

2018 LOOK BACK

Welcome to ECG Summit Highlights of 2018

By Danijel Pantic, Founder and Director, ECG Summit

2018 was a year of expanding horizons, with new projects, new clients and new staff and I am excited to share some of the highlights from this year. With great pleasure, I am delighted to share that ECG Summit was recently awarded two new projects as Lead Partner.



Danijel Pantic, Director and Founder of ECG Summit, signing one of the newly awarded contracts in 2018

EU Delegation to Serbia awarded ECG Summit with the contract for the implementation of two-year technical assistance project *"Legal aid, assistance and dissemination of information necessary for ensuring the protection and exercising of rights of internally displaced people (IDPs), refugees and returnees, Republic of Serbia"*.

This project aims to continue on the success of previous project led by ECG entitled "Promotion and protection of property rights of internally displaced persons, refugees and returnees upon readmission agreements", which successfully improved legal aid /assistance and upgraded availability of timely and accurate information necessary for exercising the rights of IDPs, refugees and people from readmission. Everyone at ECG Summit is really proud of this project

and you can learn more about what we were able to accomplish during last two years, specifically in providing vulnerable families with access to free legal service in this newsletter.

EU Delegation to Bosnia and Herzegovina awarded ECG Summit with the contract for the implementation of two-year technical assistance project *"Support to implementing anti-corruption strategies in BiH"*. This contract represents continuation of our work in Bosnia and Hercegovina on strengthening anti-corruption capacities of BiH institutions.

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*"2018 was a year of
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Representation Office in
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comes next."*

Danijel Pantic

Two years ago, we successfully completed implementation of the EU funded project in BiH which resulted in creation and adoption of the Anti-corruption Strategy and Action Plan for period 2015-2019. Through implementation of this new project, Consortium led by ECG will strengthen the capacities of institutions in BiH in implementing these anti-corruption strategies and related actions plans at the different levels of government with the aim to prevent, respectively reduce all forms of corruption in the country. The main purpose is to further enhance the capacities of the relevant institutions in BiH to effectively coordinate and monitor the implementation of anti-corruption strategies and related action plans as well as to better address corruption in the private sector.

In addition, **our consortium** led by ICON-INSTITUT Public Sector GmbH from Germany has been awarded a contract for **"Framework contract services for the implementation of external aid 2018 (FWC SIEA 2018), Lot 4 Human Development and safety net"** for a two -year period. You can learn more about expert opportunities related to this Framework contract in this newsletter. I would also like to mention that our consortium led by Ecorys, was awarded and began work on the following EU funded project in Serbia "Support to Public Administration Reform Visibility and Communication under the PAR Sector reform."

Finally, our team expanded with new staff members ready to support all of our project and business development initiatives and ECG Summit opened a new Representation Office in Sarajevo, Bosnia and Hercegovina. As organization, we continued our commitment to high quality and information security standards and have been recertified for both ISO 9001 and ISO 27001. As some of our team members have moved on to other international opportunities, I am happy to say that they are still part of our ECG family and when in Serbia, they come back for a visit. You can learn more about one of our ECG Alumni, Bojana Nikolić currently residing in Madrid, Spain in this newsletter.

In conclusion, I am personally proud of what we have achieved this year and eager to see what comes next.



ECG Summit

ECG Summit extends its global reach through a new framework contract

New worldwide opportunities available for experts



We are very excited and happy to announce that our consortium led by ICON-INSTITUT Public Sector GmbH from Germany has been awarded a contract for **"Framework contract services for the implementation of external aid 2018 (FWC SIEA 2018), Lot 4 Human Development and safety net"** with identification number EuropeAid/138778/DH/SER/MULTI, for a two -year period. The Contracting Authority for above mentioned contract is the European Commission in Brussels.

The value of the Framework Contract for **Lot 4 - Human Development and safety net** is up to 73.000.000 EUR for the whole contract period.

