Employment and income open up pathways out of poverty and real opportunities for the future.

Sustainable growth is essential for this to occur, driven by an innovative private sector and adding value to underdeveloped regions and engaging disadvantaged populations as active market participants. This credo is the foundation of Swisscontact's project work, which focuses on four core areas:

- **Skills Development**: facilitating access to the labour market and creates the basis for employment and income
- **SME promotion**: supporting local entrepreneurship and aims to strengthen competitiveness
- **Financial services**: facilitating access to local financial services such as credit, savings, leasing, and insurance products
- **Resource efficiency**: promoting efficient resource use through energy and material efficient production methods as well as measures to promote clean air and sustainable waste management

In this way Swisscontact creates the appropriate conditions for entrepreneurship. These are necessary for a competitive private sector devoted to principles of social justice and environmental sustainability, serving as the foundation of all development.

Swisscontact was established in 1959 as an independent organisation by prominent individuals from the worlds of commerce and science in Switzerland. It is exclusively involved in international cooperation and has carried out its own and mandated projects since 1961, maintaining close ties with the private sector since its foundation. The organisation is based in Zurich and in 2015 Swisscontact was active in 33 countries with a workforce of over 1100 people.
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Project Overview

Team Eastern Europe
2015 – Sustained and expanded in the Western Balkans

Dear Reader,

We are proud to share with you the achievements of a remarkable 2015 for Swisscontact in the Western Balkans. They were based on new developments, and further growth in the region. Consolidation of Swisscontact’s role as the key player in Skills Development and SME Promotion was complemented with the introduction of a new type of program on entrepreneurship, which sealed Swisscontact’s presence in most of the Western Balkan countries.

In this year, establishing a regional office was an important step to consolidate our activities in the region. Consequently, we focused on the development of a regional identity, creating cross learning and synergies among Swisscontact’s own projects and external partners. We’ve grown in volume, presence, staff, projects and number of countries.

A flagship initiative by the State Secretariat for Economic Affairs, the SECO Entrepreneurship Program, was begun. It supports entrepreneurship ecosystems in 6 countries at a global level. The offices in Serbia and Albania were opened for the four countries of the Western Balkans
(Albania, Bosnia-Herzegovina, Macedonia and Serbia). This highlight is followed by a new project of the Swiss Agency for Development and Cooperation in Albania in the field of Vocational Skills Development. The new project, called Skills for Jobs, will build upon the Swiss experience in VSD in this country. Swisscontact leads the consortium in this project building on its 20 years presence in skills development in Albania.

At the beginning of 2015, Swisscontact started a Medicore-Swisscontact financed project named Coaching for Employment and Entrepreneurship in Albania. Capitalizing the previous C4EE project experience by Swisscontact, the project facilitates the integration of marginalized unemployed youth in the labour market and promotes private sector cooperation.

The Increasing Market Employability project (of the Swiss Agency for Development, SDC) in Macedonia is in its first year of implementation. Aiming to create jobs and increase incomes for unemployed and underemployed women and men, the project is working on strengthening the business sector in this country, improving the quality of products and services offered, expanding markets and creating an enabling environment in three selected sectors: Tourism, Creative Industries and Green Economy.

We also take pride in the intensive Promoting Private Sector Employment Project in Kosovo, which is in its second year of implementation. Targeting changes in the market systems to increase growth in the food processing and tourism sector, PPSE has worked through collaboration with the Kosovo Investment and Enterprise Support Agency and the Destination Management Organization “West of Kosovo” on the one hand and capacity building of tourism product owners and tourism service providers on the other.

We thank our partners, clients and supporters for the excellent collaborative spirit and the significant steps forward to increase the impact of our joint work in improving the lives of the people and businesses we work for.

Henry Leerentveld
Eastern Europe Regional Director
A young participant of the coaching cycle is now employed in a roma community kindergarten
5 projects in 6 countries of the Western Balkans: 2 Skills Development projects in Albania, 2 Inclusive Markets Projects in Kosovo and Macedonia and 1 Program for Entrepreneurship Promotion in Albania, Macedonia, Serbia and Bosnia-Herzegovina.

