



**ANNEX 2**

of the Commission Implementing Decision on the ENI East Regional Action Programme  
2019 part 1

**Action Document for the EaP Trade Helpdesk**

**ANNUAL PROGRAMME**

This document constitutes the annual work programme in the sense of Article 110(2) of the Financial Regulation and action programme/measure in the sense of Articles 2 and 3 of Regulation N° 236/2014.

<b>1. Title/basic act/ CRIS number</b>	EaP Trade Helpdesk CRIS number: 041-710 financed under European Neighbourhood Instrument	
<b>2. Zone benefiting from the action/location</b>	Eastern Partnership (EaP) countries (Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine).	
<b>3. Programming document</b>	Programming of the European Neighbourhood Instrument (ENI) 2014-2020- Regional East Strategy Paper (2014-2020) - and Multiannual Indicative Programme (2017-2020)	
<b>4. SDGs</b>	Main SDG: # 8: Decent Work and Economic Growth Secondary SDGs: # 1: No Poverty; # 5: Gender Equality; # 9: Industry, Innovation, and Infrastructure; # 10: Reducing Inequalities; # 12: Responsible Consumption and Production	
<b>5. Sector of concentration/ thematic area</b>	Trade Related Technical Assistance - Aid for Trade	DEV. Aid: YES
<b>6. Amounts concerned</b>	Total estimated cost: 3,700,000 € Total amount of EU budget contribution 3,700,000 €	
<b>7. Aid modality and implementation modality</b>	Project Modality Indirect management with an international organisation - International Trade Centre (ITC)	
<b>8. a) DAC code(s)</b>	250 – Business and Other Services 25010 – Business support services and institutions (trade information)	
<b>b) Main Delivery</b>	41000 - United Nations agency, fund or commission (UN)	

Channel				
<b>9. Markers (from CRIS DAC form)</b>	<b>General policy objective</b>	<b>Not targeted</b>	<b>Significant objective</b>	<b>Main objective</b>
	Participation development/good governance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Aid to environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Gender equality (including Women In Development)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Trade Development	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Reproductive, Maternal, New born and child health	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>RIO Convention markers</b>	<b>Not targeted</b>	<b>Significant objective</b>	<b>Main objective</b>
	Biological diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Combat desertification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climate change mitigation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climate change adaptation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>10. Global Public Goods and Challenges (GPGC) thematic flagships</b>	Trade integration for green and inclusive growth (Flagship 7)		

## SUMMARY

Through the creation of an EaP Trade Helpdesk (EAPTH), the project will support an increase of trade exchanges between EaP countries and with the EU. The Helpdesk will provide economic operators and in particular Small and Medium Enterprises (SMEs), Business Support Organizations (BSOs) and policy makers in EaP countries with a one stop online platform that offers access to trade information (tariffs, non-tariff measures, taxes, trade statistics for goods and services, trade procedures and companies), that govern access to regional markets and the EU. Through an online feedback mechanism for companies, it will facilitate the monitoring of trade obstacles. By undertaking surveys of trade barriers to goods and services in each country, the project will increase the understanding of the regulatory and procedural obstacles to trade in goods and services that companies face in the region and help policy makers to identify options to reduce related trade costs. The project will also build the capacity of companies and BSOs in EaP countries to identify export opportunities and prepare market reports based on the data available through the Helpdesk; likewise, the capacity of relevant institutions to collect and process services data for selected sectors will be increased.

## 1 CONTEXT ANALYSIS

### 1.1 Context description

The region is very heterogeneous in terms of its economic structure, resource endowments and population. While the region (except Ukraine) has experienced rapid growth since 1990, economic activity has decelerated since 2013 due to a variety of factors including recession in

Russia, geopolitical instability, as well as sustained drops in key commodity prices and hence deterioration of terms of trade.

All EaP countries have put in place a number of mechanisms to foster SME competitiveness across the region, According to the OECD, SMEs account for more than 83% of the total number of firms but their contribution to employment and to national value addition, fall well below the levels seen in more economically dynamic countries. The OECD concludes that many SMEs in the region remain tied in low valued-added sectors, operating almost on a subsistence basis.<sup>1</sup> Export diversification is therefore a matter of utmost priority for all the countries SMEs across the region have not achieved a high degree of internationalization and frequently cite lack of access to trade information as a major impediment to doing business.

## **1.2 Policy Framework (Global, EU) and Public Policy Analysis of the partner region**

In 2009, the EU and its six Eastern partners (Armenia, Azerbaijan, Belarus, Georgia, Moldova, and Ukraine) launched the Eastern Partnership, based on a commitment to fundamental values of a market economy, sustainable development and good governance. The 2015 EaP Summit in Riga listed the strengthening of institutions and good governance, mobility and people-to-people contacts, market opportunities and interconnections as shared priorities which will be taken forward with partners.

The signing of Association Agreements (AA) with a Deep and Comprehensive Free Trade Area (DCFTA), with three EaP countries (Ukraine, Georgia, and Moldova), will allow closer economic integration with the EU. For the other partners who do not currently wish to pursue such a model, other alternatives are proposed, such as the recently signed Comprehensive and Enhanced Partnership Agreement (CEPA) with Armenia, which promotes integration and strengthening trade and investment relations.

Having recognised the role that SMEs can play in furthering growth in the EaP countries, the EU launched the SME Flagship Initiative in 2009. This wide-ranging initiative supports SMEs in EaP countries to address common challenges, access finance, and enter new markets. The initiative sponsors over EUR 348 million of active projects. Those countries that signed AAs have access to an extended program through the DCFTA Facility for SMEs that focuses in particular on increasing access to finance.

The project will support the goal of economic development and facilitate regional trade integration and trade with the EU. This will be achieved by enhancing trade transparency through the provision to the public and private sectors of comprehensive and up-to-date information on market access conditions, enabling economic operators including SMEs to meet EaP and EU market requirements and to connect with buyers in the region and the EU. The project will therefore respond to the EURONEST Parliamentary Assembly key recommendations to enhance intra-regional cooperation and integration<sup>2</sup>. This project will also be in line with the EC Communication "Trade for All"<sup>3</sup>, which calls for a more

---

<sup>1</sup> Source: OECD SME Policy Index: Eastern Partner Countries 2016

responsible, effective, and transparent trade and investment policy that will continue delivering economic opportunities.

### **1.3 Stakeholder analysis**

The main stakeholders will be the governments and business support organisations (BSOs) in each country, such as trade promotion agencies, chambers of commerce, and sector associations, that provide services to businesses that are the ultimate beneficiaries of the project. While a final list of partner organizations will be drawn up during the initial phase of the project, the organizations and institutions listed in Annex 1 have been identified as having the potential to serve as primary partners and focal points for the initiative in each country. Annex 3 lists the organisations in each country that provide some degree of trade related information via their web sites. However, none offer comprehensive coverage of trade related information. Hence, the project will work with the project partners to address this lack of trade information.

