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Project *"Combined Efforts in Support to Disadvantaged People on the Labour Market in the Cross-Border Area"*, project code 16.4.2.056, e-MS code ROBG - 163.

MANUAL PART ONE

This part of the Manual has been developed by the Bulgarian members of the Joint Expert Group.

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SECTION I „ADMINISTRATIVE INFORMATION“

1.1 BUSINESS INSTITUTIONS

1.1.1 Bulgarian Industrial Association

БЪЛГАРСКА
СТОПАНСКА
КАМАРА



BULGARIAN
INDUSTRIAL
ASSOCIATION

съюз на българския бизнес

Union of the Bulgarian Business

Address: Sofia 1000, 16-20 Alabin Str

Phone: + 3592 932 09 11

Fax: + 3592 987 26 04

Email: office@bia-bg.com

Website: <http://www.bia-bg.com>

Bulgarian Industrial Association - Union of Bulgarian Business (BIA) is a non-governmental organization established on April 25, 1980. In its more than 36 years history BIA has established itself as one of the leading partners of the state in defining economic policy, maintaining its party commitment and guided solely by the principles of nationally responsible behavior, competence and correctness.

BIA is a nationally responsible business union working for:

- Creating conditions for accelerated and sustainable growth;
- Transparent management;
- Stable legislation that protects principles and not purposeful ones;
- Balanced knowledge-based economy with high added value;
- Equal treatment of property;
- Competitive market, incl. social services;
- Human resources development and flexible industrial relations;
- Preservation and development of the Bulgarian production,
- Expanding economic freedom and promoting entrepreneurship;
- Limiting the administrative pressure and the participation of the state in the economy;
- Fair and expedited justice;
- Limitation of regulatory uncertainty and frequent changes to laws;
- Creation of modern models for business networks;





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- Protecting the interests of Bulgarian employers and entrepreneurs locally and internationally.

Bulgarian Industrial Association actively participates in the **system of social dialogue** at national and international level, where it defends the interests of the Bulgarian business in changing the legal framework and administrative practices.

On a territorial basis, BIA has established a **network of regional and municipal organizations** in all regional and in many municipal centers. More than 100 local business associations operate locally. The network is developing dynamically over time and the number of municipal and local organizations is constantly growing. The territorial structures of BIA are actively involved in the social dialogue at the regional level as well as in the work of the Regional Development Councils.

INDUSTRIAL ASSOCIATION - MONTANA

Address: Montana 3400, 3 March Street; Phone: 0888 804980; Fax: 096 306 653; BIA Members in the Area: 99

The Montana Industrial Association was established in 1982 as a voluntary economic union of companies created to unite interests and support business development in the region. It is a member of more than 32 industrial and commercial companies from Montana, Varshets, Lom, Berkovitsa and others.

1.1.2 Bulgarian Chamber of Commerce and Industry



1058 Sofia, 9 Iskar Str

Phone: (02) 8117 400, 987 26 31

fax: (02) 987 32 09

Email: bcci@bcci.bg

The **Bulgarian Chamber of Commerce and Industry (BCCI)**, established in 1895, is an independent, non-governmental association to support, promote, represent and protect the economic interests of its members, contributing to the development of international economic cooperation and assistance to European and international integration of Bulgaria. The Chamber's activity is based on the principles of voluntary membership, autonomy and self-financing. BCCI strives to establish correct and ethical relationships among the business environment.





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The Bulgarian Chamber of Commerce and Industry and the 28 Regional Chambers of Commerce are united in a Unified System of Bulgarian Chambers of Commerce, of which approximately 53,000 merchants, associations and more are members.

A **Council of the Branch Organizations** is established and functioning at BCCI. It was established on January 14, 1999. The main goals of the Council and its activities are aimed at fostering the dialogue between state institutions and business and balancing the interests of the branch organizations on the main problems related to creating a favorable climate for development of the Bulgarian business. It contains of 104 branch organizations members.

Vision

BCCI is based on the principles of voluntary membership, autonomy and self-financing, and seeks to establish ethical relationships in business. Its priorities are: sustainable economic growth, work with European funds, reduction of regulatory regimes; involvement of branch organizations (BO Council) and regional chambers (Council of Presidents) in order to achieve better business conditions in the country; constructive dialogue with the government and local authorities of government; constant contact with companies to assist in their direct business; the development of e-commerce and international standards GS1 (GS1 Council).

Montana Chamber of Commerce and Industry

0 96/ 30 01 88

mtp@abv.bg

Montana 3400, 41 Treti Mart Blvd., 5th floor, offices 3-4 (Health Insurance Fund building)

1.1.3 Confederation of Employers and Industrialists in Bulgaria /CEIB/



Address:

1463 Han Asparuh Street, Sofia 1463

tel .: +359 2 981 9169

fax: +359 2 988 6776

office@ceib.bg

www.krib.bg





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CEIB is the **Voice of Bulgarian Business**, which:

- produces three-quarters of Bulgaria's GDP
- employs over 900,000 people
- brings together over 12,000 companies, collective and individual members
- provides over three-quarters of Bulgarian exports

Mission:

- To be effective in improving the business climate in the country
- To assist its members in sharing good business practices
- To increase the competitiveness of the Bulgarian economy

CEIB is an **active participant in social dialogue**:

- has representatives at national, regional and European level
- proposes opinions on draft laws at the National Assembly
- Participates in the National Tripartite Cooperation Council

CEIB has strong **regional and industry structures**:

- has 130 regional offices throughout the country
- unites 131 branch organizations in all sectors
- there are 12 sectoral committees that coordinate the interests of members.

CEIB works with European funds:

- helps to increase the capacity of the business to participate in projects
- there are representatives on OP Monitoring Committees

1.2 Authorities responsible for the control of the company's activities

1.2.1 NATIONAL REVENUE AGENCY



НАЦИОНАЛНА АГЕНЦИЯ
ЗА ПРИХОДИТЕ

52 Knyaz Al. Dondukov Blvd., Sofia, Bulgaria;
NRA Information Center - 0700 18 700,
Email: infocenter@nra.bg





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The **National Revenue Agency (NRA)** is a specialized state body under the Minister of Finance. The main task of the NRA is to administer taxes and social security contributions, as well as to collect other public and private state receivables. The Agency's mission is to promote voluntary payment by offering new and modern services to facilitate its clients. The main functions of the NRA are related to servicing citizens and business representatives in connection with their tax and social security obligations. The Revenue Agency also enforces the collection of overdue budgetary commitments, as well as claims issued by other government bodies that are not paid on time. The NRA represents the state in commercial insolvency cases as well.

Guide

The Executive Director of a National Revenue Agency manages and represents the Agency, assisted by Deputy Executive Directors. The administrative management of the Agency shall be exercised by the Secretary-General.

Management Board

The NRA Management Board consists of the Minister of Finance, the Governor of the National Social Security Institute, the Governor of the National Health Insurance Fund, the Deputy Minister of Finance appointed by the Minister of Finance, and the Executive Director of the Agency.

Headquarters

The NRA Headquarters assists the Executive Director in the planning, organization, management and control of the Agency's overall operations.

NRA territorial directorates

The National Revenue Agency has six territorial directorates in Sofia, Plovdiv, Veliko Turnovo, Varna and Burgas and the Territorial Directorate "Large taxpayers and insurers", which administer the Republican taxes and the mandatory social security contributions.

1.2.2 "GENERAL LABOR INSPECTORATE" EXECUTIVE AGENCY



Headquarters, Executive Agency "General Labor Inspectorate"

Address: 3, Knyaz Al. Dondukov Blvd., 1000 Sofia

e-mail: e-mail@gli.government.bg





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Functions of EA GLI

Executive Agency "General Inspectorate" (EA GLI) is a budget-funded legal entity with headquarters in Sofia. The Agency is a secondary authorizing officer with the Minister of Labor and Social Policy.

General Inspectorate Labor performs its activity individually or in cooperation with other bodies of the state administration. In carrying out its activity it may cooperate with the organizations of employees and employers, as well as with other non-governmental organizations.

General Inspectorate Labor carries out its activities by:

1. controls the observance of the labor legislation;
2. exercise specialized control over the observance of the Health and Safety at Work Act, the Employment Promotion Act, the legislation related to the performance of the civil service, and the rights and obligations of the parties to the employment relationship and other normative acts when this has been mandated by law;
3. provide information and technical advice to employers and employees on the most effective methods of compliance with labor legislation and on the implementation of the Employment Promotion Act;
4. notify the competent authorities of any deficiencies and shortcomings in the current labor legislation.

1.3 Institutions assisting persons in a disadvantaged position

1.3.1 AGENCY FOR SOCIAL ASSISTANCE

REGIONAL DIRECTORATE - MONTANA

Montana, Square "Zheravitsa" №1

tel. 096 / 30-07-87

montana-rdsp@asp.government.bg





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The **Agency for Social Assistance** is an executive agency - a secondary authorizing officer with the Minister of Labor and Social Policy. The Social Assistance Agency is a budget-funded legal entity with its headquarters in Sofia and is represented and managed by an Executive Director. The territorial divisions of the Social Assistance Agency are regional directorates for social assistance in the regional administrative centers and directorates "Social Assistance".

The Social Assistance Agency is an administration to the Minister of Labor and Social Policy for the implementation of the state social assistance policy, which carries out the following activities:

1. provision of social benefits and family benefits for children;
2. entry in the register of persons who can provide social services in the order determined by law;
3. control over compliance with established criteria and standards for the provision of social services;
4. opening, changing the type and / or changing the capacity of social services and closing of social services when activities delegated by the state;
5. registration of Bulgarian natural persons performing social services, registered under the Commercial Law, and of legal entities, as well as of natural persons engaged in commercial activity, and of legal entities arising under the legislation of another Member State of the European Union, or of another country in the European Economic Area;
6. preparation of summarized annual reports and analyzes on the social assistance activity in the country, which it presents to the Minister of Labor and Social Policy;
7. participate in the drafting of normative acts in the field of social assistance and social services;
8. develops a uniform system for evaluation and control of the activities of the Social Assistance Directorates and carries out specialized control over them through the Inspectorate;
9. coordinates the activities for planning and development of social services;
10. develop criteria and standards for the quality of social services;

1.3.2 AGENCY FOR PEOPLE WITH DISABILITIES

Address:

104-106 Sofronii Vrachanski Str., 1233 Sofia

tel. 931 80 95; 832 90 73

fax 832 41 62

email: ahu@mlsp.government.bg

The Agency for People with Disabilities shall carry out the following activities:





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1. Creates and maintains an information database for people with permanent disabilities;
2. Register the persons who carry out activities for provision of auxiliary means, devices and equipment for persons with disabilities and medical devices specified in the lists under Art. 35a, para. 1 of Disabled Persons Act;
3. Controls the activities on provision of aids, equipment and facilities for people with disabilities and medical devices specified in the lists under Art. 35a, para. 1;
4. Keeps a register of specialized enterprises and cooperatives of people with disabilities;
5. Participates and gives a binding opinion in the drafting of normative acts related to people with disabilities;
6. Develops programs and finances projects to stimulate the business initiative of people with disabilities and the business initiative in the interest of people with disabilities;
7. Develops programs and finances projects for rehabilitation, integration and creation of accessible environment for people with disabilities;
8. Prepares summarized annual reports and analyzes of the activities on integration of persons with disabilities;
9. Other activities specified by law or by an act of the Council of Ministers.

1.3.3 COMMISSION FOR PROTECTION AGAINST DISCRIMINATION

Head Office:
1125 Sofia, Dragan Tsankov Blvd No.35
tel: 02/807 30 30
fax: 02/807 30 58
e-mail: kzd@kzd.bg

Montana Regional Representative
Montana, 3400, 6 "Al.Stamboliyski" str., fl.6,
room 608
Phone: 096/305 367
e-mail: montana.kzd@kzd.bg

The Commission for Protection against Discrimination (CPD) is a Bulgarian national independent specialized state quasi-judicial body for the prevention of discrimination, protection against discrimination and the implementation of the state policy in the field of equal opportunities and equal treatment of all citizens on the territory of the Republic of Bulgaria. It is the 'national equality body' that all EU Member States have. The Commission is a budget-funded legal entity with its headquarters in Sofia and its regional representatives, which oversees the implementation and compliance with the Anti-Discrimination Act or other laws governing equality of treatment.

The CPD has the power to review and decide on cases of discrimination, to impose coercive administrative measures and sanctions in case of found violations, to order cessation of the violation and restore the original situation, to make recommendations to state and municipal authorities for the cessation of discriminatory practices and the abolition of discriminatory practices their acts, issued in violation of the legislation governing equality of treatment, to give opinions on draft normative acts for their compliance with legislation Prevention of





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discrimination, as well as recommendations for the adoption, repeal, amendment and supplementation of regulations on equal treatment.

SECTION II "LEGAL AND FINANCIAL ASPECTS"

2.1 General legal framework

Concerns for the education and training of persons with disabilities in order to ensure equal opportunities for their active participation in social life, as well as enhancing their social and professional inclusion, are evidenced by a number of national legislative provisions. A synthesis of the main texts of each country's legislation is presented in the table below:

	LEGISLATIVE FRAMEWORK
BULGARIA	<ul style="list-style-type: none"> ▪ Disabled Persons Act, 2019: the law provides conditions and guarantees for the social and professional inclusion of people with disabilities ▪ Defines methods of integration: training and professional qualification, socio-economic protection, accessibility.
ROMANIA	<ul style="list-style-type: none"> ▪ The Constitution: Protection of persons with disabilities, social protection, equal opportunities for participation in social life ▪ Act 53 of 1992: Special Protection ▪ Law 57 of 1992: Framework for the Employment of Persons with Disabilities

Recognition of disability and status of persons with disabilities in the labor market

Traditionally, disability is associated with an established lack of capacity. A proper interpretation of the rights of persons with disabilities cannot miss their potential, including their potential to work. Therefore, any social policy that claims to be democratic and humane must consider disability as an individual situation, as a set of constraints and realities. In each country, there are institutions that certify the type and extent of the disability, and these are summarized in the table below:

	RECOGNITION OF DISABILITY AND STATUS OF DISABLED PERSONS
BULGARIA	The evaluation is carried out by a special medical committee working within the Ministry of Health.





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ROMANIA	Medical examination committees are set up by the Directorate-General for Social Assistance and Child Protection (DGASPC) and they are the ones who recognize the type / degree of disability by issuing a certificate showing the condition of the disabled person.
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Obligations to provide employment for persons with disabilities

In the context of some of the structural changes taking place in the European economy, people with disabilities suffer from a combination of problems in the labor market and their limited employment opportunities. Although people with disabilities represent one sixth of the total European working-age population, their employment rate is relatively low and unemployment is twice as high as that registered for the rest of the workforce.

New European policies in the field of social protection for people with disabilities aim to increase their employment rate by introducing obligations for employers to hire them. Specifically and synthesized, specific legislative decisions in partner countries are as follows:

	OBLIGATION TO HIRE DISABLED PERSONS
BULGARIA	Article 315 of the Labor Code: Companies with more than 50 employees are required by law to employ people with reduced working capacity - from 4 to 10% of the total number of employees, depending on their economic activity.
ROMANIA	Businesses with more than 250 workers must employ disabled people - at least 3% of the total staff. Companies that refuse to hire these persons must pay the amount of the accident risk to the disabled persons who they have not hired within the country's minimum gross salary each month.

We can state that, on the one hand, the employability rate is different in different countries, on the other hand, the refusal of employers to hire disabled people is punishable by financial sanctions that increase revenues in the state budgets without solving the problem of the professional inclusion of people with disabilities.

Existing structures for training/for providing employment for persons with disabilities, staff, social workers and specific activities

If, for a long time, the difficulties of persons with disabilities were ignored, today we are witnessing the increasing attention being paid to this category. Numerous institutions, both in the public and private sectors, provide professional





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assistance and employment advice to persons with disabilities. A summary of the institutions providing such services is presented in the following table:

	TRAINING / INCLUSION / EMPLOYMENT STRUCTURES FOR DISABLED PERSONS
BULGARIA	<ul style="list-style-type: none"> ▪ State Agency for Social Assistance: assistance from social workers, vocational training for reintegration ▪ State Agency for People with Disabilities: technical aids, maintains a site with comprehensive information and a special register of companies employing disabled people ▪ National Center for Social Rehabilitation: support for social integration: technical equipment for greater mobility, legal advice, computer training, cultural activities ▪ Union of Persons with Disabilities in Bulgaria (NGO): protecting the rights, interests and needs of people with disabilities before the Bulgarian government
ROMANIA	<ul style="list-style-type: none"> ▪ Directorate-General for the Protection of Persons with Disabilities (Ministry of Labor) - coordination of activities to protect the rights of persons with disabilities ▪ National organizations of persons with disabilities in Romania ▪ Federation of Non-Governmental Organizations - develops programs for equal opportunities, integration and social inclusion of persons with disabilities ▪ The League for the Promotion and Protection of the Rights of Persons with Disabilities, runs awareness campaigns on their rights and provides legal assistance. Provides informal training and social activities ▪ Motivation Foundation Romania: social integration of disabled people, changing attitudes of members of the public and the community with or without disabilities ▪ Foundation H: Provides distance learning for people with disabilities to ensure equal opportunities for education and vocational training.

The success of the activities for orientation and socio-professional integration of persons with disabilities requires a large number of specialists in various fields: career guidance counselors, psychologists, social workers, education and training specialists, medical and support staff and lawyers.

2.2 Tax and accounting legislation

There are two main categories of taxes in Bulgaria - direct and indirect.





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Direct taxes are:

- Corporate tax on annual tax profit;
- Personal Income Tax;
- Taxes withheld at source.

Indirect taxes are:

- Value added tax;
- Excise duties.

2.2.1 Personal income taxes

The taxation regime for the income of individuals, including sole traders, is governed by the provisions of the Personal Income Tax Act (PITA).

Subject to taxation

Income of resident natural persons from sources in the Republic of Bulgaria and abroad and income of non-resident individuals from sources in the Republic of Bulgaria.

Taxable persons

- local and non-resident natural persons who are subject to the tax obligation under the law;
- local and foreign persons obliged to withhold and pay taxes under the law;
- legal representatives of the named persons.

A resident natural person, regardless of nationality, is a person with a permanent address in Bulgaria, or who resides on the territory of the country for more than 183 days during each 12-month period, or whose center of vital interests is located in Bulgaria. A person with permanent address in Bulgaria is not a local individual if his / her center of vital interests is not located in the country.

A non-resident individual is a person who is not designated as a resident.

Tax period

The tax period for taxing the income of individuals is the calendar year, with the exception of income taxed on final tax.

Taxable income

Income from all sources acquired by the taxable person during the taxable year, except for income that is not taxable by law. In determining the amount of taxable income, the expenses stipulated by law are deducted.

TYPES OF TAXES

I. TAX ON THE GENERAL ANNUAL TAX BASIS

Subject to taxation





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Income from employment, income from another business activity, income from rent or other consideration for the use of rights or property, income from the transfer of rights or property and income from other sources.

II. TAX ON THE ANNUAL TAX BASIS ON INCOME FROM ECONOMIC ACTIVITY AS A SOLE TRADER (ST)

Subject to taxation

The income from the business activity of the ST is taxed, the income from the business activity of an individual who is a trader within the meaning of the Commercial Act but is not registered as an ST, and the income from the business activity of individuals, registered under the VAT Act, who are registered as agricultural producers. Individuals registered as farmers who are not registered under the VAT Act may choose to tax their annual business income tax as an ST with the submission of a model declaration.

Tax relief for determining the amount of the tax on the general annual tax base and the tax on the annual tax base for business income as an ST, for:

- persons with reduced working capacity of 50 and more than 50 percent;

III. FINAL TAX

Subject to taxation and tax rate

- certain income of non-residents from a source in Bulgaria not realized through a certain base in the country - income from the use or disposal of movable and immovable property, royalties, fees for technical services, interest, etc. Tax rate -10 percent;
- Income of local and foreign persons from supplementary voluntary insurance, voluntary health insurance and life insurance, as well as some other, referred to in Article 38 of the Law, income - 10 or 7 percent;
- Income from dividends and liquidation shares in favor of local and foreign individuals - 5 percent.
- interest income on deposit accounts with commercial banks acquired by resident individuals. Tax rate -10 percent;

IV. PATENT TAX

The conditions and procedure for taxation of this tax are laid down in the Local Taxes and Fees Act - see Patent Tax Document - <http://www.minfin.bg/en/785>

Declaring and other provision of information

Ongoing

- with a statement of the ordinance issued on the basis of art. 73, para 6 of the PITA - by employers - for income from employment relationships.





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- by a declaration under Article 55 of the PITA - by the enterprises and self-insured persons - payers of income, obliged to withhold and pay taxes according to the law or by the person who has acquired the income when the payer of the income is not an enterprise or self-insured person - for all other income;

Annually

- with an annual tax return under Article 50 of the Personal Income Tax Act - by a person who has earned income.

The annual tax return shall be filed with the territorial directorate of the National Revenue Agency at the permanent address of the natural person, including the sole trader, who is liable for the tax liability, by 30 April of the year following the year of acquisition of income.

The annual tax return also declares loans received and granted over a certain amount, as well as foreign-owned ones: shares, interests in companies, place of business, a certain base and real estate. There is no declaration of taxable income, income taxed on final tax and income from employment.

2.2.2 Corporate Income tax

The corporate tax regime is regulated by the Corporate Income Tax Act.

Subject to taxation

Corporate tax is levied on:

- the profit of local legal entities;
- the profit of non-commercial local legal entities, including religious organizations, from transactions under Article 1 of the Commercial Law, as well as from the rental of movable and immovable property;
- the profit of foreign legal entities from a place of business in the Republic of Bulgaria;
- the profit from the activities of certain gambling organizers.

2.2.3 Accounting legislation

As of 1 January 2016, a new Accounting Act (AA) is in force in Bulgaria, which complies with the provisions of Directives 2013/34 / EU and 2014/95 / EU of the European Parliament and of the Council.

The new law introduces a number of changes to national accounting legislation, the most important of which are related to the following:

- Introducing a categorization of enterprises and groups, on which a lot depends on the requirements of the AA
- Changes in the definition of public-interest entity (PIE)
- The applicable accounting basis for financial reporting
- Minimum requirements for the elements of financial statements





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- Preparation of new annual reports
- Independent financial audit criteria
- Publicity requirements for financial statements and reports
- Management's responsibility
- Significantly higher penalties for non-compliance.

2.3 Compulsory social security and health insurance

2.3.1 The compulsory state social security system

1. Social risks for which the persons in the state social insurance are insured

Persons subject to state social insurance are insured in:

- General Sickness and Maternity Fund for General Sickness and Maternity, which includes the provision of temporary incapacity for work, temporary disability and maternity;
- Pension Fund for disability due to general illness, old age and death;
- Fund "Pensions for the Persons under Art. 69 "for disability due to general illness, old age and death;
- Occupational Accident and Occupational Illness Fund for occupational accident and occupational disease, which includes disability, death, temporary disability and temporary disability due to occupational accident and occupational disease;
- Unemployment Fund for unemployment.

2. Payments provided by state social security

State Social Security provides benefits, assistance and pensions in:

- temporary disability;
- temporary reduced work capacity;
- disability;
- motherhood;
- unemployment;
- old age;
- death.

2.3.2 Social Security of employees

1. Occurrence of the obligation to provide labor contractors

Employees are compulsorily insured for general illness and maternity (General Sickness and Maternity Fund), disability due to general illness, old age and death (Pension Fund), occupational accident and occupational disease (Occupational accident and occupational disease fund) and unemployment (Unemployment fund) on the grounds of Art. 4, para. 1, item 1 of Social Security Code.





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From January 1, 2015, all employees are compulsorily insured on this basis, regardless of how many days or hours they work during the calendar month and whether they work under one or more legal relationships.

In order for a person to be considered as insured and entitled to the cash benefits and benefits provided for by Social Security Code, two conditions must be met simultaneously:

- carry out the employment activity which is the basis for insurance;
- Contributions paid or paid due / received, accrued but not paid or not accrued/.

2. Social security income for employees

Employee social security income includes all salaries, including accrued and unpaid, and accrued earnings and other employment income. The insurance of employees is on the determined gross monthly salaries, but on not less than the minimum social security income, determined by the Law on the budget of the Social Insurance Company for the respective year, and for persons for whom the minimum insurance income does not apply no less of the minimum wage for the country and no more than the maximum monthly amount of social security income.

3. Employees who are not covered by the minimum social security income

The amount of the minimum social security income by main economic activities and occupational qualification groups for employees of the budget sector does not apply.

