Once the verification report confirms compliance, a part of the loan is transformed into a grant, so that the total "cost" of financing is lowered. The most common incentive grants are between 10% and 15% of the loan value as is the case for the EBRD DCFTA facility 1 and 2.

A7 Grants

Grants to SMEs

These grants are non-reimbursable and generally modest in value in order to support as many SMEs as possible. In general, SME grants are disbursed in order to target specific economic development goals such as development in rural areas, poor communities, or a response to various types of crises. These grants are usually disbursed through Nongovernmental Agencies (NGOs) with links into targeted communities.

A8 Structured Funds

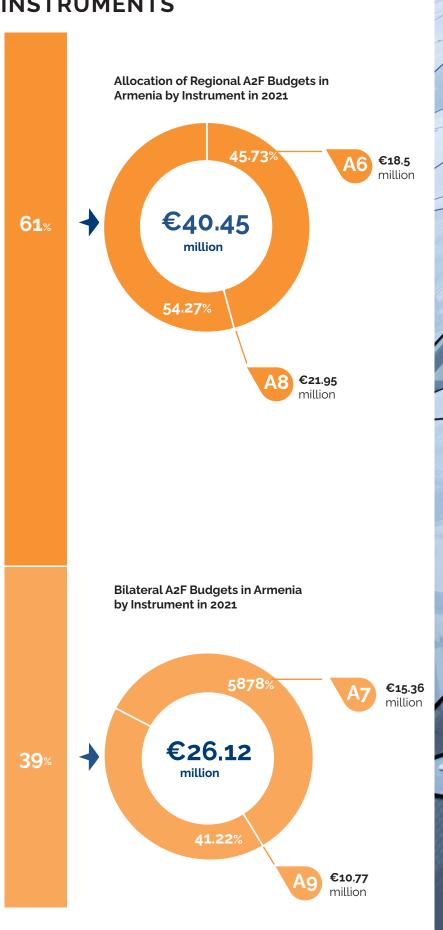
This instrument is implemented directly by EU participation as opposed to risk-sharing with IFIs. Typically, this involves direct loans or equity investment in a financial instrument or fund. As the EU does not have the capacity to disburse direct loans to SMEs, this function is assigned to an intermediary. The most important EU investment in Direct Finance is shares in the European Fund for Southeastern Europe (EFSE).

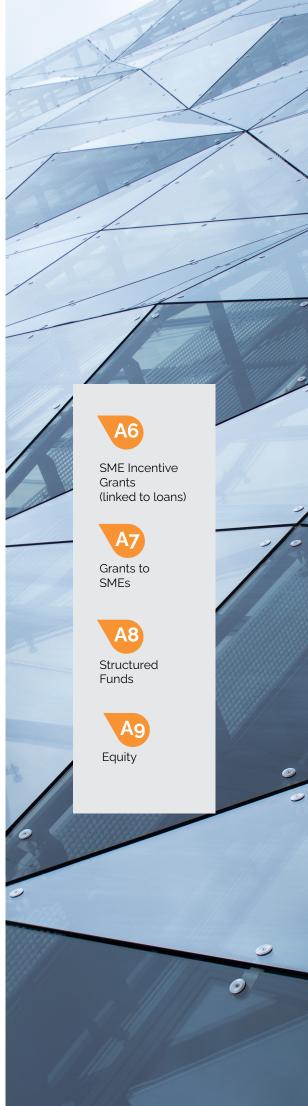
A9 Equity

Equity is a direct investment instrument for funding SMEs by buying participation (shares) in the respective company. This type of support instrument involves more risk and is for now it is only active in Armenia, where the EU provides a first loss guarantee for the Amber Equity Fund that invests equity in SMEs of Armenia.

million million 2020 2021 22.6 **ALLOCATION** €13.50 €18.50 **OF A2F BUDGETS IN ARMENIA** BY INSTRUMENT 22.5% €13.41 23.1% SME Incentive €15.36 Grants (linked to loans) Grants to SMEs 36.8% €21.95 32.9% Structured A8 €21.95 Funds Equity 18.1% €10.77 16.2% €10.77

ALLOCATION OF A2F BUDGETS BY REGIONAL AND BILATERAL INSTRUMENTS







FROM CONSULTING TO TRANSPORTING WITH EU4BUSINESS LOANS

In less than a decade, Mira Trans has grown from a young man's ambition into a solid cargo transportation company with a sterling reputation. Ten years and several further EU4Business-supported loans later, Mira Trans has grown from two employees to 30, serving exporters and importers, some of which are large blue-chip companies, from the main office in Yerevan.

