



1988-2013

FRANCARE INDUSTRIES 25 YEARS OF HISTORY



FRANCARE
INDUSTRIES

1988

Foundation of Francare Industries

Former managers from "SOURIAU Tecalemit / Framatome Connectors France" became aware of the pressing need of the global international market for a flexible and dynamic company. Many industrial projects were not completed, especially in terms of providing maintenance and post-sales service facilities.

Therefore, a significant lack of know-how and expertise lingered in the supply chain for high tech spare parts in the industrial world.

Thereof, in 1988, FRAN CARE Industries was created with three partners. It directs its activity towards the Middle East, mainly to Iraq.

Its mission is to solve technical complex issues and supply chain problems on international levels.

As an **added value**, FRAN CARE also takes charge of projects that other firms are not able to undertake, especially in high-risk countries.

**Our challenge:
"To go
where others
cannot go"**



International Industry Fair in Bagdad, Iraq. Mr Aharonian & Mr Kouyoumdjian

1990

Headquarters' Establishment in Paris.

FRAN CARE's headquarters was established in the 17th district of Paris. A warehouse is added to its office just a few metres away, in order to add on the existing services, in terms of consolidating, controlling and storing the equipment and parts.



Mrs Carvalho & Mr Aharonian

1990 - 1992

The Gulf War affected many businesses and companies worldwide. The embargo on Iraq and the geopolitical constraints forced FRAN CARE to redeploy worldwide and diversify its areas of expertise.

Therefore FRAN CARE grew in different markets by expanding its services in many countries, particularly in Africa.

Thus, FRAN CARE's vocation and product line developed; going from supplying spare parts to complete procurement of equipment and also offering technical manpower.

Two separate departments were created: the High-Tech department for the industrial equipment, and the Oil and Gas department for oil field and platforms technical supplies.

1995 - 1999

The Expansion.

After several years of perseverance and determination, FRANCARE was able to return to its original sales figures as they were before the Gulf War. Moreover, simultaneously, a new software was put in place in order to optimize its performance and productivity; which is of great importance in the organization of the firm. Furthermore, the trade teams increased and reached up to 15 collaborators.



Building of a truck service center in Iraq

2000 - 2005

Establishment of New Departments



Medical

In the late 1990s, the «Tech-Med» department was created. Since the footprints for the medical field had already begun in Iraq, FRANCARE decided to invest and develop in this area. Nowadays, FRANCARE is a major actor in the health care sector, present at every stage of the medical chain through turnkey projects.

1989

Iraq: procurement and installation of equipment for physiotherapy and the supply of 20,000 wheelchairs.

1995

National Board of Pharmaceutical and Chemical Products of Niger, Pharmaceuticals supply, raw materials and packaging, films and consumable products for radiology.

2001

Mauritania: turnkey operations, including equipment, installation with technical assistance of laboratory equipment for the Nouakchott National Hospital and 15 other regional hospitals.

2005

5th "Jeux de la Francophonie" in Niger: strategic project involving the provision of hospital furniture, first aid equipment and technical training for emergency services.

2006

Pharmaceutical Purchase Center of Chad: reinforcement project for health care, establishment of cold storage chain management for reagents and medical laboratory consumables and supply of biomedical equipment.

2009

Strategic Project for the whole sub-Saharan Africa: The integration of a full maintenance structure and after-sale service.

2011

Turnkey operation for supply, installation and technical training of 18 district hospitals in Chad.

2012

Procurement of technical medical equipment and the training of health care professionals of 100 health care centers, for the Ministry of Public Health in Chad.

Our grounded experience is built on the field and recognized by major international sponsors and fund providers.

Thus, the following organizations have trusted FRANCARE by awarding them their projects:

- The World Bank
- The European Development Fund
- The African Development Bank
- The Islamic Development Bank
- The Kuwait Fund for Arab Economic Development
- The United Nations Fund for the Population

Export is our expertise

2003 Maghreb

In 2003, a new department was created. It was dedicated solely to the heavy industries and oil and gas customers in Algeria. Due to its development, the activity quickly spread to all Maghreb countries. Despite the regional and political turmoil, and thanks to a deep field technical knowledge and mastering the cultural know-how, FRAN CARE was immediately able to adapt and respond to the change of market demands in those delicate and critical situations.



