



Consultation strategy for the ex-post evaluation of the implementation and impact of the Deep and Comprehensive Free Trade Areas (DCFTAs) between the EU and Georgia and Moldova

Inception Report

Draft, April 19, 2021

Appendix B: Consultation Strategy

Prepared by CEPS
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The views expressed in the report are those of the consultant,
and do not present an official view of the European Commission.



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1. BACKGROUND INFORMATION

This document sets out the strategy and actions planned to be undertaken in the context of preparing the ex-post evaluation of the Deep and Comprehensive Free Trade Areas (DCFTAs) between the EU and its Members States, on the one hand, and Moldova and Georgia, on the other, which is undertaken by a team led by CEPS. The document has been prepared based on an initial consultations plan presented by CEPS and Ernst & Young as part of the proposal for the study, and takes into account the outline consultation strategy included in the Commission's Evaluation Roadmap,¹ as well as the work undertaken during the study's inception phase. The consultation strategy is also based on the guidelines for consultations as set out in Chapter VIII of the European Commission's Better Regulation toolbox² as well as the Commission's minimum standards for consultation of interested parties.³

This document describes the consultation objectives and scope (section 2), the identification of key stakeholders in the EU and the two partner countries (section 3), as well as the various planned consultation means and activities (section 4), the planned schedule for the consultation activities (section 5), the consultation webpage and communications activities (section 6), and the planned reporting on the consultation activities and feedback received (section 7).

2. CONSULTATION OBJECTIVES AND SCOPE

2.1 Consultation objectives

The consultations are an important element of the evaluation because they contribute significantly to its transparency and participatory nature. This requires that stakeholders are provided with information, and consulted, at each stage of the analysis, thereby strengthening the legitimacy of the study and its findings and recommendations.

The main objectives of the consultations therefore are:

- To inform stakeholders about the conduct of the evaluation and its findings and recommendations, allowing stakeholders to provide their inputs to the evaluation and views about the Agreements;
- To contribute to the identification of possible economic, social, environmental and human rights impacts of the Agreements;
- To contribute to the identification of sectors and groups which have benefited from or have been negatively affected as a result of the implementation of the Agreements;
- To analyse the reasons for such effects; and to identify ways that could help the successful implementation of the DCFTAs.
- To contribute to the identification and the completion of the case studies;
- To validate preliminary results obtained at each stage of the analysis.

Consultations are based on the following underlying principles. The first is that various consultation components are aimed at presenting (draft) results and holding them up against stakeholder scrutiny and feedback. The second is that consultation efforts are designed to draw in knowledge, understanding and on-the-ground experience of key stakeholders – this information will be used as input in the various analytical components of the study. The third is the emphasis on an open and

¹ European Commission, Evaluation Roadmap, (2020). The roadmap prepared by the Commission was made available for comments in February and March 2020 for a period of eight weeks. One submission was received. <https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/12086-Ex-post-evaluation-of-the-EU-Georgia-and-the-EU-Moldova-DCFTA-Agreements>.

² See https://ec.europa.eu/info/law/law-making-process/planning-and-proposing-law/better-regulation-why-and-how/better-regulation-guidelines-and-toolbox/better-regulation-toolbox_en#viistakeholderconsultation

³ Commission of the European Communities (2002), Communication from the Commission. Towards a reinforced culture of consultation and dialogue - General principles and minimum standards for consultation of interested parties by the Commission, COM(2002) 704 final, 11 December 2002, <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52002DC0704&from=EN>

transparent process where results are not carved in stone, but draft outcomes and findings are openly and transparently discussed – whereby the discussions are transparently noted down and reported also.

Table 1. Consultation objectives

Consultation activity	Specific objectives
Civil society dialogue	Increase the awareness of the civil society in terms of the specifics of DCFTAs and of the contributions they can make to the study.
Online public consultation	Obtain general views of stakeholders in various sectors regarding the main thematic areas of the evaluation, issues affecting the successful implementation of the DCFTAs, and specific concerns and desired improvements.
Survey on businesses	Collect information on more technical aspects of the implementation of the DCFTAs, such as administrative burdens, trade conditions and economic effects, targeting both companies (including SMEs) and associations in the EU and partner countries.
Survey on consumers	Gather opinions on the impact of the DCFTAs on consumers, in terms of quality and safety of goods, information, and protection of consumers rights.
In-depth interviews	Obtain in-depth perspectives of key stakeholders and experts that will inform our case studies and provide us with a better understanding of broader aspects of DCFTA implementation.
Workshops	Collect a comprehensive set of information at national level, by involving different categories of stakeholders and favour a discussion and exchange of opinions. Improve the credibility and robustness of the study by providing a platform to share interim findings and obtain input for the final stage of the evaluation from stakeholders
Webinars	Validate the findings, conclusions and recommendations with the stakeholders. We will use webinars to substitute the consultations activities which cannot take place due to the Covid-19 related restrictions.

Source: Authors' own compilation.

2.2 Consultation scope

The scope of the consultations is based on the above objectives as well as the scope of the study itself.

In terms of the **technical scope**, the consultations will address all matters covered by the Agreements, with a particular focus on the specific issues covered by the evaluation framework, as described in the main body of the inception report.

In terms of **timing**, the consultations will take place during the entire duration of the evaluation; some preliminary consultations of stakeholders have already taken place during the inception phase, and they will continue until the discussion of the draft final evaluation report.

With regard to the **geographical scope**, the activities will be held with stakeholders in the EU and in the two partner countries – with a particular effort in Moldova and Georgia to involve stakeholders from outside the capitals. The evaluation of the EU-Moldova DCFTA will include the territory of Transnistria as the Agreement applies to this territory. The evaluation of the EU-Georgia DCFTA will not cover Georgia's regions of Abkhazia and South Ossetia as the DCFTA does not currently apply to these regions.

Regarding the **stakeholders** to be consulted, again the scope of the consultations is universal and non-exclusive. Nevertheless, similarly to the geographical scope, key stakeholders are distinguished from other stakeholders, and may play a more active role in consultations. Key stakeholders are those who have been involved in the negotiation, implementation and/or monitoring of the

Agreement; those that could have been affected by the Agreement, irrespective of their access opportunities to the consultations; and those that will have expressed an interest (e.g. by getting in touch with the study team) in the evaluation. In line with the identified geographical scope, the consultations will cover the stakeholders from the territory of Transnistria.

The following section provides more detail regarding the identification of stakeholders.

3. IDENTIFICATION AND MAPPING OF KEY STAKEHOLDERS

3.1 Stakeholder identification

The first step that is needed when carrying out a high-quality and inclusive consultation process is to identify the key stakeholders in the EU and partner countries that we need to engage with. For the purposes of this evaluation, we take "key stakeholders to mean those who could be affected by, are interested in, or are in any way related to implementing and/or monitoring the Agreements, irrespective of their access opportunities to the consultations.

The groups of key stakeholders identified are the following:

- **Public sector representatives:**
 - The European Commission and the EU delegations in the partner countries;
 - Public authorities (e.g. ministries, municipalities) at the national and regional/local level in both the EU (and its Member States selected) and the partner countries;
 - National investment and export promotion agencies in the DCFTA countries;
 - Chambers of Commerce (both in the EU and in the partner countries).
- Typically, these stakeholders will hold institutional knowledge on trade policy issues, the DCFTAs' implementation, customs procedures, and the dialogue will reveal each country's institutional position regarding the use and value of the DCFTAs.
- **Private sector representatives:**
 - Businesses and business associations, including SMEs and importers/exporters (Economic operators);
 - Workers and employers associations.
- Private sector representatives will be identified and categorised also based on their knowledge and engagement in trade-related activities. Those regularly taking part in such activities normally have concrete knowledge of the realities on the ground and can provide a better view of issues such as the use, knowledge and effectiveness of the DCFTAs, to name a few areas of evaluation. Other private sector entities are part of the general sustainable economic development process but not necessarily directly involved in export/import activities.
- **Consumer organisations** in both the EU (at European and Member State level) and partner countries. We will particularly focus on the representatives from the EU countries which are selected as reference groups for the Tasks related to the assessment of the trade and economic effects of the DCFTAs.
- **Other key stakeholders, such as:**
 - **International organizations.** This group of stakeholders typically possess a "non-partisan" view on the merits and deficiencies of the DCFTAs and its impact and, should provide the study, with a balanced view of the Agreement's efficiency. This group will include international organisations such as the UN, UNDP, World Bank, EBRD, IMF, WTO, EIB, etc.
 - **NGOs and Civil society organizations.** This group of stakeholders, which includes NGOs, are key to this project as they typically hold concrete information that is

relevant to employment, environmental, gender and human rights aspects as well as business environment and corporate social responsibility, as indeed issues of (good) governance and the democratic process. As such, we will examine their opinions to include their views in the overall assessment of the DCFTAs' impact in the signatory parties.

- **Academics, think tanks and research centres.** This group of stakeholders can provide an assessment based on research that links trends in cross-border flows with economic fundamentals, including the policy framework, as well as an assessment on the environmental, human rights and social impacts.

An initial database of stakeholders has been prepared during the inception phase based on the following sources and activities:

- The list of the stakeholders from the EU was compiled through the network of the CEPS team and an existing database developed in the context of previous similar studies (sustainability impact assessments and support studies for Commission impact assessments);
- This has been complemented by a review of the stakeholders listed in relevant reports and documents, as well as invitation lists for recent trade-related workshops in the partner countries; for EU stakeholders, responses to recent consultations and CSD meetings on issues related to trade with Moldova and Georgia have also been used;⁴
- The EU Delegations as well as the members of the evaluation team based in the partner countries have added stakeholders to the list based on their local knowledge.
- Lists of stakeholders in Georgia and Moldova, provided by project partner organisations Reformatics and IPRE, respectively.

The initial list of key stakeholders identified so far is provided in Annex A (excluding EU institutions, and public institutions in the Member States)

Additional stakeholders will continue to be identified as the evaluation work progresses. In particular, based on the CGE results additional efforts will be made to identify stakeholders in sectors where the more pronounced effects of Agreements are expected. Additional stakeholders will also be identified in the context of the proposed case studies. Last but not least, stakeholders registering through the website or other means will continuously be added to the database and will be kept informed of the evaluation activities and progress.

3.2 Stakeholder mapping

Stakeholder mapping especially in the partner countries is important to increase the effectiveness of stakeholder consultations. Mapping of stakeholders deepens our understanding of how certain weaknesses and imbalances may affect civil society inputs. It enables us to take corrective measures by highlighting where we need to put extra efforts to obtain views and inputs that are important for the study. In this context, ensuring fair and balanced access to consultations is important.

The mapping exercise covers the following elements:

- Identification among the "universe of stakeholders" the main ones for each of the different dimensions of the evaluation – this is based on the expected level of the effect which the Agreements may have had on different groups;
- Identification of gaps in stakeholder organisation – i.e. are there groups on which the Agreements have had a notable effect but which have no representative body?
- The extent of impact (both positive and negative) of the DCFTA on the respective stakeholders
- Determination of past levels of activity of stakeholders in the public debate, as well as their resources, based on knowledge of the local evaluation team members;
- Determination of the relations between stakeholders, i.e. the degree to which they work together (or not);

⁴ <https://ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/12086-Ex-post-evaluation-of-the-EU-Georgia-and-the-EU-Moldova-DCFTA-Agreements>. Submission from the European Network of Social Integration Enterprises (ENSIE).

- Assessment of stakeholders' participation in the implementation and monitoring of the Agreements and, previously, the Agreements' negotiations; and
- Generally, determination of the stakeholder engagement culture in the country and what opportunities and risks can be identified.

The findings regarding these elements will be used to identify both those stakeholders that are likely to play an active role in the consultations (i.e. the influential stakeholders), and those on which the Agreements may have had strong effects (positive or negative) and who will have to be approached by the evaluation team even though they may have a low level of organisation.

In order to facilitate our design of an appropriate consultation strategy, following the identification of the main categories of stakeholders, we will map them in accordance with the matrix model provided in Figure 1 below. The stakeholder matrix will be based on the assessment of the level of influence over and the level of interest in the Agreement and (possible) future developments for each category of stakeholders.