ACBA Bank, the EFSE partner, understood the complexities of growing a business and has been able to offer me financing tailored to my needs along every step of the way. This has certainly helped us deal with the COVID-19 situation. New loan payment mechanisms and financial products have enabled us to keep cash flows stable while we invest in new training and equipment."

Ashot MirakyanFounder and CEO at "Mira Trans" LLC

Read full story

HELPING ARMENIAN WOMEN TO FIGHT THE NEGATIVE IMPACTS OF THE COVID-19 PANDEMIC

Narine Minsyan's company called Narodolls produces Armenian themed dolls. She received support from EU4Business and People in Need with buying the sewing equipment, alongside with several training and opportunities for business consulting.

I participated in two month-long workshops that gave me many new skills and knowledge, how to promote the product. Last year was difficult due to Covid, so it helped me a lot."

Narine Minsyan Founder of Narodolls company

Lena Hovhannisyan and her mother produce and sell textile shopping bags, which help reduce plastic waste in the environment and pad her family's finances. Lena applied for a grant for women entrepreneurs organized by the EU4Business-supported "Women's Rights House" and won. As part of the project they purchased two sewing machines and materials.



Zina Manukyan, 27, a mother of two, received the EU4Business grant to start her own mushroom growing business. During the process, mentors supported Zina in designing her startup, with the goal of creating a sustainable enterprise.

I don't often see mushrooms
in the market of Gyumri, but
there is a big demand.
Especially younger
people really like it."

Zina Manukyan

mushroom growing expert

Read full story

BUSINESS
DEVELOPMENT
SERVICES
(BDS)

BDS is the second largest area of support in Armenia representing 32% of budgets in 2021

A total of

€35.51

million

in EU support is allocated to improving business development services in Armenia in 2021



5

support instruments used in Armenia for BDS are defined below

B1 Consu

Consultancy Services for SMEs

Through this instrument, the EU4Business Initiative aims to directly increase the knowledge and skills of SMEs in EaP countries through the direct provision (fully or partly paid) of non-financial business services (these can range from basic start-up and registration, accounting, marketing, input supply, technology and product development, training and technical assistance, infrastructure support, and advocacy). These services can be delivered through both international and/or local consultants, in both private firms/ individuals, and/or business support organisations.



Capacity Building of BSOs

This instrument aims at increasing the capacity of Business Support Organisations (such as chambers of commerce, SME associations, professional bodies, the Sector Trade Association, training institutes, etc) to deliver BDS services to SMEs (whether members or not). The capacity building is achieved though

mentoring, training trainers, advisory services, and study tours to either enhance existing services, build new ones, or improve organisational structures.



Incubators

The business incubator is an organisation designed to accelerate the growth and success of entrepreneurial companies through an array of business support resources and services that could include physical space, capital, coaching, common services, and networking connections.

The EU4Business Incubators Instrument generally shares the cost with the local authorities where the EU bears the cost of refurbishment and cost-sharing arrangements for the running costs and/or service provision. One of the most important aspects related to this instrument is sustainability. As operation costs are high, the initial financial set-up is crucial for keeping the incubators viable after the EU4Business intervention ends.