### **1.4 Problem analysis/priority areas for support**

To fulfil the export potential of the EaP countries, both inter-regionally and with the EU, companies, BSOs and policy makers need access to trade intelligence, which is a critical factor to successfully export. Preliminary research by ITC, using its Export Potential Map (which will be available on the EaP Helpdesk), estimates that the total potential for intra-regional trade among EaP countries is in the region of \$3.9 billion by 2022. Currently, 44% of this potential remains untapped. Overcoming the factors that prevent trade from reaching its full potential and building up production capacities to leverage the expected demand growth would give rise to another \$1.7 billion of intra-regional exports. While the proposed action will not address such factors, the EaP Helpdesk will contribute to greater transparency of trade-related information and a better understanding of trade obstacles and opportunities, which will support trade development between EaP countries and with the EU, in support of the objectives formulated by the Eastern Partnership Expert Panel on Trade and Trade-Related Regulatory Cooperation (Trade Panel) in June 2017. At present, there is no systematic, comprehensive coverage of trade related information in the six EaP countries. The project will serve to fill the existing gaps in information and to expand coverage to other areas such as services data.

In terms of what are the expressed needs of SMEs in relation to trade information, ITC has previously conducted a series of needs assessment and consultations with national stakeholders, including company interviews, in all six countries in 2016. While the challenges facing SMEs in specific sectors may differ from country to country, SMEs in all six countries share a number of common constraints that hinder their competitiveness and prevent them from accessing global and EU markets and value chains. Among the challenges identified as affecting SMEs, and to which the EaP Trade Helpdesk will contribute to alleviating, are the following:

---

<sup>2</sup> Euronest [Draft report on EU multiannual financial perspectives and their impact on economic cooperation among Eastern Partnership countries](http://www.euronest.europarl.europa.eu/euronest/webdav/site/mySite/shared/general_documents/fifth_ordinary_session_2016/draft%20reports/econ_draft_report_2016_en.pdf), 17.12.2015, [http://www.euronest.europarl.europa.eu/euronest/webdav/site/mySite/shared/general\\_documents/fifth\\_ordinary\\_session\\_2016/draft%20reports/econ\\_draft\\_report\\_2016\\_en.pdf](http://www.euronest.europarl.europa.eu/euronest/webdav/site/mySite/shared/general_documents/fifth_ordinary_session_2016/draft%20reports/econ_draft_report_2016_en.pdf).

<sup>3</sup> [http://trade.ec.europa.eu/doclib/docs/2015/october/tradoc\\_153846.pdf](http://trade.ec.europa.eu/doclib/docs/2015/october/tradoc_153846.pdf)

- **Limited awareness of regional and EU market requirements.** In order to successfully produce and sell goods in accordance with market demand, SMEs must have access to accurate and up-to-date trade information to allow them to design products according to consumer preferences, meet standards and requirements and devise effective sales and marketing strategies. Most SMEs in the beneficiary countries lack reliable and affordable access to such information. For example, a number of horticulture, manufacturing, wine and honey producing companies, interviewed by ITC across the Caucasus, have consistently expressed difficulties related to their limited access to such information coupled with an inaccurate understanding of regional and EU market requirements. In addition, SMEs in DCFTAs countries often fail to understand the scale and scope of changes resulting from AA/DCFTA compliance and new market access conditions, and how they could benefit from the opportunities created by the agreements<sup>4</sup>.
  
- **Limited capacity of SMEs to meet market requirements, in particular those of the EU.** Although some larger enterprises have succeeded in interpreting and conforming to international and European quality requirements, most SMEs have thus far struggled to meet the voluntary and mandatory conditions for selling their goods in the EU (in particular in relation to sanitary & phyto-sanitary measures and technical barriers to trade). SMEs in the AA/DCFTA countries generally lack the technical capacity and resources to comply with AA/DCFTA requirements and find it difficult to justify the relatively high compliance cost. To address this challenge, SMEs need reliable information and knowledge of market requirements as well as needing to put in place strategies for implementation and compliance.<sup>5</sup>

## 2 RISKS AND ASSUMPTIONS

The conditions in the region pose a number of risks that could affect the full realization of the project's objectives. For this reason, the action will remain flexible in its implementation, adjusting activities according to the changing realities on the ground.

<b>Risks</b>	<b>Risk level</b>	<b>Mitigating measures</b>
Wavering government commitment /changes in beneficiary government priorities	Low	The project will anchor as much responsibility with the private sector as possible, including private-sector business support organisations. Any potentially relevant changes in the political environment will be closely monitored and the necessary adjustments taken.
Deteriorating political and security situation in the region	Med	Constant monitoring will be undertaken to evaluate the political and security risks in

<sup>4</sup> "EU Support to the Private Sector in the context of Association Agreements including DCFTAs (Georgia, Moldova and Ukraine)", final report of EU-funded project " EU Support to the private sector in the context of Association Agreements/DCFTAs", DAI Europe, 2014,

<sup>5</sup> *Ibidem*.

		each country and decide on possible changes in the activities and the level of involvement in each country.
Limited interest and trust in the initiative	Low	A project-long communications programme will market the Helpdesk to the private sector and convey that the ownership of the initiative is with the national institutions involved in the network. The initiative will complement existing systems to avoid duplication and lack of up-take by potential users and providers.
Sustainability of the action by national institutions at risk	Low	Capacity building during the project and after its completion (through eLearning courses, online resources) will ensure the institutions can continue to operate the Helpdesk. The project will ensure clear agreements are taken with the respective national institutions to ensure post-project sustainability. The launch of the Helpdesk at national level and the proposed training programmes will contribute to the adaption of the portal by participating institutions and an appreciation of how it supports their respective mandates.
Duplication of technical assistance	Medium	The programme will be in close contact with the EU Delegation and other development partners in order to avoid duplication. In some cases, this may result in adapting the proposed approach.
Poor data availability in the countries	Low	During the course of the project, ITC will collaborate closely with the various national stakeholders, which are the source of the required data, to ensure that the provision of data can be sustained beyond the lifetime of the project.  Should the countries not collect trade data or should the data collected not be at the minimum quality to enable comparison, the programme will draw on mirror trade data.
Issues in access to data due to confidentiality	Low	Should the countries not be willing to share their trade data, the programme will inform the EU to formalise this request, guiding the EU on the international agreements on data confidentiality to smooth the process.

## Assumptions

Changes in national governments, the roles of public institutions, and general political situation in countries allow ITC to source the most recent data. International organisations involved as partial data providers continue their data provision. Members of the Helpdesk's problem solving network abide by their commitment to respond to user enquiries.

### 3 LESSONS LEARNT AND COMPLEMENTARITY

#### 3.1 Lessons learnt

From ITC's experience with implementing the EU-funded Euro-Mediterranean Trade and Investment Facilitation Mechanism (Euro-Med TIFM)<sup>6</sup>, similar to the EAP Trade Helpdesk, a number of lessons can be drawn. While Euro-Med TIFM had ministerial level commitment, and National Focal Points (NFPs)<sup>7</sup> were selected among government organisations, one challenge encountered related to instilling country ownership. Another was the concern of NFPs that their role would consume too much time. Drawing on this, one can conclude that the selection of the counterpart institution, and the focal points, is crucial. The institution should be an entity with a mandate to provide trade support services to economic operators including SMEs and exporters and should have a good network with other government and private sector business support organisations in the country, which will provide answers to enquiries received on the Helpdesk. For the NFPs to commit to their role, they should already be operating in a similar, information service-oriented position that provides assistance to companies and in particular SMEs. Clear guidelines need to be provided to the NFPs, and their institutions, about the level of work involved to offset concerns on this aspect. In view of the above, it is essential that the project team closely coordinates with EU Delegations in the countries, in particular concerning the choice of the National Focal Points. The EU Delegations have a direct ongoing policy dialogue with authorities, and are thus well placed to help identifying the best people, hence increasing government commitment and sustainability of the actions undertaken, even after the project ends.