4. Non-contributory employee incomes

The following paid amounts of employees are not subject to insurance:

- daily allowance for business trips up to twice the amount stipulated in the regulation, travel and accommodation allowances for business trips;
- the value of free food and / or food supplements;
- the value of the free food provided in kind to the crew members for the days in operation;
- the value of the work, uniform, protocol and representative clothing provided under the conditions and in the order stipulated in a normative act.
- the value of special work clothing and personal protective equipment provided in kind under the conditions and procedure provided for in a regulation or collective agreement.
- the amounts for interest, which are paid in accordance with Art. 245, para. 2 of the Labor Code;
- the benefits under Art. 200, 213, 214, Art. 216, para. 1, items 1 and 2, para. 2 and 3, Art. 220, 221, Art. 222, para. 2, 3 and 4, Art. 224, 225, 226, Art. 232, para. 2 and Art. 331 of the Labor Code.





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They are not subject to insurance benefits for temporary incapacity for work or pregnancy and childbirth and rearing or adoption of a child from 2 to 5 years of age.

With effect from 07.04.2017 insurance contributions shall not be calculated and paid on the income from work activity received in the form of expenses in kind within the meaning of § 1, item 83 of the additional provisions of the Corporate Income Tax Act, if the insurer made a choice under Art. 24, para. 3 of the Personal Income Tax Act to tax these expenses in accordance with the Corporate Income Tax Act.

2.3.3 Provision of self-insured persons

Self-insured persons within the meaning of the Social Security Code are: persons registered as practicing freelance and/or craft activity; persons engaged in employment, such as sole traders, owners or partners in commercial companies and individuals - members of non-personified companies; and farmers and tobacco producers registered in the appropriate order (Article 4, Paragraph 3, Item 1, Item 2, Item 4 of the SSC).

Obligation to provide for self-insured persons:

The obligation to provide for self-insured persons arises from the day of commencement or resumption of employment and continues until its interruption or termination.

Registration of start of employment by self-insured persons:

Self-insured persons are obliged to register the beginning of their work activity by submitting a declaration in a certified form to the competent TD of the National Revenue Agency within seven days from its commencement. The interruption, termination or resumption of activity shall also be established by a statement lodged within seven days of the occurrence of the circumstance.

Social risks for which self-insured persons are insured:

Self-insured persons are compulsorily insured for disability due to general illness, old age and death (Pension Fund). Optionally, they may also be insured for general illness and maternity (Article 4, Paragraph 3 and Paragraph 4 of the SSC).

2.3.4 Supplementary mandatory pension insurance (SMPI)

The Supplementary Compulsory Pension Insurance (SMPI) is the second pillar of the pension system and entitles the second supplementary pension to those born after December 31, 1959 and the possibility of receiving a pension for early retirement of workers under conditions of the first and second category of labor. This type of insurance is governed by Title II of the Social Security Code (SSC). It





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is implemented through participation in Universal and/or Occupational Retirement Funds that are established and managed by licensed pension insurance companies. Participation in a SMPI fund shall be made by submitting an individual application within three months of the occurrence of the obligation to secure or on the basis of an official allocation, the manner and procedure of which shall be determined by joint instruction of the Financial Supervision Commission and the National Revenue Agency.

Insured persons

- Persons born after December 31, 1959 are compulsorily insured for supplementary pension in a Universal Pension Fund if they are insured in the State Social Security Pensions Fund.

Exception: Employees of the National Intelligence Service, the Military Information Service of the Ministry of Defense and the State Agency for National Security are not covered by the supplementary pension in the Universal Pension Fund.

- Persons working under the conditions of the first and second categories of work, which are insured in the State Social Insurance Pensions Fund, are obligatory also insured in an occupational early retirement pension fund, regardless of age.

2.3.5 Health Insurance

The Health Insurance Act (HIA) regulates the relationship between compulsory and voluntary health insurance.

Health insurance is provided by collecting and spending money - the insured persons and the insurers participate in the health insurance system with social security contributions, and in the case of insurance the insured receive medical assistance as a consideration.

They are compulsorily insured in the National Health Insurance Fund (NHIF):

1. All Bulgarian citizens who are not citizens of another country;
2. Bulgarian citizens who are citizens of another country and permanently reside on the territory of the Republic of Bulgaria;
3. Foreign nationals or stateless persons who are allowed long-term or permanent residence in the Republic of Bulgaria, unless otherwise provided in an international treaty to which the Republic of Bulgaria is a part;
4. Persons granted refugee, humanitarian or asylum status;
5. Foreign students and doctoral students admitted to study at higher education institutions and scientific organizations in Bulgaria in accordance with the Decree of the Council of Ministers No 103 of 1993 on carrying out educational activities among Bulgarians abroad and Decree of the Council of Ministers No 228 of 1997





admission of citizens of the Republic of Macedonia to students in the public higher education institutions of the Republic of Bulgaria;

6. Persons, other than those mentioned in items 1-5, to which the legislation of the Republic of Bulgaria is applied according to the rules for coordination of social security systems.

SECTION III "BUSINESS INFORMATION"

3.1 INFORMATION ABOUT COMPANIES AND BUSINESS SUPPORT ORGANIZATIONS

10.	Abrasive Tools Factory - ZAI AD	Berkovitsa, 100 Nikolaevska Str	zai@berk-bg.com	Nikolay Netsov Netsov	0953/88901
11.	PRIMEX ENGINEERING EOOD	Berkovitsa, Industrial zone	primex_eng@abv.bg	eng. Petar Iliev Yakimov	0953/88200
12.	DENEL EOOD	Berkovitsa, 2, Hadzhi Petar Hadzhiiliev Str.	denel_99@mail.bg	Pavlin Dimitrov Valkov	0953/88647

№	Company	Address	E-mail	Representative	Phone
1.	Vanya GD Trade EOOD	Berkovitsa, 26, Stratsimirovska Str.	valbonet@gmail.com	Vanya Georgieva Dimitrova	0888574702
2.	ECOTERRA LTD	Berkovitsa, 11, Berkovska Reka Str.	ecoterra@eco-bg.com	Maya Dimitrova Gerasimova	0953/88998
3.	Utilities	Berkovitsa, 12 Gavril Genov Str.		eng. Ivan Dimitrov Yanakiev	0953/88374
4.	Nursing home with a ward for the sick	Berkovitsa, 32 Stefan Stambolov Str.	domzastarihora@dir.bg	Radi Tsvetanov Ivanov	0953/88619
5.	Labor Office Directorate	Berkovitsa, 1 Dr. Ivan Panov Str	bt502@mbox.co.ntact.bg	Lina Simeonova Marinova	0953/88371
6.	May-Centrala EAD	Montana, 6, Industrial Street	maypro@abv.bg	Alexandar Markov Markov	0888801146
7.	JAM 2012	Montana, hc Pliska, bl. 10, cafe "Classic"		Tsetsa Ventsislavova Kamenova	0888810360
8.	LORA STAREYSHINSKA	Montana, 21, Hristo Smirnenski Str., int. C, app. 35	lora_prosveta@abv.bg	Lora Milkova Stareyshynska	0888940405
9.	SOLOMIT Ltd.	Berkovitsa 5, Kazanite Str		Todor Ivanov	0885637363





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13.	BIO MD LTD	rp. Berkovitsa, 95 Nikolaevska Str.	bioemdi@mail.bg	Svetlana Gorkova Damyanova	0953/88999
14.	"BEATUS-88" Ltd.	Berkovitsa, 27, Gramada Str.		Kamen Petrov Kamenov	0888920837
15.	BERKOFARM Ltd.	Berkovitsa, 91, Nikolaevska Str.	office@berkofarm.com	Ivan Ivanov Dimitrov	0896602505
16.	MINERAL WATER - COM EAD Bottling warehouse	Barziya village, Berkovitsa municipality, Petrohanska Street	sklad_b@kom.bg	Galya Borisova Topalova	095388198
17.	MONTKOM LTD.	Berkovitsa, Mramor Blvd., Bl. 1, app. 3, floor 1	montkom@abv.bg	Mladen Iliev Mladenov	0953/88818
18.	GENOMAX LTD.	Zamfirovo village, Berkovitsa municipality	zamfirovo@genomax.com	Marin Genov Genov	09521/2650
19.	SIRAKOV & CO	Barzia village, Berkovitsa municipality, 26, Hristo Botev Str.	sirakovico@mail.bg	Petar Mihaylov Sirakov	0888796537
20.	BOBBY FURNITURE LTD.	Barzia village, 47, Todorini Kukli Str.	offise@bobi-mebel.com	Borislav Georgiev Zankov	0889260039
21.	ST "IVAN RADOSLAVOV - RADOSLAV STOYANOV"	Berkovitsa, 12, Zhivovtsi Str.	chapraza_razsadni@abv.bg	Ivan Radoslav Stoyanov	0886095061
22.	JEWELERY AND SOUVENIRS COOPERATION	Berkovitsa, 10, Alexandrovska Street	bis@berk-bg.com	Iva Dimitrova Stoyanova	0888006030
23.	GARANTPROEKT STROY LTD.	Berkovitsa, 23, Zhivovtsi Str.	gps2000@abv.bg	Ivaylo Dimitrov Kuzmanov	0887557454
24.	NIKE TEX LTD.	Berkovitsa, 15, Malinarka Str.		Krasinka Zaharieva Mincheva	0887400567
25.	RALEX - ALEXANDAR PARVANOV ST	Berkovitsa, 45, Berkovska Reka Street		Alexandar Dimitrov Parvanov	0953/88881
26.	ST "BOBBY-BOYKA NAIDENOVA"	Berkovitsa, hc Stara Planina bl. Pirin 1, app. 8		Boyka Mitova Naydenova	0953/80203





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27.	TOP-OIL Ltd.	Berkovitsa, 97, Nikolaevska Str.	rumen_istatkov@abv.bg	Hristo Voynov Voynov	0898424599
28.	AFI 2010 Ltd.	Montana hc PLISKA, bl. 7, ent. A, fl. 6, app. 18		Stanislav Petkov Stanoev	0885254646
29.	Scorpio-94 Ltd.	Montana, 63, Industrial Street		Rayko Slavchov Todorov	096306059
30.	Bolitsen Ltd.	Montana, 12, Industrial Street		Lyudmil Slavchov Zhivkov	0878364967
31.	Alexandar- Paraskeva Petrova ST	Montana, 42, Vasil Levski Str., ap. 12		Paraskeva Blagoeva Petrova	0886893246
32.	Monbat Trading Ltd.	Montana, 76, Industrial Street	office@monbat.com	Atanas Stoilov Bobokov	096393101
33.	CROSS LTD	Montana, 34, Industrial Street		Lyuben Stankov Martinov	096 300 715
34.	Building Remont Stroy Ltd.	Berkovitsa 5A, Antim Krunev Str.	office.brs@gmail.com	Anatoliy Valeriev Pavlov	0888262728
35.	APALMARAN LTD.	Berkovitsa, 17, Dobrudzha Str.	office@apalmaran.com	Atanas Georgiev Ivanov	0878988780
36.	SIKOM 2011 Ltd.	Berkovitsa, 8, Musala Street		Sylvia Yordanova Rangelova	0888170050
37.	Daisy Style Ltd.	Montana, 23, Al. Stamboliyski, ent. B.	deisy_style@abv.bg	Maya Vladimirova Grigорова	09642332
38.	NEOTRADE AS LTD	Montana, 64A, Verenishka Street		Adrianka Ivanova Mihaylova	088877003
39.	ILEX LTD	Montana, 84, Third March Blvd.	ilx@abv.bg	Ivaylo Stoyanov Zarkov	0878829004
40.	"CROCANTINE" LTD	Montana, 10, Julius Irasek Street	krokantina@abv.bg	Atanaska Ivanova Kamenova	096306056

3.2 EMPLOYMENT OPPORTUNITIES FOR DISADVANTAGED PEOPLE

Information for employers





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While many organizations understand the importance of providing jobs for people with disabilities, both employers and people with disabilities themselves face significant challenges and barriers.

Integration of people with disabilities is a two-way process, and access to the labor market must be seen as a responsibility of both parties. In most cases, removing physical barriers to people with disabilities is a minor issue. The big problem is that most managers do not know how or directly they are afraid to communicate with people with disabilities, and they are the first to be met by job applicants. In order for this group to be trained and to understand the benefits of diversity in the workplace, long-term practices and strategies for employing people with disabilities are needed. Business representatives acknowledge that in many cases, HR managers are looking to hire people who will not need long training and investment.

Facts and prejudices

The most serious barrier faced by people with disabilities is related to how they are perceived by others. Unfortunately, the attitude towards them, and in particular to people with mental illness, is a priori negative. Therefore, few are the ones who choose to announce such a disability in a job interview. Other disabilities are not disclosed as the person concerned fears that his or her application will not be considered equivalent or will be regarded as an attempt to obtain preferential treatment. Many employers fear that people with disabilities will not be effective enough and their colleagues will have to do some of their work. However, studies show that disabled employees are often more productive and reliable than their non-disabled counterparts, and that their turnover is much less. This means that the investments they make are maximally effective and return much faster than if they were invested annually to train disabled people who soon after left for one reason or another. Another common belief is that people with disabilities are only suitable for low-skilled work and cannot rise in the company. Studies show again that this is not the case - most people with disabilities have the necessary education and qualifications, and also show a desire for further development and career advancement.

Why should every manager want people with disabilities in their team?

In the current economic situation, the business is suffering from a lack of well-trained and motivated staff to quickly adapt to the new market demands. People with disabilities are part of the untapped market for people with different skills at different levels. On the other hand, customers are becoming more demanding, and companies need to meet their needs. Numerous studies show that diverse, heterogeneous teams encourage creativity, innovation and better decision-





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making. People with disabilities can contribute to the diversity of thought because they bring a fresh perspective and thus contribute to workplace innovation. If disabled people work for you, this could help you better understand how to work with disabled clients and gain an edge over your competitors.

Advantages and disadvantages for the employer in establishing employment relations with people with disabilities

The demographic collapse in European countries puts pension, labor market, health, social assistance and services and other social activities in new conditions. All this necessitates a reorientation of the labor market towards raising the retirement age and making better use of the residual working capacity of people with disabilities in working age.

What are the main benefits and difficulties for employers in their work with people with disabilities:

- When hiring people with disabilities, employers in our country enjoy significant preferences established by the relevant regulatory documents;
- Employers who employ disabled people have significantly less turnover problems;
- For some activities, workers with disabilities develop to a large extent compensatory opportunities, which are of rare quality to the labor force on the labor market;
- Disabled workers, especially those with more seniority, have a traditionally good attitude to important production issues - quality, compliance with the ordered time, saving materials and energy, strict adherence to technology and regulations, etc.;
- Employers of people with disabilities have greater prestige in society, enjoy greater confidence among creditors, government institutions, public organizations, especially those with control and authorization functions;
- Employers who employ disabled people have a broader scope for attracting investment from European and other funds.

The disadvantages caused by the inclusion of people with disabilities in the workforce are inconsistent and depend on the nature of the enterprise. A problem for small and medium-sized companies is the reconciliation of activities in which any physically healthy worker (employee) can be involved in the performance of incidental tasks (loading and unloading operations, urgent repairs, overtime, etc.).





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Disadvantages also arise from the legal framework that allows the use of preferences by people with disabilities employed under a contract of employment, without providing for compensation for the employer, such as extended basic annual leave, limited opportunity for change in employment, etc. It is no exception that abuse of the condition of persons with disabilities in order to obtain undue benefits.

Greater care is needed from the employer for the health and comfort of people with disabilities, some of which require additional resources and ongoing preventative measures. There is a lack of administrative capacity to develop projects related to the exercise of the right to work by people with disabilities, especially in small and medium-sized business enterprises. This factor is compounded by some of the bureaucratic obstacles employers face in using targeted preferences. From what has been said so far, it is necessary to conclude that any business organization with good market position will not lose out on the precise employment of disabled people. On the contrary, it will receive significant benefits, more pronounced when applying for project funding. The road to the European markets for goods and services goes through the actual implementation of the right to work by people with disabilities based on the European social model.

Tax breaks and preferences for employers employing disabled people

The Disabled Persons Act provides for 50 percent of employer contributions to state social insurance, compulsory health insurance and supplementary mandatory retirement insurance for employees working in specialized enterprises, medical treatment facilities and cooperatives of people with disabilities to be insured by the employer the republican budget. They should all be structures of nationally representative organizations of persons with disabilities and of persons with disabilities. According to the Regulations on the Application of the Disabled Persons Act, the employer, using the preference, contributes monthly to the National Revenue Agency the full amount of the contributions due, after which through the Agency for People with Disabilities fifty percent of them are reimbursed to the specialized enterprises and thirty percent to the employer in the usual environment.

Preferences for employers who have created jobs for disabled people for whom they have received funding

Employers use funds from the state budget of 30% of their contributions paid for state social insurance, compulsory health insurance and supplementary mandatory pension insurance for disabled employees.

Tax relief for donation





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The Corporate Income Tax Act provides for a reduction in the annual tax base for donations in favor of a certain group of persons. The amount depends on the status of the gifted person:

a) up to 5% - for donations in favor of health and medical establishments, specialized institutions for social care and children, nurseries, kindergartens and schools, academies, budgetary enterprises, registered religions in the country, specialized enterprises or cooperatives for people with disabilities, BRC, cultural institutes and community centers, non-profit legal entities, the Energy Efficiency Fund, communes for the treatment of drug addicts; UNICEF;

b) up to 15% for cultural donations;

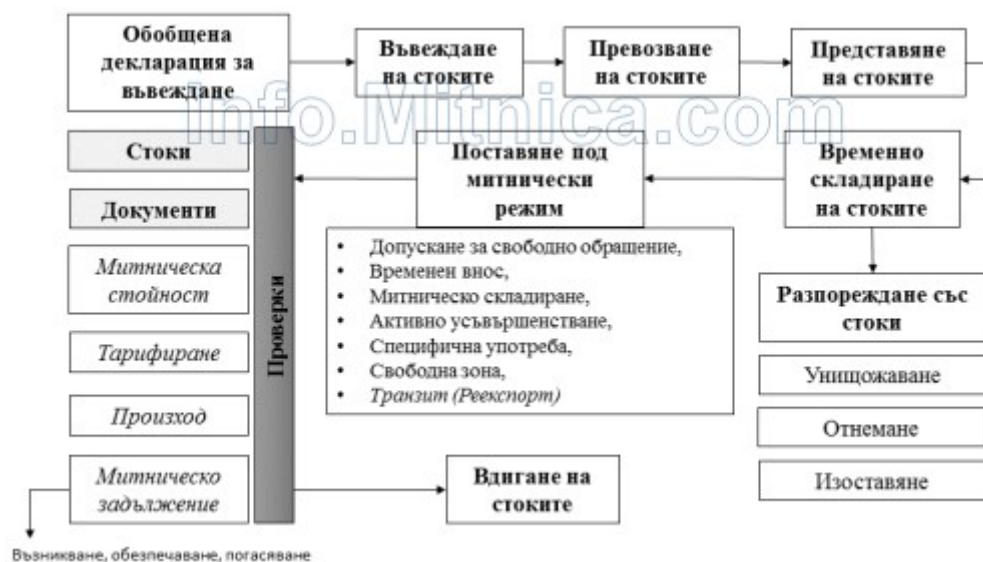
c) up to 50% in the case of donations in favor of the Center for the Treatment of Children, the Center for Assisted Reproduction and / or the Center for Transplantation.

The total amount of the benefit may not exceed 65% of the amount of annual taxable.

3.3. Customs procedures

3.3.1 Customs procedures for the importation of goods

The customs process involves procedures different in content and nature. They affect both the work of the customs authorities and the duties and functions of economic operators. They are carried out in a certain order and are expressed in obligatory actions on documentation, inspections, customs clearance, registration of documents, securing and collecting customs duties.





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Submit an Entry Summary Declaration (ESD)

With regard to the envisaged safety and security measures for retail chains, customs legislation requires that an electronic declaration of entry (EDE) be required before the goods arrive in the customs territory of the Union or before the container is loaded on the maritime transport. The submission of the declaration shall be made electronically within specified time limits, depending on the mode of transport (1 hour to 24 hours before the arrival of the vehicle at the EU point of entry).

The EDE is lodged at the customs office of first entry, i.e. at the first point of introduction of the goods into the customs territory of the Union. It contains the following information:

- country and place of loading;
- country and place of landing;
- route;
- transport costs - payment method;
- shipper and consignee - company name, address, postal code, country and EORI number (when registered in the EU);
- customs code, weight and number of parcels of goods.

These data are necessary for the customs authorities to carry out a risk analysis for the specific import operation.

The EDE should be lodged by the person who brings the goods or who assumes responsibility for transporting them through the customs territory of the Community. Depending on the preliminary arrangements between the petitioner and his representative, the EDE may also be submitted by the latter, provided that he has the above information.

Entry of goods

In the framework of this procedure, actions shall aim at ensuring the lawful passage of goods across the customs border of the Union. From the moment they are introduced into the EU's customs territory, they are placed under customs supervision and subject to customs control. The initial controls by the customs authorities on the goods and their accompanying documents are aimed at preventing the entry into the Union of goods under special treatment without the corresponding authorizations, certificates or opinions issued by the competent authorities (in our country and / or abroad).

Carriage of goods

The person who brings the goods into the customs territory of the Union shall transport them promptly, according to a route designated by the customs authorities, and according to their orders, if any, to the designated customs office or to another place designated or approved by them or in a free zone. Where, due to unforeseen circumstances or force majeure, the obligation to transport the





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goods cannot be fulfilled, the person bound by him or another person acting on his behalf shall immediately inform the customs authorities of the situation with a view to taking measures to ensure customs supervision on the goods.

Presentation of goods

Immediately after the arrival of the goods at the designated customs office or other place designated or approved by the customs authorities or in the free zone, they must be presented immediately by the person who has taken over the responsibility for their carriage or by any other person responsible for their customs clearance shaping. Goods may be unloaded or transhipped from the means of transport in which they are located only with the permission of the customs authorities at places designated or approved by those authorities (temporary warehouses). However, authorization is not required in the immediate danger of immediate or complete unloading of the goods. In this case, the customs authorities shall be informed immediately of the need for unloading.

Temporary storage of goods

Non-Union goods are in temporary storage from the time they are presented to customs, and economic operators submit a temporary storage declaration to that effect. The temporary storage declaration shall be retained or made available to the customs authorities for the purpose of verifying that the non-Union goods to which it relates are subsequently placed under customs procedure or re-exported within a maximum of 90 days. According to the customs legislation in force, after their expiry, without taking further measures for the subsequent customs destination of the goods, they are considered abandoned in favor of the state.

Temporary storage goods shall only be stored in specialized facilities or, where justified, at other places specified or approved by the customs authorities.

Economic operators may choose one of the following for imported goods:

- Placing the goods under customs procedure;
- Disposition of goods.

Placing goods under customs procedure

Each commodity subject to a foreign trade transaction (imported or exported) has its intended purpose, satisfies a specific need and implements a marketing strategy. Considering these particularities, economic operators may choose the customs procedure under which they may place their goods under the conditions of that procedure, irrespective of their nature or quantity or their country of origin, country of dispatch or destination. Goods imported into the customs territory of the Union and presented to the customs authorities by the customs authorities may be placed under one of the following customs procedures:





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Goods intended to be placed under a customs procedure, with the exception of the Free Zone procedure, shall be covered by a customs declaration (Unitary Administrative Document - UAD).

Inspections of goods and documents

For the purpose of verifying the accuracy of the particulars contained in the accepted customs declaration, the customs authorities may:

- verify the declaration and accompanying documents;
- require the declarant to provide other documents;
- to check the goods;
- take samples for analysis or for detailed examination of the goods.

Customs control is of interest to the documents drawn up or submitted by economic operators in respect of operations to authorize, apply and close a customs procedure. Documentary checks should establish whether these documents have been lawfully issued, do they contain all the requisite details, are the information in them true, and are they directly related to the goods declared.

For the purposes of customs control, physical (material) checks on the goods already declared may also be carried out. They aim at verifying the integrity of the cargo hold of the vehicle and the seals placed on it, as well as the accurate identification of the goods imported.

Customs debt

From a fiscal point of view, the most important for the customs process are the procedures for determining the amount, security, time of origin and payment of the customs debt on imported goods.

A customs debt is a cumulative sum of the duties, taxes, excises and taxes (VAT) levied on imports. The basis for their determination is the customs value and / or quantitative and qualitative characteristics of the imported goods. The rate, and hence the amount of duty payable, depend on the tariff classification of the goods and their origin.