Direct capacity building to more than 60 project partners’ organizations in all countries. Swisscontact takes pride in its approach to sustainability and efforts in this cross-cutting element.

414 employees, managers and owners of tourism service providers, local farmers and food processing associations in Macedonia are given the capacity to manage and market their services.

An in-depth research desk and a field study created in 9 pre-selected economic sectors in the Skills for Jobs project in Albania.

12 regional offices of the National Employment Service and 8 partner NGOs contracted under C4EE project, implementing the coaching cycle for 45 groups of participants with unemployed job seekers from vulnerable groups from 12 regions in Albania.

High quality of industrial varieties of tomatoes and peppers planted in 70 hectares by 100 farmers; processed 28,000 jars of pickled peppers and salad by 5 processing firms in Kosovo and contracted by 5 women’s associations for export to EU countries.

685 participants from private business, public institutions, civic initiatives and financial institutions are capacitated to use or apply the services and inputs on the market directly as a result of IME interventions. 247 beneficiaries directly benefited financially from IME interventions.

Good cooperation opportunities created by SECO EP with more than 15 Ecosystem Organizations.

More than 597 media articles and broadcasts on the work of supported partners and Swisscontact’s approach in the region.

About 30,000 people reached through social media for the #youcantoo women’s economic empowerment campaign in Kosovo; 20 television appearances, 60 print media features.
A beneficiary of the “Aggregation Services” intervention from the PPSE project, showcases new red pepper varieties during harvesting, planted using the newest hybrid seedlings planted with good agricultural practices.
Swisscontact Working Areas within Eastern Europe

**Albania** (Regions and towns)
- Tirana
- Durrës
- Elbasan
- Lushnje
- Gjirokastër
- Sarandë
- Fier
- Vlorë
- Korcë
- Berat
- Lezhë
- Shkodër

**Kosovo** (Regions and towns)
- Prishtinë
- Gjakovë
- Mitrovicë
- Deçan
- Pejë
- Prizren
- Junik
- Gjilan
- Ferizaj

**Macedonia** (Regions and towns)
- Skopje
- Prilep
- Ohrid
- Mavrovo
- Krusevo
- Strumica
- Berovo
- Veles
- Kocani

**Serbia** (Regions and towns)
- Belgrade
- Novi Sad
- Niš

**Bosnia and Herzegovina** (Regions and towns)
- Sarajevo
- Tuzla
- Mostar
- Banja Luka
Skills for Jobs Project, Albania

Skills for Jobs (SfJ), Albania - the new Vocational Skills Development project in the region

The SDC-funded project “Skills for Jobs” helps Albania to establish a training system relevant to the labour market and to support young women and men in equipping them with the skills required in this rapidly changing world of work.

The project improves their access to decent employment and income and allows them to find attractive and decent jobs. In this way the project is supporting Albania in becoming a modern and smart economy.

The Skills for Jobs project is implemented by a consortium of Swisscontact and Communication Progress Ltd, Albania and in partnership with the Institute for Mediation and Democracy. The project commenced in October 2015 and will run until 2019. It addresses the main challenges of the Albanian vocational skills development system: quality and status, financing, labour market orientation and private sector involvement.

The project interventions build on the 20 years of Swisscontact’s experience in Vocational Skills Development (VSD) in Albania and are divided in three components:

1. Improvement of the quality of formal and non-formal VSD in selected sectors, benefiting the private sector and increasing accessibility to women and youth
2. Functionality at the provider level of inclusive labour market insertion facilities and instruments
3. Multi-functional Centres establishing sustainable and innovative relations with the private sector

The project seeks to achieve these two outcomes:
1. Young people will access market oriented formal and non-formal education and training programmes in selected sectors.
2. The private sector will play a strengthened role in the gender-sensitive provision of VSD in selected multifunctional centres.
Highlights 2015

- In-depth desk and fieldwork research are conducted to select sectors, regions and partners.
- The research fieldwork consisted of: 1315 questionnaires completed by primary and secondary students, teachers, trainees and trainers of the public VET system; 90 in-depth interviews conducted with business representatives; 4 focus groups; 8 in-depth interviews conducted with relevant members of population groups.
Coaching for Employment and Entrepreneurship (C4EE), Albania

Enabling disadvantaged groups to enter the labour market

A young C4EE participant transformed his dreams into skills and opened his small car painting shop
C4EE, funded by Medicor Foundation and Swisscontact, facilitates the integration of marginalized unemployed youth in the labour market and promotes private sector cooperation.