Training and communications are crucial to ensuring the success of initiatives that depend on counterparts for data collection and processing and updating web-based systems. The resources allocated in Euromed TIFM for training, networking and promotion were relatively limited. Based on this experience, longer term sustainability will arise from having: (i) regular in-country training events to develop/upgrade skills of existing and new NFPs; (ii) regional biannual networking events for NFPs; and (iii) regular promotional events.

Making the proposed Helpdesk, including its data free-to-access, will be both efficient and will maximize the benefit generated to countries given the annual investment in updating and maintaining the solution. Such a free to use system also democratizes access to information within countries and between countries.

Aside from business support organisations, universities have proven a valuable channel partner/multiplier for such web based solutions. ITC surveys indicate that universities value

---

<sup>6</sup> <https://euromed.macmap.org/euromed>

<sup>7</sup> National Focal Points are designated in each of the countries, in close cooperation with the EU Delegation, to provide (or assist in providing) the required data and to coordinate the EaP Trade Helpdesk Problem Solving Network. The objective of the network is to support the National Focal Points to provide the answers to issues raised by users of the Trade Helpdesk. The network comprises national institutions, for example ministry of trade, bureau of standards, customs just to cite a few.

tools such as those offered by ITC as they enable them to provide programmes with extensive, current content and they allow students and researchers to produce trade related analysis at very low cost, if any. The above lessons are being factored in to the present action.

**3.2 Complementarity, synergy and donor coordination**

The project will work closely with all relevant development projects and programmes in the six beneficiary countries in order to avoid duplications, harness synergies, and ensure that the project builds upon the results achieved under other interventions.

As the project will create a web platform that offers enterprises and BSOs trade statistics and market access data, provides an online enquiry helpdesk for economic operators including SMEs, creates product specific export guides and undertakes surveys of trade barriers to goods and services in each country, it will support/feed into regional or national projects that focus on developing the international competitiveness of SMEs or strengthening the services of BSOs. The initial phase of the project will investigate how best to complement existing national and regional information services being offered at a national or regional level by government agencies and BSOs. Options to be considered will be linking the EAP Helpdesk to other web sites or embedding all/ selected features of the Helpdesk into such sites.

Given the scale and focus of the EU4Business initiative, the proposed action will seek to learn from and create synergies with relevant projects taking place under the initiative and will liaise with the EU4Business Secretariat. The approach to complementing and interacting with other initiatives and projects will be finalized during the initial phase of implementation.

Particular attention and focus will be put into linking the EaP Trade Helpdesk activities with the results and ongoing activities of the "Ready2Trade" programme, also implemented by ITC. The core objective of the Ready2Trade programme is to assist SMEs in producing value-added goods in accordance with international and EU market requirements, while linking them with buyers from global value chains and markets, in particular within the EU. Ready2Trade programme has identified specific value chains with an export potential for each of the 6 EaP countries,

Close cooperation and coordination of the two projects should be ensured, by regular follow up and information sharing among the two project teams ; the Ready2Trade team should take part to the Steering Committee. The EaP Trade Helpdesk programme will, accordingly, focus its work for output 2 (detailing administrative procedures for export) on the sectors and products identified by Ready2Trade.

With reference to ongoing projects, the projects detailed below have been identified as being relevant to this action, particularly in terms of gaining benefit from the information solutions offered by the action.

Multi-country projects	Dates
<p><b>EU4Business: From Policies to Action</b>                      This project supports competitiveness and business environment reforms in the Eastern Partnership countries, working at both country and regional level.</p>	2017 - 2020
<p><b>Eastern Partnership: Ready to Trade - an EU4Business initiative</b></p>	2017 -



The project, implemented by ITC, helps small and medium-sized enterprises (SMEs) from Eastern Partnership countries to access new markets with a focus on the EU, helping SMEs identify and comply with quality and standards to meet international requirements, linking them with buyers along the value chain.	2020
<b>Women in Business</b> The Women in Business programme helps women-led small and medium-sized enterprises to access the finance and the know-how they need to grow.	2016 - 2022
<b>DCFTA Initiative East</b> The Deep and Comprehensive Free Trade Area (DCFTA) Initiative East aims to strengthen economic development in the countries which have signed an association agreement with the EU - namely Georgia, Moldova and Ukraine - by providing targeted financial and technical support to SMEs	2016 - 2031
<b>EU4Business - Advice for Small Businesses programme</b> Implemented by the EBRD, the programme is a continuation of the Small Business Support activities in the Eastern Partnership region. It assists small- and medium-sized enterprises (SMEs) in the Eastern Partnership (EaP) countries in improving their competitiveness and ability to attract external financing.	2015-2022
<b>National Projects</b>	
<b>ARMENIA</b>	
<b>SMEDA - Support to SME Development in Armenia</b> The project supports the improvement of the business and investment climate for small and medium-sized enterprises (SMEs) in Armenia.	2016 - 2019
<b>BELARUS</b>	
<b>Advice for small businesses in Belarus</b> The programme enhances the competitiveness of SMEs in Belarus operating across a wide range of sectors, with a focus on regional development, by increasing entrepreneurial skills, financial literacy, and the ability to adjust to markets within and outside Belarus.	2017 - 2021
<b>Local Economic Development in Belarus</b> The project supports participatory local development and entrepreneurship in Belarus, with the aim of enhancing local growth and competitiveness, while at the same time addressing social vulnerabilities.	2017 - 2020
<b>GEORGIA</b>	
<b>Economic and Business Development in Georgia</b> The overall objective of the programme is to foster socio-economic development in Georgia and its regions. The programme is structured in three inter-related thematic components: (1) Fairer and faster litigations in commercial matters, (2) Modernised financial infrastructure, (3) Greater business sophistication. Implementation modalities of the programme are Budget Support, Indirect Management with international and member state organisations, direct grant award, call for proposals for twinning grants.	2019 - 2024
<b>MOLDOVA</b>	
<b>Support to SMEs in rural areas</b> The project supports the creation of employment opportunities, especially for women, through	2018 - 2021

investment and non-financial support for rural SMEs, leading to increased rural job creation.	
<b>Support to the Quality Infrastructure Framework within a DCFTA Context in the Republic of Moldova</b> The project supports the efforts of the Moldovan government to progress in key areas of the DCFTA, linked to the improvement of public governance and economic recovery and growth.	2017 - 2020
<b>UKRAINE</b>	
<b>EU4BUSINESS: Network of Business Support Centres in Ukraine</b> The programme aims to improve the competitiveness and ability to access finance of Ukrainian SMEs through the provision of business advice and capacity building, as well as preparation for financing from the EBRD and other financial institutions.	2016 - 2020
<b>FORBIZ</b> The FORBIZ project supports Ukraine's reform agenda and its economic recovery by proposing a systemic, smart change to a more business-friendly environment with a particular focus on SMEs.	2016 - 2019
<b>Ukraine National Export Strategy</b> ITC implemented programme that supports the country to draft its national export strategy. The strategy will recommend measures to be taken in the short, medium and long-term that will be aimed at increasing the competitiveness of Ukrainian export sector.	2018 - 2019
<b>Linking SMEs in the fruit and vegetables industry to global and domestic value chains</b> ITC implemented programme that supports the country on its market access strategy and quality programme for agro and agro-processing products	2016 - 2019