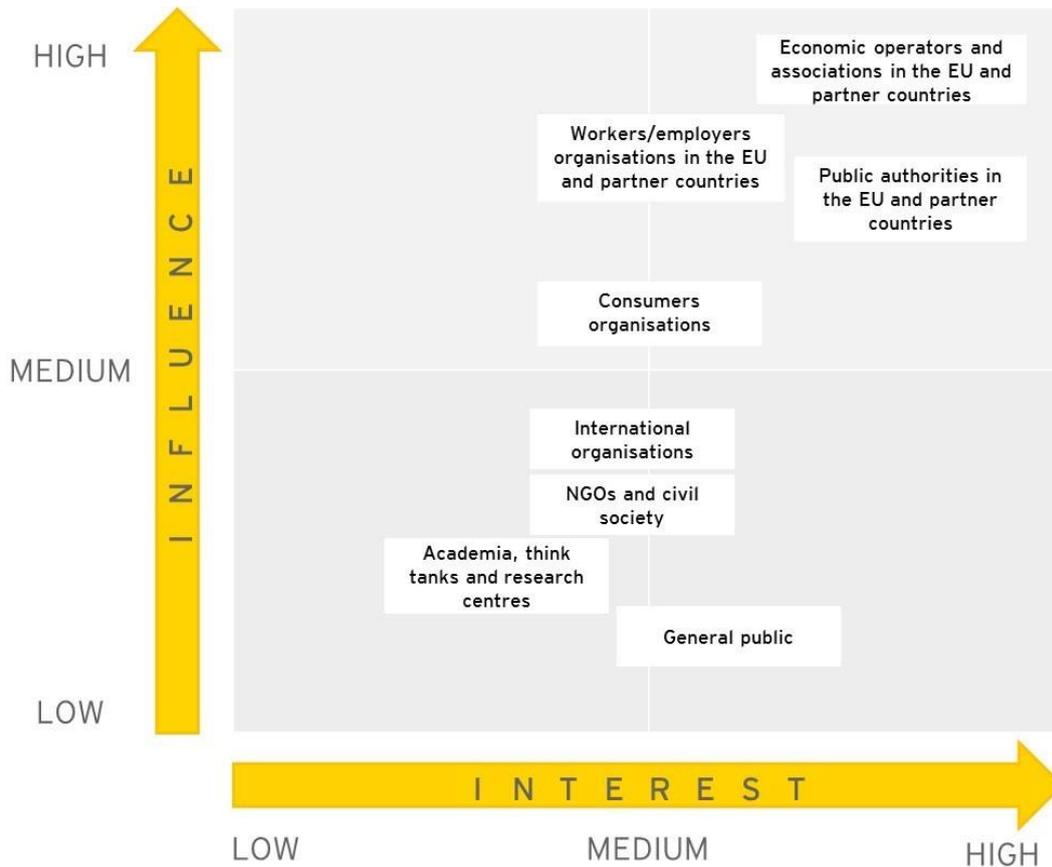
In particular:

- ▶ The level of influence depends on the quantity and type of resources and power the specific category of stakeholder can mobilise to promote its position on future initiatives and developments.
- ▶ The level of interest is the priority and importance the stakeholder attaches to the issues at stake, as well as how it is affected by the implementation.

Broadly, these two attributes signal the capability that stakeholders have to limit/block or promote the initiative and its developments, to join with others to form a coalition of support or opposition, and to lead the direction/discussion of the reform.

Understanding the level of interest and influence is key to identify the most appropriate consultation methods and tools. This analysis will allow the team to focus its efforts on the highest priority groups, while providing sufficient information to keep the less powerful groups involved.

Figure 1. Stakeholder matrix



Source: Authors' own elaboration.

As the necessary information for some of the elements listed above remains to be determined in the evaluation desk phase, the stakeholder mapping is still ongoing. The results will be presented, for each of the partner countries, as part of the interim report.

4. SELECTION OF CONSULTATION ACTIVITIES & THEIR ACCESSIBILITY

The consultation activities are grouped into five consultation “pillars”, characterised by different target groups and channels used:

- Pillar 1: Meetings with EU civil society (civil society dialogue, CSD, meetings);
- Pillar 2: Online public consultation;
- Pillar 3: Targeted consultation tools, in particular workshops in partner countries, an online survey for businesses (including SMEs) in the EU and partner countries, and interviews and meetings with stakeholders in the EU and partner countries;
- Pillar 4: Meetings with EU institutions;
- Pillar 5: Digital engagement with stakeholders and interested persons in general, through website and electronic communication channels

The feasibility of direct (personal) consultations with stakeholders under pillars 1 and 3 will be assessed based on developments regarding the coronavirus pandemic, and if needed alternative means of consultations (webinars, conference calls and/or written consultations) may have to be used, along with a stronger reliance on interviews held by local experts if international travel will not be possible – in particular of stakeholders in rural areas which may not have access to reliable internet. The situation is being monitored, and decisions will be taken in consultation with the Commission.

Compliance with the EU General Data Protection Regulation (GDPR) will be ensured across all consultation activities. This implies that only personal data strictly needed for the study purposes will be collected and that any personal data will:

- Be securely stored;
- Be used only for the purposes of the consultations within the study;
- Be made available to study team members only on a need-to-know basis, and will not be made available to third parties except where this is legally required or the person has given his or her prior consent.

The personal data protection policy, including the contact for queries or complaints, is available on the study website, and any communications with stakeholders will refer to it.

The following sections provide more details about each of the pillars and activities.

4.1 Pillar 1: Civil Society Dialogue meetings

Meetings with EU civil society centre around presenting ongoing work and discussing the work with civil society in Brussels, as part of DG Trade's CSD, a system of regular meetings where civil society and the Commission discuss about the EU's trade policy.⁵

It is planned to hold CSD meetings at two stages of the evaluation:

- Presentation of the draft inception report: this is planned for late April / early May 2021, most likely in virtual form;
- Presentation and discussion of the draft final reports for Georgia and Moldova – tentatively scheduled for February 2022.

To ensure that meetings are effective in presenting the ongoing study work, receiving feedback and using this feedback to further improve and advance the work, draft reports will be circulated at least 1-2 weeks ahead of the meetings in order for the participants to have sufficient time to prepare and study the materials.

4.2 Pillar 2: Online public consultation

The parameters for the online public consultation (OPC) are clearly specified in the ToR, notably:

- The OPC will be hosted by the Commission on the EUSurvey portal.⁶ A link to the evaluation will be placed on the European Commission's public consultations web portal⁷;
- It will be open for at least 12 weeks;
- Questionnaires will be made available in English, French, German, Georgian, Romanian and Russian, with translations from English into the other languages to be made by the Commission;
- The preparation of the questionnaire as well as the analysis of responses will be made by the evaluation team.

Given that this consultation is aimed at a wide audience (the general public) but at the same time should cover all evaluation criteria and impact dimensions, a particular challenge is to balance the desire for obtaining as much information as possible and the limited willingness of respondents to fill in long and complex questionnaires (and open questions). We address this by reducing the number of questions that any respondent will have to answer as much as possible by using a "smart" survey approach, where responses provided to certain questions influence the selection of follow up questions, and by limiting open questions to the extent possible.

The specific activities related to the OPC are as follows:

- Draft questionnaires for the survey have been prepared in Word-compatible format (see Annex B);

⁵ See <https://trade.ec.europa.eu/civilsoc/>.

⁶ See <https://ec.europa.eu/eusurvey/home/welcome>.

⁷ Formerly known as Your Voice in Europe: https://ec.europa.eu/info/consultations_en.

- The next version of the questionnaire, incorporating comments received to the annexed draft, will be prepared directly in EUSurvey, and be tested by a number of team members and Commission staff prior to finalisation;
- The final questionnaire will then be translated into French, German, Georgian, Romanian and Russian by the Commission, directly in EUSurvey;
- Launch of the OPC is planned for soon after approval of the inception report 2021, in coordination with the European Commission. For the project timetable, it will be necessary to keep in mind that it may take up to 4 weeks until the final questionnaire in English is approved by the Commission's inter- service group, by the hierarchy of DG Trade and preliminary green light from Secretariat-General; plus another 3-4 weeks for the translations of the texts and the summaries and for final approval by the Secretariat-General before the consultation is actually published on the Secretariat-General website. The Commission may find a mechanism to alleviate the full procedural requirements for online public consultations for ex-post evaluations as stipulated by the Better Regulation Guidelines and Toolbox. If this happens, an OPC procedure similar to that undertaken in Sustainability Impact Assessments could be envisaged.
- Stakeholders listed in the database will be informed about the public consultation through the email newsletter (see section 6.1.3), and the consultation will also be featured on the study website. In addition, we will encourage the stakeholders we meet in interviews, meetings and workshops to participate in the survey. This is to broaden dissemination of the consultation to as many stakeholders as possible and ensure a high number of responses;
- Upon completion of the consultation period, the evaluation team will analyse the responses provided and incorporate the results in the quantitative and qualitative analysis. A separate section with a statistical analysis of the survey will be prepared in the consultations report, while incorporating the main findings into the analysis presented in the main body of the study. Original responses will be provided to the Commission; the CEPS-led team will process and translate into English replies submitted in any EU language. The replies, including those translated into English, will be submitted to the Commission.

In addition to the OPC (and running simultaneously), a more targeted survey for businesses, including SMEs will be carried out (see section 4.3.2).

4.3 Pillar 3: Targeted consultation activities

4.3.1 Workshops in the partner countries

An important consultation part – also because on its margins we carry out in-depth interviews – are the workshops in the partner countries. Workshops are excellent opportunities to present draft findings to a wide range of partner country stakeholders and get feedback from them; the main goal of a workshop is to encourage an open discussion and exchange of ideas with a diverse set of stakeholders including business, social partners, civil society organisations, international organisations with presence in the partner country, and academics and think tanks.

One-day workshop will be organised in each of the partner countries. In terms of timing, we propose to organise the workshops after the initial evaluation work based on desk research has been prepared, as that would allow us to already present some initial findings while being early enough in the process to adequately reflect stakeholder contributions made at the workshop during the subsequent analysis. The proposed timing of the workshops is thus around September, 2021.

In this section, we explain in detail how we plan to carry out this part of the consultations (excluding purely operational and logistical tasks, such as those related to the booking of the venue, catering, equipment rental, and supporting sponsored participants, the conditions for which are clearly mentioned in the ToR).

Workshop Target Group and Participants

A wide range of stakeholders is planned to participate in the workshops; at the same time, capacity at the workshops will be limited (to maximum 50 persons). As a result, in order to achieve a balanced and representative participation the evaluation team will consider an appropriate diversity in terms of types of stakeholders, sectors, interest in different topics, and regions. Appropriate levels

of participation by women and stakeholders in risk of exclusion will also be ensured. In principle, funded spots will be allocated on a first come first serve basis.

To achieve a broadly based participation, we will start to reach out to stakeholders as soon as the date of the workshop is fixed. This will be done via the various communications channels outlined in this strategy. Also, although we do not expect many EU stakeholders to be travelling to the partner countries and be present, we will ask them to alert their counterparts and/or networks to the upcoming workshop.

In line with the ToR, a draft outline with date, venue, programme, potential speakers, list of participants and list of expenses will be submitted for guidance and approval to the EU Delegation in the partner country approximately 2 to 3 months prior to the tentative date of the workshop. Regular updates on the organisation of the workshop shall be sent to the respective EU Delegation in order to secure a successful outcome. DG Trade headquarters will be kept in copy.

Workshop Content and Programme

A tentative overall agenda for the main workshop is shown in Box 1; this will be further developed, and invited speakers be identified, in cooperation with the EU Delegation in the partner country.

The workshops will be held in English and the official language(s) of the country, with simultaneous interpretation on a need-be basis.