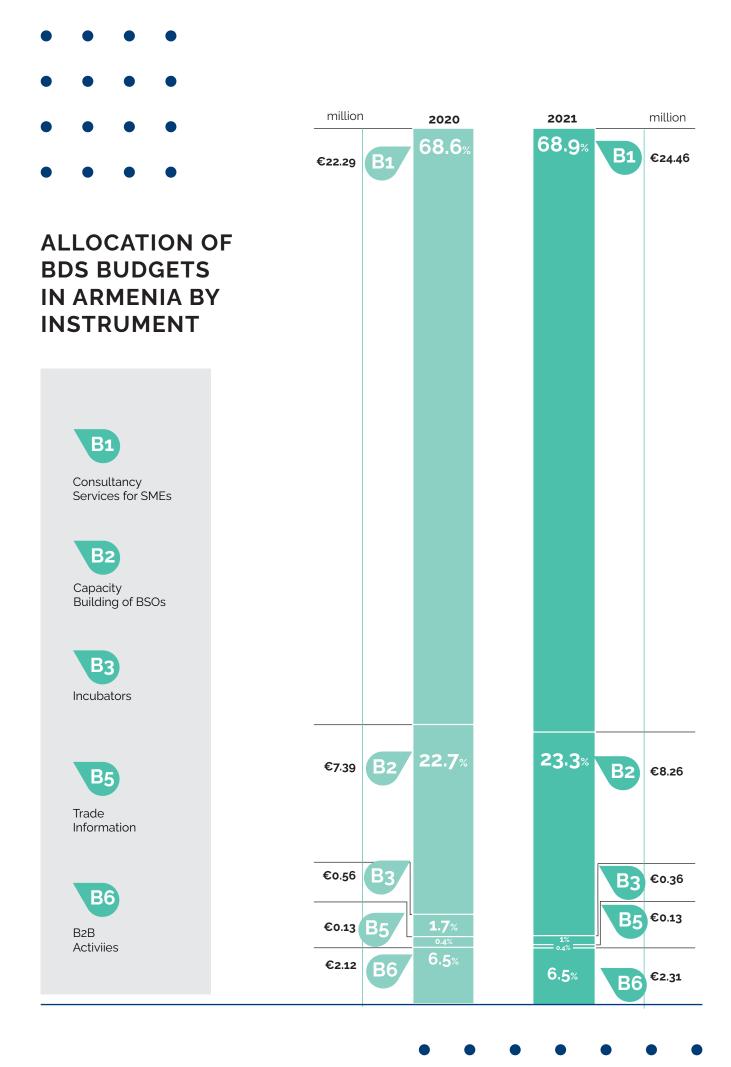
B2B Activities

Business to Business (B2B) Activities support SMEs to make specific contact with nominally interested buyers (company decision makers in target export markets who regularly buy the export on offer). These can include participation in online buyer auctions, trade fair participation, inward and outward trade missions, buyer meetings, etc. and EU4Business support can range from organisation, logistics, preparation and advice, as well as covering the costs of travel and/or stand and event costs.



Export Strategies

This instrument is used at a national or sector level to develop a policy to increase a country's exports. This instrument is typically based on studies, analysis, and stakeholder consultation that assesses national production, market requirements, and export constraints and then, working with government and stakeholders, builds a common sector or national approach (and action plan) to develop the exports of competitive products in target markets. In addition, this instrument can also include support in coordination with implementation of the strategy itself as well as national visibility and branding, support programmes, and stakeholder dialogue.

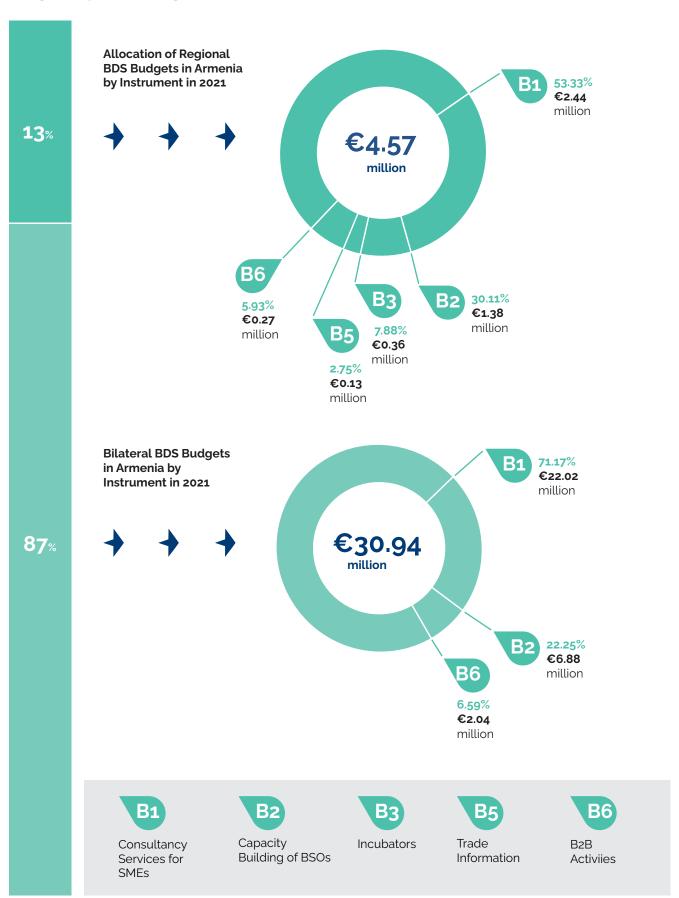


LEADING ARMENIAN SHIPPER AIMS TO SUPPLY HOME MARKET

Established in Yerevan in 2015, Globbing specializes in providing online shopping and delivery solutions to individuals and legal entities across Armenia. The rapid growth has led to some organisational problems associated with the lack of personnel management systems. This, in turn, led to a decline in labour productivity, a labour drain, and so on. At this point, the company learned about the "Advice for Small Business" programme supported by the EU4Business initiative and implemented by the EBRD. Thanks to the project, Globbing prepared an HRM function diagnosis report, organisational policies for HR functions, a human resource plan, a list of functions for departments and employees, job descriptions and employment contracts forms, performance appraisal tools, balanced scorecards, and KPIs.



