

Eastern Europe
Regional Report 2019

Mission and Values

Swisscontact | Swiss Foundation for Technical Cooperation

We are a leading partner organization for the implementation of international development projects. Founded in 1959 and registered under Swiss law, we are an independent non-profit organisation. We are politically and denominationally neutral.

Our Mission

We promote inclusive economic, social and ecological development to make an effective contribution towards sustainable and widespread prosperity in developing and emerging economies.

With this objective in mind, we offer the chance to economically and socially disadvantaged people to improve their lives on their own initiative.

Our Values and Beliefs

We believe that people, even in dire conditions have the ability and will to act and liberate themselves from the shackles of poverty. However, this is only possible in an enabling environment and level playing field.

We make an effective contribution to improve the framework conditions for sustainable development through the facilitation of access to skills, knowledge, markets, technologies and financial services.

We believe that balanced private sector and market-driven approaches in the context of an environmentally and socially sustainable market economy offer the best conditions for people to fulfill their potential and make sustainable development possible. We act responsibly and respect people in their own contexts, societies and cultures. We stand for professional quality and high ethical standards in our activities.

What we do

- We strengthen the competencies of people, improving their employability
- We increase the competitiveness of enterprises, growing their business
- We foster social and economic systems, promoting inclusive development

What we offer

- Project Implementation
- Advisory Services
- Training
- Applied Research

Regional Report 2019



For 2019 we also decided to put a stronger emphasis on our 'home market' in Albania and Kosovo. This has led to a series of successes:

- Skills for Jobs entered a new 4-year phase with a substantial increase in budget and scope.
- Swiss EP also gained a 4-year extension of the project and now also works in Kosovo.
- A Coaching for Employment project, focusing on returning migrants, was awarded by GIZ.
- A project working on micro-finance solutions for disadvantaged entrepreneurs was awarded by Medicor.
- A tender for the EU for Innovation program, targeting the ecosystem for entrepreneurs, was won.
- The tender for a KfW project for investments in vocational education in the Balkan region was won by our consortium.

- Shell invited us to write a proposal for investments in vocational education in Berat, Albania. That proposal has been awarded and we plan to work together.
- SDC and Geberit invited us to write a proposal for their Public Private Development Partnership in Vocational education in Ukraine.

Moreover, in a wider geographical context our approaches are gaining interest. Coaching for Employment and Entrepreneurship has become a global product and has spread its wings to Laos and Lebanon, where our team guides, coaches and trains project staff in these countries.

These developments have allowed us to also create a better gender balance in the management positions: most of the tenders and proposals were won with female project managers in the lead. For the first time women 'have the majority' in the Regional Management Team.

2019 was also the year to celebrate Swisscontact's 'getting older and wiser'. We celebrated our global 60 years' anniversary and 25 years of continuous presence in Albania.

Our gains in social inclusion make disadvantaged people competitive, our extensions in skills development make learning fun and employers committed, our expansion in entrepreneurship promotion builds the new economy and our activities in export promotion complete the picture. Swisscontact delivers the full package of economic development in Eastern Europe!

Henry Leerentveld
Director Eastern Europe

Project Overview

SKILLS DEVELOPMENT

Coaching for Employment (C4E)

Country	Albania	Results for 2019
Donors/ Partners	GIZ	<ul style="list-style-type: none">▪ 20 coaches from civil society organizations are equipped with knowledge on labour market insertion through Coaching for Employment methodology and migration.
Duration	2019 - 2020	<ul style="list-style-type: none">▪ 20 mentors from 15 private sector companies are being trained to provide Coaching in Business for returned migrants and unemployed youngsters within business premises in Albania.▪ 20 coaches from civil society organizations deliver 38 coaching cycle groups in Albania.▪ A total of 750 participants have enrolled in coaching cycles.▪ A total of 250 participants have enrolled in coaching in business.▪ A total of 850 participants have improved personal, social and professional skills.▪ 850 unemployed youngsters (returned migrants and marginalised groups) supported with coaching, mentoring and job matching activities through implementation of Coaching Cycles and Coaching in Business in 13 cities in Albania.▪ 241 participants from the coaching cycles in NGOs and Private sector companies are integrated in the labour market.▪ 50% of the participants are female.▪ 52% of the participants are returning migrants.