Box 1. Tentative workshop agenda⁸

Morning

09:30-10:00	Introductory session Opening addresses by the Host (Reformatics in Georgia / IPRE in Moldova) Introduction to the workshop (purposes, participants, agenda) – evaluation team
10:00-11:00	Overview: The Agreement and its evaluation, and societal views Presentations by evaluation team and discussants (business sector, civil society) Q&A and discussion
11:00-11:15	Coffee/tea break
11:15-13:00	Evaluation methodology and economic impacts of the DCFTAs – initial findings Presentations by evaluation team and discussant (academia) Q&A and discussion
13:00-14:00	Lunch break

Afternoon

14:00-14:45	Social impact of the Agreement Presentations by evaluation team Q&A and discussion
14:45-15:30	Environmental impact of the Agreement Presentations by evaluation team Q&A and discussion
15:30-15:45	Coffee/tea break
15:45-16:30	Human rights impact of the Agreement Presentations by evaluation team Q&A and discussion
16:30-17:00	Closing session: Summary and way forward

Workshop materials and documentation

In order for the workshops to be as effective as possible, we will prepare documentation ahead of the event and a welcome package for all participants. Pre-workshop documentation will be made available on the website as well as sent to confirmed participants and will include:

⁸ The agenda will be revised once the format of the meeting is agreed given the Covid-19 related restrictions closer to date.

- The inception report;
- A summary of emerging evaluation findings;
- A document with links to other reports and research conducted regarding the Agreement (both in English and local language(s)).

The welcome pack upon arrival will include the following documents:

- The executive summary of the inception report;
- The workshop agenda;
- Possibly printed questionnaires of the online surveys for participants to fill in during the workshop and to be collected before the closure of the workshop;
- A list of project team members with their contact details for further contact after the workshop;
- Practical details regarding venue, rooms, reimbursements (if applicable), etc.; and
- The workshop evaluation form.

Among the participants, we will include the stakeholders from the regions, in order to ensure inclusivity of the workshops especially given the geography (and associated cultural differences) in the partner countries between (autonomous) regions, for instance Adjara in Georgia and Transnistria in Moldova.

During the workshop, we will take photographs, a selection of which will be sent to participants and be posted on the evaluation website and Twitter.

After the workshop, minutes containing the views expressed by the participants will be sent to participants and be published in English and, if need-be, local languages. Furthermore, the evaluation report will explain how the views expressed during the workshop by civil society and other key stakeholders have been taken into account.

4.3.2 Online surveys on businesses and consumers

In addition to the OPC, we plan to carry out two separate online surveys, targeting respectively:

- Businesses and business associations in the EU and partner countries, including exporters.
- Businesses will be identified both through desk research, and by asking the assistance of business associations in spreading and advertising the survey among their associates. Based on our experience, this approach provides a good response from stakeholders; and
- Consumer organisations in the EU and the DCFTA countries.
- Among the EU stakeholders, we will particularly focus on the representatives from the EU countries which are selected as reference groups for the Tasks related to the assessment of the trade and economic effects of the DCFTAs.

The online survey will aim in particular at collecting concrete evidence about:

- The functioning of the DCFTAs and its impacts on the categories targeted, including aspects related to specific provisions of the Agreement and to sustainability (e.g. working conditions, corporate social responsibility, environmental issues, etc.);
- Advantages and disadvantages stemming from the implementation of the DCFTAs, including costs borne by stakeholders (and whether the DCFTAs brought positive and negative effects in this regard); and
- Possible areas of attention for future actions.

To this end, the surveys will contain more technical questions compared to the OPC. More broadly, the online surveys will address all evaluation criteria, building on the experience and informed opinion of the stakeholders targeted.

As requested by the ToR, a specific section will target SMEs,⁹ and will be devoted to collect their opinion and input. We will discuss with the Commission (DG Trade and DG Grow) the possibility to implement this particular section of the survey using an SME Panel Questionnaire. This could be conducted, for instance, through the Enterprise Europe Network, and it would allow to ensure representative coverage of SME and Micro and SMEs (MSMEs) types and regions, given its broad geographical coverage and a high number of network partners. The draft questionnaire is provided in Annex C (section F) and will be discussed with responsible officials from DG Trade and DG Grow.

Evidence collected through the survey will complement the results of the desk research and other consultation activities, by providing information and qualitative and quantitative inputs not available from available secondary sources, as well as more targeted opinions and in-depth understanding of the positions, perspectives and perceptions of the different stakeholders concerned.

We will design tailored questionnaires to collect inputs from each of the categories of stakeholders. The questionnaires will be:

- Focused, in order to gain practical information and insight that would be unavailable otherwise, or double-check information obtained through other sources. We will also avoid asking questions already examined or collected, unless we deem it necessary to gather evidence to properly assess the scale of a specific issue;
- Composed of a mix of closed and open-ended questions, in order to guarantee higher response rates but also to allow respondents to contribute with more extended and detailed information and suggestions;
- In English, French, German, Georgian, Romanian and Russian (translations will be made by the European Commission).

In terms of developing questions, the starting point have been recent business surveys which the consortium has undertaken as part of shadow implementation reports of the Association Agreements.

The survey will address SME issues in two ways: first, respondents are asked to self-identify themselves as SMEs, and accordingly their responses will provide a first-hand view of the Agreements' practical effects and impacts on SMEs. Second, a section in the questionnaire is dedicated to the Agreements' general effects on SMEs.

Based on previous experience, intensive dissemination and promotion of the survey will be required to obtain a sufficiently high number of responses. In the partner countries, the workshops will constitute important occasions for such promotional activities, in addition to invitations through the online tools and meetings held. In the EU, the survey is planned to be promoted through the Enterprise Europe Network. The specifics still need to be discussed with the Commission.

4.3.3 Interviews and meetings

The purpose of the interviews will be to obtain specific information and views from stakeholders to test and clarify initial findings from the desk research as well as to get feedback on preliminary recommendations. It is therefore planned to hold most interviews once initial findings from the research are available, i.e. from June 2021 onwards.

We plan to conduct a range of interviews, one-to-one and focus group meetings with public and private sector representatives, civil society organisations and the other groups of the mapped stakeholders (see Annex A). These interviews will be conducted both in the EU and partner countries. While some time spent by EU study team members in partner countries is foreseen in the context

⁹ We are aware that the definition of SMEs used by the EU may differ from that used in the partner countries.

of the national workshops, use of video-conferencing is planned on a large scale, both to save resources (time spent travelling, travel costs, carbon footprint), and to expand the outreach of interviews. The provision of written responses will also be possible, as experience has shown that particularly membership-based organisations often prefer to consult with their members and then provide an agreed response. Additional physical interviews and roundtables/focus group meetings in partner countries will be held by the national evaluation team members, depending on feasibility in view of the COVID-19 situation.

In total, we envisage to consult the following number of stakeholders through interviews and small group meetings:

- Stakeholders in EU countries: at least 20 (including written contributions);
- Stakeholders in partner countries to be visited/covered by local experts: at least 30 per country.

In-depth interviews and one-to-one meetings will be based on a structured questionnaire framework that will be constructed with inputs from the economic, social, environmental and human rights experts in both the EU and partner countries.

Participation in relevant events organised by other entities, such as bilateral chambers, etc. might also be considered. However, given the uncertain situation with regard to the planning of any events, due to the pandemic, no such meetings have at present been earmarked for participation by the study team.

4.4 Pillar 4: Consultations with EU institutions

Engaging closely with the European Commission and other EU institutions is an important part of the consultation process. Consultations will be held with the Commission, the European Parliament, the European Economic and Social Committee (EESC), and the EU Domestic Advisory Group (DAG) under the TSD chapter of each of the Agreements.

Finally, meetings with the European Commission Inter-Service Steering Group (ISG) will be technical in nature, and will be more inward oriented and of a coordinative nature, rather than outward oriented towards civil society and other key stakeholders. These meetings will take place – once physical meetings resume – back-to-back with CSD meetings, at the stages mentioned above (i.e. draft interim, and draft final report).

Covid-19 related restrictions

Given the restrictions related to the Covid-19, we will undertake all proposed stakeholders consultations online, unless by the time of the implementation phase we can organise some of the activities in person or in hybrid model of physical and online meetings.

5. CONSULTATIONS SCHEDULE

The detailed work plan and schedule for the consultation activities is presented in Table 2.

Table 2. Consultations schedule

Task Name/Months	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Task 7: Consultations													
Pillar 1: Civil Society Dialogue Meetings													
CSD meeting on draft inception report													
CSD meeting on draft final reports													
Pillar 2: Online Public Consultations													
Questionnaire formulations													
Approval process within Commission													
Translations by Commission													
Online Survey launch													
Online Public Consultation open													
Online Survey on Consumers opens													
Online Survey on Businesses open													
Analyse survey contributions													
Pillar 3: Targeted consultations													
Workshops in Georgia													
Workshops in Moldova													
Indepth interviews in the EU and partner countries													
Pillar 4: Consultations with EU instituions													
Pillar 5: Website & Electronic Communication													

Source: Authors’ own compilation.

6. CONSULTATION WEBPAGE & COMMUNICATION ACTIVITIES

The establishment and continuous updating of a webpage, as well as ongoing electronic communications with stakeholders constitute the last pillar of the consultation strategy and will be used mostly for sharing and distributing information by the study team to stakeholders. During the inception phase, the webpage has been designed. Electronic communication with stakeholders will take place through email newsletters as well as Twitter, using CEPS Foreign Policy’s Twitter account.

6.1.1 Website

The main aim of the website is to provide relevant information about the evaluation – both in terms of process and outputs – to stakeholders, while also providing the opportunity to stakeholders to easily get in contact with the study team. The website will be launched as soon as the team can secure interoperability with the Commission platforms and hopefully during the inception phase. It will be available at:

<http://www.dcfta-evaluation.eu/>



It will have the following characteristics and functionalities:

- Fully available in English;
- Intentionally designed to be very simple and accessible, with few sections and without multiple layers that require clicking through various pages before one reaches the information needed;

- The front page provides concise information about the evaluation, a timeline for its preparation, including the main consultation activities, and embedded Twitter account. The concise information can be accessed, with one click, in any of the EU official languages;
- A section where relevant documentation is (or will be) presented and stored, including the main deliverables of the study: the inception report, the interim report and the final report. Also, any presentations given will be provided here (pdf format). Other relevant information to help the reader put the study in a wider context (e.g. links to other studies and documents related to the Agreement) is already available on the website;
- A section presenting the consultations activities. This will be developed as further information about specific consultation activities becomes available:
 - The (upcoming and past) CSD events (also on the study calendar);
 - The national workshops (venue, agenda, how to register, etc.);
 - Links to the online surveys;
 - Contributions received from stakeholders in the consultations (where permission has been granted).
- A contact form where anyone can leave feedback (of any nature) regarding the study and the website.

The use of meta data (keywords and strings of words) will ensure that the website is found easily on search engines in order to increase visitor counts and further impact. The website address will also be promoted among a large range of stakeholders and partners.

Website use will be monitored through a visitor count.

6.1.2 Twitter

We intend to use Twitter throughout the evaluation for the following purposes:

- Announcing the (draft) findings and outputs of the evaluation as well as important milestones, such as the start or imminent closure of the online surveys, upcoming workshops and meetings, and directing followers to the website or relevant internet site (e.g. for the surveys);
- Informing followers about work/articles/postings related to the evaluation and EU-Moldova/Georgia trade;
- At regular intervals, highlighting relevant quotes from the evaluation to keep the audience tuned in;
- Presenting the various consultation and outreach activities organised in the context of the study (e.g. country visits or the CSD events).

The content of the posts on Twitter will be consulted and agreed with DG Trade.

It has been decided to use CEPS Foreign Policy's Twitter account (@CEPS_fp) for the purposes of the study. This decision has been taken as it allows more frequent tweets than would have been possible using the DG TRADE account, thereby ensuring "closer" interaction with stakeholders. This comes at the expense of lower outreach but to a focused group of subscribers, many of whom are already tuned into the subsidiary @3dcftas_eu account of the Sida-funded project led by CEPS (this project ends in December 2021). Increased outreach will be ensured through retweets by the local partner organisations (e.g. @IPREMD) and DG TRADE's twitter account of selected, particularly important tweets.