After the successful completion of the pilot projects in support of vulnerable job seekers from 2010 until 2014, the current phase started in January 2015 and will run until December 2016. Coaching for Employment and Entrepreneurship (C4EE) is a methodology and set of tools for school-to-work transition and labour market accessibility for vulnerable groups. This methodology is based on a coaching cycle - 12 months of support for vulnerable job seekers using the participant’s Individual Development and Business Plan as main instruments.

In this new phase, the project is implemented in close partnership with 12 regional offices of the National Employment Services and 8 local partner NGOs. It focuses on labour market insertion and integration of youth from marginalized groups through employment or self-employment support and entrepreneurship.

Private sector participation plays a crucial role in offering jobs and in providing internships and on-the-job learning. Therefore, private businesses are mobilized to join with business developers teams to develop innovative approaches and business ideas about how to become potential buyers of the services that will be delivered by groups of coaching cycle participants.

The expansion and institutionalization of the C4EE approach will be ensured by integrating it with the New Service Model which will be provided by public employment offices throughout Albania to promote social responsibility among involved private companies and their associations.

Main project interventions consist of:
1. Support and guidance for the participants during the process of coaching cycle and job search;
2. Modular Training process for staff of National Employment Service (NES) and local NGO partners on coaching vulnerable individuals seeking employment;
3. Institutionalization of the approach under the New Service Model provided in NES;
4. Development of innovative and sustainable products and services by participants of the coaching cycle and linking them to the private sector.
A young man working in a call center after completing the coaching cycle
Highlights 2015

- 8 partner NGOs were contracted to implement the coaching cycle for 21 groups of participants from vulnerable groups and contributed financially.
- 12 NES regional offices were actively involved in the project through an agreement with Swisscontact to implement coaching cycles as part of the institutionalization of the approach.
- 3 local co-trainers capacity built by the Lucerne University of Applied Sciences and Arts, to conduct independent training and become local resources.
- 24 coaches from NES staff received 5 blocks of training.
- 500 participants enrolled in activities of coaching cycles in the Coaching for Employment project and 65% of these participants are now involved in income generation activities through employment/self-employment or other.
- Swisscontact has become part of the national Corporate Social Responsibility Network.
- 60% of 240 companies have shown interest in cooperating with Swisscontact for outsourcing and other related opportunities; 2 models of outsourcing services are functioning in cooperation with private sector partners.
- 35 participants employed in cooperation with private sector partners.
Promoting Private Sector Employment (PPSE), Kosovo

**PPSE is funded by SDC and runs from 2013 until 2017. The project is implemented by a consortium of Swisscontact as lead partner, Riinvest Institute and PEM Consult. It is currently in its second year of implementation in two sectors: Food processing and Tourism.**

PPSE’s project goal is that SMEs operating in competitive and well-organized economic sectors, where public policies better match private sector needs, will provide increased sustainable gainful employment for women and men in Kosovo.

The project aims to attain large-scale sustainable impact through the Inclusive Markets approach (formerly known as Making Markets work for the Poor/M4P). Using this approach, the project targets necessary changes in the market systems to increase growth in the food processing and tourism sector.