SKILLS DEVELOPMENT

Coaching for Employment and Entrepreneurship (C4EE)

Country	Albania, Kosovo	Results for 2019
Donors/ Partners	Swiss Agency for Development and Cooperation SDC, Medicor Foundation, Marcuard Family Office, City of Zurich, Kuoni Hugentobler Foundation	<ul style="list-style-type: none"> ▪ 639 unemployed youngsters and individuals from marginalized categories have been supported with coaching and mentoring through 13 regional and local offices of National Agency of Employment and Skills, 5 civil society organizations and 7 companies from the private sector in Albania, as well as 12 regional and local offices of Employment Agency of the Republic of Kosovo.
Duration	2017 - 2020	<ul style="list-style-type: none"> ▪ 15 mentors from 10 private companies completed Training of Mentors for providing coaching in business in the partner private companies ▪ 46 trained coaches and mentors in Albania and Kosovo have coached unemployed participants in their path to labor market integration ▪ 568 participants have improved their personal, social and professional skills through implementation of the classical or modular coaching for employment approach ▪ 312 participants are employed or self-employed in Albania and Kosovo ▪ 357 participants have generated around 1.1 Million CHF in Albania and Kosovo through their employment / self-employment ▪ 7 cooperation models were established with 5 private companies to provide employment / self-employment opportunities to the participants of the coaching cycles
		Results for 2019
		Microfinance Component
		<ul style="list-style-type: none"> ▪ Around CHF 6000 has been disbursed to 2 small entrepreneurs to support their business development from one Banking Financial Institution and one Microfinance Institution ▪ 21 potential small entrepreneurs have undergone to training sessions on financial literacy and access to finance through group meetings or one to one sessions. The information they received during these training sessions was about the potential Microfinance Institutions and products they offer; how to apply for a loan and all the steps until receiving it; personal financial management.

SKILLS DEVELOPMENT

Skills for Jobs (S4J)

Country	Albania	Results for 2019
Donors/ Partners	Swiss Agency for Development and Cooperation SDC	<ul style="list-style-type: none">▪ The project started its second phase on May 1, 2019. In Phase 2, the project supports 10 public VET providers in total (9 schools and 1 VTC). The project now serves to over a third of the total population of VE students in the country. The total number of beneficiaries reached 40% of the target for the phase, in December 2019.
Duration	2015 - 2019	<ul style="list-style-type: none">▪ A total of 894 VE students (30% of the phase target) engaged in apprenticeships at the end of the semester, with another 1,000 estimated to start between January and February 2020.▪ The overall number of partner businesses has reached 530 businesses that offer apprenticeships and/or sponsorships (cash or in kind).▪ Providers are diversifying their offers through a structured consultation process with the private sector. In the AY2019-2020 partner schools made available 1 new direction and 11 more profiles for their students.▪ Results from the Tracer Study with students who graduated in 2018 showed that 48% of VET graduates had found a job or were self-employed one year after graduation, compared to 34% for graduates of 2016. Furthermore, 52% of the trainees that had finished a course in 2018 at VTC of Vlora had found employment.

ENTERPRISE PROMOTION

Promoting Private Sector Employment (PPSE)

Country	Kosovo
Donors/ Partners	Swiss Agency for Development and Cooperation SDC
Duration	2017 - 2021

Results for 2019

- The 2019 figures show that PPSE supported interventions have generated some 417 additional FTEs (some 36% female and 5% from minority communities). Around 1,550 women and men have benefitted over CHF 1,542,452 from work opportunities. Some 75 new PPSE beneficiary SMEs.
- In the Food and Natural Ingredients Sector, PPSE focused efforts in five interventions that were implemented:
 1. Strengthening of the contract farming system, throughout Kosovo with an outreach to 252 new contracted farmers.
 2. Product development, with some 33 companies supported to develop at least 125 new products.
 3. Introducing specialized seedling producers.
 4. Facilitation of certification programs.
 5. Supporting trade linkages.
- In the tourism sector, PPSE has five interventions ongoing. These interventions focus mainly on the development of new tourism products in Prishtinë/Priština and Prizren. Already, Prizren has a new Via Ferrata, while paragliding and kayaking are added to the to-do things for tourists. Promotion of Kosovo as a destination with special focus on Turkish and German-speaking is another 2019 intervention.