Depending on the origin of the goods, the rates of customs duties on the same goods can vary considerably, as is conditioned by the EU's tariff policy and its free trade agreements with third countries or regions.

The customs debt arises at the moment of acceptance and entry in the registers of the customs declaration (for the regime of release for free circulation and temporary importation with partial exemption from payment of customs duties). In the case of special customs regimes, in order to ensure the possible future repayment of the customs debt, the need for the introduction of security arises.





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The customs debt incurred shall be extinguished in accordance with the methods set out in Article 124 of Regulation (EU) No 952/2013 of the European Parliament and of the Council establishing the Union Customs Code.

3.3.2 Customs procedures for the export of goods

The driving force behind any customs process is customs procedures. Generally speaking, these are the necessary actions of the customs authority aimed at compliance by traders with the laws and rules governing the export and transit of goods. They develop in a profound direction in the movement of goods until their final clearance - from internal customs to their departure into the customs territory of the EU. The control procedures establish facts and events, regulate the deviations from the legal norm and ensure the normal course of control. Customs procedures are therefore a functional expression of the control power and manifestation of its interconnected elements.



Prior notification

Initially, when exporting the goods, the economic operator should take action to notify the control authorities of the export office of his intention.

From 1 January 2011, this procedure shall be directly relevant to the security and safety measures taken by the customs administration and to the management of risks related to the final or temporary export of goods outside the Union. In order to meet these requirements, the carrier of goods or the customs representative of the exporter should submit safety and security data in respect of the export operation they have carried out. In cases where such data are not contained in the customs declaration (UAD), they are obliged separately by the UAD to submit electronically also a Leave Summary Declaration (LAD) at the customs office of exit. When present in the UAD, information moves between the export office and the customs office of exit through the customs information systems.





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Declaring

Similar to the procedure of the same name for the entry and importation of goods, the declaration of exported goods for the purposes of a customs procedure is effected by submitting an UAD to the customs information system electronically. In the case of exportation of goods, the admissible customs arrangements under which they may be issued are:

- Export;
- Outward processing;
- Re-export (when exporting non-Union goods outside the EU on the occasion of the completion of a special import customs procedure).

The UAD is handled by the customs office in which the goods are loaded and shipped (export office).

Whether the forwarding activity will be directly controlled by the customs authorities depends entirely on the risk profile of the export operation and the decision taken in this regard on the basis of the information in the previous procedure.

Presentation of goods

Once the goods to be exported are loaded onto the vehicle, they are presented to the customs office of export for identification and verification purposes.

Checking of goods and documents

Export customs procedures have specific features, stemming primarily from the fact that, within the framework of their realization, Union goods are for the first time subject to customs control in the relevant trade chain between the Consignor (exporter) - the Consignee (importer). In this regard, the actions are aimed at indisputably establishing the completeness and accuracy of the information contained in the documents produced, detecting and correcting mistakes and / or preventing illegal activities with the exported goods, which subsequently have a negative impact on the exporting economic operator.

In the course of the documentary and material control (inspection of cargo and vehicle, sampling for analysis, counting, measurement, etc.), accurate identification of the goods by type, quantity, technical and technological characteristics should be achieved.

Lifting of goods

An important point in this procedure is that all exported goods, regardless of their status (union or non-union), are placed under customs supervision. This effectively terminates the economic operator's powers, including and to his customs representative, to take any action with the goods other than transporting





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them in the unaltered state to the office of departure. With the granting of the authorization for the lifting of the goods, the control procedures at the customs office of export end but the export customs procedure is not terminated.

If no discrepancies are found, the cargo compartments of the vehicle shall be closed and customs seals (if necessary) shall be affixed, the numbers of which shall be indicated in the UAD for the purpose of identifying them at the border. The sealing is done by a customs officer in the presence of the carrier and the customs representative.

3.3.3 Customs procedures for the transit of goods

Transit, by its very nature, permits the transport of goods from one place to another within a given customs territory, subject to customs supervision during their passage. It is implemented through the triggering of a customs transit procedure. Although goods in transit are not subject to customs duties and are not subject to commercial policy measures, an import customs debt may be incurred in certain circumstances. The authorization of the regime is therefore linked to the provision of a security by the holder covering the amount of potential customs debt that would arise if the provisions of the regime were breached.

In practice, the qualification of customs offices involved in a transit process is accepted as:

- Initial (ICO) where the transit operation is triggered;
- Transit (TrCO), through which goods only pass and;
- Receiver (RCO) where the procedure ends with another customs line.

Considering the particularities of transit, its implementation should be monitored in the sequence of procedures given in the following scheme:





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3.4. CONDITIONS FOR IMPORT AND EXPORT OF GOODS

3.4.1 Conditions for import of goods

Any business that supplies products or services in the country from a foreign country is engaged in an import business.

If you intend to import goods, you should carefully consider the practicalities, such as how you will transport the goods to the country, and what are the legal requirements.

Importing products and materials can be a complex activity. You should consider how the various elements of the operation will work together.

In short, you should consider:

- Drawing up a contract with your foreign partners - for which you can seek legal advice
- When and how you will pay for the goods or materials - bearing in mind that the exchange rate may change after you submit your order





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- Organizing the transportation, as well as who pays for it, for storage, documentation and insurance.
- Whether the import will comply with the legislation and who will make the customs declarations for you
 - whether the goods or materials are subject to import quotas
 - whether you need licenses to import your goods

Goods imported into EU Member States are also subject to import duties and VAT. According to the Common Customs Tariffs, all EU Member States use a single customs tariff for the import of goods outside the EU, but the VAT rates differ. Your freight forwarder may be able to assist you with this.

Finding a suitable foreign supplier

Direct imports may initially be discouraging. For this, it is important to take the time to find the right foreign supplier to meet your requirements.

One option is to import indirectly, which means using a third party to organize the import process like you buy the goods from it. The downside to this is that you will not be as competitive and you will not have control over the process.

If you plan to import directly, you should look for a supplier who has already successfully delivered goods to your country and who will have no language difficulties. Personal recommendations are always a good way to find a provider you can rely on, but if you don't have one, you can try to consult with a commercial or professional organization in which you are a member. Such organizations may also be able to advise you on how to negotiate the terms of the transaction and the payment methods that will be most beneficial to your business. Alternatively, you may seek legal advice or seek advice from the bank for the latter.

National embassies can also be a useful source of assistance. The National Embassy's sales section may be able to help you find a supplier from that country.

Imports can be an effective way to find cheaper suppliers that can help you reduce your costs and make your business more competitive. It can also allow you to position yourself in a brand new product line by selling something that is generally missing from the local market.

But also, imports are more complicated than buying from a local supplier. And when things go wrong, fixing them can be more difficult and expensive.

Excise goods and excise taxes

Goods such as wine, alcohol, cigars, cigarettes, tobacco, gasoline and mineral oils are subject to excise duty. They are known as excise goods. Excise duty is levied on excise goods imported into your country of business, whether or not you have acquired them within or outside the European Union (EU).

The excise duties of most excise goods are calculated on the basis of the quantity of the product and not their real value. The exceptions to this rule include alcoholic excise duty, which is based on the amount of alcohol in the product, and





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cigarettes, where part of the calculated excise duty is determined by the retail price of the product.

Each EU Member State may charge its own rates of excise duty. The rules for charging excise duties are laid down in many EU Directives, which means that some Member States have higher rates of excise duty than others. European rules, including Council Directive 92/12 / EEC, cover products subject to excise duty.

3.4.2 Conditions for export of goods

Although your business may have a well-developed local market, there is often no reason why it may also not compete successfully internationally, increasing your revenue and profits.

But before you start exporting, you will need clear knowledge of your potential markets. You should also consider whether your products are appropriate for each target market and whether you have the resources you need.

Planning to export? Before embarking on an export, you need to honestly evaluate your export potential - both as a readiness for your company and for your product or service.

It is essential that you do a thorough marketing survey to identify and evaluate the target market. The following should be evaluated:

- The structure of the industry
- Predictive search for your product or service.
- Competition and how you plan to fit into the relevant market
- Necessary modifications to the product or service to become marketable in a foreign market

Once you have completed your market research, you can come up with an export plan that will determine how you will enter the new market.

Consider whether you have:

- Marketing strategy that includes the development of international trade;
- The necessary financial resources;
- The right people to develop new export markets;
- Adequate knowledge of the needs of the selected market. For example, modifying the packaging to meet local regulations and standards;
- Understanding export payment mechanisms and export finance.

Then evaluate whether your product is suitable for export. Assess the standards of products and regulations in the foreign market.

Marketing your products and services abroad

In order for your marketing strategy to be successful, you need to consider each target market.

You will need to evaluate the traditions, culture and legislation of the countries you will trade with in order to successfully pursue your export efforts.





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Ten Key Steps to Successful Exports

1. Examine your market - do your potential foreign customers need the product you sell at a price that will allow you to profit? What is the competition and how will it react?
2. Implement an export strategy and evaluate your options - ask yourself: what will my export company profit from?
3. Develop an export plan - determine how you will go to foreign markets. Finalize your workforce and marketing strategy and allocate an adequate budget to cover your original export costs.
4. Choose how you will make sales - determine whether you need direct representation. Or can you choose an agent or distributor as more effective? How will you manage your foreign trade representation?
5. Promote Your Product - How Will You Distribute and Sell Your Product? Customize your marketing efforts to the target market in each country.
6. Study Customs Requirements - Contact the customs authorities in your country to clarify the requirements. Make sure your accountability is impeccable.
7. Get Your Money on Time - Make sure your cash flows stay safe. Guarantee sufficient credit for future sales. Provide insurance coverage if necessary.
8. Choose your distribution methods - think about the difficulty of selling long distances and across national borders.
9. Transport your goods effectively - evaluate and select the most efficient transportation methods and make sure the goods are insured by you or the importer.
10. After Sales Service Policy - Contact customers, export agents and banks on a regular basis. Keep track of political turmoil or other hostile conditions in the destination country. Provide regular warranty service and complaints.

EU benefits

Four key freedoms help international traders in the EU. These are the free movement of goods, capital, services and people. These freedoms encourage and stimulate companies to thrive in the EU. Free movement of capital supports the creation of open and competitive financial markets and cross-European investment, while the free movement of services accounts for 60-70 percent of all EU economic activity. Free movement of goods, also known as free circulation or the common market, means that many of the trade barriers have been removed.





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MANUAL PART TWO

This part of the Manual has been developed by the Romanian members of the Joint Expert Group.

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SECTION I: "ADMINISTRATIVE INFORMATION"

1.1 BUSINESS INSTITUTIONS

1.1.1. National Registrar of Companies (ONRC)

Address: Blvd. Unirii nr. 74, Bl. J3b, District 3, Bucharest

Postcode: 030837

Website: www.onrc.ro

E-mail: onrc@onrc.ro

Tel.: +40213160804 /17/18/24; Fax: +40213160803

The National Registrar of Companies (O.N.R.C.) is a public institution subordinated to the Ministry of Justice, and "its activity is regulated by the provisions of Law no. 26/1990 for Registrar of Companies, republished, as further amended and supplemented."¹

ONRC fulfils the following functions:

- "the function of keeping the register of companies;
- the function of issuing documents and information;
- the function of archiving the documents based on which the entries in the Registrar of Companies are made;
- the function of assistance for natural and legal persons subject to registration in Registrar of Companies;
- the function of editing and publication of Insolvency Procedure Bulletin."²

ONRC offers various kinds of services:

- "Assistance granted to interested persons for registration in Registrar of Companies;
- Identification of a company (sole registration code, name, office);
- Statistics structured by various criteria;
- Information on the evolution of company from incorporation to date;
- Confirmation of inexistence of a company or acknowledgement of deregistration."³

1.1.2. The Chamber of Commerce and Industry of Romania

Address: Bd. Octavian Goga nr. 2, Bucharest, 030982, Romania

Website: ccir@ccir.ro

Tel.: 021.319.00.93; Fax: 021.319.01.56

¹ National Registrar of Companies, <https://www.onrc.ro/index.php/ro/despre-onrc>.

² *Ibidem*.

³ *Ibidem*.





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The Chamber of Commerce and Industry of Romania is considered "one of the most important authorities for representation of Romanian businessmen in the last 150 years" by contributing to the development of business environment and market economy".⁴

The activity of Chambers of Commerce of Romania is regulated by the Law no. 335 of 2007, supplemented by Law no. 39/2011.

According to Law no. 335 of 3 December 2007 "The Chambers of Commerce are autonomous, non-governmental, apolitical organizations, without patrimonial purpose, of public utility, with legal personality, created for the purpose of representing, defending and supporting the interests of their members and the business community in the relationship with the public authorities and with the legal bodies from the country and abroad".⁵

The System of Chambers of Commerce of Romania is composed of:

- "The country Chambers of Commerce and the Chamber of Commerce of Bucharest Municipality";
- „The Chamber of Commerce and Industry of Romania" or the "National Chamber of Commerce and Industry" and
- bilateral chambers of commerce".⁶

1.2. AUTHORITIES RESPONSIBLE FOR CONTROL OF COMPANIES' ACTIVITIES

1.2.1. National Agency for Fiscal Administration (ANAF)

Address: Str. Apolodor nr. 17, District 5, Bucharest - 050741

Working hours of National Agency for Fiscal Administration:

Monday - Thursday: 8.30-17.00; Friday: 8.30-14.30

Contacts regarding access to information of public interest

Working hours of Information and Documentation Point: Monday-Friday, 10.00 - 14.00

Telephone: 0040-21-319.98.57; Headquarters phone: 0040-21-387.10.00; 0040-21-310.68.20 interior 1105; 2068

The National Agency for Fiscal Administration (ANAF) is a "specialised body of the central public administration of Romania", with assignments in administration of state revenues. ANAF was founded on 1.10. 2003 and became operational since January 2004 and is subordinated to the Ministry of Public Finances.⁷

ANAF offers the taxpayers services online, by the website <https://www.anaf.ro>, telephone and correspondence services, and at the office of fiscal administrations. By the electronic services offered, ANAF makes available guidelines for various categories of taxpayers and possible problems encountered by them, about news about the fiscal legislation, fiscal forms,

⁴ The Chamber of Commerce and Industry of Romania, <https://ccir.ro>

⁵ Law no. 335 of 3 December 2007 of chambers of commerce of Romania, p.1, <https://ccir.ro>

⁶ *Ibidem*.

⁷ National Agency for Fiscal Administration. <https://www.anaf.ro>.





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instructions for submission of complaints etc.⁸ Also, the taxpayers are assisted for submission of tax returns, both online and in printed format. By phone, by mail and at the office of fiscal units, the taxpayers benefit from assistance for various services, submission of a complaint etc.⁹

1.2.2. Labour Inspection (IM)

Address: Str. Matei Voievod, Nr. 14, District 2, Bucharest

Website: www.inspectiamuncii.ro

Tel: +4 021 302 70 53, +4 021 302 70 31; Fax: +4 021 302 70 64, +4 021 252 00 97

Labour Inspection is a "specialised body of the central public administration subordinated to the Ministry of Labour and Social Justice, with the office in Bucharest. The institution has legal personality and fulfils the function of state authority which assures the exercise of control in the fields of work relations, occupational health and safety and market surveillance."¹⁰

IM was founded and operates based on Law no. 108/199, republished, as further amended and supplemented"¹¹ and GD no. 488/2017 for approval of "Regulation for organisation and functioning of Labour Inspection"¹². The institution is organised according to: "Law no. 108 of 16 June 1999 (republished)"¹³, "Order of Minister of Labour and Social Justice no. 1095/2018",¹⁴ "Regulations for organisation and functioning of own Labour Inspection System",¹⁴ "Regulations for organisation and functioning of Territorial Labour Inspectorate".¹⁵

Labour Inspection "has role of coordination and exercise of control activity in the field of work relations, occupational health and safety and surveillance of products market in the field of competence, for unitary application of legal provisions in the units from the public, mixed, private sectors and other categories of employers. "¹⁶ The control activity of IM is carried out by the territorial labour inspectorates, coordinated by the labour inspectors.

The institution carries out a series of programmes for work safety, militating for the fight against work on the black market by increasing the security in work in Romania, offers by its website, information about the risks of employment

⁸ *Ibidem*, pp.14-19.

⁹ *Ibidem*, pp.26-28.

¹⁰ Labour Inspection, <https://www.inspectiamuncii.ro/>.

¹¹ Law no. 108 of 16 June 1999 <https://www.inspectiamuncii.ro>

¹² Government of Romania, *Decision no. 488 of 13 July 2017 for approval of Regulations for organisation and functioning of Labour Inspection*, <https://www.inspectiamuncii.ro/>

¹³ Law no. 108 of 16 June 1999 (*republished*) for foundation and organisation of Labour Inspection.

¹⁴ Ministry of Labour and Social Justice, *Regulations for organisation and functioning of own Labour Inspection system*, <https://www.inspectiamuncii.ro/>.

¹⁵ Ministry of Labour and Social Justice, *Regulations for organisation and functioning of Territorial Labour Inspectorate*, <https://www.inspectiamuncii.ro/>.

¹⁶ Government of Romania, *Decision no. 488 of 13 July 2017 for approval of Regulations for organisation and functioning of Labour Inspection*, <http://www.muncii.ro/>.





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abroad,¹⁷ makes available "Guidelines of Romanian worker in the EU member states",¹⁸ information about "transnational secondment", "workforce mobility" etc.¹⁹

1.3. INSTITUTIONS ASSISTING DISADVANTAGED PERSONS ON THE LABOUR MARKET

1.3.1. SOCIAL ASSISTANCE INSTITUTIONS

1.3.1.1. The National Agency for Payments and Social Inspection (ANPIS)

Address: Bld. General Gheorghe Magheru, nr. 7, District 1, Bucharest;

Website: www.mmanpis.ro

Telephone: 021 - 313.60.47; Fax: 021 - 313.60.98

E-mail: secretariat@mmanpis.ro

Working hours: Monday-Thursday 08:00 - 16:30, Friday 08.00 - 14.00

The social assistance system of Romania is composed of "*the system of social assistance benefits*" and "*social services system*".

National Agency for Payments and Social Inspection (ANPIS) has role in the field of social assistance benefits, having as purpose "establishment, payment and management of amounts of money granted with this title from the state budget, of amounts designed to support the social services and the evaluation, monitoring and control of observance of specific legislation", and the field of social services where it proposes the "evaluation, monitoring and control of observance of criteria, standards and indicators based on which suppliers are accredited and social services, observation of contraventions and application of sanctions set out by the Social Work Law no. 292/ 2011, as further amended and supplemented".²⁰

The purpose of founding ANPIS was to accomplish a unitary administration of social work benefits and to evaluate, control and monitor the activities in the field.²¹

Among the **social work benefits** administered by ANPIS we mention:

- "State allowance for children;
- Placement allowance;
- Allowance for support of family;
- Monthly indemnity for raising children;
- Insertion incentive;
- Indemnities and aids for raising the child granted to disabled persons (adults/children);

¹⁷ National Agency for the Occupation of Workforce, <https://www.anofm.ro/>.

¹⁸ Ministry of Labour and Social Justice, <http://www.mmuncii.ro/>.

¹⁹ Labour Inspection, <https://www.inspectiamuncii.ro/>.

²⁰ The National Agency for Payments and Social Inspection, <http://www.mmanpis.ro/#>.

²¹ *Ibidem*.





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- Monthly indemnity for accommodation leave;
- Monthly indemnity for food HIV/AIDS;
- Social aid;
- Emergency aids;
- Aid for refugees;
- Aid for heating the house;
- Financial aids;
- Indemnities granted to disabled persons."²²

The National Agency for Payments and Social Inspection is "a public institution with legal personality subordinated to the Ministry of Labour and Social Justice, hereinafter referred to as Agency, is organised and operates as a specialised body of the central public administration."²³ Subordinated to ANPIS, there are "county agencies for payments and social inspection and the Agency for Payments and Social Inspection of Bucharest municipality which work as decentralized public services with legal personality."²⁴

The assignments of ANPIS are regulated by GEO no. 113/2011, and the agency applies the strategies and policies of the Ministry of Labour and Social Justice regarding the national social work system.²⁵

Programmes and strategies of ANPIS regarding social inclusion and which are aimed at disabled persons.

The National Strategy "A society without barriers for disabled persons", 2016-2020 "has the purpose to promote, protect and assure the full exercise and in equal conditions of all human rights and fundamental freedoms by all the disabled persons, and promotion of respect for their intrinsic dignity".²⁶

The strategy has the following **general objectives**:

1. Promotion of accessibility in all life areas for assuring the exercise by the disabled persons of the human rights and fundamental freedoms.
2. Assurance of full participation of disabled persons in all life areas.
3. Elimination of discrimination and assurance of equality for disabled persons.
4. Assurance of access for disabled persons to an open, inclusive and accessible work environment, both in the public and private sector, concomitantly with the assurance of their effective access to support services for increasing the occupation on labour market.

²² *Ibidem*.

²³ *Ibidem*.

²⁴ *Ibidem*. They are organised and work according to the provisions of GEO no. 113/2011.

²⁵ National Agency for Payments and Social Inspection, *Assignments of ANPIS*,

<http://www.mmanpis.ro>

²⁶ Strategia nationala *O societate fara bariere pentru persoanele cu dizabilitati*, 2016-2020, Anexa 1, în Monitorul Oficial al României, Partea I, Nr. 737 bis/22.IX.2016, p.14.





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5. Promotion of education and professional training favourable for inclusion at all levels and lifelong learning for disabled persons.

6. Promotion and protection of disabled persons' right to decent living conditions for continuous improvement of their life quality.

7. Assurance of equitable access of disabled persons to healthcare services and facilities of good quality, which pay attention to the gender-specific problems, at a reasonable cost and as close as possible to the communities in which they live.

8. Substantiation of policies for disabled persons based on statistic information and research data collected from all fields of activity."²⁷

Estimated results:

"1) Increasing the degree of accessibility of the physical environment, transport, information and means of communication, including by assurance of technologies and software systems and communication systems so that the disabled persons benefit from them in equal conditions with the others; 2) full exercise of all rights by the disabled persons in the community; 3) assurance and promotion of conditions for the full exercise of citizen rights and freedoms by all the disabled persons, in equal conditions with the other members of society; 4) increasing the occupation degree by assuring an open, inclusive and accessible work environment, concomitantly with assurance of effective access of disabled persons to support services in view of occupation; 5) promotion of an education and professional training favourable to inclusion at all levels and lifelong learning for disabled persons; 6) promotion and protection of the disabled persons' right to decent living conditions for continuous improvement of their living conditions, without discrimination based on disability criteria; 7) increasing the degree of assurance of social services and support services in community, including by development of an integrated inclusive, accessible and system of quality services; 8) assurance of access of disabled persons to healthcare services and facilities of good quality, at a reasonable cost and as close as possible to the communities in which they live; 9) consolidation of coordination, monitoring and evaluation mechanisms."²⁸

1.3.1.2. The National Authority for Protection of Child's Rights and Adoption (ANPDCA)

Address: Bulevardul G-ral Gheorghe Magheru nr. 7,
District 1, Bucharest, postcode 010322

Website: <http://www.copii.ro/>

Tel.: 021-315.36.33, 021-315.36.30, 021-310.07.89, 021-310.07.90

Fax: 021-312.74.74

E-mail: office@anpfdc.ro

Working hours:

General Division for Protection of Child's Rights:

Monday-Thursday: 8:30 – 16:30

²⁷ Ibidem.

²⁸ Ibidem, p.34.





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Friday: 8:30 – 14:00

Adoptions Department: Tuesday and Thursday: 9.00 -12.00

The National Authority for Protection of Child's Rights and Adoption, ANPDCA" is founded based on the provisions of Government Decision no. 299/2014 for organisation and functioning as specialised body of the central public administration, with legal personality, subordinated to the Ministry of Labour and Social Justice."²⁹

The mission of ANPDCA is "to monitor the respect of rights of all children and to take all the measures to contribute to the creation of a dignified society for children, involving in this process the authorities of the local and central public administration, the civil society, parents and children."³⁰

The assignments of ANPDCA are in the field of protection and promotion of child's rights, in the field of prevention of child's separation from parents and special protection of the child separated temporarily or permanently from parents and in adoption field.

Strategies of ANPDCA which support the children who are in vulnerable situations

The National Authority for Protection of Child's Rights and Adoption implemented "The National Strategy for protection and promotion of child's rights for the period 2014-2020", approved with the "Operational Implementation Plan" by GD no. 1113/2014.³¹

The Strategy has as purpose "development, wellbeing and universal access of child to services, with involvement of more institutions and state authorities".³² This strategy "aims at especially the children from poor areas, the children from rural environment, Roma children, disabled children and children from the child protection system, drug consumers, children who are in conflict with law, street children, those who have parents who left to work abroad and also teenagers."³³

The general objectives are:

1. "Improvement of access of children to quality services
2. Respect of rights and promotion of social inclusion of children who are in vulnerable situations
3. Prevention and fight against any forms of violence

²⁹ The National Authority for Protection of Child's Rights and Adoption, *Mission*, <http://www.copii.ro/despre-noi/misiune/>.