In terms of complementing existing trade information platforms, the EaP Trade Helpdesk will be linked to the EU Trade Helpdesk<sup>8</sup> and the EU Market Access Database (MADB)<sup>9</sup>. The project will support the translation of the first level of the EU Trade Helpdesk into Russian and links will be put in place between the two web platforms. By providing information on trade between the EaP countries, the EaP Trade Helpdesk will complement the EU Trade Helpdesk and the MADB, which cover only exports from and imports into the EU. At national level, there are a number of web sites that provide support to enterprises. However, there is no comprehensive, systematic coverage of trade-related information for the six countries. The project will address existing gaps in the provision of trade related information for the region and provide a one stop platform for users to access and analyse inter-regional trade and trade with the EU. In building the platform, the project will assess existing information and include it in the system if it is of sufficient quality. Where gaps remain in information, the project will work with national institutions to create the information and to maintain/update it beyond the end of the project. (The list of the most relevant national web sites identified in the preparation of the Action Document are included in Annex 3). The project should also strive to stimulate communication between the EaP Trade Helpdesk network and existing national networks, as well as within the network itself.

<sup>8</sup> <http://trade.ec.europa.eu/tradehelp/>

<sup>9</sup> <http://madb.europa.eu/madb/indexPubli.htm>

## 4 DESCRIPTION OF THE ACTION

### 4.1 Overall objective, specific objectives, expected outputs and indicative activities

The objective of the project is to increase trade between EaP countries and between EaP countries and the EU by pursuing the specific objective of providing enterprises including SMEs in the EaP region with access to regional and EU trade-related information that enables them to make better informed business decisions.

The project objectives will be achieved through the following results :

**Output 1:** The Eastern Partnership Trade Helpdesk<sup>10</sup> (EAPTH) is available online

**Output 2:** Online module detailing step-by-step the administrative procedures required to export *selected* products from the six EaP countries to the EU market and one key EaP market available online.

**Output 3:** Identification of regulatory and procedural obstacles to trade in goods and services and options to overcome them are developed by policy makers in EaP countries

**Output 4:** Capacity of BSOs developed in the use of the EaP Trade Helpdesk and increased in relation to market analysis and research.

**Output 5:** BSOs capacity to collect and disseminate data on trade in services is enhanced.

**Output 6:** Communications programme developed to promote the EaP Trade Helpdesk and lead to ownership and sustainability of the Helpdesk at national level.

Detailed activities will be decided at contract level. Here is a general description of the main activities that will be carried out.

#### **Output 1: The Eastern Partnership Trade Helpdesk is available online**

##### **Activities**

Activities to achieve this output may include, among others, the assessment of existing databases, the design and setting up (including translations, development of user guides) of the new one, the creation of the network of National Focal Points and Institutions and their training to manage the enquiry system,

**Output 2: Online module detailing step-by-step the administrative procedures required to export *selected* products from the six EaP countries to the EU and one key EaP market available online**

##### **Activities**

Activities to achieve this output may include, among others, selection of products (within the main focus areas identified through Ready2Trade as having export potential) and gathering the information on relevant procedures, while trying to identify the scope to streamline these.

---

<sup>10</sup> Eastern Partnership Trade Helpdesk: provisional name, used in this proposal for ease of reading

**Output 3: Identification of regulatory and procedural obstacles to trade in goods and services and options to overcome them are developed by policy makers**

**Activities**

The output may be achieved, among others, through stakeholder consultations, through the compilation of a business register of companies involved in international trade (also building on results achieved so far from the Ready2Trade programme) and finally through surveys. This will be then validated through a National Workshop and presented at the Trade Panel. The proposed policy options will feed into the policy dialogue between the EU and the EaP Countries.

**Output 4: Capacity of BSOs developed in the use of the Eastern Partnership Trade Helpdesk and increased in relation to market analysis and research.**

This result shall be pursued in close cooperation with national universities, thus ensuring that capacity building is sustained in time and knowledge not lost.

**Activities**

The output may be achieved, among others, through a training of trainers, in close cooperation with the National Focal Points and other stakeholders. Close coordination will also have to be ensured with the future activities to be carried out under the upcoming Eap Connecting Companies programme, which focuses on EaP BSOs internationalization<sup>11</sup>.

**Output 5: BSOs capacity to collect and disseminate data on trade in services is enhanced**

**Activities**

The output may be achieved, among others, through trainings of the relevant national services on a recognised methodology for data collection, processing and dissemination.

**Output 6: Communications programme developed to promote the EaP Trade Helpdesk and lead to ownership and sustainability of the EaP Trade Helpdesk at national level.**

**Activities**

The output may be achieved, among others, through a communication and visibility plan and the annual meeting of the National Focal Points, ITC and the European Commission, possibly in correspondence with the Trade Panel.

## **4.2 Intervention logic**

### **Output 1:**

The EaP Trade Helpdesk portal will consist of two components: a **Market Information** component and a **Helpdesk** component. The portal will be developed in English. The first level of the portal's interface will be available in each country's official language and in English and Russian. A summary of compulsory requirements will be available in English and Russian. Official documents (legislation etc.) will remain in the original language. The portal will be hosted and maintained by ITC during and beyond the end of the project, using the same platform that hosts ITC's suite of market analysis applications. The NFPs will have administrative rights to enter data and information into the Helpdesk system. While primarily

---

<sup>11</sup> Include small summary of EaP Connecting Companies.

targeting SMEs, BSOs and policy makers, the platform will be on open access and, therefore accessible by larger companies and other interested parties.

The **Market Information** component of the portal will include the following elements to enable users to identify trade opportunities and undertake comprehensive analysis of the trade environment:

- Comprehensive trade statistics: trade flows and trade indicators for originating and destination countries, focusing on the EaP countries and the EU;
- Comparable data: ready-to-use data analysis and comparisons among the EaP countries and between the EaP and the EU;
- ITC's Export Potential Map: identifies products, markets and suppliers with (untapped) export potential as well as opportunities for export diversification;
- Customs tariffs and internal taxes: applied MFN tariffs at the national tariff line level, preferential tariffs, trade agreements and related rules of origin;
- Compulsory requirements (non-tariff measures): product specific as well as general requirements applied by countries on their imports and exports;
- Business contacts: list of trading companies and their contact details, searchable by product (HS codes); and business support organisations.