Framework Contract LOT 4 brings opportunities for the providing our consulting services for the **implementation of external aid in the following areas worldwide:**

- **Education (formal and non-formal);**
- **Vocational Education and Training – VET (formal and non-formal);**
- **Lifelong learning;**
- **Culture;**
- **Social Inclusion and protection (formal and informal);**
- **Health;**
- **Research and Innovations.**

Within this Framework Contract, ECG Summit is open for cooperation with Experts in the area under LOT 4 – Human Development and Safety Net.

Worldwide opportunities within this Framework require a quick turnaround time—in terms of providing our top expert recommendations for each project and shorter timeframes for submissions—so if you are interested to be part our ECG Summit Expert database for these exciting global projects or to learn more please contact us at recruitment@ecg.rs

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ECG SUMMIT PROJECT UPDATE

Protection and promotion of property rights of internally displaced people, refugees and returnees upon readmission agreement

We are delighted to report on the ECG's successful implementation and completion of the EU funded project "Protection and Promotion of Property Rights of Internally Displaced People, Refugees and Returnees Upon Readmission Agreements", which was jointly financed by the EU and co-financed by the Office for Kosovo and Metohija.

During the last two years, the project was successful both, in terms of informing potential clients about the availability of our services and addressing many property & labor rights cases through four legal offices and two partner NGO legal aid offices in Kosovo. Some of these impressive statistics are reflected in the number of new cases opened (3,000) and number of court hearings attended on behalf of our clients (759).



Important accomplishments and highlights from the successful implementation of the project were presented at the Final Conference held on October 29th, 2018 at the Palace of Serbia in Belgrade

During the last two years, the project was successful both, in terms of informing potential clients about the availability of our services and addressing many property & labor rights cases through four legal offices and two partner NGO legal aid offices in Kosovo. Some of these impressive statistics are reflected in the number of new cases opened (3,000) and number of court hearings attended on behalf of our clients (759). Our team also played a crucial role in the privatization related cases. Once a week, our staff followed any new development on the website of the Kosovo* Privatization Agency (KPA) and quickly informed our clients to contact our offices and submit the necessary documentation

Kosovo* - This designation is without prejudice to positions on status, and is in line with UNSCR 1244/99 and the ICJ Opinion on the Kosovo unilateral declaration of independence

to prepare their claims. As a result, we have submitted more than 2,200 labor rights claims to KPA, and already more than 200 of our clients have received indemnization. This would not have been possible without the implementation of a well-designed and daily updated database that allowed us to follow-up on more than 7,600 cases.

Project performance in figures

- **8544** phone calls received on the toll-free line
- **606** verbal legal advice through the Free Toll Call Centre (cases not taken)
- **5942** meetings with clients
- **243** documents collected on behalf of the clients (IDPs) in Kosovo*
- **619** documents collected on behalf of the returnees in Central Serbia
- **485** vulnerable clients visited by the mobile teams (71 visits)
- **2.193** submissions to courts
- **759** court hearings held
- **7.592** cases uploaded – of the previous and current projects - on the database
- **158** refugee cases referred to HCIT – of which 42 cases solved
- **3000** new cases opened
- **1860** cases closed
- **15** Training events for trainees and 3 visibility training events (**18 events in total**)
- **9** Thematic working groups events
- **2** surveys (initial and final) about the awareness of the targeted population
- **14** project visibility events
- TV commercial aired **767 times** in 16 local TV stations
- RTS filming and broadcasting **7 episodes** documentary on our project

Another important aspect of our activities were the visits to Kosovo*. These visits have been of significant importance for our project and our caseload. The legal environment (including new regulations) in Kosovo* may have had direct (negative) consequences/ impact on our beneficiaries and their property rights.