³⁰ *Ibidem*.

³¹ The National Authority for Protection of Child's Rights and Adoption, *Strategy*, <http://www.copii.ro/despre-noi/strategie/>; National Strategy for Protection and Promotion of Child's Rights 2014-2020, <http://www.copii.ro/anpdca-content/uploads/2015/01/Anexa-1-Strategia-nationala-aprobata-de-Guvern.pdf>.

³² *Ibidem*.

³³ *Ibidem*.





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4. Encouraging the participation of children in making the decisions concerning them.”³⁴

1.2. The National Public Pension House (CNPP)

Address: Strada Latina, nr. 8, District 2, Bucharest

Web address: <https://www.cnpp.ro>

Tel: 021.316.12.30; Fax: 021.316.88.61

E-mail: petitii.sesizari@cnpp.ro, petitii.sesizari@cnpp.ro

The role of CNPP is to grant pensions and other social security services to Romanian citizens who are included in the public pension system and a series of rehabilitation indemnities in case of work accidents, occupational illnesses etc.³⁵

The National Public Pension House has as institutional objectives “the assurance of financial sustainability of the public pension system based on the principles of contribution and social solidarity and elimination of inequities and abnormalities which exist in the public pension system”.³⁶

The National Public Pension House, through the territorial pension houses, carries out the following activities:

- “Establishment and payment of pensions;
- Insurance in the public pension system;
- Granting of other social insurance rights;
- International Relations.”³⁷

You should know that in the public pension system the insurance is compulsory for certain categories of persons and is optional for “those who want to complete the insured income or go through the membership contribution stages”. Also, the “Insured persons have the obligation to pay social insurance contributions and have the right to benefit from social security services according to the law.”³⁸

You should also know that apart from the pensions, in the “public pension system, the following services can be provided according to the law:

a) balneary treatment, other that according to the law is covered by the budget of the national unique health insurance fund, for Insureds and retired persons;

b) holiday vouchers for Insured persons;

c) death aid, in case of death of the Insured, retired person or a member of the family of one of these people.”³⁹

³⁴ The Operational Plan for implementation of National Strategy for protection and promotion of Child's Rights 2014 - 2016, <http://www.copii.ro/anpdca-content/uploads/2015/01/anexa-2-Strategia-nationala-aprobata-Guvern.pdf>.

³⁵ The National Public Pension House, *Mission*, <https://www.cnpp.ro/web/guest/misiune>.

³⁶ The National Public Pension House, *Objectives*, <https://www.cnpp.ro/web/guest/objective>.

³⁷ The National Public Pension House, <https://www.cnpp.ro/>.

³⁸ *Ibidem*.

³⁹ *Ibidem*.





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To these services we can add "a series of rehabilitation indemnities established by special laws."⁴⁰

Since 2005 has worked the insurance system for work accidents and occupational illnesses, which guarantees "a totality of services and allowances for the benefit of Insureds, in order to promote occupational health and safety and reduction and compensation of consequences of work accidents and occupational illnesses"⁴¹.

1.3.2. THE NATIONAL AGENCY FOR THE OCCUPATION OF WORKFORCE

Address: Str. Avalansei, nr. 20-22, District 4, Bucharest

Web address: www.anofm.ro

Telephone: +4 021 303 98 31

Fax: +4 021 303 98 38

The main objectives of the National Agency for the Occupation of Workforce are:

- "stimulation of workforce occupation and increasing the degree of workforce occupation;
- stimulation of integration of young graduates of educational institutions in a coherent transition process from the educational system to the labour market;
- prevention of unemployment;
- stimulation of participation of persons who are searching for a job in the professional training services and evaluation of competences acquired by other paths than the formal ones;
- increasing the chances of occupation and social inclusion of categories of persons who deal with difficulties in hiring by services and active measures for stimulation of occupation;
- protection of persons subject to risk of losing his/her job in the unemployment insurance system;
- facilitation of free movement of workers in the member states of European Union and in the signatory states of Agreement for European Economic Area and in other states with whom Romania signed treaties, agreements or conventions."⁴²

Services offered by the regional centres which come to support the disadvantaged persons on labour market:

„a) professional training of persons who look for a job, according to the law, and other persons who can participate in professional training programmes, in order to acquire, maintain and raise the professional competitiveness level on the

⁴⁰ *Ibidem.*

⁴¹ *Ibidem.*

⁴² The National Agency for the Occupation of Workforce, *Mission*, <https://www.anofm.ro/>.





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labour market; b) information and professional counselling; c) evaluation and monitoring of professional training”⁴³

1.3.3. INSTITUTIONS FOR DISABLED PERSONS

The National Authority for Disabled Persons

Address: Calea Victoriei nr. 194, District 1, Bucharest

Webpage: www.anpd.gov.ro

Tel: 021 212 54 42 / 021 212 54 38 / 021 212 54 39; Fax: 021 212 54 43

E-mail: registratura@anpd.gov.ro

Working hours

Monday, Tuesday, Wednesday, Thursday: 08:00 - 16:30; Friday: 08:00 - 14:00

The assignments of ANPD which come to support the disabled persons and are relevant for their integration on the labour market:

- coordinates at central level the activities of protection and promotion of the rights of disabled persons, draws up the policies, strategies and standards in the field of protection and promotion of disabled persons' rights;

- organises, coordinates and controls the realization of measures for protection and promotion of disabled persons' rights, the national strategy and legislation in disabilities field and coordinates by methodology the implementation of specific quality standards for the social services designed for disabled persons;

- collaborates with ANOFM and with other institutions in order to increase the employment rate among the disabled persons;

- draws up studies and research in order to propose measures for diversification of economic and financial resources, designed for supporting the actions for protection and promotion of the disabled persons' rights and to increase the efficiency in the management of these resources.”⁴⁴

1.3.4. INSTITUTIONS FOR FIGHT AGAINST DISCRIMINATION

The National Council for Combating Discrimination (CNCD)

Address: Piata Valter Maracineanu nr 1-3, District 1, 010155 Bucharest

Webpage: <http://cncd.org.ro>; Email: support@cncd.org.ro

Telephone: +4 021 312.65.78; +4 021 312.65.79; Fax: +4 021 312.65.85

Monday-Thursday: 08:30 - 17:00; Friday: 08:30 - 14:30

CNCD “is the autonomous state authority under Parliamentary control, which carries out its activity in discrimination field”.⁴⁵ It is “a guarantor of respect and

⁴³ The National Agency for the Occupation of Workforce, *History of ANOFM*, <https://www.anofm.ro/>.

⁴⁴ *Ibidem*, pp.2-4.

⁴⁵ The National Council for Fight against Discrimination, <http://www.cncd.org.ro>.





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application of non-discrimination principle, according to the national legislation in force and the international agreements to which Romania is Party".⁴⁶

CNCD deals with "prevention of discrimination acts" by realization of information and awareness campaigns regarding human rights, discrimination effects, equality principle, training and information courses, projects and programmes at local, regional and national level, realization of studies, reports etc.", with "mediation of discrimination acts of Parties involved in the discrimination case", "investigation, observation and sanctioning of discrimination acts" and "granting of specialised assistance to the victims of discrimination."⁴⁷

SECTION II "LEGISLATIVE AND FINANCIAL ASPECTS"

2.1. GENERAL LEGISLATIVE BASIS

At international and national level, the normative and legislative frame for inclusion of vulnerable persons is assured by a series of law that we will present below.

2.1.1. At international level

✓ *The Universal Declaration of Human Rights of 10.12.1948* establishes that all people have right to life, are free and are equal in rights, regardless of race, ethnicity, gender, religious belonging, political orientation, place of birth or the political-legal status of the country of belonging.

In the first three articles the **Declaration** establishes the freedom and equality in dignity and in rights of all human beings, which belong to them unconditionally since birth. Therefore, these rights apply to each human being regarding of the place of birth, national or social origin, colour, gender, race, language, religion, fortune, political orientation or any other kind of orientation."⁴⁸

✓ *The Charter of the United Nations of 26 June 1945*

⁴⁶ Ibidem.

⁴⁷ Ibidem.

⁴⁸ The Universal Declaration of Human Rights of 10.12.1948,
<https://lege5.ro/Gratuit/g42doobx/declaratia-universala-a-drepturilor-omului-din-10121948>.





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The maintenance of peace and international security falls within the assignments of United Nations Organization, by efficient measures of prevention and removal of threats and suppression of aggression acts or various violations of peace. It aims at:

“development of friendly relations between nations, founded on the respect of equality in rights of peoples and their right to dispose of them and to take any other suitable measures for consolidation of world peace;

- realization of international cooperation in resolution of international problems with economic, social, cultural or humanitarian nature, in promotion and encouragement of respect for human rights and fundamental freedoms for all, without difference of race, gender, language or religion; ”⁴⁹

The United Nations Organization is the centre of union of all nations of the world and harmonization of their efforts for maintenance of peace.

✓ ***The International Convention for elimination of all forms of racial discrimination of 1950.***

Since the second half of twentieth century, the racial discrimination is put out of law by an interstate policy designed to favour a good understanding between all the human races. Each member state of the International Convention is obliged to defend the persons and take political and legislative measures for interdiction of racial discrimination at state level and at level of persons, groups or organizations. Also, the member states have to take concrete measures in the economic, social, cultural fields to develop and guarantee the full exercise of human rights and fundamental freedoms, in equal conditions, of racial groups and persons who belong to them.”⁵⁰

✓ ***The Framework Convention for protection of national minorities. Document of Council of Europe adopted in 1995, came into force in 1998. Ratified by Romania by the Law no. 33 of 29 April 1995.***

The international protection of human rights includes the protection of national minorities and therefore, the rights and freedoms of persons who belong to the national minorities. Thus, the states have to guarantee the right of equality before the law and equal protection of the law for the persons who belong to a national minority, and at the same time, to impose adequate measures in social, economic, politic and cultural fields to assure the equality between the persons who belong to a national minority and the persons who belong to majority.

The Parties to this convention commit:

⁴⁹ United Nations Charter of 26 June 1945, <http://legislatie.just.ro/Public/DetaliiDocument/19362>.

⁵⁰ The International Convention for elimination of all forms of racial discrimination of 1950, <http://www.hotararicedo.ro/files/files/CONVENTIA%20INTERNATIONALA%20PRIVIND%20ELIMINAREA%20TUTUROR%20FORMELOR%20DE%20DISCRIMINARE%20RASIALA.pdf>.



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"to promote the conditions which allow the persons who belong to national minorities to maintain and develop their culture and to keep the essential elements of their identity, respectively, their religion, language, traditions and their cultural patrimony.

They will refrain from any policy or practice which has the purpose to assimilate the persons who belong to national minorities against their will and will protect these persons against any action which aims at such assimilation.

The Parties will encourage the spirit of tolerance and intercultural dialogue and will take effective measures for promotion of mutual respect, understanding and cooperation between all the persons who live on their territory, regardless of their ethnic, cultural, linguistic or religious identity, especially in the fields of education, culture and means of information.

The Parties commit to take adequate measures to protect the persons who could be victims of threats or acts of discrimination, hostility or violence, because of their ethnic, cultural, linguistic or religious identity.

The Parties will assure the respect of rights of each person who belongs to a national minority, to freedom of peaceful meeting and to freedom of association, freedom of expression and freedom of thinking, conscience and religion (article 5, 6 and 7)."⁵¹

The member states recognise the manifestation of religion or faith, according to convention, and the right to found institutions and religious organisations for each person who belongs to a national minority.

The use of mother tongue is also a right of freedom of expression which includes the freedom to receive, communicate and express opinions by the persons who belong to the national minorities.

2.1.2. At national level

✓ *The National Strategy for social inclusion and reduction of poverty 2015-2020*, envisages to offer equal opportunities of manifestation in society of all citizens, to live in dignity, with appreciation and valorisation, by assuring them the elementary needs."⁵²

✓ *The Operational Programme for helping the Disadvantaged People 2014-2020 (POAD)*, which supports the initiative of European Union to offer material assistance to the poorest categories of population. At national level, by

⁵¹ Framework Convention for protection of national minorities. *Document of Council of Europe adopted in 1995*, <http://www.dri.gov.ro/conventia-cadru-pentru-protectia-minoritatilor-nationale/>

⁵² Ministry of Labour, Family, Social Protection and Elderly, *The National Strategy for social inclusion and reduction of poverty 2015-2020*, p.8, http://www.mmuncii.ro/j33/images/Documente/Familie/2016/StrategyVol1RO_web.pdf





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the Operational Programme for helping the Disadvantaged People 2014-2020 (POAD) we offer food and material basic support to vulnerable groups.”⁵³

✓ *The Social Work Law no. 292/2011 of 20 December 2011*, sets forth the general framework of organisation, functioning and financing of the national social work system at national level as follows:

“The national social work system represents the totality of institutions, measures and actions by which the state, represented by the authorities of central and local public administration, and the civil society intervene for prevention, limitation or removal of the temporary or permanent effects of situations which can generate the marginalization or social exclusion of the person, family, groups or communities. The national social work system intervenes subsidiarily or as applicable, complementary to the social insurance systems and it is composed of the social assistance benefits system and the social services system. The social assistance by the specific measures and actions, has the purpose to develop the individual, group or collective capacities for assurance of social needs, increase of life quality and promotion of cohesion and social inclusion principles (article 2).”⁵⁴

Social solidarity is the general principle on which the national social work system is founded. By solidarity the whole community contributes to the helping of vulnerable persons, who need support to overcome the difficult situations in which they are.

The social services are classified in several categories.

According to their purpose, there are: personal care services, recovery/rehabilitation services, insertion/social reinsertion and assistance and support services for assuring the basic needs of the person.

Depending on the categories of beneficiaries, there are: social services for disabled persons, for elderly, for homeless, social services which come to support the child and/or family, victims of violence in the family, victims of trafficking in persons, persons with mental disorders, persons deprived of freedom, social services for persons with various addictions, respectively consumption of alcohol, drugs, other toxic substances, internet, gambling etc., for persons sanctioned with an educational measure or a custodial sentence who are under the surveillance of probation services, for long-term unemployed and persons from isolated communities, and social support services for dependents of beneficiaries.

By the assistance regime, there are social services:

- With accommodation for definite or indefinite period: protected homes, night shelters, residential centres, social type boarding houses, etc.;

⁵³ The Operational Programme for helping the Disadvantaged People 2014-2020 (POAD), <http://www.fonduri-ue.ro/poad-2014>.

⁵⁴ *Social Work Law no. 292/2011 of 20 December 2011*, <http://anpd.gov.ro>.





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- Services without accommodation: home care centres and/or units, day-care centres, mobile food services, social canteens/cafeterias, social ambulance etc.

Taking account of place of granting, the social services are offered:

- a) in residential centres;
 - a 1) *social boarding houses*;
- b) in day-care centres;
- c) in the community;
- d) at home of the person who provides the service;
- e) at home of beneficiary.

According to the granting regime the social services are assured in normal and special regime:

- a) services provided in normal regime of contracting, access and usual documentation;
- b) services granted in special regime with preventive measures, which can be requested by beneficiaries only if they keep anonymity, by the victims of violence in the family, prostitutes, persons addicted to drugs, alcohol, etc. These services can be granted without signing a contract with beneficiaries;
- c) the social services granted in special regime are regulated by special law.

The legal regime of supplier divides the social services in public or private structures.

✓ ***Law no. 448 of 6 December 2006, for protection and promotion of rights of disabled persons***, promotes the rights and duties of disabled persons for the purpose of integration and social inclusion.

The lawmaker classifies in the category of disabled persons the persons who, because of their mental, physical or sensorial deficiencies are prevented or have limited access to the life of society and need support and protection measures. The Law assures the legal framework necessary for all disabled adults and minors, Romanian citizens and citizens of other states, who have domicile or residence in Romania.

"The disabled persons benefit from rights of:

- a) protection of health - prevention, treatment and recovery;
- b) education and professional training;
- c) occupation and adjustment of workplace, professional guidance and retraining;
- d) social assistance, respectively social services and social allowances;
- e) house, arrangement of personal living environment, transportation, access to physical environment, information and communication;
- f) leisure activities, access to culture, sport, tourism;
- g) legal assistance;





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h) fiscal facilities;
i) evaluation and re-evaluation by examination at home of non-travelling persons by the members of evaluation commission, every two years (article 6)."⁵⁵

➤ ***Law for prevention and sanctioning of all forms of discrimination no. 48/2002, published in Official Gazette of Romania no. 69 of 31 January 2002, for approval of Government Ordinance no. 137/2000;***

According to this law, we classify a contravention the discrimination of persons because of their belonging to a certain ethnicity, nationality, race, religion, underprivileged category, because of gender, age, beliefs, and sexual orientations.

Discrimination can be manifested by:

- " a) refusal to grant the public administrative and legal services;
- b) Refusal of access of a person or a group of persons to the public healthcare services - selection of family doctor, medical assistance, health insurances, emergency services or other healthcare services;
- c) Refusal to sell or lease a land or building with destination of home;
- d) Refusal to grant a bank loan or to sign any other kind of contract;
- e) Refusal of access of a person or a group of persons to the services offered by theatres, cinemas, libraries, museums and exhibitions;
- f) Refusal of access of a person or group of persons to the services offered by shops, hotels, restaurants, bars, discotheques or other providers of services, regardless whether they are in private or public property;
- g) refusal of access of a person or a group of persons to the services offered by the public transport companies - by plane, ship, train, subway, bus, trolleybus, tramway, taxi or by other means of transport;
- h) refusal of granting certain rights or facilities to a person or a group of persons."⁵⁶

➤ ***Government Decision no. 881 of 09.12.1998, published in the Official Gazette of Romania, Part I, no. 478 of 14/12/1998, for declaration of the 18th December as *National Minorities of Romania Day*.***

"The 18th December is declared The Day of National Minorities of Romania. On the occasion of Day of National Minorities of Romania, we will organise cultural events, symposiums, round tables and other actions with specific themes. The Department for Protection of National Minorities and the Ministry of Culture, together with the authorities of public administration will give specialised support

⁵⁵ *Law for protection and promotion of rights of disabled persons*, No. 448 of 6 December 2006, <http://anpd.gov.ro/>.

⁵⁶ *Law for prevention and sanctioning of all forms of discrimination*, No. 48/2002, <http://legislatie.resurse-pentru-democratie.org/Law/48-2002.php>.





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for organisation and carrying out of manifestations for this event (article 1 and 2)."⁵⁷

➤ ***Government Decision no. 1206 of 27.11.2001***, published in the Official Gazette of Romania, Part I, no. 781 of 07/12/2001, for approval of Norms for application of provisions regarding the right of citizens who belong to a national minority to use the mother tongue in the local public administration, included in the Law of local public administration no. 215/2001."⁵⁸

✓ ***Government Decision no. 834 of 10.07.2003***, published in the Official Gazette of Romania, Part I, no. 526 of 22/07/2003, ***for foundation of the National Cultural Centre of Roma people***, as institution with legal personality subordinated to the Ministry of Culture and Cults.

✓ ***Decision no. 1194 of 27 November 2001 for organisation and functioning of the National Council for Fight against Discrimination.***

✓ ***Government Decision no. 430/2001 for the Strategy of Romanian Government for improvement of the Roma situation***, published in the Official Gazette of Romania, Part I, on 28 April 2006.

2.2. LEGISLATION ON TAXES AND DUTIES

✓ ***Law no. 76/2002, for the insurance system for unemployment and stimulation of workforce occupation***

In our country, the legislation in force guarantees each citizen the right to choose his/her profession and workplace, and also the right to benefit from unemployment insurances.

This law comes to support the persons who are looking for a job and are in one of the following situations:

"a) became unemployed in the meaning of the provisions of art. 5 point IV let. c);

b) could not fill in a position after the graduation of an educational institution or after the fulfilment of the military obligations;

c) occupy a job and for various reasons, want to change their job;

d) obtained the status of refugee or another form of international protection, according to the law;

⁵⁷ Government of Romania, *Government Decision no. 881 of 09.12.1998*, published in the Official Gazette of Romania, Part I, no. 478 of 4/12/1998, http://www.anr.gov.ro/docs/legislatie/Hotarare_nr881din_09121998.pdf.

⁵⁸ Government of Romania, *Government Decision no. 1206 of 27.11.2001*, http://www.anr.gov.ro/docs/legislatie/Hotarare_nr_1206_din_27_11_2001.pdf.





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e) the foreign citizens or stateless persons who were hired or earned income in Romania, according to the law;

f) could not fill in a position after repatriation or after release from prison.”⁵⁹

✓ Law no. 448 of 6 December 2006, *for protection and promotion of rights of disabled persons*, sets forth certain facilities granted to employers, such as deduction of certain expenses for obtaining a house and reduction or exemption from the payment of rent for a certain type of houses and granting of subsidies for employers:

The public authorities are obliged to take into account the priority of lease, at lower levels, of houses which belong to the public domain of the state, to assure the disabled persons the opportunity to obtain a house. Also, the disabled persons have rights, one of them is to receive, in addition, a room and another right is to be exempted from the payment of rent for the inhabitable spaces held by the state or the administrative-territorial units.

Article 28 highlights the exemption from the payment of the fee for use of national road networks, set out in Government Ordinance no. 15/2002, of disabled persons and their companions or personal assistants, holders of cars. The exemption set out by this law applies for a single car held by each of the entitled persons.

The rights from which benefit the employers of disabled persons are written in article 84, as follows:

“a) deduction, in the calculation of taxable profit, of the amounts related to adjustment of protected workplaces and purchase of machinery and equipment used in the production process by the disabled person;

b) deduction, in the calculation of taxable profit, of expenses with the transport of disabled persons from home to workplace and expenses with the transport of raw materials and finished products to and from the home of disabled person, hired for home work;

c) deduction from the budget of unemployment insurances of specific training costs and professional orientation costs and hiring costs of disabled persons;

d) a state subsidy, according to the Law no. 76/2002 for unemployment insurances system and stimulation of workforce occupation, as further amended and supplemented.”⁶⁰

⁵⁹ Law no. 76/2002, *for insurance system for unemployment and stimulation of workforce occupation*, http://www.mmuncii.ro/pub/imagemanager/images/file/Legislatie/LEGI/L76-2002_act.pdf.

⁶⁰ Law no. 448 of 6 December 2006 *for protection and promotion of rights of disabled persons*, <http://anpd.gov.ro/>.





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✓ **Law no. 207/2009 for approval of GEO no. 86/2008 for amending the Law no. 448/2006 for protection and promotion of rights of disabled persons** - refers to the possibility of a disabled person to benefit from a loan, and the interest is deducted by the state.

"The adults with serious or accentuated disability can benefit from loan and its interest is paid by the state budget, by transfers from the budget of National Authority for Disabled persons to the budgets of general county divisions for social assistance and child protection, respectively local divisions of districts of Bucharest Municipality, based on a contract for payment commitment of interest for the purchase of a single car and for adjustment of a house according to the individual needs of access, provided that the loan instalments are paid at due dates and the value of the loan should not exceed 10,000 Euro, and the return of loan should not exceed 10 years. In case of purchase of cars specially adjusted to the transport of non-transferrable disabled persons, dependent on wheelchair, the value of the loan cannot exceed 20.000 Euro, the repayment period is 15 years (article 27)."⁶¹

➤ **Law no. 359/2009 for amending ART 20 para. (2) let. b) of Law no. 448/2006 for protection and promotion of rights of disabled persons**, attests an exemption from the payment of the rent based on the fulfilment of the following conditions:

"In article 20 of Law no. 448/2006 for protection and promotion of rights of disabled persons, republished in Official Gazette of Romania, Part I no. 1 of 3 January 2008, as further amended and supplemented, letter b) of paragraph (2) is amended and will have the following content:

b) exemption from the payment of rent for housing areas with destination of houses held by the state or by its administrative-territorial units and which are in the use of these persons (article 1)."⁶²

➤ **Law no. 360/2009 for amending letter a) ARTICLE 26 of Law no. 448/2006 for protection and promotion of rights of disabled persons** - brings in discussion the exemption of the disabled persons from the payment of income tax:

"Unique article. Letter a) of article 26 of Law no. 448/2006 for **protection and promotion of rights of disabled persons**, republished in Official Gazette of Romania, Part I no. 1 of 3 January 2008, as further amended and supplemented, is

⁶¹Law no. 207/2009 for approval of GEO no. 86/2008 for amending the Law no. 448/2006 for protection and promotion of rights of disabled persons, <http://www.mmuncii.ro/pub/imagemanager/images/file/Legislatie/LEGI/L207-2009.pdf>.