The **Helpdesk** component will provide an online facility that enables the private sector to submit trade related queries or report issues they face in conducting their export related business. The queries and issues will be channelled to the most appropriate institution in the the system's "problem solving network". The institutions will be notified immediately about a query or problem and will be expected to react by providing information and/or advice. Thus, the Helpdesk facility will play a role in the identification and the reduction of trade obstacles faced by companies and will address information gaps on regulations and procedures. National authorities and policy makers will be equipped with an additional instrument to gather information on trade barriers and to consider putting in place remedial policies or reforms.

### **Output 2:**

Each administrative step an exporter has to go through before shipping their selected product to the EU will be documented in detail, listing the required documents, their cost, and information about the institutions involved in issuing any required documents. This will help exporters avoid errors, delays and misunderstandings. The mapping of procedures will also allow the identification of unnecessary duplications and the scope for streamlining administrative processes.

### **Output 3:**

Trade regulations and procedures can be complex and costly to comply with, and can be particularly challenging for small and medium-sized exporters.

While reducing trade regulations that govern health, safety, the environment etc is neither likely nor desirable given the legitimate objective of such measures, there is scope to reduce trade costs caused by regulations and private standards, especially by tackling procedural inefficiencies and lack of transparency. It is, hence, essential to understand which requirements businesses experience as problems in their operations and identify ways to

address the trade obstacles these measures imply without harming the legitimate objectives they may serve.

ITC will employ a methodology it has developed to survey exporters and importers to identify - by product (HS6), service sector, company size and partner country – which types of measures and procedures are the most challenging in the partner or home country. The surveys to be undertaken in the EaP member countries will cover all goods sectors and three services sectors (transport and logistics, ICT and ICT-enabled services; and tourism).

Stakeholder consultations that accompany the survey process will identify ways to reduce such trade costs without undermining the legitimate objectives that trade regulations serve. The results will serve as an evidence base for stakeholder consultations aimed at designing mitigating actions and provide a representative baseline against which the issues reported through the Helpdesk can be benchmarked. In addition to contributing to the removal of certain obstacles, the results can inform the design of trade strategies, and contribute to changing the business environment and facilitating existing, untapped, trade potential.

#### **Output 4:**

To support the implementation of EAP Trade Helpdesk, and to promote its usage with a view to long-term sustainability, ITC will deliver a capacity building programme based on the interactive nature of the platforms's resources, ITC's market analysis tools and other trade information sources. The programme will include, amongst other elements:

- Application of the tools available through the Helpdesk
- Employing the information available to prepare market profiles
- Training of trainers on market analysis and the EaP Trade Helpdesk

The target audience of the training will include the NFPs, members of the Helpdesk network, trade analysts and trade promotion officers from government agencies and representatives from business support organisations. The programme will equip the participants with the necessary skills to make full use of the Helpdesk's market information component, and other sources, in order to analyse current export performance and to identify potential opportunities for selected products and target markets. The training is designed for up to 5 days, after which the participants will submit the market profiles or studies they have prepared. Upon satisfactory completion of their assignment, participants will obtain ITC's trade analyst certificate. To ensure sustainability and continuation of capacity building, the training should be designed in close cooperation and delivered by national universities or relevant educational establishments'. The course may then be used for further teaching after the project ends.

#### **Output 5:**

There are a number of challenges to address when seeking to collect data on trade in services, including the intangible nature of services, the limited capacity of national statistics agencies to expand their coverage to services, and the dispersed data sources. Members of the inter-agency Task Force on Statistics of International Trade in Services, such as the OECD, UNCTAD, WTO and the IMF, do compile trade in services data at an aggregated level, while national submissions on services data to WTO is at an aggregated level and, where available, is not comprehensive. For its part, ITC's Trade Map disseminates the same trade in services data as available through UNCTAD and the WTO. Bearing in mind the above, the aim of this

output will be to build capacity in each country<sup>12</sup> to collect and process trade data in **one** services sector.

### **Output 6:**

Drawing on the experience of other similar ITC initiatives, in particular the Euro-Med TIFM project, it is critical to build a project-long communications programme that will market the Helpdesk to the private sector, convey ownership of the initiative to the national institutions involved in the network and ensure the sustainability of the Helpdesk after completion of the project. The communications programme will run from the launch of the Helpdesk to the end of the project.

### **4.3 Mainstreaming**

By offering increased access to, and transparency of, data and market access issues, the EaP Trade Helpdesk will provide a valuable information asset to women owned enterprises and young entrepreneurs. Cooperation will be sought with other projects and initiatives that focus on such entrepreneurs, such as the EU4Business Women in Business project. Account will be taken of maximising the potential of increased trade and investment to decent work and to environmental protection, including the fight against climate change.

### **4.4 Contribution to SDGs**

Sustainable development as set out in the 2030 Agenda for Sustainable Development, including the SDGs, is of equal importance. The action contributes primarily to the progressive achievement of SDG # 8: Decent Work and Economic Growth, while also contributing to # 1: No Poverty; # 5: Gender Equality; # 10: Reducing Inequalities.

## **5 IMPLEMENTATION**

### **5.1 Financing agreement**

In order to implement the action, it is not foreseen to conclude a financing agreement.

### **5.2 Indicative implementation period**

The indicative operational implementation period of this action, during which the activities described in section 4.2 will be carried out, and the corresponding contracts and agreements implemented, is 60 months from the date of signature of the adoption by the Commission of the Financing Decision.

Extensions of the implementation period may be agreed by the Commission's responsible authorising officer by amending this Decision and the relevant contracts and agreements.

### **5.3 Implementation modalities**

The Commission will ensure that the EU appropriate rules and procedures for providing financing to third parties are respected, including review procedures, where appropriate, and compliance of the action with EU restrictive measures<sup>13</sup>.

---

<sup>12</sup> Including national statistical services and trade support bodies

<sup>13</sup> [www.sanctionsmap.eu](http://www.sanctionsmap.eu) Please note that the sanctions map is an IT tool for identifying the sanctions regimes. The source of the sanctions stems from legal acts published in the Official Journal (OJ). In case of discrepancy between the published legal acts and the updates on the website it is the OJ version that prevails.

### 5.3.1 Indirect management with an entrusted entity

This action with the objective of contributing “to increased trade between EaP countries and the EU” may be implemented in indirect management with the International Trade Centre according to the following modalities:

This implementation entails that the International Trade Center will contribute to the overall objective and the above-mentioned outputs.

The international organisation identified above, is currently undergoing an ex-ante assessment of its systems and procedures. Based on its compliance with the conditions in force at the time previously other indirect management actions were awarded to the organisation and based on a long-lasting problem-free co-operation, the international organisation can also now implement this action under indirect management, pending the finalisation of the ex-ante assessment, and, where necessary, subject to appropriate supervisory measures in accordance with Article 154(5) of the Financial Regulation.

### 5.4 Scope of geographical eligibility for procurement and grants

The geographical eligibility in terms of place of establishment for participating in procurement and grant award procedures and in terms of origin of supplies purchased as established in the basic act and set out in the relevant contractual documents shall apply.