This goal will be reached through the following outcomes:

1. SMEs of the selected sectors will increase their productivity and generate additional income and employment;
2. Better organized and empowered SMEs will actively influence sector policies and the respective business environment in PPSE selected sectors;
3. Barriers for women to access sustainable gainful employment will be reduced and their decision making power increased in the sectors in which PPSE operates.
Technicians prepare peppers for processing, destined for the export market
Highlights 2015

- 70 hectares planted with high quality industrial varieties of tomatoes and peppers, involving 100 farmers, 5 processing firms and 5 women's associations in Kosovo for export to EU countries.
- Google Maps, OpenStreetmap and TripAdvisor now host over 80 West of Kosovo tourism businesses; 15 promotional information point stands distributed to Prishtina/Priština hotels.
- The Destination Management Organization “West of Kosovo” has officially started functioning and is now open with a physical address in Peja/Pe, Kosovo; 400 new tourists attracted to mountain tourism.
- Reached 30,000 people through social media for the #youcantly women’s economic empowerment campaign. Swisscontact appeared over 20 times on television and was featured 60 times in print media.
- Organized the “Week of Domestic Products” in cooperation with the Kosovo Investment and Enterprise Support Agency (KIESA) by promoting over 100 products of 50 domestic firms in 3 large supermarket chains across Kosovo.
- Co-investing in 5 innovative ideas, contributing to the creation of 126 full time, and 23 seasonal jobs.
- Joint initiatives with the Ministry of Trade and Industry (MTI) for the process of application of Kosovo to UNWTO (World Tourism Organization), and with the association of fruit and vegetable processors in initiating a public debate on the Internal Trade Regulations for the placement of domestic products in retail chains.
- Supported the first Inverse Trade Fair in Kosovo resulting in 33 B2B exchanges.
Access to international markets is very important for the economy of Kosovo, because we have good quality products to offer. I am thankful towards Swisscontact’s PPSE project, because it has provided my business with an opportunity to connect with a trusted collection center/exporter that makes it possible for five women, including me, to produce quality pickled vegetables for the export market.

Sylbije Sahiti, food processing association Parajsa jonë.
Increasing Market Employability (IME), Macedonia

Enabling economic growth through job creation.

*Increasing Market Employability is a project of the Swiss Agency for Development and Cooperation, implemented by Swisscontact with the assistance of PREDA Plus.*

Increasing Market Employability (IME) aims to create jobs and increase incomes of unemployed and underemployed women and men in Macedonia, with a particular focus on youth. The project will run for five years. Implementation started in April 2014.

IME programme is working on strengthening the business sector in Macedonia by improving the quality of products and services offered, expanding markets and creating an enabling environment in selected sectors: Tourism & Hospitality, Creative Industries (IT, Software Development, Product Design) and the Green Economy (Organic Agriculture, Sustainable Building).

The project targets systemic changes in the market systems to increase growth in the selected sectors, by addressing the key underlying causes for the bottlenecks that hamper job creation. The aim is to produce sector-wide change and have sizable results that affect job creation in the whole market segments that are targeted.

Goals of the project
- Enterprises in Tourism & Hospitality, Creative Industry and the Green Economy will grow by expanding the existing market and accessing new market opportunities.
- Access to improved services (skills support functions, financial services) will be enhanced for enterprises in the three sectors.
- The policy and regulatory framework will be more conducive for private sector growth in targeted sectors.

What Swisscontact gave me was first and foremost self-confidence. The fact that Swisscontact recognized us as stakeholders on the organic market, even though we were not formally established as cooperative, was a signal that we are headed in the right direction.

*Biljana Filipovska*  
*Our Good Earth Food Cooperative*
Highlights 2015

- 110 additional jobs created during the first nine months of the implementation phase.
- 685 beneficiaries (577 private business; 26 public institutions; 80 civic initiatives and 2 financial institutions) directly used and/or applied the services and accessed the market directly as a result of IME interventions.
- 2 policy changes benefiting women and youth, 1 strategy for youth and 2 strategies and 1 Policy change fostering Private Public Dialogue were adopted. Support of the investments in perennial Medicinal and Aromatic Plant seedlings was introduced in the National Rural Development Program, with 50% reimbursement of farmers’ investment provided from the national budget.
- 414 employees, manager and owners enabled to manage and market services aggregated for three sectors (47% women and 17% youth).
- 547 media articles promoted activities and events organized by IME
- 247 beneficiaries directly benefited financially (Benefit Outreach) from IME interventions.
SECO Entrepreneurship Program, (SECO EP)

A flagship initiative by SECO, to support entrepreneurship ecosystems in six countries.