Additionally, if we take a **more cost/benefit perspective**, it is important to note that the European Union invested 3.6 million euros in this project, but the following is what this project provided in return:

- We provided services (revision of files and documentation, legal advice, preparation of submissions, legal representation in front of the courts, transportation costs, taxes,

We provided services (revision of files and documentation, legal advice, preparation of submissions, legal representation in front of the courts, transportation costs, taxes, etc.) for a total value of Euros 990,000 - that our beneficiaries would never have been able to afford, if they had to ask for the services of private lawyers. If the Legal Aid project didn't exist, we estimate that around 70% of our beneficiaries would not be able to submit their cases to the courts in Kosovo. We recovered 28 properties for a value of 6.3 million euros and expect to recover very soon another 65 properties for an additional value of 6.6 million euros and some 220 families which presented a claim to KPA have already received a labor indemnization for a total amount of Euros 1,100,000.*

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This project through efficient implementation has delivered services for a total value of approximately 15 million euros, an impressive 416% return on the initial investment.

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So, this project through efficient implementation has delivered services for a total value of approximately 15 million euros, an impressive 416% return on the initial investment.

The Final conference was held on the 29th of October 2018 in Belgrade with over 70 attendees, including high representatives of EUD, CFCU, KIRS and OKIM.



Some notable speakers at the Final Conference held on October 29th, 2018 at the Palace of Serbia in Belgrade included: Nicolas Bizel, Head of Operations - Section 1- Justice, Home Affairs & Social Inclusion at the EU Delegation to Serbia; Dusan Kozarev, Deputy Director, Office for Kosovo and Metohija, Government of Republic of Serbia; Danijel Pantic, Director of ECG Summit; Denis Van Dam, Team Leader of the Project, Rados Dabetic, Project Director. Zoran Popovic, Key Legal Expert as well as select number of beneficiaries of the project.

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CURRENT ECG SUMMIT PROJECT

Support to Public Administration Reform Visibility and Communication under the PAR Sector Reform

ECG Summit was part of the Consortium led by Ecorys SEE, which was awarded the EU funded project in Serbia "Support to Public Administration Reform Visibility and Communication under the PAR Sector reform."

The project aims at providing a comprehensive assistance to the Government of the Republic of Serbia in pursuing visibility and communication related to PAR and PFM (Public Finance Management). The project includes three main components:

1. Awareness and visibility of the PAR and PFM process
2. Awareness of EU support to the PAR process and benefits for the citizens which the PAR process brings within the EU integration process
3. Communication capacities of MPALSG, MoF and public administration bodies.



The main role of PAR Communication and Visibility project, as a part of the Complementary Support to the Sector Budget Support Programme, is to look at the whole PA reform processes which started in 2004, to recognize priorities for communication in those processes, to make connections with other projects and strong relations with beneficiaries and stakeholders, as well as to prepare

and implement the comprehensive Strategic communication framework and plans for communicating the PAR and PFM to the public.

The project was presented to the representatives of the Contracting Authority, EUD to Serbia, the main beneficiary Ministry for Public Administration and Local Self-government (MPALSG), other beneficiaries Ministry of Finance (MoF) and Public Policy Secretariat (PPS) at the kick-off meeting held on 1st of August 2018.

The main role of the EU funded project "Support to Public Administration Reform Visibility and Communication under the PAR Sector reform" is to look at the whole PA reform processes which started in 2004, to recognize priorities for communication in those processes, to make connections with other projects and strong relations with beneficiaries and stakeholders, as well as to prepare and implement the comprehensive Strategic communication framework and plans for communicating the PAR and PFM to the public.

ECG SUMMIT PROJECT UPDATE EU Information and Cultural Centre 2017-2018, KOSOVO

The EU Info Centre provides information on European Union, its institutions and policies, various EU grants and projects for Kosovo, and Kosovo's road towards EU Integration. Through communication with Kosovo citizens on EU-related matters, we can easily say that EUIC acts as the 'eyes and ears' for the EU presence in Kosovo, and it is the hub of EU-related activities. It also promotes EU values through organizing debates, seminars, cultural events, concerts, movie nights, competitions, media and social networks.