The Commission’s authorising officer responsible may extend the geographical eligibility in accordance with Article 9(2)(b) of Regulation (EU) No 236/2014 on the basis of urgency or of unavailability of products and services in the markets of the countries concerned, or in other duly substantiated cases where the eligibility rules would make the realization of this action impossible or exceedingly difficult.

### 5.5 Indicative budget

	EU contribution in EUR
Indirect management with ITC	
<b>Specific objective</b> : Provide enterprises including SMEs in the EaP region with access to regional and EU trade-related information that enables them to make better informed business decisions, <b>composed of</b> :	
• Indirect management with ITC	3.700.000 €
• Evaluation and Audit <sup>14</sup>	NA
• Contingencies	0
Total	3 700 000

### 5.6 Organisational set-up and responsibilities

At ITC headquarters, Geneva, a Project Manager will be responsible for the day-to-day management, monitoring and coordination of project activities and liaison with the national focal points in each country. S/he will work under the direct supervision of Chief, Trade and Market Intelligence Section and with guidance from the Head of ITC’s Office for Eastern Europe and Central Asia. In addition, the HQ team will be responsible for financial monitoring and regular budget revisions, as well as for ensuring effective project reporting to the donor. Studies, direct assistance and capacity building will be implemented by ITC

<sup>14</sup> It will be covered by another decision.



technical advisors and/or ITC international consultants supervised by ITC experts; for the specific case of output 4, activities will be carried out through national universities. Furthermore, the HQ team will provide advice and support to national stakeholders on various issues related to the project and ensure that the evolving needs of beneficiaries are addressed as appropriate.

In order to ensure each government's ownership of the project and the EaP Helpdesk, each beneficiary government will appoint a focal point for the project. The government project focal points will play an important role in ensuring that the project is aligned with the governments' priorities and is coordinated with other donor initiatives. Furthermore, ITC may delegate selected specific tasks to national project partners, mainly institutions/BSOs, provided they have the capacities and expertise required. The project partners will, to the extent possible (subject to availability of resources), provide in-kind contributions, such as staff time, office facilities, and dissemination of reports to concerned entities. The Helpdesk portal will be hosted and maintained by ITC (at the United Nations International Computing Centre) during and beyond the life of the project, with NFPs having administrative rights to enter upload/update data and information in the system. ITC will continue to provide data to the system after project completion to complement the information to be provided by the participating countries. The system will be included in the suite of market analysis tools that ITC offers through its global public goods programme.

Depending on the requirements and commitments of the project partners, ITC will prepare Memoranda of Understanding (MOUs) or partnership agreements (as necessary) outlining the specific commitments of each party, as well as areas of cooperation within the framework of this project.

A project steering committee will be established, including representatives of the EU (DG NEAR, DG TRADE, EEAS, GROW) and ITC and shall meet at least once a year to assess progress and issue recommendations on the direction of the project. The Steering Committee meeting will, where feasible, take place back to back with the EaP Trade Panel (where Partner Countries participate).

## **5.7 Performance monitoring and reporting**

The day-to-day technical and financial monitoring of the implementation of this action will be a continuous process and part of the implementing partner's responsibilities. To this aim, the implementing partner shall establish a permanent internal, technical and financial monitoring system for the action and elaborate regular progress reports (not less than annual) and final reports. Every report shall provide an accurate account of the implementation of the action, difficulties encountered, changes introduced, as well as the degree of achievement of its results (outputs and direct outcomes) as measured by the corresponding indicators and using as reference the logical framework matrix. The report shall be laid out in such a way as to allow monitoring of the means envisaged and employed and of the budget details for the action. The final report, narrative and financial, will cover the entire period of the action implementation.

SDGs indicators and, if applicable, any jointly agreed indicators as for instance contributing to the 20 Deliverables for 2020 should be taken into account in the reporting provided by ITC.

The Commission may undertake additional project monitoring visits both through its own staff and through independent consultants recruited directly by the Commission for

independent monitoring reviews (or recruited by the responsible agent contracted by the Commission for implementing such reviews).

## **5.8 Evaluation**

Having regard to the nature of the action, a mid-term evaluation will be carried out for problem solving and learning purposes. This evaluation may be carried out by independent consultants contracted by the Commission or through a joint mission via an implementing partner. The Commission shall inform the implementing partner at least 3 months in advance of the dates foreseen for the evaluation missions. The implementing partner shall collaborate efficiently and effectively with the evaluation experts, and inter alia provide them with all necessary information and documentation, as well as access to the project premises and activities.

The evaluation reports shall be shared with the partner countries and other key stakeholders. The implementing partner and the Commission shall analyse the conclusions and recommendations of the evaluations and, where appropriate, in agreement with the partner countries, jointly decide on the follow-up actions to be taken and any adjustments necessary, including, if indicated, the reorientation of the project. The financing of the evaluation shall be covered by another measure constituting a financing decision.

## **5.9 Audit**

Without prejudice to the obligations applicable to contracts concluded for the implementation of this action, the Commission may, on the basis of a risk assessment, contract independent audits or expenditure verification assignments for one or several contracts or agreements.

The financing of the audit shall be covered by another measure constituting a financing decision.

## **5.10 Communication and visibility**

Communication and visibility of the EU is a legal obligation for all external actions funded by the EU.

This action shall contain communication and visibility measures which shall be based on a specific Communication and Visibility Plan of the Action, to be elaborated at the start of implementation and supported with the budget indicated in section 5.55 above.

In terms of legal obligations on communication and visibility, the measures shall be implemented by the Commission, the partner country, contractors, grant beneficiaries and/or entrusted entities. Appropriate contractual obligations shall be included in, respectively, the financing agreement, procurement and grant contracts, and delegation agreements.

The Communication and Visibility Manual for European Union External Action shall be used to establish the Communication and Visibility Plan of the Action and the appropriate contractual obligations.

Effective and coherent communication will play a critical role in achieving the project's objectives. The communication strategy for the action will have three functions:

- To coordinate and manage action implementation among stakeholders. This includes communication related to the operational aspects of the project and to its day-to-day management, as well as forward planning, strategic guidance and navigation;
- To report progress on action implementation to the donor and ITC management and share information and lessons learned. The continuous exchange of information will enable

quick reaction to, support of, and benefits from any new developments, programmes and initiatives that arise in the beneficiary countries in a timely manner, and to build synergies where possible; and

- To promote action activities and results among beneficiaries, development partners, and the wider audience, thereby increasing impact, and visibility for the project itself.

ITC will ensure that the EU Contribution to the action will be acknowledged and brought forward in all relevant communication material, indicating that the action benefits from financial support from the EU. All marketing and promotional material for this action will contain a reference and a link to the EU website.

## APPENDIX 1: INDICATIVE LOGFRAME MATRIX

The activities, expected outputs, indicators, targets and baselines included in the logframe matrix are indicative and may be updated during the implementation of the action, no amendment being required to the financing decision. Some outputs will be defined during inception phase. The indicative logframe matrix will evolve during the lifetime: new lines may be added to include activities as well as new intermediary targets (milestones) for the output and outcome indicators whenever relevant for M&E and reporting. Indicators will be disaggregated by sex whenever relevant.