SECO EP focuses on growth oriented entrepreneurs who are innovative, either regarding their product, service or their business model, having a competitive advantage in a defined market.

On the 1st of July 2015 Swisscontact started the implementation of SECO Entrepreneurship Program to support entrepreneurship ecosystems in six countries.

SECO EP aims to promote entrepreneurial activities, enhancing the readiness of innovative entrepreneurs to start or grow their business as well as to facilitate a supportive ecosystem. The program is financed by the Swiss State Secretariat for Economic Affairs (SECO) and implemented by Swisscontact until 2019 in six countries (Albania, Bosnia-Herzegovina, Macedonia, Peru, Serbia and Vietnam).

With its clear focus on sustainability, the program does not address entrepreneurs directly, but works with selected local partner organizations (incubators/accelerators) and supports them in improving their business models to timely and adequately support entrepreneurs to set up and sustain their businesses.

The overall aim of SECO EP is to create a strong Entrepreneurship Ecosystem in the six selected countries in order to increase business creation, survival, growth and ultimately to create jobs.

The program has foreseen three main outcomes:
1. Startups make use of improved services from supported ecosystem organizations (accelerators, incubators, mentors and investors) and program activities.
2. Women’s participation in entrepreneurial ecosystem enhanced.
3. National and international engagement on entrepreneurship and ecosystem increased.
Highlights 2015

- About 15 incubators and accelerators are identified and are in the process of being selected to become part of the program to receive high quality support.
- Workshops with accelerators and incubators are already planned and agreed upon to take place in each country.
- Links are created to existing events activities (startup weekends and competitions), with the aim of contributing to the quality of these competitions.
- Links to local mentors were identified. Identification of potential mentors from the diaspora took place and will continue in 2016.
- Good links are already established with women’s entrepreneur organizations in each country. Participation and exchange has already taken place with local and international projects that support women entrepreneurs in the Western Balkans and synergies are created with other donors’ projects such as SIDA, EU or EBRD projects.
- Media awareness activities have started with a core group of journalists and media outlets identified in each country.
- Cooperation agreements have already been established with local organizations as well as organized diaspora groups and organizations in Switzerland and the USA.

“I’ve learned about the SECO Entrepreneurship Program as soon as it started and I was very pleased to read about the approaches. We do organize start-up activities and other events, but haven’t reached yet the stage of “What to do next and how?” That’s why I am excited that SECO EP is willing to help us with mentoring activities, angel’s networks and other expertise.”

Aneida Bajraktari, Partnerships Manager, Start-up Grind, Tirana.
## Project Overview