ALLOCATION OF BDS BUDGETS BY REGIONAL AND BILATERAL INSTRUMENTS





BUSINESS ENABLING ENVIRONMENT (BEE)

BEE is the third largest of area of support in Armenia representing 7.55% of budgets in 2021

A total of

€10.15

In EU support was allocated to unlock access to finance in Armenia in 2021

+34.97% Compared with 2020



support instruments used in Armenia for BDS are defined below

C1 Capacity Building among Policymakers and Regulators

Through this instrument, EU4Business interventions aim at strengthening the capacity of staff of various government agencies to ensure better, more transparent, and open policies and regulations that affect business, whilst ensuring appropriate controls in the six Eastern Partnership countries. This can include making and amending policies, laws, and administrative procedures based on need and risk assessment. Through this instrument, EU4Business interventions deliver direct advisory, mentoring services, and study tours to the relevant staff involved in policymaking.



PPD (Public Private Dialogue)

Public Private Dialogue is an instrument for more inclusive and targeted policymaking. Specifically, it involves effective consultation and collaboration between government and the private sector and/or its representatives, in order to achieve effective reform and administration of regulations that affect SMEs.

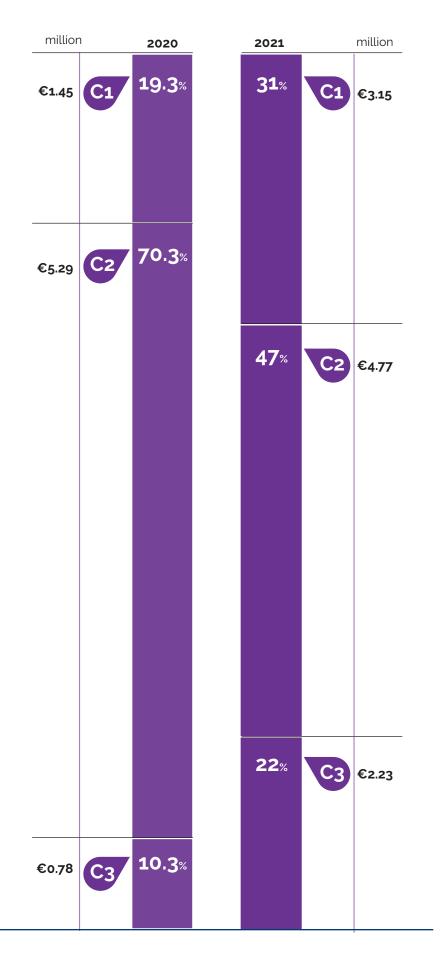


Regulatory Reform

Through this instrument, EU4Business interventions support the EaP countries to improve the regulatory environment based on best practices and most often approximation (to align their SME related legislations, rules, and regulations with those of the EU). Approximation occurs in all six Eastern Partnership countries, but it is more intensely applied in the three DCFTA countries, which are committed to widespread adoption of EU business acquis under the Association Agreement (AA).