ENTERPRISE PROMOTION

Swiss Entrepreneurship Program (SEP)

Country	Albania, Kosovo, North Macedonia, Bosnia and Herzegovina, Serbia	Results for 2019
Donors/ Partners	State Secretariat for Economic Affairs SECO	<ul style="list-style-type: none">▪ Enterprises linked to Partner Organizations supported by Swiss EP employed 2468 persons in 2019. 37% of them were women.▪ 5.7 M CHF was mobilized by startups as public grants and private investments.▪ 104 mentors trained, of whom 24% were women mentors, and linked to organizations▪ 27 investors trained, of whom 16% were women investors, and linked to organizations.▪ Swiss EP collaborated actively with 49 partner organizations in the Western Balkans in 2019.▪ A total of 582 entrepreneurs/startups graduated from partner's programs.▪ 34 diaspora experts supported organizations and startups in Western Balkans in 2019.
Duration	2019 - 2023	

ENTERPRISE PROMOTION

Swiss Import Promotion Programme (SIPPO)

Country	Albania, North Macedonia, Bosnia and Hercegovina, Serbia	Results for 2019
Donors/ Partners	State Secretariat for Economic Affairs SECO	SIPPO has supported 15 partner BSOs (Business Support Organisations) in capacity building and improvement of their export promotion services:
Duration	2017 – 2021	<ul style="list-style-type: none">▪ 28 new trainings modules on export promotion offered by partner BSOs to their members.▪ 43 matchmaking activities (trade fairs; study tours) have been implemented by partner BSOs.▪ 285 companies in the region have been trained on export promotion activities.▪ 187 companies participated in the BSO matchmaking activities.▪ 2505 contacts established between exporters and importers.▪ 249 created jobs in companies.

ENTERPRISE PROMOTION

Eu for Innovation

Country	Albania	Results for 2019
Donors/ Partners	GIZ	<ul style="list-style-type: none">▪ 9 capacity building activities for ISOs and Startups, including Ecosystem Safaris to North Macedonia, Cologne, Estonia and Latvia where participants attended meetings with local ecosystem actors, startups, organizations and attended startup/entrepreneurship related conferences. Other activities were the Social Network Analysis of the local Ecosystem in Albania, a workshop around innovation and Ecosystem Sessions with an international expert.
Duration	2019- 2021	<ul style="list-style-type: none">▪ 6 mentor agreements with entrepreneurs from the Albanian Diaspora who agreed to support some of the most promising local startups through regular mentor sessions and opening their networks to help the startups grow. One agreement with a Diaspora Entrepreneur to support a local Accelerator Program during their Selection Bootcamp▪ 2 agreements/Mous of local ISOs with international ISOs. One was between the University of Durres and Bielefeld University in Germany and one between Coolab Coworking Space and Garage48, a local ISO in Estonia.

Regional Highlights 2019

14 projects in **5 countries** in Eastern Europe: Kosovo, Macedonia, Albania, Serbia, and Bosnia and Hercegovina.

6,000 beneficiaries (people and businesses) benefited directly by Swisscontact initiatives in Eastern Europe in 2019 of which more than 40% are women.

5,700 people are in wage or self-employment as a result of the project activities

860,000 CHF net additional income were generated by partner businesses and organizations supported by our projects.

1 million CHF additional income has been generated by graduates from Skills Development projects.

1,863 students have access to improved vocational education services.

563 Private companies and 15 public entities have partnered with Swisscontact in 2019.

1.5 million CHF has been mobilized for start-ups as grants, investments and loans through partnerships.



Aldo Sula
Participant at his workplace, C4E, Albania

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Team Kosovo

***Coaching For Employment And
Entrepreneurship (C4EE)***

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Ecosystem Facilitator

Export Promotion Manager

Ecosystem Facilitator
Investment Facilitator

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Export Promotion Manager

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Ecosystem Facilitator
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Export Promotion Manager

We create opportunities.

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Swiss NPO Code: The structure and management of Swisscontact conforms to the Corporate Governance Regulations for Non-Profit Organisations in Switzerland (Swiss NPO Code), issued by the presidents of large relief organisations. An audit conducted on behalf of this organisation showed that Swisscontact adheres to principles of the Swiss NPO Code.

ZEWO Seal of approval: Swisscontact was awarded the Seal of Approval from ZEWO. It is awarded to non-profit organisations for the conscientious handling of money entrusted to them, proves appropriate, economical and effective allocation of donations and stands for transparent and trustworthy organisations with functioning control structures that uphold ethics in the procurement of funds and communication. Swisscontact is regularly audited on the adherence to these criteria. (Source: ZEWO)



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