	Results chain	Indicators	Baselines	Targets	Sources and means of verification	Assumptions
Objective: Overall Impact	The project will contribute to increased trade between EaP countries and between EaP countries and the EU	Value of trade reported by the private sector to have been positively affected by use of the EAPTH	Trade flows measured at project launch	Target to be set at project launch based on existing trade flows and using as a basis the value of trade facilitated by ITC's market analysis tools	- National statistics - SME surveys	Trade flows are subject to both positive and negative influences outside of the control of this project. The ratio of users to value of trade facilitated by ITC's market analysis tools survey holds true for the ratio of the EAPTH tool to trade facilitated.
Specific objective(s): Outcome(s)	Better informed trade related decisions made by SMEs doing business in the EaP region and with EU countries	Number of SMEs reporting that their trade decisions have benefited from the trade information available on the EAPTH, and/or from the Helpdesk's problem solving network and/or reduced regulatory and procedural trade obstacles	0	600	SME surveys	SMEs are willing to divulge their experience of using the portal and indicate how it has influenced their business decisions.  National government partners remain committed to operating the portal and underlying network
Outputs	Output 1: The Eastern Partnership Trade Helpdesk is available online (displaying up-to-date trade and market related information for the six EaP countries and providing a helpdesk function with a problem solving network addressing users' enquiries and challenges).	Number of EAPTH web applications online	0	1	Web application URL	The project has the IT expertise required. Data is supplied in a timely manner for uploading to the Helpdesk
		Number of users of the EAPTH web application	0	6000 new users per year from year 3	User statistics	Internet is accessible in the beneficiary countries.
		Number of launching events organised	0	6	Event agenda and list of participants	
		Number of problem solving networks operational	0	6	Signed agreement by national governments Evidence of meetings of the networks	National agencies agree to participate in the network and in its meetings

					EPTH user accounts of networks' members Information published in the EAPTH by the networks	
	Rate of response to queries addressed by the problem solving networks	0	100% of relevant queries receive initial response within 24-72 hours	Website statistics		
Output 2: Online module detailing step-by-step the administrative procedures required to export <i>selected</i> products from the six EaP countries to the EU market available online	Number of modules on export related procedures	0	1	Web application URL		
	Number of products for which the administrative procedures to export to EU markets are documented online	0	30	Webpages of the EAPTH on trade procedures		
	Number of countries for which trade procedures are available online in the EAPTH	0	6	Webpages of the EAPTH on trade procedures	Data is supplied to the tool in a timely fashion	
Output 3: Identification of regulatory and procedural obstacles to trade in on goods and services and options to overcome them are developed by policy makers	Number of business surveys on regulatory and procedural trade obstacles conducted	0	12	Survey data		
	Number of exporters and importers whose experiences with regulatory and procedural trade obstacles are brought to the attention of policy makers	0	900	Survey data	Companies have problems to report. Companies are willing to share their experience and trust the confidentiality guarantee of ITC Intermediate Accessibility to exporters/business registries	
	Number of recommendations for overcoming trade-related challenges that have been identified by stakeholders based on the concerns voiced by businesses through the surveys	0	30	Stakeholder consultation minutes, reports	Some level of political stability	
	Number of roadmaps designed, and validated, on the resolution of identified barriers in the trade of goods and services.	0	6	Validated roadmap documents	Some level of political stability Unwillingness on the part of government to officially validate a document that includes information on trade barriers.	
Output 4: Capacity of BSOs developed	Number of participating	0	36 (6 per	Validated or signed		

	in the use of the EaP Trade Helpdesk and increased in relation to market analysis and research.	institutions/universities		country)	list of officers from participating institutions	Factors outside project management's control that may impact on the output-outcome linkage.
		Number of participants	0	120 (20-25 per country)	Validated or signed list of officers	
		Percentage of female participants	0	40%	Validated or signed list of officers	
		Number of participants certified to conduct a market profile for a specific product and market	0	95 per country	Completed market profiles of satisfactory quality as reviewed by ITC market analysts	Nominated participants do not have the right profile and background to carry such analytical activities
	Output 5: BSOs capacity developed to collect and disseminate data on trade in services is enhanced	Number of people assessed and certified in trade in services data collection and processing	0	12	Training attendance sheet Training evaluation survey ITC evaluation and certification on trade ins services data collection and processing	Trained people need to be assigned to trade in services data collection and processing throughout the project (if not after the end of the project). If this cannot be achieved, handover to replacing staff has to be organized.
		Number of countries for which trade in services data of 1 sector is available in the EAPTH web application	0	6	EaP Trade Helpdesk / official national data dissemination portal data availability table	Data is supplied to the tool in a timely fashion
	Output 6: Communications programme developed to promote the EaP Trade Helpdesk and lead to ownership and sustainability of the EaP Trade Helpdesk at national level.	Number of journalists who are introduced to EAPTH	0	30 journalists register on the system by the end of the project	Registration statistics for a dedicated affiliation code for journalists	Lack of cooperation from local institutions and journalists to give visibility or to promote the Helpdesk  Political instability
			Number of times the EAPTH, or the project, is mentioned in the media	0	Cumulative 100 by the end of the projects	Through Meltwater's media monitoring system, ITC will track items in the media that mention, or use data, from the portal and compiles them

					into a report.	
		Number of institutions in each EaP country that include a link to the EPTH	0	36 (6 per country)		Lack of cooperation from local institutions
		Number of companies and institutions in EaP countries that are aware of the EAPTH	0	6000	Survey of companies, institutions Web site statistics	
		Number of TV spots featuring EAPTH	0	12		
		Number of short promotional videos about the EAPTH and its use	0	Cumulative 10 by the end of the project	A dedicated playlist on YouTube and other relevant video websites	

## Annex 1. Business Support Organisations

Country	Partner BSOs
Armenia	Business Armenia SME Development National Center of Armenia (SMEDNC) <i>Other partner organizations</i> European Business Association (EBA) Armenian Trade Network, etc.
Azerbaijan	Agency for the Development of SMEs AzExport Azerbaijan Export and Investment Promotion Foundation (AZPROMO)  Sector associations
Belarus	National Centre for Marketing and Price Study Confederation of Entrepreneurship of Republic of Belarus <i>Other partner organisations</i> Regional Centres for Entrepreneurship (under the Ministry of Economy) Business incubators
Georgia	Enterprise Georgia <i>Other partner organizations</i> Georgian Chamber of Commerce and Industry (with support of GIZ's EU funded project, created "DCFTA information centres" in regions (4) and the capital (1)) Export Development Association (EDA) Sector associations (e.g. wine, ICT, hazelnuts, others) Business association (e.g. European Business Association EBA, EU-Georgia Business Council EUGBC)
Moldova	Invest Moldova Organization for Small and Medium Enterprises Sector Development (ODIMM) <i>Other partner organizations</i> Chamber of Commerce and Industry European Business Association (EBA) Sector associations (e.g. wine, ICT, apparel, horticulture, others)



Ukraine	Export Promotion Office Ukrainian Chamber of Commerce and Industry Ministry of Economic Development and Trade <i>Other partner organizations</i> European Business Association (EBA)
---------	--