ALLOCATION OF BEE BUDGETS IN ARMENIA BY INSTRUMENT

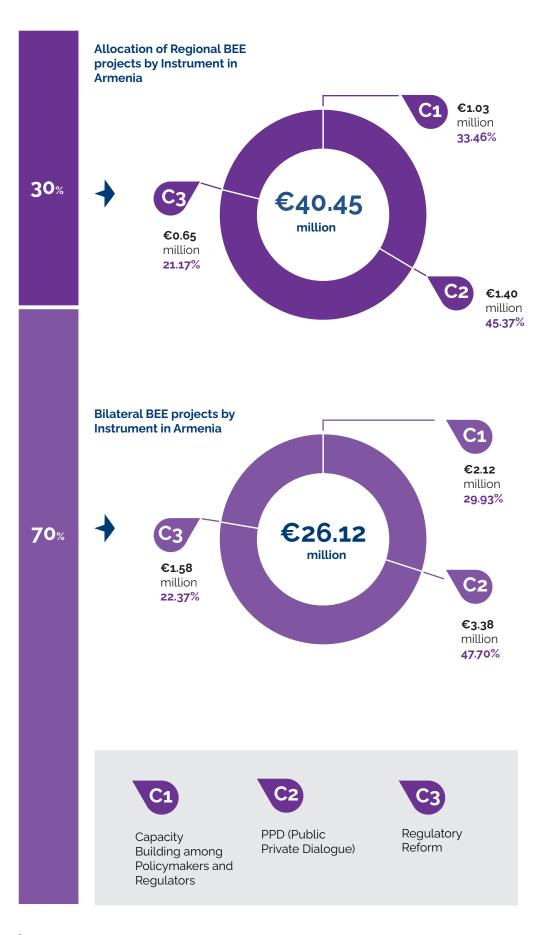








ALLOCATION OF BEE BUDGETS IN ARMENIA BY INSTRUMENT





ARMENIA'S EUROPEAN BUSINESS ASSOCIATION WORKS TOWARD A BETTER BUSINESS ENVIRONMENT FOR SMES

Changing behaviour is the most time-consuming change. Within its EU4Business project, the European Business Association (EBA) in Armenia started by strengthening the internal capacity of its staff, established new working groups and committees, and established fruitful dialogue with Armenia government. About 800 private sector representatives engaged in a total of 34 EBA-initiated public-private dialogue meetings with the government. As a result, 13 laws and regulations were changed in Armenia.



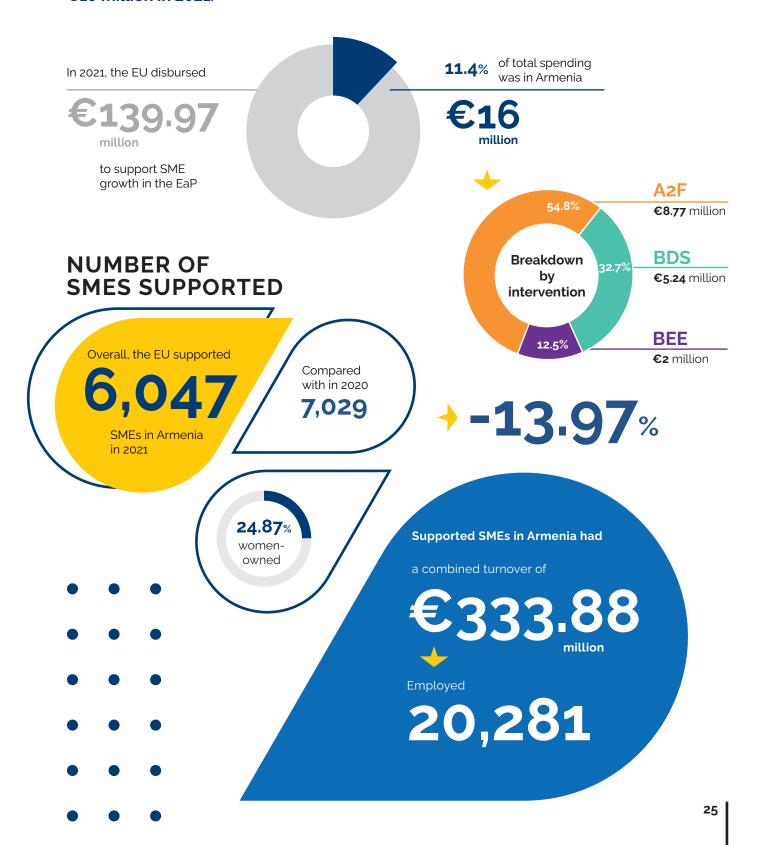




CHIEVEMENTS LIN 2021

[AGGREGATE RESULTS] IN ARMENIA IN 2021___

Despite an increase in available budgets of 12.6%, the number of SMEs supported in 2021 fell due to the continuing challenges of the post-Covid recovery. However, the level of disbursements rose from €14 million in 2020 to €16 million in 2021.

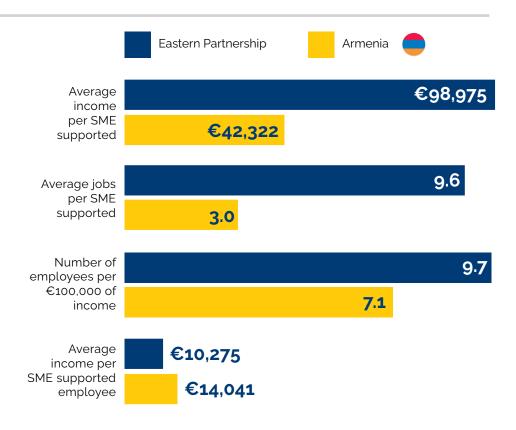


Average SMEs supported in Armenia in 2021 were smaller than in 2020, targeting more vulnerable SMEs during the crisis