⁶²Law no. 359/2009 for amending art. 20 paragraph (2) letter b) of Law no. 448/2006 for protection and promotion of rights of disabled persons, art. 1, http://www.dreptonline.ro/legislatie/lege_modificare_protectie_promovare_drepturi_persoane_handicap_359_2009.php.





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amended and will be as follows: exemption of tax on the income from salaries, indemnities of salary nature and pensions”⁶³

➤ **Law no. 136/2012 for approval of GEO no. 84/2010 for amending the Law no. 448/2006 for protection and promotion of rights of disabled persons** - the obligations of employer if the temporary assistant of the disabled person is temporarily absent:

“Article 1 point 2, paragraph (2) of article 37 is amended and will have the following content: for the period of temporary absence of the personal assistant, the employer has the obligation to assure the person with serious disability a replacement of the personal assistant.”⁶⁴

➤ **Law no. 193/2015 for amending the Law no. 448/2006 for protection and promotion of rights of disabled persons** - emphasizes the exemption of disabled persons and their companions/personal assistants from the payment of the fee for use of national road networks (tax disc):

According to article 26, letter c), the exemption is from the payment of tax on cars, motorcycles and motorcycles with sidecar;

Article 28 has the following content:

“The disabled persons and their companions or personal assistants, holders of cars, benefit from exemption from the payment of fee for use of national road networks, set out in Government Ordinance no. 15/2002 for application of the fee of use and fee of passage on the network of national roads from Romania, approved as amended and supplemented by the Law no. 424/2002, as further amended and supplemented.

The exemption set out by paragraph (1) shall apply for a single car held by each of the entitled persons according to the provisions of paragraph (1).”⁶⁵

2.3. COMPULSORY SOCIAL INSURANCES AND HEALTH INSURANCES

✓ **The health insurance law no. 145/1997**

According to this law, all the Romanian citizens, the foreign citizens and stateless persons who have domicile or residence on the territory of the country, are obligatorily subject to insurance and therefore pay a monthly contribution for

⁶³ Law no. 360/2009 for amending the letter a) art. 26 of Law no. 448/2006 for protection and promotion of rights of disabled persons, <http://www.cevadespus.ro/docs/Lege%20360-2009%20pentru%20modificarea%20Legii%20448.pdf>.

⁶⁴ Law no. 136/2012 for approval of GEO no. 84/2010 for amending the Law no. 448/2006 for protection and promotion of rights of disabled persons, <http://www.mmuncii.ro/pub/imagemanager/images/file/Legislatie/LEGI/L%20136-2012.pdf>.

⁶⁵ Law no. 193/2015 for amending the Law no. 448/2006 for protection and promotion of rights of disabled persons, <https://lege5.ro/Gratuit/g4zdmnjugm/Law-nr-193-2015-pentru-modificarea-legii-nr-448-2006-privind-protectia-si-promovarea-drepturilor-persoanelor-cu-handicap>.





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the health insurance. The health insurance belongs to certain categories of persons without the payment of contribution, as follows:

- " a) children and youth up to 26th years old, if they are pupils, students or apprentices and if they do not earn income from work;
- b) disabled persons who do not earn income from work or are in the care of family;
- c) husband, wife, parents and grandparents, without own income, who are dependent on an insured person; etc." ⁶⁶

✓ *Law no. 95/2006 for reform in health, as further amended and supplemented* (**republished**) presents the persons who benefit from medical insurance without paying the contribution.

Among these persons we mention the disabled persons who do not earn income from work, pension or other sources, except for those obtained based on the Government Emergency Ordinance no. 102/1999 for special protection and hiring of disabled persons, approved as amended and supplemented by the Law no. 519/2002, as further amended and supplemented;

Another category are the patients with disorders included in the national health programmes established by the Ministry of Public Health, until the curing of that disorder, if they do not earn income from work, pension or from other resources" ⁶⁷.

✓ *Law for state allowance for children,***Republished, No. 61/1993 of 22 September 1993* has in view the establishment of allowance and its payment methods.

The State provides as form of protection the state allowance for children, granted to all children, without discrimination and according to article 3, paragraph 1 "The amount of state allowance for children is established according to the social reference indicator hereinafter referred to as ISR, as follows:

- a) 0.4 ISR for children aged up to 2 years old (or up to 3 years old in case of disabled child);
- b) 0.168 ISR for children aged between 2 and 18 years old and for youth set out by ART 1 paragraph (3);
- c) 0.4 ISR for children aged between 3 and 18 years old, in case of disabled child, according to the provisions of ART 58 paragraph (1) of Law no. 448/2006 for protection and promotion of rights of disabled persons, republished, as further amended and supplemented." ⁶⁸

⁶⁶ *Health Insurance Law no. 145/1997*, http://www.cdep.ro/pls/legis/legis_pck.legis_act_text?idt=2557.

⁶⁷ *Law no. 95/2006 for reform in health, as further amended and supplemented*, <https://Lawz.net/Law-95-2006/art-213>.

⁶⁸ *Law for state allowance for children, (Republished), No. 61/1993*, <http://anpd.gov.ro>.





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✓ *Law for unitary public pension system, No. 263/2010 of 16 December 2010.* According to this law, by the public pension system and other social insurance rights, the state guarantees the right of social insurances.

Article 49 of the law above sets forth that the non-contribution periods are assimilated to the membership contribution stage, being referred to as assimilated periods. These periods are those in which the Insured received disability pension and a second category, which came into force on 1st January 2006, is the period when he/she benefited from a leave for raising the child up to 2 years old or up to 3 years old, in case of disabled child;

Articles 58 and 59 of this law mention as follows:

"The persons who fulfilled the membership contribution stage in pre-existing disability conditions of insured capacity benefit from the reduction of standard retirement ages set out by annex no. 5, depending on the disability degree, as follows:

a) by 15 years, in case of insureds with serious disability, if they fulfilled in the conditions of pre-existing disability of insured capacity, at least one third of the full membership contribution stage;

b) by 10 years, in case of Insured with accentuated disabilities, if they fulfilled, in the conditions of pre-existing disability of the Insured capacity, at least two thirds of the full membership contribution stage;

c) by 10 years, in case of Insureds with medium disability, if they fulfilled, in the conditions of pre-existing disability of the Insured capacity, the full membership contributions stage.

The persons with sight disability benefit from pension for age limit, regardless of age, if they fulfilled as blind person at least one third of the full membership contribution stage."⁶⁹

3. SECTION III "INFORMATION ABOUT BUSINESSES"

3.1. INFORMATION ABOUT COMPANIES AND ORGANISATIONS WHICH OFFER SUPPORT FOR ENTREPRENEURS

The Romanian entrepreneurs who are at start of their career can receive guidance by consultancy programmes for business, which can be free or in exchange for a fee. Consultancy in business is a service offered by a consultant to entrepreneur, at the initiation of business or in different stages of its development.

⁶⁹Law for unitary public pension system, No. 263/2010 of 16 December 2010, http://www.mmuncii.ro/j33/images/Documente/MMJS/Legislatie/Lege263din2010_vigoare-la1feb2017.pdf.





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START-UP NATION ROMANIA Programme

The Programme proposes to offer "consultancy and specialised support to companies who are at start of road, but also those which go through different expansion/transformation processes."⁷⁰

On the website of the programme, there are offered details about financing, eligibility criteria that those who want to participate in the programme have to fulfil.⁷¹

ROMANIA START-UP PLUS Programme

The programme is a "financing line for those who want to develop a business in urban environment". It is a programme dedicated to the "development of entrepreneurship and foundation of new companies".⁷² Its purpose is to stimulate entrepreneurship and to create jobs. In principle, it "offers European funds for:

- entrepreneurial education courses;
- technical specialised consultancy;
- mentorship services;
- implementation of business plan."⁷³

In Romania there are a series of companies and organisations which offer training courses for those who want to start a business or who want to develop entrepreneurial competences. We present below a few of them.

Business Academy

Address: Str. Academiei, Nr. 39-41, Et. 2, District 1, Bucharest

Working hours: Monday - Friday: 08:00 - 20:00, Saturday: 09:00 - 13:00

Department for enrolment:

Tel.: +40 (314) 326 163; Mobile phone: +40 (74) 9161 610, +40 (74) 5040 199

Business Academy "is an international school for education in business field" which exists in Romania since 2010 and has two subsidiaries, one in Bucharest and one in Timisoara. From organisational point of view, it belongs to the "international company LINK group, which was founded in 1998, and has headquarters in Belgrade", with subsidiaries in several countries of Balkan Peninsula. Business Academy operates by the "Department for International Examinations of Cambridge University".⁷⁴

⁷⁰ Start-Up Nation Romania, *Mission*, <https://start-upnation.eu/misiune/>.

⁷¹ START-UP NATION ROMANIA, *Beneficiaries*, <https://start-upnation.eu/beneficiari/>.

⁷² Romania Start-Up Plus. Financing Line dedicated to those who want to start a business in urban environment, with European funds, p.3, <http://www.fonduri-ue.ro/images/files/comunicate/2016/11.07/Calendar.Romania.Start-Up.Plus.pdf>.

⁷³ *Ibidem*, p.4.

⁷⁴ Business Academy, <https://www.business-academy.ro/>.





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The mission of BA is to help "those who want to be completely independent financially, by building own business or a successful career" and their activity integrates in the vision: "A world of happy, rich and independent people".

The Entrepreneurship Academy

EA-The Entrepreneurship Academy - Bucharest, Romania

Address: Strada Semilunei, Nr. 4-6, District 2, 020053, Bucharest, Romania

Telephone: +40 318 142 927 | email: info@entrepreneurship.ro

Working hours: Monday-Friday | 09:00 a.m - 20:00 p.m

The Entrepreneurship Academy is a higher education institution from Romanian "administered by the EntrepreNation Foundation, created by the three founding organisations. The mission of foundation is the development of entrepreneurship in Romania. The University is the main project of EntrepreNation Foundation."⁷⁵ ING Bank is the first Founding Partner of The Entrepreneurship Academy.

As for the educational model, "the learning process EA - The Entrepreneurship Academy is oriented to students and to achievement of academic, professional, personal and financial, clear and achievable objectives, being structured under the form of a bachelor's degree programme with a duration of 4 years."⁷⁶

3.2. EMPLOYMENT OPPORTUNITIES FOR DISADVANTAGED PERSONS

3.2.1. Labour market in cross-border region Romania-Bulgaria

In the field of workforce occupation, the vulnerable groups are the most predisposed to marginalization and discrimination. That is why, the measures proposed at the European Union level aim at promotion of participation in education and training of all individuals, equal access of individuals to professional opportunities, acquisition of necessary resources to favour the professional integration, equal treatment of persons in workplace regardless of their ethnic or racial belonging.

At European level, during the period 2002-2018, the general workforce occupation rate increased by 6.2 percentage points, from 66.8% to 73.2%. However, the general tendency is increasing in all European countries (in Bulgaria and Malta the increase was spectacular, by over 20.0%), Cyprus and Greece become

⁷⁵ The Entrepreneurship Academy, <https://www.entrepreneurship-academy.ro/organizatii-fondatoare/>.

⁷⁶ The Entrepreneurship Academy, *Educational Model*, <https://www.entrepreneurship-academy.ro/model-educational/>.





an exception, being the only countries that recorded a decrease in the period mentioned.

After the economic crisis of 2008, we noticed worrisome tendencies on the workforce market, so that during the period 2009-2013, the general workforce occupation rate was on a continuous decrease from 68.9% to 68.2%. The austerity policies imposed with the economic crisis influenced the labour market both by changing the pension schemes and by extension of the professional life and the workforce occupation rate in the old age group (between 55 and 64 years old). In the year 2018, in Romania and in Bulgaria, the unemployment rate reached the lowest value in the period 2008-2018, which means 4.2% in Romania and 5.2% in Bulgaria.⁷⁷

At European Union level we notice differences regarding the occupation rates according to gender, women are involved in a lower percentage, on the labour market, than men. The gender differences were reduced by 5.7 percentage points during 2002-2018, so that in 2018, the difference remained at 11.6%. However, in most European states, during the period 2002-2018, the occupation rate among men was higher than among women, the only exceptions were Latvia and Lithuania in the year 2009.

Although in most European Union member states the difference between the occupation rate of women and men was reduced, in countries such as Bulgaria and Romania, it increased by about 5%, as presented in the following table:

Table 1. Major differences of occupation rate depending on gender in Romania and Bulgaria

Countries	Occupation rate of women		Occupation rate of men		Difference of occupation rate in 2002	Difference of occupation rate in 2018
	2002	2018	2002	2018		
Romania	56.8%	60.6%	70.1%	78.9%	3.8%	8.8%
Bulgaria	52.3%	68.3%	59.4%	76.5%	16.0%	17.1%

Source: Eurostat, *Employment statistics*,
https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Employment_statistics

➤ Statistics regarding vulnerable groups in cross-border region Romania-Bulgaria

In the year 2017, 22.4% of the European Union population lived in households with risk of poverty or social exclusion, which means 112.8 million persons out of

⁷⁷ Source: Eurostat, *Unemployment statistics*. https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Unemployment_statistics#Youth_unemployment





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total 551,521.27 persons. Bulgaria, Romania, Greece, Lithuania and Italy have the highest number of persons exposed to the risk of poverty or social exclusion.⁷⁸

Disabled persons and Roma ethnic persons - European statistics

According to statistics of World Health Organisation (WHO), at world level, in the year 2010, about 15.0% of world population, which means over one billion persons, are estimated to suffer from a form of disability.

According to the results of *World Study of Health*, "about 785 million persons (15.6%) with age of 15 years old and over 15 years old live with disability, while the estimates of *Global Burden of Disease* speak of about 975 million (19.4%) persons. Among them, the World Study of Health estimates that 110 million persons (2.2%) have major difficulties of functioning, while the *Global Burden of Disease* Institute (GBD) estimates that 190 million people (3.8%) have severe disability - equivalent of deduced disability for conditions such as quadriplegia, severe depression or blinding. The latter measure the types of disability of children (between 0 and 14 years old), which are estimated to be 95 million people (5.1%), of whom 13 million people (0.7%) have severe disabilities"⁷⁹.

In 2012, there were reported about 70 million people with disabilities, which means 17.6% of the population aged 15 and over 15 years old. According to the statistic results presented by Eurostat, in the year 2012, the disabled persons were in the following situations⁸⁰:

- ✓ 37.0% of the disabled persons require assistance because the lack of financial resources, necessary equipment or special assistance prevent them from handling the day-to-day life.

- ✓ The disabled persons with low education level are more predisposed to require assistance than those with higher education levels"⁸¹

- ✓ The persons who are not involved in the labour market are more predisposed to report the need of assistance than the employed persons.

At world level, the Roma population is estimated at 12 million persons of which 8 million live in Europe. Among those who settled on the European continent six million are distributed in Central and Eastern Europe⁸².

⁷⁸ Sursa: Eurostat, *People at risk of poverty or social exclusion*

https://ec.europa.eu/eurostat/statistics-explained/index.php/People_at_risk_of_poverty_or_social_exclusion#Number_of_people_at_risk_of_poverty_or_social_exclusion

⁷⁹ World Health Organization (WHO), *World report on disability* (Summary), Malta, 2011, p. 8.

⁸⁰ Eurostat, *Disability statistics - financial situation*, https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Disability_statistics_-_need_for_assistance&oldid=399967#People_with_disabilities_requiring_assistance.

⁸¹ *Ibidem*.

⁸² European Union, *Support for Roma communities in Central and Eastern Europe*, Brussels, p.1, https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/pdf/brochure_roma_oct2003_en.pdf





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3.2.2. Employment opportunities for Roma people and disabled persons

The Roma people and disabled persons are often in vulnerability or risk situations because the group members frequently have low levels of education, lack of qualifications, reduced experience on the labour market, precarious material situation. In this context, from the point of view of occupational opportunities, they become disadvantaged people on the workforce market, because they have a low participation in education and therefore, low levels of qualification and work experience.

In case of Roma persons, they report occupational models of population, the interest is manifested towards traditional jobs, specific to Roma ethnicity. According to results of specialised studies, most of Roma people are unqualified, carry out activities which do not require any professional training.

In general, the activities carried out are on own management, mostly carried out in rural environment, in agriculture, mostly activity in own household, without receiving any economic compensation.

According to data provided by the National Institute of Statistics, in Investigation on workforce in the households of population (AMIGO) "in the year 2013, in agricultural sector worked about half of Roma men and about two thirds of Roma women. Among the non-agricultural activities, the most frequencies for Roma men are encountered in commerce activities (12,8%), processing industry (12,6%) and in constructions (11,0%). About 1 of ten Roma men were occupied in sanitation and water distribution activities and in activities of provision of services to the individual households of population. One of five Roma women carried out economic activity in processing industry and another 11.0% in commerce."⁸³

The disabled persons have a low employment rate. According to a report of Foundation "Pentru Voi" and Institute for Public Policies (IPP), in the year 2010, about 29,000 persons, which means 4.2% of total disabled persons at national level had a job.

The highest employment perspectives are in protected institutions whose role is to favour the integration of disabled persons on the labour market. However, the reduced legislative regulations regarding the employment of disabled persons in protected units imposed that in 2010, only 5% of total disabled persons hired at national level worked in them. In 2017, the situation was similar, being hired 6.8% (which means 33,449 disabled persons) out of total 700,000 with right of work. According to the Ministry of Labour and Social Justice (MMJS) "the 732

⁸³ Ruxandra Moldoveanu, *Etnia rroma - câteva particularitati ilustrate prin date statistice*, Revista Româna de Statistica - Supliment nr. 12 / 2015, p. 29.



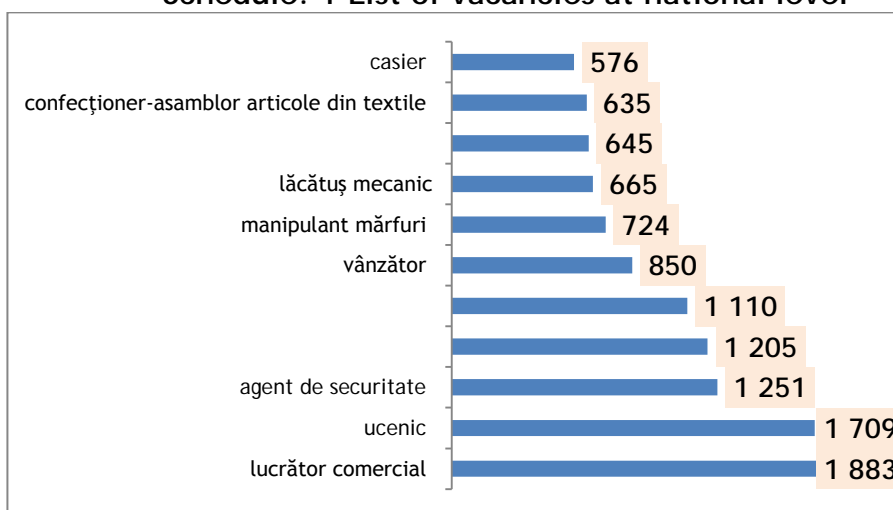


Authorised Protected Units hired only 1,897 disabled persons and 124 persons with disability degree III, which means 0.26% of total number of disabled people.”⁸⁴

Also, according to the Law no. 448/2006, disabled persons should occupy 4% of total number of employees of public institution and private companies which exceed 50 employees. Although this measure for stimulation of employment creates clear opportunities for disabled persons, at national level, the number of disabled employees is low compared to the number of vacancies reported by institutions.

At national level, the employment opportunities for persons from vulnerable groups, who have a low education level or are professionally unqualified, can be known by the National Agency for the Occupation of Workforce (ANOFM). According to ANOFM, in July 2019, there were recorded 28,977 vacant jobs, out of which 4.5% are addressed to persons with higher studies, and 53.1% are for persons with secondary schools, post-secondary schools or vocational schools, while 42.4% of the jobs are for persons with primary/gymnasium studies or without studies⁸⁵.

Schedule. 1 List of vacancies at national level



Source: The National Agency for the Occupation of Workforce (ANOFM), Department of Communication and Secretariat of Board of Directors, Press release, 4 July 2019, https://www.anofm.ro/upload/7451/comunicat_LMV_4_iulie_2019.pdf

Also, in July 2019, at national level, ANOFM organised 169 professional training programmes, in which 2,742 persons enrolled, about 50% of the jobs/occupations proposed were addressed to persons who do not have a professional qualification obtained from the attendance of a secondary or

⁸⁴ Ziarul Libertatea, Article “State institutions do not hire disabled persons, although they are obliged by the law”, 26 April 2018, <https://www.libertatea.ro/stiri/institutiile-de-stat-nu-angajeaza-persoane-cu-handicap-desi-sunt-obligate-2230681>

⁸⁵ The National Agency for the Occupation of Workforce (ANOFM), Department of Communication and Secretariat of Board of Directors, Press release, 4th July 2019, https://www.anofm.ro/upload/7451/comunicat_LMV_4_iulie_2019.pdf





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university education system. In the cross-border counties, the following data were reported⁸⁶:

- Dolj: 10 professional training courses carried out by ANOFM, in jobs/trades: *Coiffeur, security agent, farmer in vegetal cultures and animal breeder, Communication in Romanian language, Competences of mathematics, Inspector (Referent) in Human Resources, Maintenance Electrician in constructions.*
- Gorj: 3 professional training courses carried out by ANOFM, in jobs/trades: *Electronic computer Operator and network operator, Room Maid, Commercial Worker.*
- Calarasi: 6 professional training courses carried out by ANOFM, in jobs/trades: *Barman, key communication competences, Inspector (referent) in human resources, Inspector in occupational health and safety, Operator for introduction, validation and processing of data, Baker.*
- Olt: 6 professional training courses carried out by ANOFM, in jobs/trades: *Communication in English, Commercial Worker, Pastry Chef, Waiter, seller in nutrition units.*
- Constanta: 2 professional training courses carried out by ANOFM, in jobs/trades: *Operator for introduction, validation and processing of data, Pastry Chef.*
- Giurgiu: 2 professional training courses carried out by ANOFM, in jobs/trades: *Make-up Artist, Coiffeur, Barber, Manicurist, Pedicurist.*
- Teleorman: 1 professional training course carried out by ANOFM, in job/trades: *Electrician for low and medium voltage exploitation.*

Out of 405 thousand disabled persons who participate in economic activity, 30.0% have access to special forms of assistance which help them in carrying out the professional activity, while 64.0% of unoccupied disabled persons (1287 thousand persons) claim that they would want access to special assistance measures to integrate more easily on the workforce market.

Special assistance measures aim at⁸⁷:

- Personal assistance, help/support for carrying out of professional activity (measure mentioned by 22.4% of occupied disabled persons and 43.4% of unoccupied disabled persons);
- Specific equipment or work conditions adjusted to the workplace (measure mentioned by 2.9% of occupied disabled persons and 28.9% of inactive disabled persons);

⁸⁶ The National Agency for the Occupation of Workforce (ANOFM), Programme of courses July 2019, https://www.anofm.ro/upload/7243/SKMBT_22319062715340.pdf

⁸⁷ The measures and statistic data about them were taken from the National Institute of Statistics, Press release. Occupation of disabled persons, No. 258 of 5.12.2011, p. 3, http://www.insse.ro/cms/files/statistici/comunicate/com_trim/ocuparea%20persoanelor%20cu%20dizabilitati/a11/ocup_dizabilitati12r.pdf.





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- Special conditions at workplace (for example, flexible work schedule, work without travelling, carrying out of activity at home etc.) mentioned by 14.4% of occupied disabled persons and 59.0% of unoccupied disabled persons.

3.3. CUSTOMS PROCEDURES

3.3.1. Customs procedures regarding the introduction of merchandise on the customs territory of Romania

Conditions regarding the presentation of merchandise in customs office:

"The merchandise which comes on the customs territory of Romania is presented at the customs office by the person who introduced it, or as applicable, by the person who takes responsibility for the transport of merchandise after the goods were introduced, except for the goods transported by means of transport which transit without interruption the territorial waters or the air space of the customs territory of Romania. The person who presents the goods is obliged to mention the summary declaration or the customs declaration submitted previously for these goods."⁸⁸

Useful information about presentation and temporary storage of goods:

"The goods introduced on the customs territory of Romania are presented in customs right after their arrival at the customs office designated or in any other designated place or approved by the customs authorities or in a free area.