<table>
<thead>
<tr>
<th>Project name</th>
<th>Country</th>
<th>Donors/Partners</th>
<th>Duración</th>
<th>Results to date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Skills Development</strong></td>
<td></td>
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<tr>
<td>Skills for Jobs (SJ)</td>
<td>Albania</td>
<td>SDC</td>
<td>2015-2019</td>
<td>Skills for Jobs project is in the inception phase where an in-depth research desk and field study is conducted in 9 pre-selected economic sectors (report finalized in February 2016).</td>
</tr>
<tr>
<td>Coaching for Employment and Entrepreneurship (C4EE)</td>
<td>Albania</td>
<td>Medicor Foundation, Swisscontact</td>
<td>2015-2016</td>
<td>About 500 unemployed job seekers from vulnerable communities, composed in 45 groups, are enrolled in Coaching for Employment project activities, implemented by 24 trained coaches from 12 Regional Labour Offices in addition to 16 coaches from 8 partner NGO’s. 325 participants generate income through employment/self-employment.</td>
</tr>
<tr>
<td><strong>SME Promotion and labour market access</strong></td>
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<tr>
<td>SECO Entrepreneurship Program (SECO EP)</td>
<td>Albania, Macedonia, Bosnia and Herzegovina, Serbia</td>
<td>SECO</td>
<td>2015-2019</td>
<td>Good links and cooperation opportunities are created by SECO EP with Ecosystem Organizations (about 15 incubators and accelerators, women entrepreneurs’ organizations, more than 10 existing events activities like startup weekends and competitions, etc.).</td>
</tr>
<tr>
<td>Increasing Market Employability (IME)</td>
<td>Macedonia</td>
<td>SDC</td>
<td>2014-2019</td>
<td>About 110 jobs created during the first nine months of the implementation phase. Among 2,724 beneficiaries (students and or individuals, designers, organic farmers and financial institutions) reached in private businesses, public institutions and civil organizations, 685 of them used and/or applied the service, input on market directly as a result of IME interventions and 247 benefited financially. IME supported the three sectors of its interventions with capacity building the employees, manager and owners of three sectors on one hand and with policy changes fostering Private Public Dialogue adopted. Direct cooperation with EU countries established expanding markets of organic agriculture products.</td>
</tr>
<tr>
<td>Promoting Private Sector Employment (PPSE)</td>
<td>Kosovo</td>
<td>SDC</td>
<td>2013-2017</td>
<td>Creation of 126 full time and 23 seasonal jobs as a result of co-investing in 5 innovative ideas. The initiation of application process of Kosovo in UNWTO (World Tourism Organization) and supporting the association of fruits and vegetables processors for the placement of domestic products in the retail chains, jointly with the Ministry of Trade and Industry (MTI), Increased quality of industrial varieties of tomatoes and peppers planted by 100 farmers and processed by 5 processing firms in Kosovo and 5 women associations for export to the EU.</td>
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Team Eastern Europe

**Skills For Jobs, Albania**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Henry Leerentveld</td>
<td>Regional Director</td>
</tr>
<tr>
<td>Ana Zacharian</td>
<td>Regional (Support and) Acquisitions</td>
</tr>
<tr>
<td>Brikena Sallaku</td>
<td>MRM Specialist</td>
</tr>
<tr>
<td>Steljana Shiba</td>
<td>Finance and Admin Officer</td>
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<tr>
<td>Eriola Shingjergji</td>
<td>Gender and Communication Specialist</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Henry Leerentveld</td>
<td>Country Representative &amp; Deputy Project Manager for Inception Phase</td>
</tr>
<tr>
<td>Kleidor Rustemi</td>
<td>Project Coordinator</td>
</tr>
<tr>
<td>Ana Zacharian</td>
<td>Head of Admin and Finances, Monitoring</td>
</tr>
<tr>
<td>Elena Dimashi</td>
<td>Senior Business Relations Developer</td>
</tr>
<tr>
<td>Brikena Sallaku</td>
<td>MRM Specialist</td>
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<tr>
<td>Steljana Shiba</td>
<td>Finance and Admin Officer</td>
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<tr>
<td>Treska Gerion</td>
<td>Junior Business Relations Developer</td>
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<tr>
<td>Ines Troqe</td>
<td>Junior Business Relations Developer</td>
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<tr>
<td>Riselda Dani</td>
<td>Junior Business Relations Developer</td>
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<tr>
<td>Serjan Llazari</td>
<td>Junior Business Relations Developer</td>
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**Increasing Market Employability (IME), Macedonia**