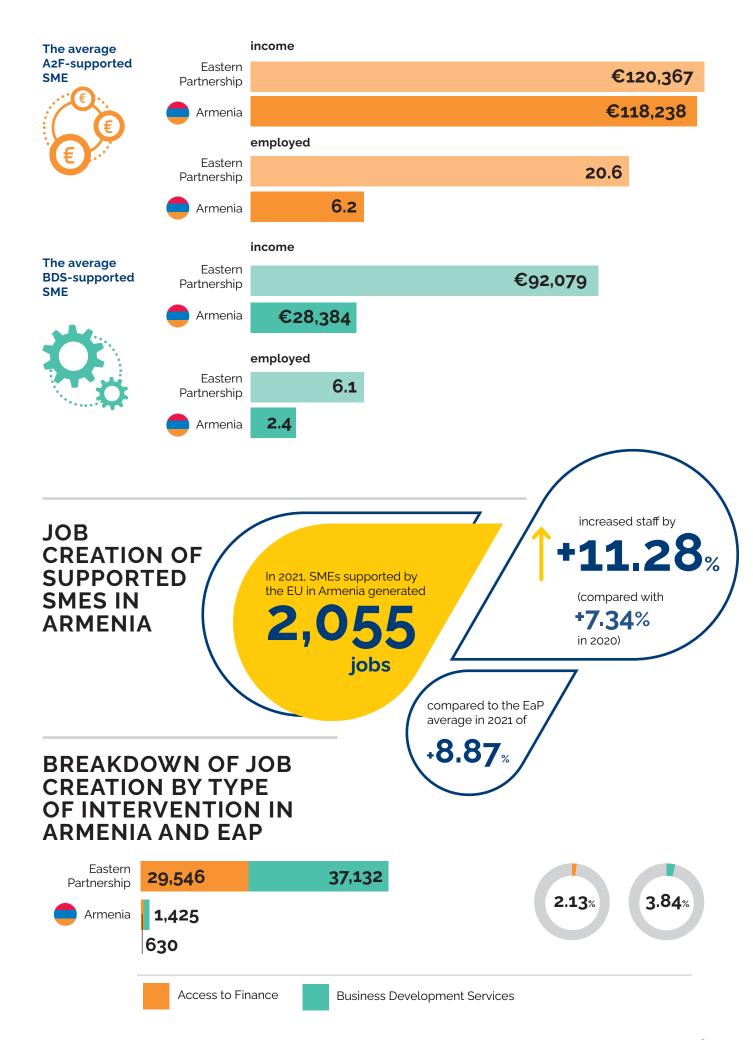


The average size of SMEs supported in Armenia is much lower than the regional average, the number of supported jobs relative to income is much lower and the income per employee (labour intensity) is higher.



THE NUMBER OF SMES SUPPORTED BY AREA OF INTERVENTION IN ARMENIA



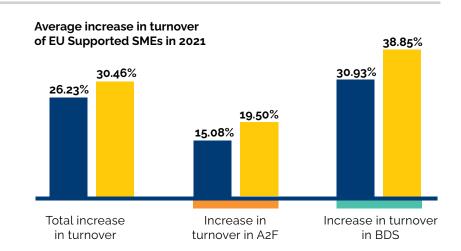


[IMPACT OF EU SUPPORT IN ARMENIA]

INCREASE IN TURNOVER

EU-supported SMEs in Armenia increased turnover in 2021, even more than the regional average.

EU-supported SMEs in Armenia increased turnover in 2021 by much more than in 2020 (+30.46% in 2021 vs +6.99% in 2020).

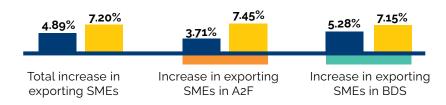


INCREASE IN EXPORTING SMES

The number of EU-supported SMEs that started exporting in Armenia in 2021 is higher than the average across the EAP.

The number of EU-supported SMEs that started exporting in Armenia in 2021 is up from 2020 (7.20% in 2021 vs 0.14% in 2020).

Increase in number of EU supported in 2021



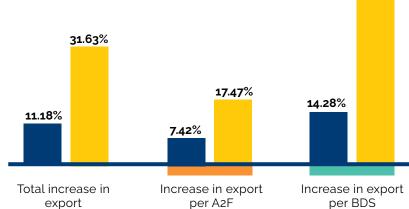
98.76%

INCREASE IN EXPORT

EU-supported SMEs in Armenia increased their exports in 2021, and by more than the regional average – the remarkable growth in export per BDS was recorded in 2021.



The increase in exports of EU Supported SMEs in Armenia is higher than the EaP average.