### ANNEX 3: EAP – INSTITUTIONS PROVIDING WEB-BASED ONLINE EXPORT RELATED INFORMATION

ARMENIA	Business Armenia <a href="https://www.businessarmenia.am">https://www.businessarmenia.am</a>	DFA's Export Armenia Dept provides a range of export services.
	Customs Service <a href="http://www.petekamutner.am/DefaultCs.aspx?sid=cs">http://www.petekamutner.am/DefaultCs.aspx?sid=cs</a>	Bilingual site with customs information, codes
	Eurasian Economic Commission <a href="http://www.eurasiancommission.org">http://www.eurasiancommission.org</a>	Provides information on trade within the Eurasian Economic Union of which Armenia is a member
	SME Development Association of Armenia <a href="https://www.smeda.am/">https://www.smeda.am/</a>	SMEDA's objective is to improve the business and investment climate and support the creation & development of SMEs. Less on export. EU/German project, started 2016, implemented by GIZ
	Small & Medium Entrepreneurship Development National Center <a href="https://www.smednc.am">https://www.smednc.am</a>	Mainly building capacity of SMEs in Armenia. Also part of Enterprise Europe Network
	Tax Service <a href="http://www.petekamutner.am/DefaultTs.aspx?sid=ts">http://www.petekamutner.am/DefaultTs.aspx?sid=ts</a>	Bilingual site with tax information
AZERBAIJAN	Azexport <a href="https://dth.azexport.az/en">https://dth.azexport.az/en</a>	Online one-stop-shop where companies can find all information and go through all procedures
	AzPromo <a href="http://export.az/menu/trade-regulations">http://export.az/menu/trade-regulations</a>	Website with (all) trade related regulations
	Ministry of Economy <a href="https://www.economy.gov.az">https://www.economy.gov.az</a>	Provides an overview of the relevant legislation (including the legal framework of relations of the Republic of Azerbaijan with the European Union). The website also displays a simple map presenting foreign trade relations of Azerbaijan (2015 figures),
	Tariff (Price) Council <a href="http://tariff.gov.az">http://tariff.gov.az</a>	Provides information on tariffs
BELARUS	Belarus Legislation Databank (National legal internet portal of the Republic of Belarus) <a href="http://law.by/legislation-on-line/belarus-legislation-databank/">http://law.by/legislation-on-line/belarus-legislation-databank/</a>	Largest, most competent internet portal containing legislation of Belarus including trade and commercial law. It contains some business legislation in English under a number of headings, including external economic activity, investment, customs regulations, foreign currency regulation.
	Chamber of Commerce of the Republic of Belarus <a href="https://www.cci.by/en">https://www.cci.by/en</a>	Some aspects of trade legislation
	Eurasian Economic Commission <a href="http://www.eurasiancommission.org">http://www.eurasiancommission.org</a>	Provides information on trade within the Eurasian Economic Union of which Belarus is a member
	Export.BY <a href="https://export.by/en">https://export.by/en</a>	An exporters' database providing analytical data on Belarusian export pattern, markets and legislation to regulate foreign economic activity. (Legislation not found)
	Foreign Missions of the Republic of Belarus <a href="http://belarusfacts.by/en/belarus/belarus_news/">http://belarusfacts.by/en/belarus/belarus_news/</a>	General information on trade regimes, foreign trade.

	Ministry of Foreign Affairs of the Republic of Belarus <a href="http://mfa.gov.by/en/foreign_trade/">http://mfa.gov.by/en/foreign_trade/</a>	Information on foreign trade, trade regimes, tariffs, duties, customs code.
	National agency on investment and privatization <a href="http://investinbelarus.by/en/legal-framework/">http://investinbelarus.by/en/legal-framework/</a>	Information on investing and starting business in Belarus
	National Center for Marketing of the Republic of Belarus <a href="http://ncmps.by/en/">http://ncmps.by/en/</a>	Some aspects of trade legislation
	Republic of Belarus official website <a href="http://www.belarus.by/en/business/commercial-law">http://www.belarus.by/en/business/commercial-law</a>	Some trade related information
GEORGIA	Enterprise Georgia <a href="http://enterprisegeorgia.gov.ge">http://enterprisegeorgia.gov.ge</a>	Provides trade data, exporters database ( <a href="http://www.tradewithgeorgia.com">www.tradewithgeorgia.com</a> )
	Ministry of Economy and Sustainable Development DCFTA site <a href="http://www.dcfta.gov.ge">http://www.dcfta.gov.ge</a>	Website provides users with practical and legislative information about DCFTA, both in Georgian and in English, it has also video guides and information for entrepreneurs interested in exports
MOLDOVA	Customs Service of the Republic of Moldova <a href="http://www.customs.gov.md/en/">www.customs.gov.md/en/</a>	In-depth/detailed info on the customs legislation.
	DCFTA programme <a href="http://www.dcfta.gov.ge">http://www.dcfta.gov.ge</a>	Provides users with practical and legislative information about DCFTA, and for entrepreneurs and other interested parties to provide information on DCFTA.
	European Business Association-Moldova <a href="http://eba.md">http://eba.md</a>	Provides trade sector briefs (years: 2015 & 2016)
	Invest Moldova <a href="http://invest.gov.md/exportatorii">http://invest.gov.md/exportatorii</a>	Information on foreign trade and investment, including export related legislation and procedures.
UKRAINE	Export Promotion Office <a href="https://fsr.org.ua/en/page/export-promotion-office">https://fsr.org.ua/en/page/export-promotion-office</a>	A web portal is being developed (both for exporters and importers) the Export Promotion Office
	Ministry of Economic Development and Trade <a href="http://www.me.gov.ua">http://www.me.gov.ua</a>	Provides some foreign trade related information. Its recently established SME Development Office is developing a website for SMEs that will include export issues
	Ministry of Foreign Affairs <a href="http://mfa.gov.ua">http://mfa.gov.ua</a>	Information on free trade agreements of the Ukraine with other states and bilateral cooperations with European countries including trade and economic relations

	National Research and Information Center for Monitoring International Commodity Markets - Derzhzovnishinform_ <a href="http://ukrexport.gov.ua/">http://ukrexport.gov.ua/</a> and <a href="http://dzi.gov.ua/en/">http://dzi.gov.ua/en/</a>	Sstate company "DZI" (operating under the MEDT) provides a range of services to companies. Does not provide trade information free of charge via its web site.
	<a href="http://www.regulation.gov.ua">PRO http://www.regulation.gov.ua</a>	Website presenting main regulations to open a business, main legislation etc-
	State Fiscal Service of Ukraine <a href="http://sfs.gov.ua/en">http://sfs.gov.ua/en</a>	Provides information on a range of fiscal issues, including taxes, customs payments
	Ukrainian Chamber of Commerce and Industry <a href="http://www.ucci.org.ua">http://www.ucci.org.ua</a>	Website of the organization including elements on the provision of export support
	UkraineInvest <a href="https://ukraineinvest.com/">https://ukraineinvest.com/</a>	Provides basic information on existing trad agreements