Oil & Gas and High Tech

Since they have been established, the

Oil & Gas and High Tech departments are in constant development.

The ability to get adapted commercially and the unique expertise of our service with clients from different backgrounds and cultures allowed FRAN CARE to become an organization specialized in technical and industrial aspects. FRAN CARE is well-known all over the world in advanced industrial sectors and especially in the production of energy.

FRAN CARE offers comprehensive and worldwide solutions, for international tenders and large-scale projects

Oil & Gas Department

2008 NIGERIA: supply, technical assistance and implementation of a maintenance service for a new oil platform «Floating Production Storage and Offloading» AKPO.

2010 NIGERIA: supply, installation and maintenance for oil platforms such as AKPO and USAN.

2011 PAZFLOR Project in ANGOLA: project that ensures the procurement and maintenance of equipment as well as technical training for users.

2012 ANGOLA: strategic project for the CLOV platform including training, equipment and the follow up of supply chain.



High-Tech

- Supply of spare parts and high tech material, as well as their installation, technical training, management and maintenance of all equipment for many international oil refineries of research and hydrocarbon production.
- Instrumentation, flow and level control, control valves, power transmission and seals, hosepipes and a range of industrial hoses.

Environment

Its innovative qualities and its ongoing commitment to provide avant-garde solutions have naturally led FRAN CARE to assert itself as the key player in a more confident and trustworthy world. At the service of environment and to its sustainable development, it also offers solutions for treating industrial waste and pollution.

- Mastering of conventions, in particular the Basel treaty, the Abidjan Convention and all European environmental standards.
- Management of industrial wastes and oil pollutions: preventing, collecting, packing, treating and finally monitoring and controlling
- Hazardous waste collection and shipment operations
- Personalized logistic Solutions for the transfer of such wastes
- Hospital waste collection and treatment, and tailor made solution for NIMW

“We do not inherit the earth from our parents, we borrow it from our children”

Antoine de St-Exupéry

High Technologies: our Specialty



2007

Internal growth!

The internal growth of FRANCCARE means:

- A steady increase in figures. Currently, the company has over thirty employees in France. Its multidisciplinary teams have a constant concern of good service, always seeking to improve its performance and total customer satisfaction. All of this is possible thanks to “right on time” deliveries of high-tech products and at the best prices.
- Increased global presence, with over forty sales agents aware of the market, who provide a daily presence in over fifty countries:
 - Trade Office for the Asia-Pacific markets in Nanjing - China
 - Purchase Office in Houston - USA
 - Purchase Office in Dubai - United Arab Emirates
 - Technical Centre for the African continent in Niamey - Niger
 - Technical Delegation and after-sales’ service in the Middle East in Amman - Jordan
- A constant turnover increase, which exceeded the 15 million euros target in 2012!

Driven by its own success and its international development, FRANCCARE has grown and now has a new logistics platform in a complex of 3000 m² dedicated exclusively to the export department in Clichy-la-Garenne (92). Situated just 20 minutes away from the airport Charles de Gaulle Roissy and 30 minutes from Paris-Orly Airport, this new site plays a strategic role in managing the global supply chain, ensuring the control of daily and express deliveries and pickups as well as optimising the consolidation and checking of equipment.

“In all human affairs, it is the boldness that had the last word”

Jean Rostand

Not just a company...

2010

The New Group Development February 2010



The constant performance enhancement is a FRANCARE priority. In this regard, the seminar that was organized at the "Château de Montvillargenne" is a move that proves and ensures our quality that aims towards the continuous improvements of the key factors for the success of the company.

The several key themes were developed:

- The organization and methods of work
- The internal communication and team management
- The satisfaction and loyalty of our customer

The results of this seminar was to identify the new business needs and thus achieve a recasting of the organization and sales structures, implement audit systems, quality control and continuous training in order to ensure efficient and progressive services.

“Those who know the past are better able to build the future.”

Bernard Werber

2011 – 2012

Integration of SAP New Management Software



Following the seminar «Towards a New Group Development» in 2010, FRANCARE invests in a new worldwide recognized Enterprise Resource

Planning, SAP, in order to reach exceptional performance and excellent services.

Intensive training sessions and qualitative surveys are continuously carried out to ensure increasing productivity and exceptional quality.