ACCESS TO FINANCE IN ARMENIA

OVERALL RESULTS OF A2F INTERVENTIONS IN ARMENIA IN 2021 WERE:

SMEs supported with A2F interventions

938

2021

-13.15_%

compared with 2020

in loans disbursed €15.19

+14.55%

in grants given €3.99

+59.95%

new jobs generated at SMEs supported through A2F

630

+12.10%

increase in income of supported SMEs

19.50%

+7.03%

SMES
SUPPORTED
BY ACCESS
TO FINANCE
INSTRUMENT



In 2021, the EU disbursed for A2F

€62.20

million

Total spending for A2F in Armenia

€8.77

million

average size of loans

938

73.5%

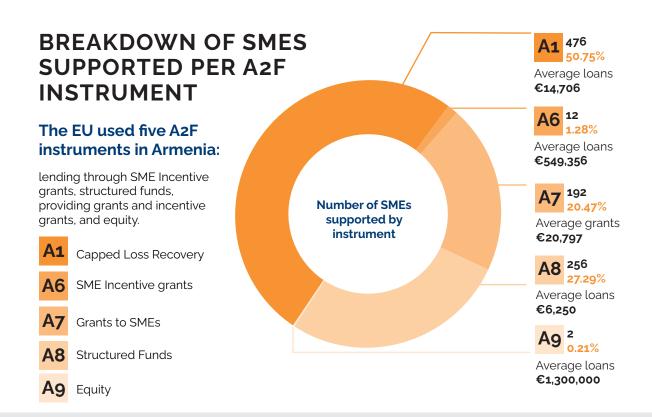
69%

womenowned

52%

average size of grants

€20,797



OVERALL IMPACT OF A2F IN ARMENIA

	2020	2021
Total Value of loans triggered in Armenia	€13.26 million	€15.19 million
Average total loans triggered across EaP	€29.17 million	€43.22 million
SMEs receiving loans in Armenia	892	744
Average size of loans in Armenia	€14,868	€23 590
PFIs supported	11	8
Total value of Grants disbursed in Armenia	€2.5 million	€3.99 million
Average total value of grants disbursed across EaP	€1.6 million	€1.81 million
SMEs receiving grants in Armenia	188	192
Average amount of grant given in Armenia	€13,279	€20,797

RESULTS PER A2F INSTRUMENT

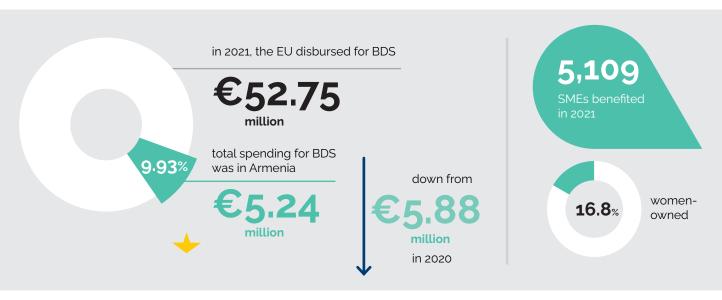
	Number of SMEs supported	Income of SMEs	Jobs in SMEs	Jobs generated	Increase in turnover	% of increase in turnover
Total	938	€132,532,169	6,429	630	€21,625,049	19.50%
A1 Capped Loss Recovery	476	€70,000,000	2,200	100	€16,153,846	30.00%
A6 SME Incentive grants	12	€23,775,422	703	163	€1,132,164	5.00%
A7 Grants to SMEs	192	€9,256,747	1,481	97	€2,879,377	45.15%
A8 Structured Funds	256	€21,000,000	1, 900	120	€970,972	4.85%
A9 Equity	2	€8,500,000	145	150	€488,690	6.10%

BUSINESS DEVELOPMENT SERVICES

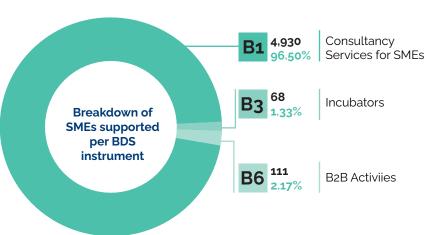
IN ARMENIA -

OVERALL
RESULTS OF BDS
INTERVENTIONS
IN ARMENIA IN
2021 WERE:





SMES SUPPORTED BY BDS INSTRUMENT



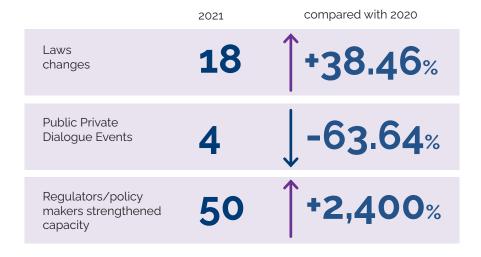
RESULTS BY BDS INSTRUMENTS

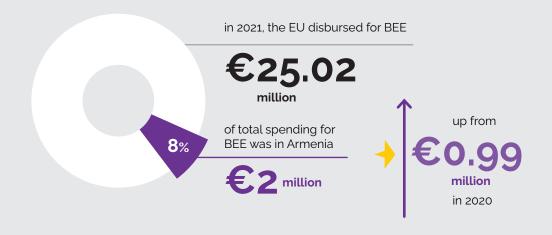
	Sustained jobs in Supported SMEs	New jobs created in Supported SMEs	Total incomes of supported SMEs	Income growth	% of increase in turnover
Total	13,852	1,425	€201,345,456	€56,333,729	38.85%
B1 Consultancy services for SMEs	12,342	940	€178,371,027	€50,934,673	39.97%
B ₃ Incubators	278	138	€1,974,429	€640,355	48.00%
B6 B2B activities	1,232	347	€21,000,000	€4,758,701	29.30%