You have the obligation to present the non-Union goods that you introduce in the Union to the customs officers. They have to receive a customs regime, approved by the customs authority.

The non-Union goods are temporarily stored since their presentation in the customs office. The goods temporarily stored are stored only in temporary storage spaces authorised by the customs authority. The deadline in which the goods must be placed under a customs regime or re-exported is 90 days."⁸⁹

In connection with the declaration of goods we stipulate as follows: "All the goods that need to be placed in a customs regime, except for the free area regime, make the object of a customs declaration corresponding to this regime."

The customs declaration can be submitted in three ways:

- "in writing;
- by using a data processing technique;
- by a verbal declaration or another action."⁹⁰

⁸⁸ *Customs Code of Romania* (Law 86/2006), Art. 66, pp.23-24. <http://www.e-customs.ro/wp-content/downloads/Codul-Vamal-al-Romaniei-Law86.pdf>.

⁸⁹ *Directia Generala a Vamilor, Prezentarea marfurilor si depozitarea temporara*, <https://www.customs.ro/agenti-economici/proceduri-vamale/declararea-marfurilor>.

⁹⁰ *Ibidem*.





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Articles 71 and 72 of Customs Code refer to "The obligation to attribute a customs declaration to goods"⁹¹, and articles 73-76 establish the norms regarding the "temporary storage of goods presented in customs office."⁹² And articles 82-84 regulate "the placement of goods under a customs regime."⁹³

3.2.2. Procedures regarding the merchandise which leaves the customs territory of Romania

According to article 201 of Customs Code "the goods which leave the customs territory of Romania make the object of a customs declaration or if the customs declaration is not required, a summary declaration, except for the goods transported by means of transport which transit without interruption the territorial waters or the air space of the customs territory."⁹⁴

Norms regarding the customs declaration in case of goods which received a customs destination and leave the territory of Romania.

• When the goods which leave the customs territory of Romania received a customs destination which requires a customs declaration according to the law, this declaration is submitted at the export customs office before the goods leave the customs territory of Romania.

• When the customs declaration is drawn up in another way than the electronic format, the customs authority makes the risks analysis at the same level with that applied to the electronic customs declarations."⁹⁵

If "the goods which leave the customs territory of Romania did not receive a customs destination which requires a customs declaration, the summary declaration is submitted to the customs office of exit before the goods leave the customs territory of Romania."⁹⁶

3.4. CONDITIONS FOR IMPORT AND EXPORT OF GOODS

The introduction of goods on the customs territory of Romania is regulated by article 60 of Customs Code.

"(1) The goods introduced on the customs territory of Romania make the object of a summary declaration, except for those loaded in vehicles which pass, without stop, through the territorial waters or the air space of the customs territory of Romania.

(2) The summary declaration is submitted to the customs office of entry. The customs authority can allow the summary declaration to be submitted to

⁹¹ Customs Code of Romania (Law 86/2006), Art. 71-72, p. 24.

⁹² Customs Code of Romania (Law 86/2006), Art. 73-76, p. 25.

⁹³ Customs Code of Romania (Law 86/2006), Art. 82-84, pp. 26-27.

⁹⁴ Customs Code of Romania (Law 86/2006), Art. 201, pp. 59-60.

⁹⁵ Customs Code of Romania (Law 86/2006), Art. 202, p. 60.

⁹⁶ Customs Code of Romania (Law 86/2006), Art. 203, p. 60.





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another customs office, provided that the customs office communicates immediately or makes available in electronic format the information necessary to the customs office of entry.

The customs authority can accept, instead of the summary declaration, the submission of a notice and access to data from the summary declaration in the software system of the economic operator.”⁹⁷

The following categories of goods benefit from exemption from the payment of import taxes under certain conditions:

- "The production means and other equipment imported with the transfer of activities from a third state in the European Community;
- "Products obtained by community farmers from the properties located in a third state";
- "seeds, fertilizers and products for the treatment of soil and crops imported by the agricultural producers";
- "Educational, scientific and cultural materials; instruments and scientific devices";
- "Therapeutic substances of human origin and reagents used for establishing the blood type and the tissue type";
- "Instruments and devices for medical research, establishment of diagnoses or realization of medical treatments";
- "Reference substances for quality control of medicines";
- "Pharmaceutical products used in international sport events";
- "Imported goods for the purpose of promoting trade"⁹⁸ etc.

Also, the exemption of import taxes is granted for:

- "goods for charity or philanthropic organisations; items designed for sight-deficient persons or other disabled persons",
- "indispensable goods imported by state organisations or other charity or philanthropic organisations authorised by the competent authorities to be distributed for free to the needy persons";
- "goods of any kind dispatched for free by a person or organisation based outside of Community and without any commercial purpose from the sender to the state organisations or other charity or philanthropic organisations authorised by the competent authorities to be used for the collection of funds on the occasion of occasional charity events for the benefit of needy persons"⁹⁹

Also, the items specially created for the educational, scientific or cultural development of sight-disabled persons are exempted from import taxes provided that they are imported by:

- sight-deficient persons;

⁹⁷ *Customs Code of Romania* (Law 86/2006), Art. 60, p. 21.

⁹⁸ *Ibidem*.

⁹⁹ *Ibidem*.





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• institutions or organisations involved in education or granting of assistance to sight-deficient people, authorised by the competent authorities of the member states.”¹⁰⁰

The objects specially designed for education, use and social promotion of persons with physical or mental disabilities, other than sight-deficient people, are exempted from import taxes when they are imported:

- by the disabled persons for own use;
- by the institutions or organisations which are designated by the competent authorities.”¹⁰¹

The following items benefit from exemption from the payment of export taxes:

“Domestic animals exported on the occasion of transfer of agricultural activities from the Community to a third country”

“The products obtained by the agricultural producers who carry out their activities on properties located in the Community”

“Seeds exported by agricultural producers for use on properties located in third states”;

“fodders and food which accompany the animals during their export”¹⁰² Etc.

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Project "Combined Efforts in Support to Disadvantaged People on the Labour Market in the Cross-Border Area", project code 16.4.2.056, e-MS code ROBG - 163.

INNOVATIVE LABOUR PRACTICES FOR DISADVANTAGED PEOPLE

First European Fair

of social enterprises and cooperatives of people with disabilities

Type of practice: Developing social entrepreneurship, exchanging experience, increasing employment opportunities for people with disabilities, and establishing business contacts.

The first European fair of social enterprises and cooperatives for people with disabilities is a follow-up to the nine National Expositions held by the non-governmental organizations in which they are members. The social enterprise sector has an annual turnover of more than EUR 50 billion within Europe. The initiative is being implemented in relation to meeting the objectives of the Europe 2020 Strategy. The fair became a reality thanks to the support of the European Commission, which co-organized the event. Co-organizers were the European Confederation of Industrial Cooperatives and Social Enterprises (SECOP), the Ministry of Labor and Social Policy, the Agency for People with Disabilities, the National Union of Workers' Cooperatives, the National Federation of Employers of Disabled Persons, the Union of the Deaf in Bulgaria and the National Union of Cooperatives of Disabled.

Main objectives:

The overall objective of the project is to promote, through participation in an international forum, the active public position of the members of specialized enterprises and cooperatives of people with disabilities, their achievements in employment, in the process of integration in the social and public life of the country.

In the long run, the purpose of the projects for organizing and holding National Exhibitions for Special Cooperatives and Enterprises for People with Disabilities is to overcome the low public awareness of the opportunities of people with disabilities. To overcome the negative opinion of employers who are





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unwilling and distrustful of the opportunities of people with disabilities to make full-time work and earn earned income.

By promoting their activities, the integration of people with disabilities into the work process is practically achieved, their rehabilitation and social integration are accelerated and their socio-economic status is improved.

Beneficiaries:

A total of 74 social enterprises and cooperatives for people with disabilities from Bulgaria and Europe participated in the exhibition. The participants from Bulgaria are represented by 64 social enterprises and cooperatives. From Europe participated: The non-governmental organization Group 484 from Serbia presented its social economy network, bringing together 24 organizations; Italy's ANSPL - includes 893 cooperatives and 5 consortia with an annual turnover of EUR 12.87 billion; Educational agency from Tuscany, Italy - specialized in training, retraining and project development for new businesses and cooperatives.

Summary of practice:

The European Fair is a message across the European Union that cooperatives, social and specialized enterprises for people with disabilities should be actively supported by the implementation of specific programs to support these types of companies.

Social enterprises and cooperatives of people with disabilities are extremely widespread in modern society, where business methods for solving social problems are being actively applied.

The European Fair of Social Enterprises and Co-operatives for People with Disabilities is an innovative model for strengthening specialized employment and developing the workforce. It is a kind of mechanism for social inclusion of people with disabilities. Provides opportunities for sustainable employment of people with permanent disabilities on the territory of the country by promoting their work and creating new contacts and business partnerships.

At 600 square meters of exhibition space in the most famous Expo Center of Bulgaria - International Fair - Plovdiv AD, the products made by people with disabilities were exhibited. The results of their work, presented at the exhibition, become accessible to a very wide range of participants and visitors - state and public organizations, business companies and consumers at home and abroad. It should be noted that such large-scale activities are not within the scope of the individual specialized enterprises of people with disabilities. The exhibiting



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companies not only seek a field of expression, but also purposefully seek public recognition of the various goods and services produced by people with disabilities. National associations and specialized funds and agencies of the Ministry of Labor and Social Policy provide irreplaceable assistance to them.

Achieved results:

Participation in the European Fair for Social Enterprises and Co-operatives for People with Disabilities intensifies all processes related to the implementation of the "Europe 2020" Strategy through efficient use of resources and increasing competitiveness, by increasing the labor market participants. It is of great importance for people with disabilities to ensure economic, social and territorial cohesion.

As a result of contacts with exhibitors from other countries, incl. and EU member states, it is possible to accelerate the integration of specialized enterprises and cooperatives with leading Bulgarian and foreign companies for structural and technological renewal of production and expansion of markets and new partnerships. The participating specialized enterprises continue to work to accelerate innovation and the transfer of new technologies and the rational use of resources to EU standards. The promotion of the activities of specialized enterprises to the public has also had a beneficial effect on their sales, as well as on the sustainable employment and personal development of disadvantaged people employed therein.

Within the framework of the project, management and organizational capacity for planning and coordination of an international event has been established and established within the participating companies and cooperatives, as well as within the organizations that contributed to the implementation of the European Fair: National Federation of Employers with Disabilities, National the Union of Labor-Productive Cooperatives, the National Union of the Cooperatives of the Disabled and the Union of the Deaf in Bulgaria.

Effect and impact:

The growth of national exhibitions at the European Fair for Social Enterprises and the Cooperative for People with Disabilities has intensified the attention of many countries' governments to support the sustainable development of social enterprises and cooperatives for people with disabilities, promoting beyond each country the potential of these enterprises, adopting and implementing measures to create favorable conditions for the development and





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enhancement of international cooperation and the ever more successful integration of people with disabilities into the community Life-red.

The main tasks related to the accelerated integration of people with disabilities into the economic and social life of the country and their social inclusion, changes in the type and manner of communication, in raising the level of public awareness of the problems and opportunities of people with disabilities are practically realized and implementing programs that address these issues.

□ The European Fair of Specialized Enterprises and Cooperatives of Disabled Persons supports the development of social enterprises and the improvement of the social economy in Bulgaria and shows good examples of integration of people with disabilities into the labor market. This forum helps to change attitudes towards people with disabilities and strengthen social capital in the country.

□ The added value of the project is to increase the social integration and personal realization of a large group of people with disabilities, improve their quality of life, increase the social credit and financial results of the companies in which people with disabilities work.

□ It is of paramount importance to involve partners (public and private) in the process of designing and implementing a forum like the European Fair of Specialized Enterprises and Cooperatives of Persons with Disabilities. The appreciation and recognition is currently high and this gives an incentive to the organizers to do their best to continue the activity, because the motivation of institutions, organizations and enterprises of and for people with disabilities is great.

Enterprise "Workshop of Dreams"

Type of practice: Skills development and employability for people with permanent disabilities.

Main objectives:

With this project the municipality of Veliko Turnovo aims to create and develop a social enterprise "Workshop of Dreams", which provides opportunities for sheltered employment of persons leaving specialized institutions, as well as the employment of people with permanent disabilities on the territory of the municipality, as an innovative form of social service to build a supportive environment for active social inclusion.





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Beneficiaries:

People with permanent disabilities and people with intellectual disabilities. The target group includes 80 people with mental retardation, leaving specialized institutions, 34 people housed in sheltered homes in the villages of Tserova Korja and Debelelets, 50 people with permanent disabilities and 28 with disabilities from the Nursing Home.

Summary of practice:

Social enterprises are a growing phenomenon in Bulgaria, following the example of European countries, where business methods for solving social problems are being actively applied. Currently, over 10 million people from United Europe are employed in the field of social entrepreneurship.

The social enterprise "Workshop of Dreams" enterprise is an innovative model for creating sheltered employment and developing the workforce. It is a kind of mechanism for social inclusion of people with disabilities and persons leaving specialized institutions. It provides opportunities for employment of people with permanent disabilities on the territory of the municipality.

Within the framework of the project a social enterprise for the production of souvenirs was built, equipped and separated, which provides sheltered employment. Four sheltered workshops have been opened in 14 months. Occupational therapy covers a total of 192 people with disabilities from specialized institutions and from the community. The goal is to develop products that are marketable to tourists, guests and international partners of the municipality. To a large extent, this is not only a craft activity, but an important element of the rehabilitation and occupational therapy of people with intellectual disabilities. By participating in sheltered workshops, they realize their dreams of work and community service because they have never worked. Since the establishment of the company, opportunities have been created for permanent and permanent employment of 16 protected jobs for people with intellectual disabilities.

There are four sheltered workshops in the structure of the social enterprise:

- in the village of Tserova Korja is specialized in the production of ceramic souvenirs;
- in the House for the mentally handicapped in the village of Pchelishte, where souvenirs of leather are produced;



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- in the sheltered dwelling in Debelelets, profiled in the production of knitwear and textiles;
- in the Veneta Boteva Nursing Home - Veliko Tarnovo, where souvenir panels and cards are made by using the so-called graphic with thread, T-shirts with print, etc.

The Social Enterprise also has a Product Collection, Packaging and Labeling Base, which ensures the involvement of 3 disabled people and the social enterprise product management and marketing unit - this is the office for management and operational management where one person is engaged. The products produced at the Social Enterprise "Workshop of Dreams" are characterized by their uniqueness and handmade design, they are bound by the traditional symbols of the cultural and historical heritage of the old Bulgarian capital and are intended to preserve the memory of the visit to the region. All products are in accordance with the market demand and the production capabilities of the sheltered workshops and the people with disabilities involved in them. Since the beginning of September 2010, the first models of souvenirs have been introduced in the production, which are produced in the sheltered workshops and at present all residents and guests of the city can touch the products through specially organized promotions at key places in the city with marketing the message "You make a dream come true".

The following product types are available:

- Mass souvenirs - key chains, fridge magnets, note / business card holders, decorative panels, bracelets, T-shirts, textile bags;
- themed souvenirs - related to specific holidays (eg Valentine's Day, Easter, Christmas, First Spring);
- official gifts - decorative panels, candlesticks, handkerchiefs and panels with the coat of arms of Veliko Tarnovo.

The products are offered directly in hotel and tourist sites on the territory of Veliko Tarnovo and the architectural reserve Arbanassi. The main distribution channels are wholesale sales through the use of active hotel and tourist sites, orders through the social enterprise website [www. sbudvam.bg](http://www.sbudvam.bg).

The main challenges facing the project are related to:

- providing additional educational and vocational training opportunities for people with disabilities;





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- creating employment programs with special rules for people with intellectual disabilities;
- creating a workplace accessible to everyone, including people with serious disabilities.

Supported employment in this case consists of services that are tailored to the ability of people with disabilities to be permanently employed in the open labor market. These services offer various types of support such as finding work and coaching, providing aids to help individuals accomplish their tasks, specialized job training and individual support.

Achieved results:

Within 24 months, the following results were achieved:

- A functioning Social Enterprise has been created with 20 jobs, of which 16 are protected jobs for people with intellectual disabilities.
- A Center for Social Counseling and Supported Employment has been established as an innovative social service to support people with permanent disabilities in the transition to the real labor market. It is located in the building of the Center for Social Integration and Rehabilitation - Veliko Tarnovo and it provides individual consultations to persons with permanent disabilities by a team including psychologist, social and labor consultant, protected employment consultant.

Promotions are being held to present the products of the social enterprise to the residents and guests of the city in key places with the marketing message „You make a dream come true 😊”.

- In order to ensure the marketing of the manufactured products, successful marketing and advertising, as well as the promotion of the activities, a product catalog, website www.sbudvam.bg, brochures, a 15-minute movie, an advertising clip were developed, a demonstration visit was made in sheltered workshops.
- Specialized trainings, consultations and exchange of experience for developing business skills among social service providers are conducted.

The social effect of the Workshop of Dreams is to create sheltered jobs for people with mental retardation who have never worked, as well as to provide funds for additional occupational therapy programs in sheltered housing on the territory of Veliko Tarnovo Municipality.





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Another important result is the creation of conditions for the development of new professional skills and work habits for the protected employment of persons with intellectual disabilities, with 80 of them being users of social services in specialized institutions and 34 persons of sheltered housing in the Municipality of Veliko Tarnovo. All of them have undergone training in the modules: Applied Arts, Ceramics, Production of souvenirs and leather products, Knitting and textiles. In addition to vocational courses, people with mental retardation also participated in trainings to increase motivation for sheltered employment and training in safe working conditions.

The Sheltered Workshop project is innovative for Bulgaria and so far is the only one to create employment for people with intellectual disabilities. The interest of the workers themselves is very great, they work with interest and enjoy every made souvenir.

“Workshop of Dreams” was presented at the promotion of social projects implemented with EU funds and was awarded the Eurooptimist Grand Prize in the nominations of 24 Chasa for best presentation of a project that changed the lives of people with disabilities, participated in the exhibition in Brussels, where he was presented as a successful model with European funding to create a social enterprise for people with mental disabilities.

☐ “Workshop of Dreams” is the first project in the country to create sheltered employment for people with intellectual disabilities. The appreciation and recognition is currently high and this gives the organizers an incentive to do everything possible to continue the activity, because the motivation of the people from the four workshops is great.

☐ The added value of the project is to increase the social integration and personal realization of a large group of people with intellectual disabilities, improve their quality of life, increase the social credit of companies in which people with disabilities work.

☐ It is of great importance to involve partners (in the face of the local hotel business) in the process of developing and implementing the initiative, as evidenced in the process of project implementation. Building long-term relationships with partners such as private companies, public sector institutions and other non-profit organizations to ensure sustainability and scope of the project.

☐ Provide a wide range of training and services for people with disabilities.





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☐ Change in attitudes towards people with disabilities.

Innovative services for social inclusion of people with disabilities

Type of practice: Social services to support the employment of people with disabilities

The National Federation of Employers of Persons with Disabilities (NRFI) has successfully implemented the Mediation and Electronic Services Project - A New Form for Decent Living and Overcoming Social Exclusion, under the Operational Program Human Resources Development, co-financed by the European Social Fund.

Main objectives:

The main objective of the project is to increase the opportunities for mediation and assistance to people with disabilities in finding a job, incl. e-based mediation to overcome social and e-exclusion through innovative approaches - building e-site, e-consulting and online training.

Beneficiaries:

Persons with permanent disabilities regardless of the type and extent of disability throughout the country.

Employers. Municipalities and providers of social services for people with disabilities.

Summary of practice:

The alternative social service for electronic specialized intermediation is targeted at two main stakeholders:

Job seekers: by providing information and guidance services for professional conversion, including by working remotely (on-line) in accordance with the capabilities, desires and abilities of people with disabilities in the open labor market, ie. individual support from the work mentors to the desk.

Employers: through consultation and support from the Bureau's expert team in adapting, adjusting and equipping workplaces to meet the needs of people with disabilities.

The innovative project services created help the representatives of the target group to receive various events aimed at individual work. Contacts with





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employers are established and mentoring is started for starting a job, orientation for professional realization in accordance with the personal qualities of people with disabilities from the target group. Support is provided for self-employed persons with disabilities to start their own business, consultations in the development of project ideas and business plans. Social entrepreneurship is a form of employment for people with permanent disabilities, which is extremely successful, sustainable, contributing to their self-esteem, self-expression and satisfaction with the results achieved. The business development of these individuals enables them to become entrepreneurs and employers of others.

Access to complex rehabilitation for full inclusion in the life of the target group society is provided through support with counseling for development of social skills and motivation, psychological support and more. type of individual consultation depending on the needs of the users.

Achieved results:

The methodology for providing mediation and assistance through an e-site is tailored to the needs of people with disabilities. Access to appropriate tools for remote provision of social and information services facilitates all this.

Within 12 months, the following results were achieved:

- Promoting and pursuing a policy of widespread implementation of social services for supported employment, which is also in the context of EU strategies and social inclusion goals.
- Established specialized mediation in the context of the Long-term strategy for employment of people with disabilities in Bulgaria 2011 - 2020, through the built and functioning environment for supporting all interested parties in the process of employment of people with disabilities: people with disabilities, employers and suppliers of services.
- Methodology for the development of mentoring and assistance offices for finding work for people with disabilities and Methodology for discovering and providing the new social service "Electronic based mediation oriented to the individual needs of people with disabilities" has been developed.
- Providing the service through the specialized website of the Bureau to an unlimited number of people with disabilities;





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- Development of the first in Bulgaria System for assessing the professional suitability of people with disabilities and applications with a developed methodology for information folder by professions and a short glossary;
- Four handbooks have been developed to assist all stakeholders in the process of social inclusion through the employment of people with disabilities:
 - o Handbook for Service Providers in the Provision of Mediation and Mentoring in Finding Work for People with Disabilities;
 - o Employer Handbook "Hiring a Disabled Person";
 - o Handbook for people with disabilities «Finding a suitable job through the service «Mediation and assistance and on-line training»;
 - o Handbook for Municipalities "Joint Actions for the Provision of the Social Service "Mediation and Assistance in Finding Work for People with Disabilities".
- It was developed for the first time in Bulgaria A register of people with disabilities wishing to work remotely - from home, using modern information technologies;
- Encouraging employers to use new forms of employment;
- Secured employment for 10 disabled people;
- Supported 4 disabled people to start social entrepreneurship;
- Creation of social competencies of 25 labor mediators to provide the service on the territory of the country in the 6 planning regions for the future development of the social service for supported employment;
- Increasing the level of awareness of the opportunities of people with disabilities and changing the attitude of employers towards hiring people with disabilities by holding 6 regional forums in all planning regions of the country and 1 national forum.

This is an innovative project that can be multiplied by other service providers.

The implementation of project activities is a good example for other service providers to expand and improve the services they provide to people with disabilities.

The project works to improve the information environment and develop structures that are adequate to the needs of people with disabilities and the





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community, by providing accessible information and communication, including in the e-inclusion of people with disabilities. Expand opportunities to mediate and assist people with disabilities in finding work, incl. e-based brokerage - building an e-site, e-consulting and online training. This is the first project in the country to create a system for assessing the professional suitability of people with disabilities, which system will assist both employers and people with disabilities and service providers in accessing job opportunities.

The added value of the project is to enhance the social integration and personal realization of a large group of people with disabilities.

The national and six regional forums conducted raise public awareness of the opportunities of people with disabilities and change employers' attitudes towards hiring people with disabilities.

Access to electronic information for persons with disabilities in Bulgarian libraries

Type of practice: Information security - a prerequisite for lifelong learning and training for people with disabilities.

The project was implemented with the participation of 31 libraries from 24 cities in Bulgaria: Sofia, Stara Zagora, Dobrich, Varna, Shumen, Veliko Turnovo, Gabrovo, Sliven, Burgas, Lovech, Popovo, Plovdiv, Smolyan, Dimitrovgrad, Pavlikeni, Pazardzhik, Montana, Vratsa, Haskovo, Kyustendil, Razgrad, Kardzhali, Kazanlak, Targovishte.

Main objectives:

The mission of the project is to create a model for information service for people with disabilities in libraries, based on electronic information and modern information technologies and in accordance with the specifics of the traditions and the current state of the Bulgarian libraries. The main objectives are related to:

- Provide training opportunities for people with disabilities in libraries to use the Internet and electronic resources.
- Promoting the capacity of libraries to provide modern information services for people with disabilities and to adapt electronic library resources.