In order to increase outreach, all identified stakeholders have been contacted by email to inform them of the Twitter activities, inviting them to follow. This has been done as part of the first mailing. Furthermore, selected stakeholders will be asked to support our efforts by retweeting.

6.1.3 Email and electronic newsletter

Email is a useful complementary tool to reach specific stakeholders throughout the study. Through email, we will inform stakeholders of the events taking place, send questions, encourage stakeholders to send additional information and data, as well as policy positions, receive feedback and make appointments for in-depth interviews.

For keeping identified stakeholders – i.e. those in the stakeholder database – informed, email newsletters are a useful tool which we have used in other studies for DG TRADE. Such newsletters will be sent at the following stages of the study:

- Launch of the online public consultation;
- About 1-2 weeks prior to the closure of the online public consultation;
- Upon publication of the draft interim and final reports (also informing about the subsequent CSD meetings); and
- Other major milestones or events in the course of the evaluation.

For email newsletters, we will use a cloud-based newsletter app, hosted in Belgium, which guarantees compliance with rules on the protection of personal data (i.e. in particular the GDPR). Newsletters will be used to promote the different elements of the consultation plan, inviting stakeholders to follow the Twitter messaging as well as to visit the evaluation website.

7. REPORTING

While key findings from the consultations will be presented in the main evaluation report as part of the analysis, a separate consultations report will be prepared (and will become an appendix to the main study, and hence also be published). This will describe the implementation of the various consultation activities, including metrics such as the number of stakeholders interviewed/participating in roundtables; responses to the consultation received; website visitors; etc. It will also present the findings from the evaluation team’s engagement with stakeholders across the five consultation pillars.

Original contributions provided by stakeholders will be made available, where consent has been given, on the evaluation website.

ANNEX A: LIST OF STAKEHOLDERS IDENTIFIED

Stakeholders from the EU

Organisation name	Sector	Organisation Type	Country
European Commission, DG TRADE	Public sector	<i>EU institution</i>	EU
European Commission, DG NEAR	Public sector	<i>EU institution</i>	EU
European Commission, DG TAXUD	Public sector	<i>EU institution</i>	EU
European Commission, DG SANTE	Public sector	<i>EU institution</i>	EU
European Commission, DG AGRI	Public sector	<i>EU institution</i>	EU
European Commission, DG GROW	Public sector	<i>EU institution</i>	EU
European Commission, DG EMPL	Public sector	<i>EU institution</i>	EU
EEAS, Russia Eastern Partnership, Central Asia, Regional Cooperation and OSCE	Public sector	<i>EU institution</i>	EU
EEAS, Eastern partnership bilateral relations	Public sector	<i>EU institution</i>	EU
European Parliament, Rapporteur on Georgia	Public sector	<i>EU institution</i>	EU
European Parliament, Head of the EU-Georgia Parliamentary Association Committee	Public sector	<i>EU institution</i>	EU
European Parliament, Rapporteur on Moldova	Public sector	<i>EU institution</i>	EU
European Parliament, Head of the EU-Moldova Parliamentary Association Committee	Public sector	<i>EU institution</i>	EU
European Parliament, Head of the Delegation to the Euronest Parliamentary Assembly	Public sector	<i>EU institution</i>	EU
Mission of Republic of Georgia to the EU	Public sector	<i>Public Authority</i>	EU
Mission of the Republic of Moldova to the EU	Public sector	<i>Public Authority</i>	EU
Eurogroup for Animals - NGO focused on environmental protection	Civil society	<i>NGO</i>	EU
Fairwatch - NGO focused on environmental protection	Civil society	<i>NGO</i>	EU
Justice et Paix - NGO focused on human rights	Civil society	<i>NGO</i>	EU
Business Europe - Business association	Private sector	<i>Association</i>	EU
Eurochambres - Chamber of Commerce	Private sector	<i>Association</i>	EU
ETUC - Worker Union	Private sector	<i>Association</i>	EU
European Fruit and Vegetables Trade Association (EUROFEL) - Agricultural producers association	Private sector	<i>Association</i>	EU
European Services Forum – Business association	Private sector	<i>Association</i>	EU
European Trade Promotion Organisations' Association (ETPOA) - Exporter Association	Private Sector	<i>Association</i>	EU
European Consumer Organisation (BEUC) - Consumer Protection Agencies/organizations	Private Sector	<i>Consumer organisation</i>	EU
SMEunited - Association representing MSMEs	Private Sector	<i>Association</i>	EU
Euromines - Mining association	Private Sector	<i>Association</i>	EU

Georgia

Organisation name	Sector	Organisation Type	Country
<i>The Parliament of Georgia</i>	Public Sector	Public authority	Georgia
<i>The Ministry of Economy and Sustainable Development of Georgia</i>	Public Sector	Public authority	Georgia
<i>The Ministry of Foreign Affairs of Georgia</i>	Public Sector	Public authority	Georgia
<i>The Ministry of Finance of Georgia</i>	Public Sector	Public authority	Georgia
<i>The Ministry of Environmental Protection and Agriculture</i>	Public Sector	Public authority	Georgia
<i>The Ministry of Internally Displaced Persons from Occupied Territories, Labour, Health and Social Affairs</i>	Public Sector	Public authority	Georgia
<i>National Bank of Georgia</i>	Public Sector	Public authority	Georgia
<i>Georgian Accreditation Center</i>	Public Sector	Public authority	Georgia
<i>Georgian National Agency for Standards and Metrology</i>	Public Sector	Public authority	Georgia
<i>Revenue Service</i>	Public Sector	Public authority	Georgia
<i>National Food Agency</i>	Public Sector	Public authority	Georgia
<i>Electricity System Commercial Operator (ESCO)</i>	Public Sector	Public authority	Georgia
<i>Georgian Energy and Water Supply Regulatory Commission (GNERC)</i>	Public Sector	Public authority	Georgia
<i>National Statistics Office of Georgia - GEOSTAT</i>	Public Sector	Public authority	Georgia
<i>National Intellectual Property Center of Georgia - SAKPATENTI</i>	Public Sector	Public Authority	Georgia
<i>Competition Agency of Georgia</i>	Public Sector	Public Authority	Georgia
<i>LEPL Enterprise Georgia</i>	Public Sector	Public Authority	Georgia
<i>Communication Commission</i>	Public Sector	Public Authority	Georgia
<i>Public Defender (Ombudsman) of Georgia</i>	Public Sector	Public Authority	Georgia
<i>Georgian Chamber of Commerce and Industry</i>	Public-Private sector	Trade chamber	Georgia
<i>EU-Georgian Chamber of Commerce</i>	Private sector	Association	Georgia
<i>Women in Business</i>	Private sector	Association	Georgia
<i>Business Association of Georgia</i>	Private sector	Association	Georgia
<i>Georgian Employers Association</i>	Private sector	Association	Georgia
<i>Georgian Small and Medium Enterprises Association</i>	Private sector	Association	Georgia
<i>Georgian Farmers Organization</i>	Private sector	Association	Georgia

ELKANA	Private sector	Association	Georgia
Georgia's Nuts Producers Association	Private sector	Association	Georgia
Milk Producers Association	Private sector	Association	Georgia
Georgian Trade Unions Confederation	NGO	Civil society organizations	Georgia
Geo Flowers	Private sector	Company Dried fruit	Georgia
Gori Feedin Cannery Kula	Private sector	Company Canning production	Georgia
Winery Khareba	Private sector	Company Wine and oil production	Georgia
Aroma Products	Private sector	Company Non-alcoholic beverages production	Georgia
Geoprovision	Private sector	Company Feed production	Georgia
Georgian Products	Private sector	Company Pet furniture	Georgia
Kodala	Private sector	Company Toys production	Georgia
Imeri	Private sector	Company Apparel production	Georgia
Delegation of the European Union to Georgia	EU Institution	EU Institution	Georgia
UNDP	Officials from international organizations	IO	Georgia
UN WOMEN	Officials from international organizations	IO	Georgia
ILO	Officials from international organizations	IO	Georgia
WHO	Officials from international organizations	IO	Georgia
IOM Georgia	Officials from international organizations	IO	Georgia
The World Bank	Officials from international organizations	IFI	Georgia
International Finance Corporation	Officials from international organizations	IFI	Georgia
International Monetary Fund	Officials from international organizations	IFI	Georgia
European Bank for Reconstruction and Development	Officials from international organizations	IFI	Georgia
GIZ	Officials from international organizations	IFI	Georgia

Organization of Economic Cooperation and Development	Officials from international organizations	IO	Georgia
OHCHR	Officials from international organizations	IO	Georgia
CENN	NGO	Civil society organization	Georgia
Europe Foundation	NGO	Civil society organization	Georgia
Georgia's Reforms Associates (GRASS)	NGO	Civil society organization	Georgia
Georgian Young Lawyers' Association	NGO	Civil society organization	Georgia
Rights Georgia	NGO	Civil society organization	Georgia
Transparency International	NGO	Civil society organization	Georgia
Civil Development Agency (CiDA)	NGO	Civil society organization	Georgia
Center for Development and Democracy	NGO	Civil society organization	Georgia
Institute of Democracy	NGO	Civil society organization	Georgia
Social Justice Center	NGO	Civil society organization	Georgia
Partnership for Human Rights	NGO	Civil society organization	Georgia
Civil Society Institute	NGO	Civil society organization	Georgia
Georgian Youth for Europe	NGO	Civil society organization	Georgia
Institute for Development of Freedom of Information (IDFI)	NGO	Civil society organization	Georgia
ISET Policy Institute	Academia	University	Georgia
Free University of Tbilisi	Academia	University	Georgia
Ilia State University	Academia	University	Georgia
Georgian Foundation for Strategic and International Studies (GFSIS)	NGO	Think-tank and research centre	Georgia
Economic Policy Research Centre	Think Tank	Think-tank and research centre	Georgia
Association of Young Economists Georgia	Think Tank	Think-tank and research centre	Georgia
Georgian Institute of Politics	Think Tank	Think-tank and research centre	Georgia

Republic of Moldova

Organisation name	Sector	Organisation Type	Country
Parliament of the Republic of Moldova	Public Sector	Public authority	Republic of Moldova
State Chancellery of the Government of the Republic of Moldova	Public Sector	Public authority	Republic of Moldova
Ministry of Economy and Infrastructure	Public Sector	Public authority	Republic of Moldova
Ministry of Finance	Public Sector	Public authority	Republic of Moldova
Ministry of Justice	Public Sector	Public authority	Republic of Moldova
Ministry of Foreign Affairs and European Integration	Public Sector	Public authority	Republic of Moldova
Ministry of Agriculture Regional Development and Environment	Public Sector	Public authority	Republic of Moldova
Ministry of Health, Labour and Social Protection	Public Sector	Public authority	Republic of Moldova
Centre for Legal Harmonisation, State Chancellery of the Government of the Republic of Moldova	Public Sector	Public authority	Republic of Moldova
National Food Safety Agency (ANSA)	Public Sector	Public authority	Republic of Moldova
Environment Agency	Public Sector	Public authority	Republic of Moldova
Customs Service	Public Sector	Public authority	Republic of Moldova
Council for Preventing and Eliminating of Discrimination and Ensuring Equality	Public Sector	Public Authority	Republic of Moldova
Ombudsman	Public Sector	Public Authority	Republic of Moldova
National Council on Human Rights	Public Sector	Public Authority	Republic of Moldova
Public Procurement Agency	Public Sector	Public authority	Republic of Moldova
The National Agency for Settlement of Claims	Public Sector	Public authority	Republic of Moldova
State Agency on intellectual Property	Public Sector	Public authority	Republic of Moldova
Competition Council	Public Sector	Public authority	Republic of Moldova
National Agency for Energy Regulation	Public Sector	Public authority	Republic of Moldova
National Bank of Moldova	Public Sector	Public authority	Republic of Moldova
National Commission on Financial Market	Public Sector	Public authority	Republic of Moldova
National Bureau of Statistics	Public Sector	Public authority	Republic of Moldova
National Accreditation Center (MOLDAC)	Public Sector	Public authority	Republic of Moldova
National Institute of Metrology	Public Sector	Public authority	Republic of Moldova
National Regulatory Agency for Electronic Communications and Information Technology of the Republic of Moldova (ANRCETI)	Public Sector	Public authority	Republic of Moldova