BUSINESS ENABLING ENVIRONMENT

IN ARMENIA

OVERALL
RESULTS OF BEE
INTERVENTIONS
IN ARMENIA IN
2021 WERE:





RESULTS OF BEE INSTRUMENTS IN ARMENIA

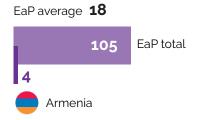


NUMBER OF LAWS / REGULATIONS CHANGED

EaP average 99

18
Armenia

NUMBER OF PUBLIC PRIVATE DIALOGUE EVENTS



NUMBER OF REGULATORS/GOVERNMENT BENEFITING FROM CAPACITY BUILDING

EaP average 77

463 EaP total

50

Armenia



LIST OF PROJECTS IN ARMENIA AS OF 2021

		Start date	End date	Type of the Project	Areas of Intervention		
Title	Total Budget [·]				A2F	BDS	BEE
Armenia SME Finance and Advice Facility	€15,380,000	2015	2029	Bilteral	•	•	
EU4SEVAN	€5,000,664	2020	2026	Bilteral		•	
EU TUMO Convergence Centre	€12,500,000	2018	2025	Bilteral		•	
EU for Increasing Migrants' Potential to Act for Development of Armenia	€3,500,000	2020	2024	Bilteral	•	•	
Administration Agreement between the EC on behalf of the EU and the IBRD concerning part II Europe 2020 Promgrammatic SDTF No. TF073433: Support to Economic Governance, Business Environment and Justice Functional Review	€2,500,000	2021	2023	Bilteral			•
Innovative Tourism and Technology Development for Armenia (EU ITTD)	€13,500,000	2019	2023	Bilteral	•	•	•
EU Green Agriculture Initiative in Armenia (EU-GAIA)	€9,700,000	2019	2023	Bilteral	•		
EU- EBRD Support to the State Commission for the Protection of Economic Competition in Armenia	€500,000	2020	2022	Bilteral			•
Setting conditions for recognition of the Armenian Accreditation System by the European Cooperation for Accreditation	€700,000	2021	2022	Bilteral			•
EU4Tourism: Community-driven rural tourism and cultural activities in Gegharkunik and Vayots Dzor marzes	€431,274	2018	2021	Bilteral		•	

 $[\]mbox{^{\star}}$ Budgets indicated for regional projects apply for 6 EaP countries

			End date	Туре	Areas of Intervention		
Title	Total Budget [·]	Start date		of the Project	A2F	BDS	BEE
EU4Tourism: Outdoor adventures on historic trails in Syunik	€425,000	2018	2021	Bilteral		•	
EU4Business EBRD Credit line (SME Competitiveness Programme in Eastern Partnership)	€95,584,000	2019	2026	Regional	•		
Promoting Green Lending in the Eastern Partnership	€42,855,000	2020	2040	Regional			
EU4Business – The EU Local Currency Partnership Initiative: the European Fund for Southeast Europe (EFSE)	€50,320,000	2018	2039	Regional	•		
FINANCE AND TECHNOLOGY TRANSFER CENTRE FOR CLIMATE CHANGE (FINTECC) – EU4CLIMATE window	€15,400,000	2020	2027	Regional	•		
EBRD Advice for Small Businesses, Team Europe EaP window	€14,976,000	2020	2026	Regional		•	
Mayors for Economic Growth 2 TA	€10,000,000	2020	2024	Regional		•	•
Eastern Partnership Trade Helpdesk	€3,700,000	2020	2024	Regional		•	
Structural Reform Facility: World Bank component	€1,500,000	2018	2023	Regional			•
EU4BUSINESS: Connecting Companies	€6,498,205	2020	2022	Regional		•	
Eastern Partnership: Ready to Trade – an EU4Business initiative	€6,000,000	2017	2021	Regional			•
EU4Business: From Policies to Action	€4,000,000	2017	2021	Regional			•
EU-EBRD Country-specific Investment Climate Reviews and Action Plans for Eastern partnership (EaP) countries	€2,000,000	2018	2021	Regional			•