

Local Business Development

The project’s purchases of goods and services from local suppliers totaled nearly 112 billion FCFA (over \$235 million) for the last 12 months. Total spending since the project began has exceeded 1.26 trillion FCFA (approaching \$2.3 billion).

- In Chad, spending over the last four quarters totaled 78.4 billion FCFA (almost \$165 million), bringing project spending to date in Chad to an estimated total of over 799 billion FCFA (nearly \$1.5 billion).
- In Cameroon, spending over the last four quarters totaled 33.4 billion FCFA (over \$70 million), bringing project spending to date in Cameroon to an estimated total of more than 462 billion FCFA (about \$793 million).

◀ Project Spending with Local Businesses (In Billions of FCFA)

	3rd Qtr 2009	4th Qtr 2009	1st Qtr 2010	2nd Qtr 2010	12 Months Total	Project to Date
Chad	20.2	20.6	18.5	19.1	78.4	799.3
Cameroon	7.6	10.1	8.0	7.7	33.4	462.2
Project Total	27.8	30.7	26.5	26.8	111.8	1,261.5

This table was prepared using the latest available data. Data for previous quarters has been updated to include late reported data.

Business Excellence University

The popular Business Excellence University program will launch a new set of courses this year, building on the offerings to Chadian businesses in 2008 when the courses were last offered. The Business Excellency University has been made possible by major funding from the Consortium. On the occasion of the new program launch, some of the 50 program participants from 2008 look back and assess how their businesses have evolved as a result of what they learned.

Oumar Adoudou Zaid, Director General Garantie:
“Business Excellence program had a positive impact on our organization because it focused on business skills. It brought solutions to day to day management of our business. Our human resources, quality measurement and finance all improved. Our company has become more practical and more professional. For example, we have decided to follow the path of a case study from the program. We restructured our organization chart, simplified it, combined positions, condensed.

This made us more efficient and more profitable. For human resources and management we learned ways to manage people more efficiently, to schedule people to achieve the most work for the least expense. Finally, we expanded our range of clients beyond Esso to NGOs like CARE and international organizations such as the United Nations.”



Business Excellence University: Two Years Later

Business Excellence University aims to increase the capacity of Chadian businesses, in particular their ability to compete successfully for opportunities with the oil project. The series of courses in 2008 attracted 50 managers of Chadian businesses to learn about improving quality control, marketing and human resources management. The training was conducted by the Center for Development of Business through its members: the Chadian Chamber of Commerce, all three members of the Consortium and the International Finance Corporation arm of the World Bank.

Ali Ahmed Ali, Encobat, Director General: "Looking back over two years since the program began, it has been really helpful. Especially, we improved our management, quality control and safety measures. After the training with all the knowledge we gained we reorganized the company, not only the service we provide to Esso but to all our clients. We have expanded to projects run by the World Bank and the French because they have the same requirements for environmental protection, quality and safety. In fact, we have imposed Esso safety requirements and procedures across our entire company. Our profit has clearly increased as a result of the training and we are growing."



Ahmat Khamir, Copguard, Owner: "One benefit for us was safety for our people. We understood from one of the case studies in the training the importance of safety and we have implemented throughout our company some strong safety procedures, even promoting them to our employees to take home. In finance we were inspired to acquire accounting software and our money management is better now. As a result of the Business Excellence program we grew and we are growing even now. The training helps us plan for that growth and to deal with the world financial crisis. We are very happy and will participate in the new program."



Khalil Djalal, Chamber of Commerce, Vice President: "The Business Excellence training program is a new approach in Chad to improve our businesses, a way to manage in a modern way. This new way allows business owners to focus on the most important things, to set priorities. We wish to expand this program to others beyond Esso contractors. Since the development of the oil sector we are changing and more business activity is being created, so our businesses must be prepared to embrace the opportunities. Our future is not only the oil, but also the development of our entire economy, including the agriculture business for food security for our people."



The Building of a Business: Emploï Service

One of Cameroon's largest employers, its first employment agency business, has largely been built through a relationship with the project that goes back to the first days of construction. The company, founded in 1994, grew exponentially after winning a contract with the project. The company operates out of two modern buildings in Douala (top right), built by founder Collette Minka (in white) with proceeds from the growing business.

From its small beginnings the company has built an international business with a long client list beyond its relationship with COTCO. In addition to temporary employee recruiting, the company now has a large payroll management and employee training program (bottom).



Marcel Ekang, Emploi Service, Deputy Director General: "We have offices in seven countries of West Africa and all ten Cameroon provinces. This is huge growth from a tiny company that began in 1994 when our Director General Madame Collette Minka started the first employment agency in Cameroon. At the time it was not traditional in our country. This new approach protected workers who would often work for years on temporary status without a contract. Then came the major contract breakthrough for us, signing with COTCO when the construction began. That required us to learn and adopt the systems of ExxonMobil. It was not common then to have worker training, environmental protection and safety procedures. Our client portfolio has expanded tremendously since then and our revenue has tripled. We have workers placed in 80 percent of the companies in Cameroon. In all we have almost 90 permanent employees and have in placement 3,000 people. It has been a collaboration of learning and problem solving and for all this we can thank our partnership with COTCO."