The establishment of FRANCARE subsidiary in ASIA!



After more than five years of activity in the Southeast Asian region, FRANCARE inaugurates its new subsidiary in the Asian Pacific market.

...but a whole group



FRANCARE and Humanitarian Programs

Since its founding, FRANCARE always had at-heart to get involved in solidarity programs for the youth around the world.

For 25 years FRANCARE has assured the physical well-being, moral and intellectual development of children, especially in the Caucasus and the Middle East. The company annually distributes a portion of its profits to philanthropic projects and sponsorships to encourage the protection and education of disadvantaged children and teenagers.

In collaboration with the "Fondation Alliance Arménienne" and the "Siroun SIRA" association, FRANCARE sponsored the implementation of several projects such as:

- **A program of ophthalmologic diagnostic to detect**, afin de dépister, traiter et évaluer les déficiences des enfants et des jeunes adultes. Résultats : plus de 2400 consultations accomplies et plus de 220 paires de lunettes fabriquées et distribuées en Arménie !
- **The renovation of a summer camp Jamboree** to accommodate orphans and needy children in Tsaghkadzor, Armenia. The extensive program and activities of the summer camp ensures medical and psychological help to the children.

This year again, FRANCARE's sponsorship will aim to promote and spread the talented youth in the production of shows and cultural events, as well as other charitable activities ensuring the development of arts and culture and youngster's protection.

A quarter century...

2013

Exceptional Results

The results of 2012 have been published and communicated to the staff.

With earnings up by 210% and an increase in turnover of 33%, the year 2012 reflects the dynamics implemented towards customer service. To achieve these results, the existing teams have been strengthened by the recruitment of five new collaborators.

Within the framework of the Company Savings Plan established 16 years ago by the board of directors, FRANCCARE shared the profits with all employees.

These results also allowed FRANCCARE to invest once more time in its humanitarian actions.

“Excellence is an art that can only be achieved by constant exercise. We are what we repeatedly do. Excellence, then, is not an act, but a habit”

Aristote

ISO 9001 Certification

The quality of service and satisfaction of our customers have always been an integral part of the culture and values of our company.

In 1990, the Vice-Chairman and Managing Director Mr. CAZALI already hosted many training sessions in order to improve the quality of services and drafted a plan in order to eliminate any potential dispute.



This continuous approach towards quality , along the same convictions that the higher managers, have chosen to consolidate its management system in accordance with existing quality requirements of ISO 9001: 2008.

What better gift could FRANCCARE have offered to its customers and employees on the occasion of its 25th anniversary?

We offer you our ISO 9001: 2008 Certification as a gift that proves the quality of our services certified by SGS.

...of success and achievement



Francare in Angola

The Republic of Angola, the second Portuguese-speaking country in the world, is now in full expansion. The country is about to reach an 8.2% growth this year, driven by the oil and gas sectors and a program of public spending to encourage and promote the diversification of the economy.

After 20 years of presence in Angola, FRANCARE INDUSTRIES creates its subsidiary in the Angolan capital city, Luanda, to better serve all of its customers and develop major industrial projects in Angola and throughout Southern Africa.

This well-rooted local organization, managed by the expats of the FRANCARE team, is a real commitment to this great country full of future potential: it ensures better coordination and greater quality of service through commercial and technical support accessible to users.



An Export-Platform of 4500 m²

The export-platform of Paris Clichy Pouchet extends in becoming a complex of offices and warehouses of 4500 m².

Reactive and Reliable Logistics Means

We are able to ship any material available on D+1 basis. The expansion of this platform will enable the new facilities to serve continuous improvements of our commercial and logistic performance in the aim to offer an increasingly reactive and responsive service to all our customers.

“We are where you are”

A worldwide partner always at the center of your needs

These 25 years of success, we owe it to you!
It is thanks to YOU that we are here today, THANK YOU!





2013

25 years of history

FRANCARE INDUSTRIES celebrates its first quarter century of success and achievement!

It is thanks to its professional values and approaches that FRANCARE has become an international reference, ensuring the implementation, training, technical assistance and maintenance of high-tech equipment, as well as the expertise of turnkey operations in the industrial, medical and environmental fields.

Building on its success and the strength of its customers, FRANCARE is poised to start an exciting new chapter in the company's history.