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- Increasing the understanding and support of the executive branch and society in general for the role and place of libraries as institutions providing free access to electronic information for people with disabilities.
- Promoting partnerships between libraries in the country (special, public, school, university, etc.), as well as between libraries and other governmental and non-governmental organizations in providing access to electronic information for persons with disabilities.

A well-developed library network is functioning in Bulgaria, and until recently the number of special libraries designed to serve people with various disabilities is negligible. Each village has a public or school library, which is an important prerequisite for making it a place of access to information for all citizens, including people with disabilities.

With the advent of the Internet and modern information technology, the issue of access for people with disabilities to electronic information resources and the global network is particularly relevant. An analysis of the services and opportunities for people with disabilities offered by Bulgarian libraries until recently revealed that they are debtors of this category of users. Projects of individual libraries have been implemented, the main purpose of which is the development of specialized library services such as: equipping specialized reading rooms, obtaining special types of editions and expanding the range of library services. Successful practices in individual libraries and the already formed attitudes and beliefs in the professional community have provoked the idea of initiating a project to stimulate the transformation of libraries into a place for people with disabilities to access electronic information, and to promote library electronic resources and make them accessible to disadvantaged people.

Beneficiaries:

- People with disabilities on the territory of 24 cities in Bulgaria;
- 31 libraries (including 22 public and community centers, 6 university and 3 scientific) from 24 cities in Bulgaria.

Summary of practice:

"The Access to Electronic Information for Disabled Persons in Bulgarian Libraries" project was implemented by the Union of Library and Information Workers. It aims at creating a model for information services for people with





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disabilities in Bulgarian libraries, based on the use of new information technologies, the Internet and electronic resources. The project was implemented with the financial and advisory support of the British Council in Sofia in the period June 2005 - March 2006. The main partner in the implementation of the project activities by the organizations of people with disabilities is the Horizons Foundation. Representatives of the Union of the Blind, the Community Center for the Blind "Louis Braille", the Central Library for Speaking Books of the Union of the Blind, the Center for Independent Living and the Democritus Bulgarian Science Site participated in various initiatives. Expert and advisory assistance in the implementation of the project is also provided by the chairman of the Consortium of Academic Libraries and of a Working Group on Access to Libraries for People with Disabilities in the United Kingdom.

The main activities of the project are related to:

- Examining the experience of libraries in the UK and establishing professional contacts with the Library Association and between libraries. Exchange of library specialists.
- Conducting a series of seminars with the participation of experts from the United Kingdom aiming to train library professionals to build and implement a model for information services for people with disabilities.
- Identification of the main electronic resources (full-text, bibliographic, factual, multimedia), corresponding to the specific, educational, professional and cultural needs of persons with disabilities and creation of an Internet portal.
- Creating a specialized bibliographic database of publications on the problems of persons with disabilities.
- Creating a virtual library and a web collection of multidisciplinary library information resources as part of the Internet portal.
- Creating a guide for building a system of information services in libraries for people with disabilities.
- Equipping multiple workstation libraries with Jaws for Windows and Speech Lab 2.0 software.
- Training library specialists to work with specialized software and to serve readers with visual impairments.

An important achievement of the project is the created Internet portal http://www.libsu.uni-sofia.bg/project_access/, which has a graphic and text



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version. Through the collective efforts of the participating libraries, full-text free resources on the Internet have been identified, as well as electronic library resources in a text format accessible to blind readers. The web site of the project is unique with the offered collection of useful web addresses, systematized in the following main sections:

- ☐ To assist people with disabilities (selected sites of state and non-governmental organizations; national strategies, regulations, forms, reports)
- ☐ Full-text library resources (own full-text poly-thematic resources of Bulgarian libraries)
- ☐ Useful Internet resources and collections (selected from the libraries freely available resources on the web)
- ☐ General information about libraries. Library collections. Electronic catalogs. Electronic publications - magazines, bibliographies, newsletters and more.

Among the more important resources are: a specialized bibliographic database of publications on disability issues and themed virtual libraries. The website is still being developed by specialists of the University Library "St. Kliment Ohridski".

Another specific result of the project is the provision of 9 reading rooms for blind readers in 9 participating libraries with the specialized software JAWS for Windows and Speech Lab 2.0. Selected libraries include: National Library - National Library "St. St. Cyril and Methodius", one of the largest libraries in the country, such as the University Library "St. Kliment Ohridski" and the Central Scientific and Technical Library. In addition, 2 more university and 4 public libraries in different cities of the country received specialized software. They are located in one of the largest cities in the country, where large groups of people with visual impairments are active - Plovdiv, Varna, Veliko Turnovo, Shumen and Stara Zagora.

The Foundation "Horizons" provided Speech Lab 2.0 software for these libraries free of charge, provided installation and trained library specialists. It is now quite realistic for these libraries to use the rich readers' documents as well as electronic resources and Internet services in these libraries.

The project has published the collection "Libraries, People with Disabilities and Electronic Information" in print and electronic versions, making the electronic version accessible to blind people. The publication summarizes the results of the



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project; provides up-to-date information on library and information services for people with disabilities in Bulgarian libraries; introduces the UK's leading experience in serving people with disabilities and for the first time offers a hands-on guide to working with software programs to help serve blind readers.

Achieved results:

In addition to the initial goals set, the implementation of the project achieves two socially significant effects:

1. Libraries prove their advantages as institutions for access to information and for people with disabilities;
2. Systematic presentation of electronic library resources in accessible format for the visually impaired.

The results of the project are:

- Multiplying project achievements nationally. An unlimited number of libraries have been able to join the project through their own resources.
- New inter-library contacts and professional dialogue between different types of libraries are stimulated.
- The necessary conditions have been created to provide access to part of the library information resources for persons with disabilities.
- Developing collaboration between libraries and organizations of people with disabilities as a prerequisite for future collaborative initiatives, exchange of information resources and experience.
- The image of libraries in Bulgaria as institutions actively contributing to the full participation of all Bulgarian citizens in the information society based on knowledge is affirmed.

Municipal enterprise "Spring" EOOD

Type of practice: Public-private partnership between a municipality and a corporation to support the conservation and expansion of employment of people with disabilities

Most employers refrain from or even refuse to hire disabled employees. At this stage, the only chance for people with disabilities is precisely such specialized social enterprises and cooperatives that will give them the opportunity for a





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better life and equal coexistence in society. The Pirdop Municipal Enterprise is one of the good examples of partnerships between local authorities and businesses to support the employment of people with disabilities.

Main objectives:

The professional rehabilitation of a large part of people with disabilities is carried out in specialized enterprises for people with disabilities. Experience so far shows that this leads to an improvement in their professional training and professional realization.

The market share of these businesses continues to shrink, causing a significant number of disabled people's jobs to be closed. One of the working enterprises in Bulgaria, whose staff is composed entirely of people with permanent disabilities, is the Municipal enterprise "Spring" EOOD - Pirdop, which provides employment to 35 persons with permanent disability and is the only independent enterprise in the region of Srednogorye with social orientation.

The ambition of the company is to expand production and achieve a complete production cycle in order to increase the competitiveness of Spring Ltd, to maintain employment and to create new jobs for people with disabilities.

Beneficiaries:

People with permanent disabilities

Summary of practice:

The specialized municipal enterprise for people with disabilities "Spring" EOOD performs a social and protective function, ensuring equal work and decent remuneration for people with disabilities working there.

Several years earlier, the company was threatened with bankruptcy and closure. With new leadership, a lot of work, flexible policy and public-private partnership between the local government and a corporation on the territory of the region, "Spring" Ltd. has been able to reorganize its work and since then it has been able to maintain its position on the market so that the workers in the company can keep their jobs.

The municipal enterprise "Spring" Ltd. is specialized in the production of:

- paper packages - envelopes and colored boxes in different sizes;
- disposable cardboard cups;
- concrete products for exterior and interior facing.





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The two stakeholders in the public-private partnership to support the municipal specialized enterprise for preserving the employment of people with disabilities are Pirdop Municipality and Aurobis Bulgaria Joint Stock Company - Pirdop, the largest producer of colored honey in Europe. They periodically allocate funds in one form or another to give the enterprise and its employees the opportunity to continue their activities.

For the municipality of Pirdop, the priority care is to provide conditions for decent living and work for the people of the specialized enterprise "Spring" Ltd. In this connection is the public-private partnership of the municipality with Aurubis Bulgaria AD. As a result of this partnership, significant entrepreneurial initiatives have been supported in recent years to expand the activity and reduce manual labor at the municipal enterprise "Spring" Ltd. With the support of Aurubis Bulgaria and the assistance of the Municipality of Pirdop, a new production line was introduced for the production of eco-friendly paper envelopes and packages. In this way, the production of paper envelopes, bags and packs for bread, food packaging, adhesives for aerated concrete, terracotta, coal, terazide and more was started. This helps to reduce the proportion of manual labor and increase production capacity. As a result, the orders and the size of the production increased.

With the support of Aurubis Bulgaria, Prolet Ltd. also operates an automatic machine for the production of disposable cardboard cups in four sizes. In this way the assortment of the offered goods is enriched, accordingly the potential of the company to survive in the conditions of financial crisis and competitive economy is increased.

The most labor-intensive is the production of concrete facing materials, which requires precision and careful care when mixing colors and dispensing starting materials. The company offers over 13 types of finishes. Employees are proud that customers appreciate the quality of the products they produce and that their products are sought after and preferred by the merchants.

The local authority in the person of Pirdop Municipality has built a new work space on the territory of the company, which it provides for joint use by the employees of "Spring" Ltd. and the Company of the Invalids. In this way, people with disabilities from both organizations have their own club where they get together and communicate with each other.

The company also has its own transportation for delivering finished products to customers, as well as for organizing internal transportation of employees with



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disabilities to their workplaces. The new car is a donation from Aurubis Bulgaria and is part of the corporate social program implemented jointly with the Municipality of Pirdop.

Achieved results:

Thanks to the public-private partnership between the local government and the business in the territory of Pirdop Municipality, the municipal enterprise "Spring" Ltd. is expanding its markets and providing more and more jobs for people with disabilities. Various forms of diversification of production are sought, to relieve the work of the employees of the company and to increase their incomes.

The public-private partnership between the Municipality of Pirdop and Aurubis Corporation increases the competitiveness of the specialized municipal enterprise "Spring" EOOD. In this way, with the introduction of new articles in production, process automation and the successful realization of finished products, "Spring" Ltd. becomes one of the leading companies in its category. The company also manages to maintain long-term partnerships with its clients in the conditions of economic and financial crisis, serving large companies throughout the country.

For Aurubis Bulgaria, the corporate social responsibility and concern that the company has for people with disabilities working at Spring Ltd. is an act of social commitment and supports the change of public attitudes towards employment of people with disabilities, as well as to the specialized enterprise "Spring" Ltd. itself and the persons employed in it.

"Atelier for patchwork"

Type of practice: Model for creating supported employment and developing the skills of people with physical disabilities as a mechanism for social inclusion.

The Day Care Center for the Disabled in Voneshta Voda was built in 2008 as part of a Phare funded project. Subsequently, the social service functions as a state delegated activity with a capacity of 25 users. The center is managed by the Millennium Foundation.

Main objectives:

The main objective for the establishment of the social enterprise "Atelier for patchwork" at the Day Center for the elderly with physical disabilities on the





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territory of the village of Voneshta Voda is to increase the employment opportunities of persons with permanent disabilities by developing appropriate support services and a protected working environment. The specific objectives for establishing a social enterprise are:

- Providing sheltered employment for unemployed people with permanent disabilities, in the form of their inclusion in an occupational therapy program, as a prerequisite for overcoming their social exclusion and for their full integration into society;
- Provision of funds for additional occupational therapy programs at the Day Care Center for the Elderly with Disabilities on the territory of the village of Voneshta Voda;
- Effective use of the Foundation's assets and resources for the social inclusion of people with disabilities through employment and improving their social and work skills;
- Capacity building for offering support services for successful participation of persons with disabilities in the overall work process and their integration into the work environment.

As a result of the project, 20 people with permanent disabilities from Veliko Tarnovo municipality are enrolled in training courses and acquire professional qualification "Shivach", and for 17 persons from the target group preconditions are created for securing employment through inclusion in occupational therapy programs on the territory at the Day Care Center for the Disabled.

European models and practices in recent years have argued that adequate supportive measures and interventions in the workplace, along with employment opportunities, increase the added value of policies for people with disabilities. This is the reason for the pilot implementation of a supported employment model within the Atelier for Punching at the Day Care Center for the Disabled in the village of Voneshta Voda, Veliko Tarnovo Municipality.

The territory of Veliko Turnovo municipality lacks sufficient opportunities for employment of people with physical disabilities, which is why the unemployment rate among this target group is quite high.

Considering the need to upgrade the established social service Day Care Center for the Disabled, the Millennium Foundation decided to build an occupational therapy room, focusing on the widespread tailoring technique in our





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country. After analysis, it appears that this type of activity fits well with the skills of the users and can be adapted to the occupational therapy process to compensate for the deficits of the disability. The creation of a social enterprise seeks a sustainable model of sheltered employment for people with physical disabilities who have lost their work habits and cannot find a full-fledged job market.

Beneficiaries:

People with physical disabilities on the territory of Veliko Turnovo municipality. The target group of the social enterprise includes 17 persons with physical disabilities, users of the social service "Day Care Center for the Elderly with Disabilities" in the village of Voneshta voda, Veliko Tarnovo municipality.

Summary of practice:

The project, implemented in partnership with the Municipality of Veliko Tarnovo, aims to improve the quality of life of people with physical disabilities in the municipality of Veliko Tarnovo by promoting the role and importance of social enterprises.

The activities of the social enterprise include a combination of separate units that cover the entire cycle of production activity - from occupational therapy through sheltered employment to full production. A mandatory element of the activity of a social enterprise that provides sheltered employment is occupational therapy, which, as an active kinesitherapeutic method, takes into account the type of the disease and its functional and psychophysiological characteristics. This involves alternating the work process with occupational therapy activities and integration activities that target the individual options and personal choices of each person.

In the process of developing a creative atelier as a social enterprise, the "Patchwork Atelier" is undoubtedly the leading social goal - to maximize the social impact on people with disabilities, with opportunities for business development being a means of achieving it. In the structure of the social enterprise Patchwork Studio includes three main features:

- Production base (sheltered employment base), which is an equipped tailor shop for the production of various textile articles;
- occupational therapy function - access to supportive services by specialists, psychologist, occupational therapist, social worker and rehabilitator, as well as participation in a specialized therapeutic and integration program;





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- Product Marketing and Distribution - Includes a base for the collection, packaging and labeling of products where Day Care Center staff is involved. The marketing is done by the foundation team, which ensures that the products reach the customers.

The products of the "Patchwork Atelier" in the village of Voneshta Voda can be divided into three main groups:

- Typical products - this group includes bed linen, sets for children and adults, light blankets, tablecloths of different designs and sizes;
- Articles for children - This includes various supplies that support children's development (for example, a soft play cube, a bag, a wall board);
- Interesting gifts products - laptop case, book cover, book dividers, and more. souvenirs.

The main challenges to the functioning of the social enterprise are largely related to the lack of established working habits, which in the production process affects the production time and quality of the finished products.

Although specialized equipment is purchased within the project and the work environment is adapted for the work of persons with physical disabilities, it is very often necessary to alternate the work process with support and integration services, which will increase the ability of individuals to realize themselves. Another challenge for the social enterprise is to divide operations and specialize users at different stages of the production process, allowing for the gradual acquisition of more complex skills. To overcome this challenge, people with disabilities specialize in separate operations, depending on their individual skills, and receive mentoring and specialist support during the work process.

Last but not least, a serious challenge in the functioning of the social enterprise is to maintain a high level of motivation to work with people with physical disabilities. This is largely related to changing attitudes of persons with disabilities - from a passive attitude towards their own development to a willingness to actively participate in the achievement of personal goals within a successful functioning social enterprise. At the same time, the social enterprise faces a number of market-related challenges related to ensuring order rhythm and product quality.

Achieved results:





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The sustainability of the practice of a protected work environment through the "Atelier for patchwork" consists in the introduction of a system for managing social added value. It is a unique element of a social enterprise that guarantees a reliable mechanism for assessing social impact. The following key indicators for illustrating social added value can be identified at the social enterprise "Atelier for patchwork":

- Saved social costs (medicines, social and health care) for people with disabilities who are involved in the tailor shop;
- percentage of revenue is used to cover the cost of operating additional social services;
- Number of persons with disabilities who are included in additional forms of occupational therapy within the social enterprise.

An important qualitative indicator for illustrating the effect of the activity of the social enterprise "Atelier for patchwork" is the impact of the labor process on persons with disabilities who were permanently unemployed and through the social enterprise receive opportunities for full employment, feel useful for society, such as thus improving their opportunities for social inclusion.

"Atelier for patchwork" is a successfully applicable model of social enterprise for supported employment of people with physical disabilities, which combines the achievement of social and market goals. The products produced make people with disabilities feel good about society, and this feeling is amplified even more in a shared environment. Various work, rehabilitation and integration programs are being implemented to complement the impact on users of social services and contribute to more effective social inclusion. It is important to note the effect of recognition of the work of any disabled person who acquires the character of an engine of social and personal change. Last but not least, the impact of the social enterprise is clearly reflected in the changed attitudes of the society as an environment to people with disabilities and their opportunities for full realization.

Office secretary and massage therapist

appropriate occupations for the visually impaired persons

Type of practice: Vocational training for the visually impaired persons.





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All activities related to the project implementation were carried out on the territory of Plovdiv Municipality due to the location of the National Center for the Rehabilitation of the Blind (NCRC). The beneficiaries /clients/ of the NCCR are visually impaired persons from all over the country with over 71% disability.

Main objectives:

The main and long-term goal of the project is to prevent the social exclusion of visually impaired people by increasing their employability in the labor market. Increasing the educational and qualification level of people with disabilities creates prerequisites for overcoming social exclusion, increasing their social significance and their personal self-esteem.

The aim is to achieve through the sustainable scheme of vocational training, counseling and guidance provided in the project, to achieve real participation of the target group in public life and a certain personal realization in the future for each individual who has completed the training course.

Beneficiaries:

Visually impaired persons with over 71% disability wishing to obtain professional qualification or retraining.

The target group consists of people of active working age who want to be of service to society, to themselves and to their families. They need specialized vocational training.

The training courses in the professions "Massage Therapist" and "Office Secretary" are 5 months long and have 8 trainees. The total number of direct beneficiaries is 16 persons.

The direct beneficiaries are blind and partially sighted persons in need of vocational training and vocational guidance - persons who have expressed a desire for professional qualification or retraining. This group includes:

- Young people who have graduated from the two specialized schools for visually impaired children in Sofia and Varna;
- Persons who have recently acquired severe visual impairment;
- Congenitally blind persons;
- Persons with visual impairment for many years.

Summary of practice:





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The National Center for the Rehabilitation of the Blind receives annually from the 16 regional structures of the Union of the Blind in Bulgaria information on the needs of their members for basic rehabilitation and vocational training.

Due to the visually impaired people's great interest in training in the professions of Massage Therapist and Office Secretary, the Center focuses its work on the visually impaired. Successful vocational training for the visually impaired requires preliminary work on adaptation to the visual problem and activities related to basic rehabilitation - orientation and mobility, building social skills, independence, motivation, confidence. Other tools are the appropriate work environment, purposeful work with employers and their organizations.

Achieved results:

- Upgraded office for conducting computer literacy classes for students in the Office Secretary course with desks and cabinets;
- 16 visually impaired people from all over the country with over 71% disability, accommodated in the NCRS internment;
- 8 visually impaired persons who have received professional qualification or re-qualification in the licensed profession Office Secretary;
- 8 visually impaired persons who have undergone vocational training in the profession of massage therapist as part of the profession of cosmetician;
- 16 visually impaired individuals who have acquired knowledge and skills regarding their communication with government, municipal, non-profit and business institutions;
- All Directorates of the "Bureau of Labor" at the place of residence of the trainees are familiar with the training provided and the specific achievements and individual professional opportunities of each trainee;
- 8 visually impaired persons who have received a Certificate of Vocational Training in the profession of Office Secretary.
- Direct beneficiaries are consulted on the labor market, labor supply and demand trends, how to contact their Labor Offices and potential employers, non-profit and business institutions. All this helps the visually impaired in the job search process after graduation.
- The students are trained in the preparation of CVs and cover letters, in the successful and confident presentation of a possible job interview. The ability to





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present themselves and adequately evaluate their capabilities and knowledge is a must for all job applicants. Through this training, students can realize that there is a way to be competitive in applying; their confidence and motivation to take responsibility for their professional realization is enhanced.

- Conducted a meeting with a representative of the Agency for People with Disabilities, at which the students are acquainted with the possibilities to prepare and apply for projects before the Agency, to start their own business; by performing a comparative analysis of the advantages and disadvantages of owning a business and starting a job with an employer.

After the end of the project, its informal monitoring by the training organization continues. Keep in touch with the trainees who have received training and monitor their personal and professional progress, advise them on their career development, contact them with the Labor Offices and Employers, guide them in their first steps in the labor market.

GREEN LAUNDRY - a social enterprise for adults with mental disorders

The people with mental disabilities are among the most vulnerable groups in society. They have very limited social, training and employment opportunities. The stigma and the absence of work habits are the main obstacles for people with mental disorders to find and keep a job. Their work integration is a long process which requires sustainable efforts. The Center for mental care services works actively to support the social inclusion of people with mental illness and to give them opportunity to realize their potential. It is established by the Global Initiative on Psychiatry (GIP) in Sofia with the support of the Sofia Municipality, NGOs and other organizations.

In addition to the mental health services, GIP offers a vocational rehabilitation program, aimed to increase the quality of life of people with mental illness through participation in the labor market. It involves training in work habits and a supported employment in a social enterprise. The Job Search module teaches clients step-by-step to develop a realistic idea of their abilities and make a good judgement of eligible job profiles, to find suitable job offers and present to employers. The training introduces them to job application, delivering effective phone calls to set meetings with employers and performing on interviews. Furthermore, the mental health users are offered a supported working environment through a public laundry (Laundromat "Green").





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The laundry is a social enterprise, established in 2009 with the support of MATRA - KAP program. Since then more than 20 people with mental diseases have obtained working skills due to the training program and the job in the laundry. GIP also actively sensitizes employers about the myths, related to people with mental health problems.

The job skills training and the work in the laundry helps people with severe mental illness develop working skills, learn how to adapt to the work place and sustainably keep the job. The vocational rehabilitation program is a road to the social integration of people with mental disorders and helps them to live with dignity.

BULGARIAN FOOD BANK - saving food and helping people in need

The Bulgarian Food Bank is the first organization in the country, which collects, stores and distributes donated foods with limited expiry date, keeping all standards for food safety. BFB was launched in 2012, in a time and place where the concept of food banking was practically unheard of.

Current estimates put global food loss and waste between one-third and one-half of all food produced. In Bulgaria 1,58 million people live in poverty or suffer food shortage. In the same time, more than 670 000 tones of food are wasted annually. This amount can ensure enough food for all Bulgarians in need for a period of 15 months. BFB offers a solution for both food waste and directly impacts local communities.

BFB saves the redundant, but still good food, which otherwise would be lost. The food is sorted, it is fresh and in good quality. Most often it has lost its market price, as it is not in a perfect commercial condition, or for various logistic, technological or marketing reasons cannot be sold.

The food bank is the most effective model for saving food. Each day 1 tone of donated food is received, stored and distributed to thousands of people, who chronically suffer from malnutrition, temporary cannot afford food of good quality or are victims of disasters and crisis. To reach those most in need, the food bank relies on its cooperation network of civic organizations throughout the country, which work with socially disadvantaged families and individuals, orphanages, nursing and elderly homes.

All resources, necessary for the daily operations of the food bank are ensured as donations or on a symbolic price - donated warehouse, transport services,





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volunteer work, pro bono services. For each donated Bulgarian lev, BFB provides 10 portions of food for people most in need.

HOPE SOAP - employment for young people from vulnerable groups

The Foundation for Social Change and Inclusion (FSCI) was founded in 2008 with the main goal of working for the social development and integration of underprivileged individuals, groups and communities in Bulgaria. Our work aims at breaking the vicious cycle of poverty and social isolation and restoring hope for a better future. We believe that everyone has the right of access to resources and opportunities that will help him to live and develop himself with dignity.

Our priority is the “House of Opportunity” Programme - a network of family type homes for young people leaving state care. They are offered training and support in finding and keeping a job; developing work habits; management of household and personal finances; adequate personal health care; social skills and adaptation for independent living.

The social enterprise called “HOPE SOAP” workshop started in March 2012 as part of the Programme. The process of soap making is very suitable for the young people who due to their specific characteristics are not able to be successful on the job market. This activity engages their time with productive activities, giving them sense of contribution, develops their coping skills and gives them opportunity for decent income.