The EU Info Centre, located at the main street Kralja Petra I in North Mitrovica, provides information on European Union, its institutions and policies, various EU grants and projects for Kosovo, and Kosovo's road towards EU Integration. Through communication with Kosovo citizens on EU-related matters, we can easily say that EUIC acts as the 'eyes and ears' for the EU presence in Kosovo, and it is the hub of EU-related activities. The EU Info Center also produces informative materials about the EU, which are available to beneficiaries free of charge and promotes EU values through organizing debates, seminars, cultural events, concerts, movie nights, competitions, media and social networks. Citizens can visit the EU Info Center on work days from 9 AM to 6PM.

ECG Summit is part of the Consortium led by Ecorys Brussels (BE), which was awarded this EU funded project.



Master Class: Fake News vs. the Truth with Senka Vlatković Odavić
This lecture focused on the prevalence of fake news in the media and most recent examples of how truth gets lost between the headlines.



ECG SUMMIT HR UPDATE

We are pleased to announce a new addition to ECG Summit's Senior Team, Andrija Gencel as our new Business Development Director

Business development director

Mr. Andrija Gencel joins our team to manage ECG's business development activities with the focus on IFI funded projects. Andrija has more than 24 years of insightful working experience in cooperation with local and 18 years with International Institutions, including over 9 years of successful business development and consulting work for many reputable organizations.



Andrija acted as a lead for several international projects from business development, tendering to implementation and follow-up. He supported the Regional Ministries of Transport by implementing a Regional Organization, co-developing a Regional Development Plan, proposing action plans and soft measures, providing analysis, research and reporting. He acted as a speaker on International forums exploring synergies with other organizations, helping trade and transport facilitation, promoting private public partnership

(PPP), entrepreneurship and EU financing instruments. From 2004-2005, Mr. Gencel has provided consulting services to the Macroeconomics and Fiscal Analysis Department of the Serbian Ministry of Finance (MoF), designing and putting into service a reporting and analytic tool on the Serbian Budget that would support the financial decision making and budget data dissemination. From 2001-2004, Mr. Gencel worked on various EU projects as Technical Director. He is fully acquainted with the methodology of planning and implementing projects from both a strategic and technical point of view.

Mr. Andrija Gencel holds MScEE in Electrical Engineering, Automation Systems. and Computer Sciences from University of Novi Sad.

We believe that with his experience he will significantly contribute to the mission of ECG.

Mr. Andrija Gencel joins our team to manage ECG's business development activities with the focus on IFI funded projects.

With his vast and extensive experience, we believe Andrija will significantly contribute to the mission of ECG.

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Q&A WITH ECG SUMMIT ALUMNI SPOTLIGHT ON: Bojana Nikolić



Since its inception in 2001, ECG Summit has proven to be a training ground for many young professionals who continued their professional career in the region or internationally. Recently, we touched base with **Bojana Nikolić**, ECG Alumni who currently works at **Opinno, an innovation consultancy firm in Madrid**. As an Innovation Consultant, Bojana is in charge of implementing projects aimed at bringing innovation and transforming companies from different sectors. She reflects on her time at ECG Summit and shares what excites her about her new job.

"It is incredibly important to point out that ECG Summit is a company where you will always be given a chance. You will have an opportunity to work along very experienced Project Managers and get valuable feedback & advice directly from Director of the company. Not many companies offer such opportunity."

Bojana Nikolić

Q You got your start at ECG Summit European Consulting Group. In your own words, how has working at ECG Summit shaped your career?

A In my case ECG Summit European Consulting Group was one of those job opportunities that changed my professional path. Extremely dynamic and highly professional environment encouraged me to strive for more and achieve goals within the company as well as strive for further development with a healthy dose of curiosity which still follows me. I started at ECG as a Business Development Assistant and very shortly was getting more and more demanding tasks related to tender preparation, new tender opportunities and analysis of open calls. Content of projects related to public reform were not completely new to me as I studied International Relations at the Faculty of Political Sciences and had deep knowledge of EU policies. However, technical part of tender preparation along with all relevant procedures were totally foreign to me. I had to work hard and learn a lot, but all that hard work was noticed and resulted in promotion to a Junior Business Development Manager. It is incredibly important to point out that ECG Summit is a company where you will always be given a chance. You will have an opportunity to work along very experienced Project Managers and get valuable feedback & advice directly from Director of the company. Not many companies offer such opportunity. I was given a chance to learn a lot and utilize that knowledge later on outside the company. My work at ECG Summit consisted of dealing with international institutions and partners from all EU member states (besides other stakeholders) and inspired me to continue



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my career further in one of the EU member states, Spain. Coming from ECG Summit to competitive labor market in Spain was highly evaluated and ECG Summit was recognized and valued as a strong reference on my CV.