Organisation for Small and Medium Enterprises Sector Development (ODIMM)	Public Sector	Public authority	Republic of Moldova
Investment Agency of Moldova	Public Sector	Public authority	Republic of Moldova
Economic Council to the Prime minister of the Republic of Moldova	Public Sector	Public authority	Republic of Moldova
Congress of the Local Authorities from Moldova (CALM)	NGO/Public sector	Association of local public authorities	Republic of Moldova
European Business Association (EBA)	Private sector	Business Association	Republic of Moldova
Foreign Investors Association	Private sector	Business Association	Republic of Moldova
Alliance of Small Enterprises from Moldova (AIM)	Private sector	Business Association	Republic of Moldova
National Trade Union Confederation of Moldova	Private sector	Trade Union	Republic of Moldova
National Confederation of Employers of the Republic of Moldova	Private sector	Employers Association	Republic of Moldova
Fruit Producers and Exporters Association of Moldova (Moldova Fruct)	Private sector	Farmers Association	Republic of Moldova
National Office for Vine and Wine (Wine of Moldova)	Private sector	Industry Association	Republic of Moldova
Association of Investors from Romania	Private sector	Business Association	Republic of Moldova
Chamber of Commerce and Industry	Private sector	Trade Chamber	Republic of Moldova
American Chamber of Commerce (AmCham Moldova)	Private sector	Trade Chamber	Republic of Moldova
State Labour Inspectorate			
National Employment Agency			
Employers' Association of Light Industry of the Republic of Moldova	Private sector	Industry Association	Republic of Moldova
Union of Producers of the Poultry Industry of the Republic of Moldova	Private sector	Industry Association	Republic of Moldova
Employers' Association of Poultry Farmers of the Republic of Moldova	Private sector	Industry Association	Republic of Moldova
Employers Association of Meat Processing companies	Private sector	Industry Association	Republic of Moldova
National Association of Milk and Dairy Producers "Milk"	Private sector	Industry Association	Republic of Moldova
Federation of Agricultural Producers Agroinform	Private sector	Farmers Associations	Republic of Moldova
RIFERO	Private sector	Producer of artisanal candies and sweets	Republic of Moldova

PANADERO	Private sector	Producer of frozen pastries	Republic of Moldova
Tchmil Bike Company	Private sector	Bicycle producer	Republic of Moldova
CARPINI	Private sector	Producer of fresh pasta	Republic of Moldova
AMBERA	Private sector	Producer of premium quality cold pressed vegetable oils	Republic of Moldova
Chamber of Commerce and Industry from Transnistrian region	Private sector	Trade Chamber (regional)	Republic of Moldova, Transnistrian region
Employer's Association – Union of Industrialists, Agrarians and Entrepreneurs (SPAPP)	Private sector	Association of producers	Republic of Moldova, Transnistrian region
TIROTEX	Private sector	Company, Textile industry	Republic of Moldova, Transnistrian region
Association „Dnestrovsky Fruit”	Private sector	Association of fruits producers	Republic of Moldova, Transnistrian region
Tiraspol Winery & Distillery KVINT	Private sector	Company, Winery and distillery industry	Republic of Moldova, Transnistrian region
Tiraspol Winery & Distillery KVINT	Private sector	Company, Winery and distillery industry	Republic of Moldova, Transnistrian region
AQUATIR	Private sector	Company, Fisheries industry	Republic of Moldova, Transnistrian region
KAMENSKY CANNING FACTORY	Private sector	Company, industry	Republic of Moldova, Transnistrian region
Moldovan Metallurgical Plant (MMZ)	Private sector	Company, steel processing	Republic of Moldova, Transnistrian region
TREDING-Grup	Private sector	Company	Republic of Moldova, Transnistrian region
Rida	Private sector	Company	Republic of Moldova, Transnistrian region
TERRI-PA	Private sector	Company	Republic of Moldova, Transnistrian region
ROSTAN PLUS	Private sector	Company	Republic of Moldova, Transnistrian region
VITTEKT-M	Private sector	Company	Republic of Moldova, Transnistrian region
INTERCENTRU-LUX	Private sector	Company	Republic of Moldova, Transnistrian region
TREDING-Grup	Private sector	Company	Republic of Moldova, Transnistrian region
National Platform of the Eastern Partnership Civil Society Forum	NGO	CSO Network (over 90 CSOs)	Republic of Moldova
EU-Moldova Civil Society Platform	NGO	CSO Platform (AA related)	Republic of Moldova, EU
EU – Moldova Domestic Advisory Group	NG	CSO platform (DCFTA related)	Republic of Moldova, EU

Business Consulting Institute	NGO	Civil society organizations	Republic of Moldova
Small Business Association of Moldova	NGO	Civil society organizations	Republic of Moldova
National Network LEADER	NGO	Civil society organizations	Republic of Moldova
National Environment Center	NGO	Civil society organizations	Republic of Moldova
Centre „Partnership for Development“	NGO	Civil society organizations	Republic of Moldova
Freedom House Moldova	NGO	Civil society organizations	Republic of Moldova
National Trade Union Confederation of Moldova	NGO	Civil society organizations	Republic of Moldova
Promo-lex	NGO	Civil society organizations	Republic of Moldova
Institutum Virtutes Civilis	NGO	Civil society organizations	Republic of Moldova
Transparency International - Moldova	NGO	Civil society organizations	Republic of Moldova
„GENDERDOC-M“	NGO	Civil society organizations	Republic of Moldova
Moldovan Institute for Human Rights (IDOM)	NGO	Civil society organizations	Republic of Moldova
ADR Habitat	NGO (active at the local level)	Civil society organizations	Republic of Moldova
People in Need	NGO	Civil society organizations	Republic of Moldova
AZI	NGO (active at the local level)	Civil society organizations	Republic of Moldova
Institute for Rural Initiatives	NGO (active at the local level)	Civil society organizations	Republic of Moldova
Contact Center	NGO (active at the local level)	Civil society organizations	Republic of Moldova
Center for the Rights of Persons with Disabilities	NGO		Republic of Moldova
Motivation	NGO	Civil society organizations	Republic of Moldova
Expert-Grup	NGO	Think tanks and research centres	Republic of Moldova
Institute for European Policies and Reforms (IPRE)	NGO	Think tanks and research centres	Republic of Moldova
IDIS-Viitorul	NGO	Think tanks and research centres	Republic of Moldova
Foreign Policy Association	NGO	Think tanks and research centres	Republic of Moldova
Institute of Public Policies	NGO	Think tanks and research centres	Republic of Moldova

<i>Institute for Strategic Initiatives (IPIS)</i>	NGO	Think tanks and research centres	Republic of Moldova
<i>Legal Resource Centre of Moldova</i>	NGO	Think tanks and research centres	Republic of Moldova
<i>Academy of Economic Studies (ASE)</i>	Academia	University	Republic of Moldova
<i>Delegation of the European Union to the Republic of Moldova</i>	IO	EU	Republic of Moldova
<i>European Bank for Reconstruction and Development</i>	IO	IFI	Republic of Moldova
<i>European Investment Bank</i>	IO	IFI	Republic of Moldova
<i>International Monetary Fund</i>	IO	IO	Republic of Moldova
<i>World Bank in Moldova</i>	IO	IO	Republic of Moldova
<i>UN in Moldova</i>	IO	IO	Republic of Moldova
<i>UNDP in Moldova</i>	IO	IO	Republic of Moldova
<i>UN Women in Moldova</i>	IO	IO	Republic of Moldova
<i>WHO Country Office in Moldova</i>	IO	IO	Republic of Moldova
<i>IOM Mission in Moldova</i>	IO	IO	Republic of Moldova
<i>OHCHR in Moldova</i>	IO	IO	Republic of Moldova
<i>UNICEF Moldova</i>	IO	IO	Republic of Moldova
<i>UNFPA Moldova</i>	IO	IO	Republic of Moldova
<i>ILO in Moldova</i>	IO	IO	Republic of Moldova

ANNEX B: DRAFT QUESTIONNAIRE OPC

Public Consultation on the implementation and impact of DCFTAs as provided by the Association Agreements between the EU and its Member States and Georgia and Moldova

Questionnaire: DRAFT, 19 April 2021

A. Introduction

One short para on the scope of the survey ...

About DCFTAs

One short Para...

About the evaluation of DCFTAs

Short para about the process and link to the website ...

About this survey

The purpose of the consultations ... Who is invited to participate at this survey ... A note that a separate questionnaire for businesses is available with a link ...

The questionnaire is available in English, French, German, Georgian, Romanian and Russian. Completing it should take no more than ... minutes.

Please fill-in the survey by ... (date)

[Note: Red text indicates questions; black text response options, and green text guidance on the flow of questions.]

A.1 Publication privacy settings

The Commission will publish the responses to this public consultation. You can choose whether you would like your details to be made public or to remain anonymous.

- i) Anonymous: Only your type of respondent, country of origin and contribution will be published. No other personal details will be published.
- ii) Public: Personal details provided by you will be published with your contribution. Your email address will NOT be published in any case.

I agree with the personal data protection provisions ([link](#))

Note: In the first case, you should not include in your submission any data or information that would allow you, or your organisation, to be identified.

Please note that regardless of the option chosen, your contribution may be subject to a request for access to documents under EU Regulation 1049/2001 on public access to European Parliament, Council and Commission documents. In such cases, the request will be assessed against the conditions set out in the Regulation and in accordance with applicable data protection rules.

B. About you

Questions regarding the profiling information will be generated automatically in the EU Survey Public Consultation.

C. Your awareness of the Association Agreement / DCFTA

C.1 How well do you know the Association Agreements concluded between the EU with Georgia / Republic of Moldova in June 2014? [single choice]

- i) Very well
- ii) Reasonably well
- iii) I have heard about it but don't know any details
- iv) I had not heard about it prior to this evaluation/survey

C.2 Did you know that the Association Agreement provides the establishment of the Deep and Comprehensive Free Trade Area (DCFTA) with the EU? [single choice]

- i) Yes
- ii) No

C.3 One question about the application of DCFTA on the entire territory of the country. [For Moldova] Is DCFTA applicable on the entire territory of the Republic of Moldova, including in the Transnistrian region? [single choice]

- i) Yes
- ii) No

C.4 Which sources have provided you with information about the AA/DCFTA? Check all that apply. [multiple choice] [hide in case of C.1iv)]

- i) Information provided by EU or government entities (including export or investment promotion agencies)
- ii) Non-state organisations (such as chambers of commerce, other business associations, civil society organisations)
- iii) Own research (such as market research, own studies)
- iv) Traditional media (TV, radio, press)
- v) Social media
- vi) Personal contacts

D. Operational objectives and implementation of the AA/DCFTA

D.1 To what extent do you think the DCFTA has achieved the following operational objectives?

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	I don't know
i) It has increased trade between the EU and Georgia/Republic of Moldova						
ii) It has increased exports from Georgia/Republic of Moldova to the EU						
iii) It had increased imports to Georgia/Republic of Moldova from the EU						
iv) It has facilitated bilateral goods trade by reducing non-tariff barriers (such as technical regulations and standards, simplifying customs procedures, etc.) in Georgia / Republic of Moldova						
v) It had increased the diversity and quality of products in Georgia/Republic Moldova/EU						
vi) It had increased the foreign direct investment in Georgia/Republic of Moldova						

D.2 To what extent do you agree with the following statements on the involvement of non-state actors (business representatives, civil society groups, workers' organisations) in the implementation and monitoring of the AA/DCFTA?

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	I don't know
i) Non-state actors receive information about AA/DCFTA						
ii) Non-state actors provide their views about the AA/DCFTA						
iii) Views of non-state actors are adequately considered by the Parties						
iv) The composition of Domestic Advisory Groups established by the DCFTA title of the Association Agreements adequately reflects the different societal groups and interests, and the provisions of the TSD Title						

D.3 Please elaborate your views regarding participation of non-state actors, and also provide recommendations for improvement, if you have any.