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<th>Name</th>
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<tbody>
<tr>
<td>Rozandi Louw</td>
<td>Country Director and Programme Manager</td>
</tr>
<tr>
<td>Marijana Milevska</td>
<td>Deputy Programme Manager</td>
</tr>
<tr>
<td>Biljana Solakovska Mihajlovskia</td>
<td>Monitoring and Results Measurement Specialist</td>
</tr>
<tr>
<td>Elena Ivanova</td>
<td>Tourism and Hospitality Manager</td>
</tr>
<tr>
<td>Zoran Todorovski</td>
<td>Tourism and Hospitality Facilitator</td>
</tr>
<tr>
<td>Igor Mishevski</td>
<td>Green Economy Manager</td>
</tr>
<tr>
<td>Boban Cvetkovic</td>
<td>Creative Industries Sector Manager</td>
</tr>
<tr>
<td>Marjan Stepanovski</td>
<td>Creative Industries Deputy Manager</td>
</tr>
<tr>
<td>Emilija Jovanova Stoilkova</td>
<td>Skills Development Specialist</td>
</tr>
<tr>
<td>Zaklina Gestakovska Aleksovskα</td>
<td>Gender Specialist</td>
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<tr>
<td>Ema Ilkovska</td>
<td>Head of Finance</td>
</tr>
<tr>
<td>Dejan Stojanov</td>
<td>Communication Officer</td>
</tr>
<tr>
<td>Stojan Mishev</td>
<td>Project Administrator</td>
</tr>
<tr>
<td>Angel Milosev</td>
<td>Driver and Logistic Support</td>
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## Promoting Private Sector Employment (Ppse), Kosovo

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Sigrid Meijer</td>
<td>Country Director and Project Manager</td>
</tr>
<tr>
<td>Fisnik Recica</td>
<td>Deputy Project Manager</td>
</tr>
<tr>
<td>Elisa Roth</td>
<td>Monitoring and Results Measurement Specialist</td>
</tr>
<tr>
<td>Fisnik Bajrami</td>
<td>Monitoring and Results Measurement Officer</td>
</tr>
<tr>
<td>Dafina Balidemaj</td>
<td>Market Sector Facilitator, Food Processing</td>
</tr>
<tr>
<td>Besnik Cecelia</td>
<td>Market Sector Facilitator, Food Processing</td>
</tr>
<tr>
<td>Avni Ramadani</td>
<td>Market Sector Facilitator, Food Processing</td>
</tr>
<tr>
<td>Alida Muhaxhiri</td>
<td>Women's Economic Empowerment Facilitator</td>
</tr>
<tr>
<td>Blerina Batusha Xerxa</td>
<td>Market Sector Facilitator, Tourism</td>
</tr>
<tr>
<td>Dren Zatriqi</td>
<td>Market Sector Facilitator, Tourism</td>
</tr>
<tr>
<td>Ivana Bozic</td>
<td>Market Sector Facilitator, Minorities</td>
</tr>
<tr>
<td>Malva Govori</td>
<td>Private Sector Development Governance Facilitator</td>
</tr>
<tr>
<td>Ibrahim Bejtullahu</td>
<td>Opportunity Fund Manager</td>
</tr>
<tr>
<td>Edona Kurtolli</td>
<td>Communications Specialist</td>
</tr>
<tr>
<td>Lindita Haziri Daka</td>
<td>Head of Finance and Administration</td>
</tr>
<tr>
<td>Venera Dyla Azemi</td>
<td>Accountant/Administration Support Officer</td>
</tr>
<tr>
<td>Agim Malazogu</td>
<td>Driver/Logistics Support Officer</td>
</tr>
</tbody>
</table>

## Seco Entrepreneurship Program (Seco Ep), Albania, Bosnia And Herzegovina, Macedonia And Serbia

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Stephan Leiser</td>
<td>Global Program Manager</td>
</tr>
<tr>
<td>Teresa Widmer</td>
<td>International Relations (Diaspora)</td>
</tr>
<tr>
<td>Philip Hostert</td>
<td>Local Implementer for the SECO EP, Serbia and Bosnia-Herzegovina</td>
</tr>
<tr>
<td>Edlira Gjoni</td>
<td>Regional Coordinator Western Balkans</td>
</tr>
<tr>
<td>Jakob Modeer</td>
<td>Local Implementer for the SECO EP, Albania and Macedonia</td>
</tr>
<tr>
<td>Milos Lazovic</td>
<td>MRM specialist, Serbia and Bosnia-Herzegovina</td>
</tr>
<tr>
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<tr>
<td>Kasionilda Nika</td>
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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, proving that donations are allocated appropriately, efficiently, and effectively. In addition, it stands for transparent and trustworthy organisations with functioning control structures that uphold ethics in the procurement of funds and communication. Swisscontact is regularly audited for compliance with these criteria. (Source: ZEWO)

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