Q What are some things you took from your work experience at ECG Summit that still hold true for you today?

A I would say high professional standards as well as paying close attention to details are still something I use on a daily basis even with the smallest tasks. Also, time management skills, organizational skills and desire to continually learn new things are some of those valuable things I took from ECG Summit. I assume, it is a way easier once you are surrounded with colleagues from different professions and backgrounds who are eager to share their ideas and motivate you when difficulties come. Secondly, I really value my experience of dealing with stakeholders from different sectors and understanding of client's needs from both, private or public sectors. This is still priceless for me and my work today. I often remember my ECG mentors and their approach and strive to implement similar ones while working with younger colleagues.

Q What excites you about your current role at Opinno?

A Opinno is very dynamic international environment and projects we work on bring innovation and transformation to companies. To sum it up, it is a daily touch with a world of innovation and projects of the future which are invisible at the moment but very much alive at the same time.

Q Anything else you want to share?

A Being part of the Steering Committee of the Hispano-Serbian Cultural Association "Ivo Andric" in Madrid is indescribable honor for me. My ECG experience helped me a lot as I am currently in charge of grants, subsidies and other open calls in the association. Thanks to that experience, I can contribute to the work of the association, our community in Spain, Serbia and across the globe.

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Bojana Nikolić

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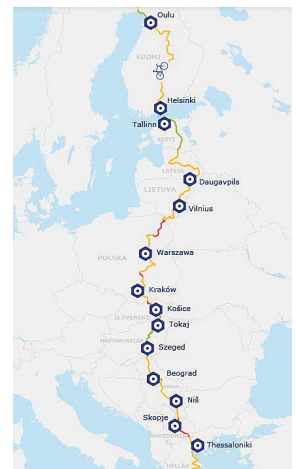
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OTHER RELEVANT NEWS

ECG Summit Director and Founder Danijel Pantic became a member of the Working Group within the Ministry of Environmental Protection of the Republic of Serbia for implementation of the Paris Declaration and the PEP /Transport Health and Environment Pan European Programme. The proposed objectives of this Working Group include:

- Drafting of the National Action Plan for transport, health and environment, as well as a National Strategy for byciclism with the aid of UNECE and the World Health Organization;
- Implementation of objectives/goals of the Paris Declaration /PEP Transport Health and Environment Pan European Programme;
- Cooperation with various sectors as they relate to environmental protection and to the PEP Transport Health and Environment Pan European Programme;
- Further analysis, discussions and recommendations for implementations of activities on the national level as they relate to promotion of concepts of sustainable healthy mobility and other activities as they relate to environmental protection and health, with goal of preventing climate change;

One area of focus for this Working Group is support for development of bicycle infrastructure projects, such as three EuroVelo Routes 6,11 and 13 in Serbia.



EuroVelo 11

Considered by some bicycle tourists as the 'Beast of the East', this lengthy route (approx. 6,000 km) stretches from the north-east tip of Norway all the way down to sunny Greece. The EuroVelo 11 leads through six extremely different capital cities; hip Helsinki, charming Vilnius, the 'Phoenix City' of Warsaw, the 'White City' of Belgrade, exciting Skopje and last but not least enchanting Athens.

ISO 9001 & ISO 27001 STANDARDS



As organization, we continued our commitment to high quality and information security standards and this year ECG Summit has been recertified for both ISO 9001 and ISO 27001. Our project management activities are carefully planned and monitored for quality assurance and our organization is committed to continuous improvement of service quality through regular reviews of our working procedures and processes.