E. Economic impact of the AA/DCFTA

E.1 How do you rate the AA/DCFTA's overall economic impact?

	Strongly negative	Somewhat negative	No effect	Somewhat positive	Strongly positive	I don't know

i) On the EU economy						
ii) On the economy in Georgia						
iii) On the economy in the Republic of Moldova						

E.2 Name a maximum of three **economic sectors** that you think have been strongly influenced *positively* by the AA/DCFTA. (Sectors could be broad, such as agriculture, manufacturing, automotive, etc., or narrow, such as dairy products, wine, fruits and vegetables, processed products, etc.)

	Name of sector	Where? (Georgia / Republic of Moldova)	Negative or positive effect of the AA/DCFTA?	Why do you think the sector has been affected?
Sector 1				
Sector 2				
Sector 3				

E.3 Name a maximum of three **economic sectors** that you think have been strongly influenced *negatively* by the AA/DCFTA. (Sectors could be broad, such as agriculture, manufacturing, automotive, etc., or narrow, such as dairy products, wine, fruits and vegetables, processed products, etc.)

	Name of sector	Where? (Georgia / Republic of Moldova)	Negative or positive effect of the AA/DCFTA?	Why do you think the sector has been affected?
Sector 1				
Sector 2				
Sector 3				

F. Social Impact of the AA/DCFTA

F.1 What **influence** – if any – do you think the AA/DCFTA has had upon social development issues in the Parties, including gender equality, respect for labour standards (e.g. freedom of association or child labour), working conditions (job quality), the informal sector and vulnerable groups (e.g. poverty levels)?

	Strongly negative	Somewhat negative	No effect	Somewhat positive	Strongly positive	I don't know
i) In the EU						
ii) In Georgia						
iii) In the Republic of Moldova						

F.2 Would you like to respond to more detailed questions on the AA/DCFTA's social impacts?

- i) Yes
- ii) No

F.3 What **impact** – if any – do you think the AA/DCFTA has had upon the following social indicators **in the EU**? [hide in case of “no effect” at F.1i) or F.2ii)]

	Very negative	Somewhat negative	Not at all	Somewhat positive	Very positive	I don't know
Overall social indicators						
Gender issues						
Labour conditions and rights						
Informal sector						
Vulnerable groups						
Consumer issues						
Social protection and public policies						

F.4 Please explain how (through what mechanism) the AA/DCFTA has led to these effects. If you think that the Agreement has had any other social impacts in the EU, please also explain here. [hide in case of “no effect” at F.1i) or F.2ii)]

F.5 What **impact** – if any – do you think the Agreement has had upon the following social indicators **in Georgia / Republic of Moldova**? [hide in case of F.2ii)]

	Very negative	Somewhat negative	Not at all	Somewhat positive	Very positive	I don't know
Overall social indicators						
i) Employment level in general, and across sectors						
ii) Wages						
iii) Poverty						
iv) Income inequality						
v) Wealth inequality						

Gender issues						
vi) Female participation in the labour market						
vii) Female entrepreneurship						
viii) Gender equality (e.g. incomes, working conditions)						
Labour conditions and rights						
ix) Quality of work (e.g. working hours, type and duration of contract, occupational safety)						
x) Discrimination at work						
xi) Child labour						
xii) Forced labour						
xiii) Establishment and operation of trade unions, collective bargaining and protection of workers' rights						
xiv) Operation of labour inspection systems						
xv) Responsible business conduct and corporate social responsibility						
xvi) Vocational training (including 'on the job')						
Informal sector						
xvii) Employment levels in the informal sector						
xviii) Wages in the informal sector						
xix) Transition from informal to formal employment						
Vulnerable groups						
xx) Disabled people/employees						
xxi) Young workers/youth and other vulnerable groups						
xxii) The rights and protection of migrant workers						
Consumer issues						
xxiii) Prices of goods and services						
xxiv) Quality and safety of goods and services						
xxv) Choice and availability of goods and services						
xxvi) Provision of consumer information						
xxvii) Protection of consumer rights (e.g. enforcement and redress mechanisms)						
Social protection and public policies						
xxviii) Social protection (e.g. pensions, other benefits)						
xxix) Access to education						
xxx) Access to health care						

F.6 Please explain how (through what mechanism) the AA/DCFTA has led to these effects. If you think that the AA/DCFTA has had any other social impacts in Georgia / Republic of Moldova, please also explain here. [hide in case of F.2ii]

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F.7 Which **social groups** do you think have been most affected by the AA/DCFTA, in any of the parties? [hide in case of F.2ii]

	Most negatively affected groups	Most positively affected groups
i) In the EU		
ii) In Georgia		
iii) In Republic of Moldova		

F.8 Please elaborate. [hide in case of F.2ii]

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G. Environmental Impact of the Agreement

G.1 What **influence** – if any – do you think the AA/DCFTA has had upon environmental issues in the Parties?

	Strongly negative	Somewhat negative	No effect	Somewhat positive	Strongly positive	I don't know
i) In the EU						
ii) In Georgia						
iii) In Republic of Moldova						

G.2 Would you like to respond to more detailed questions on the AA/DCFTA's environmental impacts?

- i) Yes
- ii) No

G.3 What **impact** – if any – do you think the Agreement has had upon the following environmental indicators **in the EU**? [hide in case of "no effect" at G.1i), or G.2ii)]

	Very negative	Somewhat negative	No impact / neutral	Somewhat positive	Very positive	I don't know
i) Greenhouse gas emissions						
ii) Air quality and pollution						
iii) Water quality and resources (incl. water stress and pollution)						
iv) Biodiversity and ecosystems (incl. forests and endangered species)						
v) Other natural resources (incl. fisheries and minerals)						
vi) Waste and waste management						
vii) Use of renewable energy						
vii) Energy efficiency and energy losses (incl. transmission and distribution)						
viii) Cleaner fuels and technologies in transport						

G.4 Please explain how (through what mechanism) the AA/DCFTA has led to these effects. If you think that the AA/DCFTA has had any other environmental impacts in the EU countries, please also explain here. [hide in case of "no effect" at G.1i), or G.2ii)]

G.5 What impact – if any – do you think the AA/DCFTA has had upon the following environmental indicators in Georgia / Republic of Moldova? [hide in case of G.2ii]

	Very negative	Somewhat negative	No impact/neutral	Somewhat positive	Very positive	I don't know
i) Greenhouse gas emissions						
ii) Air quality and pollution						
iii) Water quality and resources (incl. water stress and pollution)						
iv) Biodiversity and ecosystems (incl. forests and endangered species)						
v) Other natural resources (incl. fisheries and minerals)						
vi) Waste and waste management						
vii) Use of renewable energy						
viii) Energy efficiency and energy losses (incl. transmission and distribution)						
ix) Cleaner fuels and technologies in transport						

G.6 Please explain how (through what mechanism) the AA/DCFTA has led to these effects. If you think that the AA/DCFTA has had any other environmental impacts in the EU countries, please also explain here. [hide in case of “no effect” at G.1ii) and G.1iii), or G.2ii)]

G.7 What impact – if any – do you think the TSD chapter, and the AA/DCFTA more generally, have had on the below policy aspects in Georgia/Moldova?

	Very negative	Somewhat negative	No impact/neutral	Somewhat positive	Very positive	I don't know
i) Implementation of environmental policy						
ii) Implementation of climate policy						
iii) Enforcement of environmental policy						
iv) Enforcement of climate policy						
v) Ambition of environmental policy						
vi) Ambition of climate policy						
vii) Implementation of social and labour policies						
viii) Enforcement of social and labour policies						

ix) Ambition of social and labour policies						
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G.8 Please explain the reason for your assessment above.

H. Human Rights Impact of the Agreement

H.1 What **influence** – if any – do you think the AA/DCFTA has had upon the enjoyment of human rights in the Parties?

	Strongly negative	Somewhat negative	No effect	Somewhat positive	Strongly positive	I don't know
i) In the EU						
ii) In Georgia						
iii) In Republic of Moldova						

H.2 Would you like to respond to more detailed questions on the AA/DCFTA's impacts on human rights?

- i) Yes
- ii) No

H.3 What impact – if any – do you think the AA/DCTA has had upon the following human rights **in the EU**? [hide in case of "no effect" at H.1i), or H.2ii)]

	Very negative	Somewhat negative	Not at all	Somewhat positive	Very positive	I don't know
i) Right to work						
ii) Right to enjoyment of just and favourable conditions of work						
iii) Right to form trade unions						
iv) Right to strike						
v) Right to social security, including social insurance						
vi) Right to an adequate standard of living (including such rights as the right to food, the rights						

to clothing and housing and the right to continuous improvement of living conditions)						
vii) Right to the enjoyment of the highest attainable standard of physical and mental health (including the right to water and sanitation)						
viii) Right to education						
ix) Right to an adequate environment (protection of the environment)						
x) Right to take part in cultural life						
xi) Right to privacy						
xii) Right to property						
xiii) Right to protection of intellectual property						
xiv) Right to information						
xv) Right to participate in the conduct of public affairs						
xvi) Right of equal access to public services						
xvii) Right to freedom of assembly and association						
xviii) Rights of persons with disabilities						
xix) LGBTI rights						
xx) Women's rights						
xxi) Children's rights						

H.4 Which human rights do you think have been most affected by implementation of the AA/DCFTA in the EU? [hide in case of "no effect" at H.1i), or H.2ii)]

- i) Most affected: [dropdown list of the HR listed in the matrix above]
- ii) 2nd most affected: [dropdown list of the HR listed in the matrix above)]

H.5 Please explain how (through what mechanism) the Agreement has affected human rights. If you think that the AA/DCFTA has had any other human rights impacts in the EU, please also explain here. [hide in case of "no effect" at H.1i), or H.2ii)]

What impact – if any – do you think the Agreement has had upon the following human rights in Georgia / Republic of Moldova? [hide in case of H.2ii)]

	Very negative	Somewhat negative	Not at all	Somewhat positive	Very positive	I don't know
i) Right to work						
ii) Right to enjoyment of just and favourable conditions of work						
iii) Right to form trade unions						
iv) Right to strike						
v) Right to social security, including social insurance						
vi) Right to an adequate standard of living (including such rights as the right to food, the rights to clothing and housing and the right to continuous improvement of living conditions)						
vii) Right to the enjoyment of the highest attainable standard of physical and mental health (including the right to water and sanitation)						
viii) Right to education						
ix) Right to an adequate environment (protection of the environment)						
x) Right to take part in cultural life						
xi) Right to privacy						
xii) Right to property						
xiii) Right to protection of intellectual property						
xiv) Right to information						
xv) Right to participate in the conduct of public affairs						
xvi) Right of equal access to public services						

xvii)	Right to freedom of assembly and association					
xviii)	Rights of persons with disabilities					
xix)	LGBTI rights					
xx)	Women's rights					
xxi)	Children's rights					

H.6 Which human rights do you think have been most affected by implementation of the AA/DCFTA in Georgia / Republic of Moldova?
 [hide in case of "no effect"
 at H.1i), or H.2ii)]

- i) Most affected: [dropdown list of the HR listed in the matrix above]
- ii) 2nd most affected: [dropdown list of the HR listed in the matrix above]

H.7 Please explain how (through what mechanism) the AA/DCFTA has affected human rights. If you think that the Agreement has had any other human rights impacts in in Georgia / Republic of Moldova, please also explain here. [hide in case of H.2ii)]

I. Concluding Questions

I.1 Please elaborate, and provide recommendations, if any.

I.2 Overall, what are the most positive aspects of the AA/DCFTA?

I.3 Overall, what are the most negative aspects of the AA/DCFTA?

I.4 Overall, is there need for improvement in the operation of the Agreement?

- i) No
- ii) Implementation of the Agreement needs to improve
- iii) Parts of the Agreement should be revised
- iv) I don't know

I.5 What aspects of the AA/DCFTA should be the focus for improvements? [hide in case of I.5i) or I.5iv)G.2ii)]

I.6 Are there any other comments you would like to make on EU-Georgia / EU Republic of Moldova AA/DCFTAs?

I.7 If you would like to upload any documents, such as position papers on EU-Georgia / EU Republic of Moldova AA/DCFTAs, please do so here.

ANNEX C: DRAFT QUESTIONNAIRE BUSINESS SURVEY

Business survey on the implementation and impact of DCFTAs as provided by the Association Agreements between the EU and its Member States, on the one hand, and the Republic of Moldova resp. Georgia, on the other

Questionnaire: DRAFT, 19 April 2021

A. Introduction

One short para on the scope of the survey ...

About DCFTAs

One short Para...

About the evaluation of DCFTAs

Short para about the process and link to the website ...

About this survey

The purpose of the consultations ... Who is invited to participate at this survey ... A note that a separate questionnaire for businesses is available with a link ...

The questionnaire is available in English, French, German, Georgian, Romanian and Russian. Completing it should take no more than ... minutes.

Please fill-in the survey by ... (date)

[Note: Red text indicates questions; black text response options, and green text guidance on the flow of questions.]

A.1 Publication privacy settings

The Commission will publish the responses to this public consultation. You can choose whether you would like your details to be made public or to remain anonymous.

- i) Anonymous: Only generic data on your company, and the contribution will be published. No personal details will be published.
- ii) Public: Personal details provided by you (your name and the name of the company) will be published with your contribution. Your email address will NOT be published in any case.

I agree with the personal data protection provisions [\[LINK\]](#)

Note: In the first case, you should not include in your submission any data or information that would allow you, or your company, to be identified.

Please note that regardless of the option chosen, your contribution may be subject to a request for access to documents under the EU Regulation 1049/2001 on public access to European Parliament, Council and Commission documents. In such cases, the request will be assessed against the conditions set out in the Regulation and in accordance with applicable data protection rules.

B. About you

B.1 Where is your company based? [single choice, drop-down]

- i) Georgia
- ii) Republic of Moldova
- iii) EU – [by member state, alphabetically]
- iv) Others [List of other countries, alphabetically]

B.2 How large is your company? [single choice]

- i) Micro (1-9 employees)
- ii) Small (10-49 employees)
- iii) Medium-sized (50-249 employees)
- iv) Large (250 or more employees)

NOTE: For Georgia the Micro business is defined by the annual income which shall not exceed GEL 30,000)

B.3 Is your company women-owned (i.e. women own more than 50% of the company)? [single choice]

- i) Yes
- ii) No

B.4 Is your company women-led (i.e. the top manager is a woman, or women have a majority among top management)? [single choice]

- i) Yes
- ii) No
- iii) I don't know

B.5 Is your company part of associations/trade chambers? [multiple choice]

- i) Business Association
- ii) Trade Chamber
- iii) Other (please specify)

B.6 In which sector(s) do you operate? [multiple choice]

- i) Agriculture: fruit and vegetable production
- ii) Agriculture: other crops (incl. cereals, oilseeds, sugar)
- iii) Agriculture: livestock raising, meat production, dairy and other animal products
- iv) Other agriculture and food products (incl. beverages, spirits and vinegar; tobacco and manufactured tobacco substitutes)
- v) Forestry, wood and wood products
- vi) Fishing and aquaculture
- vii) Mining and quarrying
- viii) Leather, footwear, textiles and other textiles articles
- ix) Chemical, plastics and rubber products
- x) Electrical equipment and machinery
- xi) Automotive and transport equipment
- xii) Other manufacturing articles
- xiii) Utilities (gas, electricity, water supply)
- xiv) Construction Wholesale and retail trade
- xv) Transportation and storage
- xvi) Tourism, accommodation and hospitality services
- xvii) Information and communication services
- xviii) Financial and insurance services
- xix) Business services
- xx) Other services

B.7 What is your name?

B.8 What is your company's name?

B.9 If you are, in principle, available to respond to follow-up questions, please provide your email address (this will not be published).

B.10 Do you know about the EU-Moldova and EU Georgia AA/DCFTAs? [single choice]

- i) Yes, very well, e.g. our company has used it for trade
- ii) I know it reasonably well
- iii) I have heard about it but don't know any details
- iv) I had not heard about it prior to this evaluation/survey

C. Your commercial experience with EU countries and other countries?

C.1 Has your company been involved in trade with the EU recently? [single choice] [show if B.1i), B.1ii) or B.1iii)]

- i) No, never
- ii) No, but we used to trade with the EU in the past
- iii) Yes, as importer only (including sourcing of raw materials/inputs)
- iv) Yes, as exporter only
- v) Yes, as an importer and exporter

C.2 For how long have you traded with the EU? [single choice] [show if C.1iii), C.1iv) or C.1v)]

- i) Before the AA/DCFTA started to provisionally apply in September 2014?
- ii) After the AA/DCFTA stated to provisionally apply in September 2014?

C.3 Are you affiliated with an EU company? [single choice] [show if B.1i), B.1ii) or B.1iii)]

- i) No
- ii) Yes, we have subsidiaries in the EU or investments in EU firms
- iii) Yes, we are a subsidiary of an EU firm or have EU shareholders

C.4 Since when have you been affiliated with the EU company? [single choice] [show if C.3ii) or C.3iii)]

- i) Since before the AA/DCFTA started to provisionally apply in September 2014 (or entered into force 1 July 2016?)
- ii) After AA/DCFTA stated to provisionally apply in September 2014 (or entered into force 1 July 2016?)

C.5 Why have you never traded (or why have you ceased trading) with the EU (if you are based in Georgia or Republic of Moldova)/ with Georgia or Republic of Moldova (if you are based in the EU)? [multiple choice] [show if C.1i), C.1ii), C.5i) or C.5ii)]

- i) Other markets (or suppliers) are more interesting, including our own domestic market

- (comparing benefits and costs)
- ii) Administrative requirements are too cumbersome (e.g. obtaining quotas, meeting rules of origin requirements)
- iii) This trade relation is too costly for us (e.g. market research, maintaining business contacts, trade finance)
- iv) We cannot meet market requirements (e.g. standards, consumer preferences)
- v) Other

C.6 Please briefly explain [show if C.14v]

C.7 With which other countries has your company been involved? Please rank by importance [show if C.16iii), C.16iv) or C.16v)]

	Most important	2 nd most important	3 rd most important	No trade
i) Russia				
ii) Other CIS countries				
iii) Turkey				
iv) China				
v) Others [List of other countries, alphabetically]				

C.8 For how long have you traded with any other countries? [single choice] [show if C.16iii), C.16iv) or C.16v)]

- i) Since before the AA/DCFTA started to provisionally apply in September 2014 (or entered into force 1 July 2016?)
- ii) After AA/DCFTA stated to provisionally apply in September 2014 (or entered into force 1 July 2016?)

D. Impacts of the AA/DCFTA on your operations

D.1 How do you think the AA/DCFTA has affected the following aspects of your company's operations or performance?

	Strongly decreased/ worsened	Somewhat decreased/ worsened	No change	Somewhat increased/ improved	Strongly increased/ improved	I don't know
i) Exports to the EU/to Georgia or / the Republic of Moldova						
ii) Imports from the EU/to Georgia or /the Republic of Moldova						
iii) Level of output						
iv) Profits						
v) Employment						
vi) Production costs						
vii) Access to raw materials						
viii) Access to technology/innovation capacity						
ix) Investment from the partner region into our firm						
x) Investment by us in a partner region firm						

D.2 Please explain how (through what mechanism) the AA/DCFTA has led to these effects. If you think that the Agreement has had any other impacts on your business, please also describe them here.

D.3 Overall, how has the AA/DCFTA affected your company? [single choice]

- i) Very positively
- ii) Somewhat positively
- iii) Not at all
- iv) Somewhat negatively
- v) Very negatively

D.4 Please describe the most important positive or negative effects on your company.

E. *Your experience with the AA/DCFTA*

[show if C.1iii), C.1iv), C.1v), C.5iii), C.5iv), C.5v)]

E.1 Have you traded making use of the tariff preferences offered under the Agreement? [single choice]

- i) Yes, we always do
- ii) Yes, for some of our exports/imports
- iii) No
- iv) I don't know

E.2 Why have you not (always) used the tariff preferences? [multiple choice] [show in case of E.1ii) or E.1iii)]

- i) Our products are not eligible for the preferences (e.g. because of rules of origin)
- ii) We were not aware of tariff preferences
- iii) We don't know how to make use of the preferences
- iv) The administrative cost of using the preferences (e.g. obtaining a certificate of origin) is higher than the benefit for us

E.3 Please briefly explain the most important issue. If there are any other problems with using the preferences, please also describe them here [show in case of E.1ii) or E.1iii)]

E.4 Based on your experience, to what extent to do agree with the following statements on some implementation aspects of the AA/DCFTA?

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	I don't know/ no opinion
Customs issues						
i) The cost of complying with customs requirements on the EU side has reduced						
ii) The cost of complying with customs requirements on the Georgia/Republic of Moldova side has reduced						
iii) The time needed to comply with customs requirements on the EU side has reduced						
iv) The time needed to comply with customs requirements on the Georgia/Republic of Moldova side has reduced						
v) The paperwork needed to comply with customs requirements on the EU side has reduced						
vi) The paperwork needed to comply with customs requirements on the Georgia/Republic of Moldova side has reduced						
vii) We have faced issues with post-clearance audits by EU customs authorities						
viii) We have faced issues with post-clearance audits by Georgia/Republic of Moldova customs authorities						
ix) Overall, customs requirements and procedures under the AA/DCFTA are easy to fulfil						
Rules of origin						
x) Rules of origin are easy to understand						
xi) Rules of origin are easy for us to meet						
xii) Obtaining certificates of origin is easy						
Tariff rate quotas (TRQs)						
xiii) Applying for allocation of quotas is easy						
xiv) The allocation of quotas is transparent						
Standards						
xv) The Agreement has made it easier for us to meet standards and technical requirements in the partner country(ies)						

Public procurement						
xvi) The Agreement has made it easier for us to participate in public procurement proceedings in the partner country(ies)						
Marketing and distribution issues						
xvii) As a result of the Agreement, buyers in the partner country(ies) have shown more interest in our products and services						
xviii) Business trips have become easier because of the Agreement						
xix) As a result of the Agreement, logistics for bilateral trade have improved						
Business environment and regulation						
xx) Our domestic business environment has improved because of the Agreement						
xxi) The Agreement has led to additional regulatory burden for us						

E.5 Please specify at which level (central-level entities, subcentral-level entities) and for which sectors the AA/DCFTA has made it easier for your company to participate in public procurement procedures [show in case of "somewhat agree" or "strongly agree" at E.4xvi)]

E.6 What have been the most salient effects of the AA/DCFTA? Please explain briefly

E.7 What aspects of the AA/DCFTA's implementation should be improved, and how?

F. Effect of the AA/DCFTA on micro, small and medium-sized enterprises (MSMEs) generally

F.1 To what extent do you agree with the following statements about the way the AA/DCFTA has affected MSMEs in the EU?

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	I don't know
i) MSMEs have exported more than they would have without the AA/DCFTA						
ii) MSMEs have faced stronger competition from imported goods or services						
iii) The involvement of MSMEs in global value chains (or bilateral value chains) has increased						
iv) MSMEs have benefited less from the AA/DCFTA than large companies						
v) More MSMEs have started to export						
vi) Overall, MSMEs have benefited from the AA/DCFTA						
vii) MSMEs have gained access to new technologies						
viii) MSMEs have obtained better access to new technologies						
ix) MSMEs have attracted investment						
x) MSMEs have accessed EU funding (ex. EIB, EBRD, Eu4Business, etc)						
xi) The business environment for MSMEs has improved because of the AA/DCFTA						
xii) The administrative requirements for trading under the AA/DCFTA are too burdensome for MSMEs						

F.2 Please explain how (through what mechanism) the AA/DCFTA has led to these effects. If you think that the Agreement has had any other effects for MSMEs in the EU, please also describe them here.

F.3 To what extent do you agree with the following statements about the way the AA/DCFTA has affected MSMEs in the Georgia / Republic of Moldova?

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	I don't know
i) MSMEs have exported more than they would have without the AA/DCFTA						
ii) MSMEs have faced stronger competition from imported goods or services						
iii) The involvement of MSMEs in global value chains (or bilateral value chains) has increased						
iv) MSMEs have benefited less from the AA/DCFTA than large companies						
v) More MSMEs have started to export						
vi) Overall, MSMEs have benefited from the AA/DCFTA						
vii) MSMEs have gained access to new technologies						
viii) MSMEs have obtained better access to new technologies						
ix) MSMEs have attracted investment						
x) MSMEs have accessed EU funding (EIB, EBRD, Eu4Business, etc)						
xi) The business environment for MSMEs has improved because of the AA/DCFTA						
xii) The administrative requirements for trading under the AA/DCFTA are too burdensome for MSMEs						

F.4 Please explain how (through what mechanism) the AA/DCFTA has led to these effects. If you think that the Agreement has had any other effects for MSMEs in Georgia / Republic of Moldova, please also describe them here.

F.5 Do you have any recommendations on how the AA/DCFTA could better support MSMEs?

G. Social, human rights and environmental issues related to the AA/DCFTA

G.1 Has your company, as a result of the AA/DCFTA, developed or strengthened corporate social responsibility, human rights, employment or labour standards policy or environmental policies?

	Introduced for the first time	Strengthened	No	I don't know
i) Corporate social responsibility/Responsible business conduct	A	B		
ii) Human rights policy	A	B		
iii) Employment or labour standards policy				
iv) Environmental policy	A	B		

G.2 Please describe the measures taken to introduce or improve corporate social responsibility [show if "A" or "B" at G.1i)]

G.3 Please describe the measures taken to introduce or improve a corporate human rights policy [show if "A" or "B" at G.1ii)]

G.4 Please describe the measures taken to introduce or improve a corporate environmental policy [show if "A" or "B" at G.1iv)]

H. Concluding Questions

H.1 Overall, what are the most positive aspects of the AA/DCFTA for your company?

H.2 Overall, what are the most negative aspects of the AA/DCFTA for your company?

H.3 Overall, what are the most positive aspects of the AA/DCFTA for businesses in your country generally?

H.4 Overall, what are the most negative aspects of the AA/DCFTA for businesses in your country generally?

H.5 Overall, is there a need for improvement in the operation of the AA/DCFTA?

- i) No
- ii) Implementation needs to improve
- iii) Parts of the Agreement should be revised
- iv) I don't know

H.6 What aspects of the AA/DCFTA should be the focus for improvements?

H.7 Are there any other comments you would like to make on EU-Georgia / EU Republic of Moldova AA/DCFTAs?

H.8 If you would like to upload any documents, such as position papers on EU-Georgia / EU Republic of Moldova AA/DCFTAs, please do so here.

ANNEX D: DRAFT QUESTIONNAIRE CONSUMERS SURVEY

Consumer survey on the implementation and impact of DCFTAs as provided by the Association Agreements between the EU and Georgia and Moldova

Questionnaire: DRAFT, 19 April 2021

A. Introduction

One short para on the scope of the survey ...

About DCFTAs

One short Para...

About the evaluation of DCFTAs

Short para about the process and link to the website ...

About this survey

The purpose of the consultations ... Who is invited to participate at this survey ... A note that a separate questionnaire for businesses is available with a link ...

The questionnaire is available in English, French, German, Georgian, Romanian and Russian. Completing it should take no more than ... minutes.

Please fill-in the survey by ... (date)

[Note: Red text indicates questions; black text response options, and green text guidance on the flow of questions.]

A.1 Publication privacy settings. The Commission will publish the responses to this public consultation. You can choose whether you would like your details to be made public or to remain anonymous.

- i) Anonymous: Only your type of respondent, country of origin and contribution will be published. No other personal details will be published.
- ii) Public: Personal details provided by you will be published with your contribution. Your email address will NOT be published in any case.

I agree with the personal data protection provisions ([link](#))

Note: In the first case, you should not include in your submission any data or information that would allow you, or your organisation, to be identified.

Please note that regardless of the option chosen, your contribution may be subject to a request for access to documents under EU Regulation 1049/2001 on public access to European Parliament, Council and Commission documents. In such cases, the request will be assessed against the conditions set out in the Regulation and in accordance with applicable data protection rules.

B. About you

B.1 Please select in what capacity you are participating in this survey [single choice]

- i) As an individual
- ii) As a representative of an organisation

B.2 Where are you based? [single choice, drop-down]

- i) Georgia
- ii) Republic of Moldova
- iii) EU – [by member state, alphabetically]
- iv) Other [List of other countries, alphabetically]

B.3 What is your gender? [single choice]

- i) Female
- ii) Male
- iii) Other/I prefer not to state

B.4 What is your age? [single choice]

- i) Under 18
- ii) 18-25
- iii) 26-35
- iv) 36-45
- v) 46-55
- vi) 56+

B.5 Indicate your level of income? [single choice]

- i) Low income
- ii) Medium income
- iii) High income

B.6 What is current occupation? [single choice]

- i) Employed
- ii) Self-employed
- iii) Unemployed
- iv) Student
- v) Retired

B.7 Which of this best describes the general area where you live?

- i) Urban
- ii) Rural

B.8 How would you classify your organisation (select one of the following options): [hide in case of B.1i)]

- i) Government or public sector
- ii) Private company
- iii) Business association
- iv) Consumer organisation
- v) International organisation
- vi) Civil society organization
- vii) Academia/research institute/think tank
- viii) Other (please specify)

B.9 Is your organisation a woman-led organisation (is a woman in charge of your organisation and/or are more than half of the board members women)? [single choice] [hide in case of B.1i)]

- i) Yes
- ii) No

B.10 What is your name?

B.11 What is your organisation's name?

B.12 If you are, in principle, available to respond to follow-up questions, please provide your email address.

C. Operational objectives and implementation of the AA/DCFTA

C.1 To what extent do you think the DCFTA has achieved the following operational objectives in the area of consumer protection?

	Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree	I don't know
i) It has improved consumer protection framework						
ii) It has improved state supervision in the area of consumer protection						
iii) It has improved consumer awareness regarding their rights						
iv) It has supported strengthening of consumer protection organizations and NGOs						
v) It has improved product safety						
vi) It has supported avoidance of misleading and comparative advertising						

C.2 What was the impact for the consumer from the Republic of Moldova/Georgia/EU as a result of the implementation of the AA/DCFTA?

	Positive impact	Neutral impact	Negative impact	I don't know
Price of goods and services				
Choice/availability of goods and services				
Quality of goods and services available				
Safety of goods and services				
Information availability				
Protection of consumers' rights				
Sustainability of goods and services				
Protection of vulnerable consumers				

C.3 In your opinion, did food safety increase as a result of the implementation of the AA/DCFTA? [single choice]

- i) Yes
- ii) No

C.4 Which of the following categories of food products you consider to have been impacted a result of the implementation of the AA/DCFTA?

	Positive impact	Neutral impact	Negative impact	I don't know
Fresh fruit and vegetables				
Dairy products				
Poultry and eggs				
Bakery products				
Meat				

Non-alcoholic beverages				
Alcoholic beverages				

C.5 In your opinion, did the quality of industrial products increase as a result of the implementation of the AA/DCFTA? [single choice]

- i) Yes
- ii) No

C.6 Which of the following categories of industrial products you consider that have been impacted as a result of the implementation of the AA/DCFTA?

	Positive impact	Neutral impact	Negative impact	I don't know
Textiles and clothing				
Fuels				
Pharmaceutical products				
Construction materials				
Electronic and communication products				
Transport and associated consumables				

C.7 In your opinion, did the quality of services increase as a result of the implementation of the AA/DCFTA? [single choice]

- i) Yes
- ii) No

C.8 Which of the following categories of services you consider that have been impacted as a result of the implementation of the AA/DCFTA?

	Positive impact	Neutral impact	Negative impact	I don't know
Transport				
Healthcare				
Banking and financial services				
IT and communication services				
Tourism and recreation				
Education and sports				

C.9 In your opinion, did the implementation of the AA/DCFTA have an impact on the local suppliers of goods and services? [single choice]

	Positive impact	Neutral impact	Negative impact	I don't know
Impact on the local suppliers of goods and services				

C.10 [For Moldova] Did AA/DCFTA have an impact on the consumers from the entire territory of the Republic of Moldova, including in the Transnistrian region? [single choice]

- i) Yes
- ii) No

C.11 In your opinion, who benefitted the most from the implementation of the AA/DCFTA? [single choice]

- i) Large Producers and exporters from the EU
- ii) Small and medium sized producers and exporters from the EU
- iii) Large local producers and exporters from the Republic of Moldova
- iv) Small and medium sized producers and exporters from the Republic of Moldova
- v) Consumers from the EU
- vi) Consumers from the Republic of Moldova
- vii) Other, please specify:

C.12 In your opinion, do you think that in the future the AA/DCFTA will have a positive impact for consumers? [single choice]

- i) Yes
- ii) No
- iii) Somewhat
- iv) I do not know

D. Impact of AA/DCFTA on the improvement of consumer protection

D1.To what degree do you think consumer protection rights are guaranteed in your country at the moment?

	Fully guaranteed	Somewhat guaranteed	Not at all	I don't know
Country Georgia/Moldova				

D2. What is the impact of the AA/DCFTA on the consumer protection situation in Georgia/Moldova?

	Very negative	Somewhat negative	Not at all	Somewhat positive	Very positive	I don't know
i) Labelling						
ii) Misleading advertising						
iii) Financial products						
iv) Tourism services						

D3. What will be the impact of the AA/DCFTA on the protection of consumer rights once legislative approximation obligations are fully implemented in Georgia/Moldova?

	Very negative	Somewhat negative	Not at all	Somewhat positive	Very positive	I don't know
i) Strengthened state supervision related to consumers protection						
ii) Increased participation of non-state actors in the area of consumers protection						
iii) Increased responsibility of producers/service providers						
iv) Improved quality of products and services						

D4. What are major difficulties on the road towards implementation of consumer protection obligations?

- i) Complex regulations
- ii) Lack of political will
- iii) Tight implementation schedule
- iv) Lack of awareness on the side of stakeholders

D5. Name maximum three economic sectors (e.g. industrial production; food production; financial services; tourism) where you think consumer protection is most problematic

	Name of sector	Where? (Georgia / Republic of Moldova)	What is the most problematic issue for consumer protection in the selected sector
Sector 1			
Sector 2			
Sector 3			

D6. Please elaborate

D7. Name maximum three economic sectors (e.g. industrial production; food production; financial services; tourism) where you think consumer protection is most improved

	Name of sector	Where? (Georgia / Republic of Moldova)	What was improved specifically
Sector 1			
Sector 2			
Sector 3			

D8. Please elaborate

D9. In your opinion does the implementation of consumer protection regulations has influence on prices of products and services? [please name by sector (industrial product; food product; financial services; tourism)]

	Name of sector	Where? (Georgia / Republic of Moldova)	Does not have	Prices increased/decreased
Sector 1				
Sector 2				
Sector 3				

E. Concluding Questions

E1. Please elaborate, and provide recommendations, if any.

E2. Overall, what are the most positive aspects of the AA/DCFTA?

E3. Overall, what are the most negative aspects of the AA/DCFTA?

E4. Overall, is there need for improvement in the operation of the AA/DCFTA?

- i) No
- ii) Implementation of the Agreement needs to improve
- iii) Parts of the Agreement should be revised
- iv) I don't know

E5. What aspects of the AA/DCFTA should be the focus for improvements?

E6. Are there any other comments you would like to make on EU-Georgia / EU Republic of Moldova AA/DCFTAs?

E7. If you would like to upload any documents, such as position papers on EU-Georgia / EU Republic of Moldova AA/DCFTAs, please do so here.