The process involves a few simple operations suitable for the intellectual and physical abilities of the young people. The combination of creativity and routine sequence of operations helps to promote their psycho-social skills and work habits in a secure environment. The soap is made of ready to use base, flavors and colors that meet all regulatory requirements for quality and hygiene.

The Soap Workshops provide activity to disadvantaged young people and generate funds in support of the House of Opportunity Programme. The handmade soaps are ideal gifts for different occasions - company events or personal celebration.

BREAD HOUSES NETWORK - inspiring thought bread-making

The Bread Houses Network creates and unites centers for community-building, creativity, and social entrepreneurship with the mission is to inspire individuals and communities around the world to discover and develop their creative potential and





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cooperate through collective bread-making and accompanying art forms and sustainable ecological education.

The Bread Houses are physical locations of two kinds: community cultural centers (in Bulgaria and a few other countries) and social enterprises-bakeries that train and employ disadvantaged people while also serving as a social-cultural center (the first such bakery Bread House and serving as a model for our “social franchise” is located in Gabrovo, Bulgaria).

The Bread Houses Network’s Programs include various initiatives: Bread Therapy Program, tailored for small groups of people with various special needs; Bread Breaking Boundaries Life-long Learning Program; “Bread Building” team building program; “HedgeHope” Children’s Program; Ecological and Food Education Program; Global grain bank.

“Bakers without Borders” is an innovative, non-competitive educational game for all ages and different cultural settings, uniting people from all walks of life due to the unique power of bread as a universal symbol of sharing. With three sub-games, it can be used as a social business model and a guide for therapy and transformative life-long education. Percentage of all proceeds from the sales of the game are donated to the Bread Houses Network to support its social programs for free bread therapy sessions with people with disabilities and traumas in Bulgaria and other countries.

EYES ON FOUR PAWS - training guide dogs to improve accessibility of blind people

There are 18 000 blind Bulgarian citizens and over 200 000 blind people on the Balkans.

Physical freedom is so natural, that you can appreciate it only when you lose it. Bulgaria needs the school which instructs guide dogs for people with disabilities.

“Eyes on four paws” is a foundation, which leads the school that prepares guide dogs for blind people - an already established unique project in Bulgaria - towards its full potential.

With their special skills and limitless love, available 24/7, the qualified guide dogs can save hundreds of blind people from the lonely prison of blindness.

The school for guide dogs of the “Eyes on four paws” foundation exists since 2001 and has trained 56 dogs who currently assist their visually impaired owners. Since



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2013 “Eyes on four paws” is a member of the International Guide Dog Federation. The foundation has won a first prize in a contest for best business plan in a national social entrepreneurship contest.

The foundation offers paid trainings of dogs and the incomes are used for their social mission. The ongoing public campaign helps attract donors and assistants, who take care of future guide dogs in their childhood years.

With time, the “Eyes on four paws” team recognized that just having a guide dog is not enough; as a matter of fact, hotels, banks, restaurants and other institutions often prevent disabled people accompanied by their dogs to access their spaces despite legal prescriptions. For this reason the team started the Open Your Eyes campaign, aimed to incite companies and institutions towards cooperation.

SOCIAL TEA HOUSE - jobs for young people, raised in institutions

The Social Teahouse is a social enterprise, which offers an opportunity for young disadvantaged people, raised in institutions to practice social skills, start a job and build an independent life. The teahouse is an alternative space for various events. Everyone is welcome for a cup of tea, and much more!

The Social Teahouse is a social enterprise established in 2014 in Varna, Bulgaria. It aims to provide first job and mentorship for young people who grew in orphanages in Bulgaria and to offer them opportunity for an independent lifestyle.

In 2015 the social tea house opened doors officially as an alternative social space, where young people with limited access to the labour market can get their first jobs. Its multifunctional premises host various cultural events, seminars, exhibitions, business meetings, private parties for children. It offers mobile tea house, too.

“We want to create a space where young people, raised in orphanages can start their professional path and receive the mentorship and support, which they need to overcome the lack of good education, social skills and trust towards society. Our team has developed a 3-year mentorship program and we convinced the Municipality of Varna to provide us with a building in the hearth of the city so we can open.”

The idea is based on 3 main stages:

1. Mentorship program, which helps young people develop social and communication skills, knowledge about their civil rights and obligations, emotional intelligence.





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2. Practical training in the tea house, where trainees obtain professional competences in customer service.
3. First job place, which helps young people have the chance to work and improve their quality of life.

BETEL - social enterprise for individuals, suffering from addiction

Betel is an International Christian Association for assisting individuals suffering from any addiction. The purpose of Bethel is to reach the most deprived, marginalized addicts. The center in Bulgaria has been established in 2004. Till now it has helped more than 2800 addicted to restart their lives, build strong values and get back into society.

People who come to join the program so far have been pimps, drug dealers, ex-prisoners, etc. Being involved in a meaningful work process is vital for the long stay in the Bethel communities (at least 18 months). Along with individual and group therapy, the inhabitants maintain the house, grow vegetables and cook. After completing a training of repairing old donated furniture, they are involved in a work rehabilitation program. It helps them feel productive, develop work habits, professional skills, team work, mutual trust and respect, skills for their reintegration in the society.

The center is self-supported through offering services in various fields - transportation, construction, cleaning of offices, houses; moving; keeping a store for second-hand clothes and furniture; repairing of wooden furniture; gardening; etc.

Results like reduction of the number of the homeless and addicts, reduction of criminal activities, regaining the families of former addicts and returning of hundreds of useful and creative young people in the society, are really present after the work of the organization. In 2012 Bethel's business plan was awarded second price in a contest for social enterprises.

BUSINESS MOM - a business school for entrepreneurs single mothers Braşov, Romania

There is a trend for at least 5 years of women who become mothers and are willing to become "stay at home" mothers and manage their own businesses, even though the incomes are not the same, in order for them to have more time with their



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child. Thus the program is aimed to help those mothers, and especially the single ones, with training, mentorship, motivation and marketing of their new businesses. They also have the opportunity to advertise their new businesses through Business Mom Club - a female entrepreneurs' business network. The program is unfurled during a year, it starts with a contest of business idea and the jury consists of businesswomen and professors from Transilvania University of Brasov. After graduating the program, the new businesses are encouraged to become sponsors for the next edition of the program and to become mentors for the next generation of moms becoming entrepreneurs. The single moms become a cohesive group, also a support group for the problems that they have regarding their personal life, sharing emotions, feelings and becoming eventually friends, finding ideas to improve their businesses, and courage to overcome the fear of failure. The chance that they have to build a new professional life and new relationships with other women having the same personal and professional problems, is helping also the development of local communities and local economy. By 2017, there are 10 businesses started and having every year more clients, more profit, in only 2 - 3 years.

MAMAPAN - social economy bakery for single moms Bucharest, Romania

MamaPan Bakery was developed in 2014 based on CPE's objective of supporting one of the target groups it serves, according to its' mission - single mothers and mothers with more than 2 children from Roma minority who face social exclusion, difficulties in employment and lack of financial resources. Therefore, the project beneficiaries are single mothers and mothers with more than 2 disadvantaged children. Besides the need to provide support to single mothers, we intended to create traditional and healthy bread and pastry with the aim to responsibly offer high-quality products to the community.

The Bakery produces various assortments of bread (with white and whole flour, wheat flour and rye flour, gluten free bread, with different types of seeds) and also other products such as sweet walnut bread and dried fruits sweet bread named „cozonac” in Romanian, crackers, horn-shaped cookies, pies. We use sourdough instead of yeast and no preservatives and additives. The bread is naturally leavened, manually shaped and oven-baked.

During the project 14 single mothers benefited, free of charge, from a 10-weeks certified professional training to become bakers, that finished with an exam. 7 mothers are employed in the bakery (6 as bakers and 1 as driving-distributor). The



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employed mothers also received free training through special workshops on making sourdough bread.

MamaPan Bakery also has a donation program, many of its products being donated to families and children in need. The campaign „*Pâinea este dar. Daruieste pâine sănătoasă*” (“*The bread is a gift. Give healthy bread*”) is a CSR project that we are implementing together with private companies.

AMBASADA - a social enterprise and a cultural entrepreneurship Timisoara, Romania

AMBASADA is a brand under the CASA PLAI Association, a social enterprise developed after 9 years of PLAI Festival experience, which unites and generates projects, sustainable growth and powerful representation for the NGO and the creative sector, while employing young adults coming from the foster system or with disadvantaged backgrounds and people with disabilities.

AMBASADA - the new cultural and concept space that brings together not only the non-profit community, but the creative one as well, in a strive to generate new projects and impact solutions while drinking a fair trade coffee. The cultural and resource center is equally interesting for the corporate sector as an alternative space for learning and inspiring employees, while connecting to the local community and solving issues important to it, generating a much needed dialogue. Acting as a bistro/cafe/meeting room/conference and event room, AMBASADA acts as an independent cultural center that offers free infrastructure for training, inspiring sessions, concerts and live-public music rehearsals, movies' night, artistic installations and so much more, connects independent creatives and builds a strong creative community.

We envisioned a strong, creative, active community that can implement and generate positive impact in their society while connecting with the international communities. AMBASADA's mission is to coagulate and strengthen the active local community, through art, cultural and non-profit actions in order to make a direct change, generate legislative and local policies that support and building capacity for its sustainability. The values that drive AMBASADA are based in the responsible action of each individual, it's valuable unique perspective that should be cherished in a true diverse community, the power of an active and present community and none the less, the creative and social importance of culture in our lives.





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AMBASADA is the first cultural re-conversion of an industrial site, moreover, a social enterprise, a cultural hub and the first in Romania to be part of the THE network.

DELIVER LOVE - handwritten Letters & Calligraphic Social Projects Bucharest, Romania

We are two young ladies who in March 2014 officially launched this concept, of writing and delivering calligraphic letters like they used to do in the good old days!

With an assumed "naïveté", ready for challenges and full of confidence, we recreated the most elegant form of communication. In times overwhelmed by virtual messages, sending a letter becomes the gesture that makes the difference, opens new dialogues and emotionally touches everyone. Even more, it builds up memories.

At present, our project is in continual expansion, due to our long-term strategy, dedicated also to the large public with the intent to bring value in different communities. We have started by offering a motivation letter to all people that come to donate blood at the "Blood Transfusion Center" and continuing by decorating all the public transportation from Bucharest and from other big cities like Cluj Napoca, Iași, Timișoara, or Brașov, in order to show that public spaces can become expo places and can be experienced in a creative way by delivering emotions on paper.

We have written around 27.000 letters and more than that amazing stories that changed our lives.

COSÂNZEANA - keeping alive the art of sewing with the help of unemployed mothers and institutionalised teenagers Aninoasa, Romania

The mothers status quo in the countryside in Romania has yet to evolve - mothers are expected to take care of the family's needs and the household up until kids make a family of their own. The lack of income deprives them from independence, dignity, and causes them to live a life of unfulfillment. After kids grow up and years of unemployment it's very hard for them to find a decent job and fit in at work.

Cosânzeana is a small atelier which produces **do-it-yourself sewing kits** for both kids and adults. Our point of difference is the support we use for the sewing - wood





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- more specifically plywood. On a national scale, we are on a mission to inspire people to rediscover the lost art of decorative sewing that used to be omnipresent in the everyday life of Romanians. We aim to do so by making attractive designs of small decorative objects that are easier to sew on than the classic textile support.

We communicate our mission to our employees and collaborators. These way women feel empowered - they feel they have an important role in the life of the society. Also, the activities of our atelier are creative and relaxing, making their fitting in very smooth. Moreover, we have offered our employee - mother of three - a flexible schedule so that she can finish her high-school studies. Adding to that, the fact that the founder and the person in charge of the small business is also a woman with kids makes them feel understood and inspired at the same time.

Besides producing the sewing kits, Cosânzeana also produces a small scale of sewn objects. For the sewing part, we collaborate with a day center in Aninoasa that hosts teenagers without family and helps them get their first job. By the time this happens, we want to give them a sense of responsibility and the taste of financial independence. We have already trained 90% of the young people taken care of in the center in sewing. They were free to express their choice to participate in our trainings. Also, they are free to take up the number of objects to sew according to their free time and availability. They learn to work with deadlines on their terms and also learn a practical activity that they can apply in their everyday lives - sewing. At the end of a month they get paid for the services they provided.

We hope that our presence in the village, and the kind way we treat our collaborators give all the people come across our business a sense of respect, of civil rights that they can expect from any employer. Being the only social business in the area, we are hoping to shift people's opinion on the definition of business and create expectations of social involvement from the business sector - an idea that is very new and dear to the locals.

ARTI - NGO of youngsters motivated to produce social change Craiova, Romania

Romanian Association of Youngsters with Initiative (ARTI) aim is to involve young people from Romania in the process of socio-economic development.

Current projects and programs ARTI :

☐ *Be young entrepreneur to the future* - "Development of innovation, creativity, responsibility and sustainability of the Romanian strategic entrepreneurship." The overall objective is to develop the managerial and entrepreneurial skills of citizens





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and promoting business culture among them, developing entrepreneurship, improving competitiveness and generating an increasing number of businesses.

☐ ***Together for a strong community campaign.*** We have started a campaign in which we want to offer everyone from Craiova the opportunity to get involved in the process of renovation and cleaning of the Department of Pediatrics from the Philanthropy Hospital.

☐ ***Volunteer Center of Craiova*** - permanent program

Work over the years include:

- | | |
|---|---|
| <input type="checkbox"/> 4300 young people trained in 17 different fields | <input type="checkbox"/> A program turned into a non governmental organization "Association Club ARTI " |
| <input type="checkbox"/> 209 projects implemented | <input type="checkbox"/> 47 projects organized with different public institutions in Romania |
| <input type="checkbox"/> 2 advocacy campaigns | <input type="checkbox"/> The initiators and supporters of local youth policies |
| <input type="checkbox"/> 80000 beneficiaries | <input type="checkbox"/> Contribution to Dolj County Development Strategy |
| <input type="checkbox"/> 275 active volunteers | |

Disappointed that too little of what we have built maintained and thrived, we have decided to focus our efforts on developing an educational model for the community of teachers, children and parents, that will develop and grow with community support, involving all stakeholders, thereby promoting quality education. Thus, we set up the British Romanian SCHOOL.

CUIB - urban centre for good initiatives and eco-friendly products Iași, Romania

In an era of globalization, local traditional products in Romania risk becoming obsolete as they are being replaced by mass-produced, pre-packaged imports. This shift in consumer culture threatens environmental sustainability and does little to promote fair and ethical trade between consumers and local producers. Mai Bine's social enterprise CUIB sells fair-trade and eco-friendly products from local producers who have limited access to markets. The store also organizes community events to raise awareness on sustainability issues.





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The Urban Centre for Good Initiatives (CUIB) is a place where creative ideas, civic spirit or, simply, well-being are encouraged and incubated. CUIB is the first social business in Romania which promotes sustainable consumption. CUIB encourages civic empowerment by changing the attitudes of passive consumer to consum'actor, by raising awareness and by informing about the implications of individual choices in the consumption act on development (local and global).

CUIB is also the first social entrepreneurial project in Romania that functions as a multi-dimensional space that includes a bistro, a shop and a space for organizing events. The project responds to individuals' need of healthy food and environmentally friendly products at affordable prices. It also supports the local economy, raises awareness and educate community members. Moreover, the project aims to protect the natural environment and reduce its impact.

CUIB' hot drinks which can not be produced locally (such as black and white tea and coffee) are certified by the fair trade label, which implies adequate payments for third-country manufacturers. Also, in CUIB are marketed only assortments of wines and beers produced in Romania with romanian capital. The slow food served in the bistro is tasty, healthy and environmentally friendly. During the years they won the following awards - Competiția Întreprinderilor Sociale NESsT 2011-2012, Your Choice Your Project Unicredit 2013.

LOVE CAKES - a sweet dream come true Craiova, Romania

"I always dreamed about being a business and independent woman. Ever since I was a kid I was a bit rebel and always liked to be different from all my friends and colleagues and I must admit I still like it!

After several successful attempts in different fields I wasn't completely happy so I decided to have a "chat" with myself and decide on my future.

I found out that the sweets were always part of my life, that I'm a very motivated person with strong personality, enough financial resources so the only thing that was missing was a little bit of knowledge about "sweets".

I decided I wasn't going to make just sweets or the usual cakes that everyone can make, I will make special and sophisticated cakes that will get to be known and recognized as the best ones!!! And that's how I start my journey with the CUPCAKES.





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Of course the fact that I always used only natural, fresh and high quality products was one of the key for my success. It wasn't easy... and I still have problems, with finding personnel, with the people who make deliveries and many many other little things... My little cupcake shop is only for people who love good food and natural ingredients. People who put price on the hand made things.

On the decoration side I was already doing great as I'm a very creative person with a great sense of taste so shortly, besides the famous cupcakes, I started to make wedding cakes, macrons, eclairs, tarts and many more that marked the personality of the first bakery in Craiova."

CARTOLINA - expressing thoughts in a simple and elegant way Bucharest, Romania

We live in a beautiful, connected world. We feel close to each other, with social media getting us in touch and keeping us updated. But for most of the times, our meetings and conversations don't happen face-to-face. How many "happy birthday" messages or flower emojis haven't you received or sent even for someone really close? We may really appreciate offering a one-on-one congratulation, flowers, a smile or a real greeting card on yearly or daily occasions, but we go with the flow and do it online.

"Cartolina" is a modern brand aiming to bring back in style hand writing, sending compliment cards, greetings and happy birthday cheerful thoughts. All in an elegant fashion, creating simple cards, with preset messages and space for creativity or with icons inspiring beautiful thoughts and very personal relationships.

Our motivation came from a more personal need, while looking for greeting cards and being able to find mostly childish ones, overdesigned but not many clean and minimalist options. In this context, we wanted to create premium designed cards, realized with special papers, using authentic engraving techniques such as screen printing, folio, letterpress.

The brand was launched in 2015, with a first collection dedicated to winter - spring session. The very good feedback and appreciation for the simplicity, the elegance of the cards and the versatility of the messages, encouraged us to continue our passion and dedicate time and resources to make it grow, bring happiness to people who choose our cards and to those receiving them. As the choice of a card is an emotional one; it shows the sender in relation with the recipient and we just





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love when they choose "Cartolina". Successful business ideas are brought to life and kept creative and fresh with passion and dedication.

BEBEVESEL.RO - social events designed to support the activity of children with autism from Anca Craiova, Romania

The birth of a child is so complex, that we can say you are never ready to bring a new life in the world. This prejudice comes actually from the fear of everyone to be fully responsible for a new life, the fear that we can not manage it, that we don't know what, but especially how to manage to raise a kid both physically and emotionally healthy.

This fear and the anxiety coming with it are perfectly normal. The parent role play is like no other social role, but, once you learn it, will become the most authentic character anyone will have in their lives. Romanian parenting starts to become more and more present and used, parents realise the difference between education and training. If everyone has talent, the technique is what we need to learn. The same as we go to school to learn how to read, in the same manner we need to know what are the right tools of parenting in order to use them properly. Positive communication, constructive feedback, solution oriented thinking, win-win solving of the conflicts and the necessity that the parent understand how their behaviors influence the kids; these are the main directions of modern parenting.

Through conferences and projects dedicated to parents, organised by Bebevesel.ro in Craiova, we aim to give them basic information regarding their role, helping them to understand the privilege of being a father and a mother. From 3 years we bring to parents from Craiova, qualified trainers to answer to all their questions in different interest areas. In 3 years we talked about: parenting in diversity with Crina Coliban; what does it mean to raise a kid without punishments and rewards with Anca Iordache; how to solve crying and anger crises with Otilia Mantelers; what does empathy and emotion management mean to kids with Monica Reu; about school and how to prepare our kid for tomorrow's world, conference held by Oana Moraru, and Prof. Florin Colceag presented to the parents the basics in children education.

We have organised in Craiova the first educational, free time and nutrition fair for children, named "Zilele Copilariei" (Childhood Days) to encourage kids and the parents as well to understand the importance of extra school activities. We had present over 40 clubs with activities for children from Craiova to present their offers.



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And also to encourage quality free time we organised acting shows for kids with the Momolino crew from Bucharest and Childhood cross in Nicolae Romanescu park from Craiova to support physical activity among children. All the events organised by Bebevesel.ro were designed to support the activity of children with autism from ANCAAR Center- Craiova branch. From the money raised thanks to this events a part was donated to ANCAAR Center to support their daily activity and their integration in the society.

A fresh juice for a healthy day - Craiova, Romania

A social enterprise focuses on producing fresh juices and organizing events with juice bar. They offer juices for individual orders, business and for mass sell. Thanks to their presence during different events and conferences people have opportunity to learn about profits of drinking fresh juices and discover new flavors. They use local products and support local farmers.

Moreover the enterprise promote health life style during workshops addressed both to children and adults. Participants learn principles of cooking raw food and principles of preparing healthy products. They serve delicious, healthy, raw food based on simple recipes, fresh juices from fruits and vegetables and cocktails.

They promote also social enterprises in local community. The described enterprise organizes visits to enterprises and social start-ups in Poland and Italy for people who are interested in this kind of business models. They teach about cooperation and solidarity in economics.

BELLA KINESIS - sportswear brand empowering women internationally - London, UK

Bella Kinesis is a sportswear brand developed by friends Roshni Assomull and Shaleena Chanrai, founded on the desire to support and empower women internationally. The idea behind their business is to create a chain reaction they call "strength for strength", with proceeds from each item of sportswear sold helping to fund business education for a woman in rural India to support them starting a business of their own.





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GYM BITES - making healthily eating on the go as convenient as possible - London, UK

Gym Bites aspires to make healthily eating on the go as convenient as possible. Meals are packaged in jars using only fresh ingredients. Any leftover meals are donated to a homeless shelter at the end of each day. Twenty-nine-year-old founder Alexis Oladipo got started with a 3,000 grant from the Prince's Trust charity and got her big break when Gym Bites was sold at Selfridges in London.

BLAZE - innovative technology ensuring safety for urban cyclists - London, UK

Blaze uses innovative technology to create products which directly tackle the specific issues surrounding safety for urban cyclists. Their flagship product, the Laserlight, uses forward projection technology to beam a laser image out of blind spots, junctions, and situations where the cyclist is otherwise unseen.

The company was founded by Emily Brooke who researched and developed the idea while studying Product Design at university. Blaze was established in 2012 and by 2015 proudly announced that their Laserlights would be fitted in 11,500 Santander cycles as part of the London Cycle Hire Scheme. Following this success, the brand have just announced a partnership in 2017 with Citi Bike in New York, which will see the lights installed on 250 bikes across the city.

4ECO - Renewable Energy - Lincolnshire, UK

In a little over two years, Lincolnshire entrepreneur Jodi Huggett, along with her two co-founders, has built a green energy business which generates sales in excess of over £3m.

Her start-up venture, 4eco, is the creator of the ImmerSUN device which retains self-generated energy within a home or business by diverting to an immersion heater, space heaters and underfloor heating - a process which has saved over 20,000 customers hundreds of pounds on their energy bills. Having started the business while fighting a rare form of cancer, Huggett's entrepreneurial endeavour is undoubtable and she has helped scale the company with no external investment.

In interviews, Huggett has discussed how starting a business "turned her life around from living on state benefits" and her early start-up achievements were recognised back in 2014 when she was granted the illustrious Women in Business Award at that year's Startups Awards.



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REBEL KITCHEN - transforming the UK's approach to food, health and sustainability - London, UK

Tamara Arbib wants to transform the UK's approach to food, health and sustainability. Having previously founded The A Team Foundation charity in 2010 to educate people to eat healthier, Arbib is now driving her healthy food mission home through her start-up Rebel Kitchen. Launched with her husband in 2014, Rebel Kitchen offers a range of vegan "mylk" drinks made from a base of ethically sourced coconut mixed with water.

The drinks range, also void of additives, preservatives, and refined sugars, has secured listings with Waitrose, Tesco, and many other stores, and its appeal has also translated overseas. You can now find Rebel Kitchen in 20 global territories and it is continuing to expand distribution in the US; recently gaining listings in the Wholefoods Market Northern California region. Arguably more impressive; Arbib has achieved all this in the space of two and a half years while raising four children under the age of 10.

THREE SISTERS CARE - providing care at home to elderly and disabled people

In January 2012, Jobeda Ali co-founded Three Sisters Care, a care company providing care at home to elderly and disabled people, with three share-holding directors; herself and her two sisters; healthcare worker and community activist Rahena Begum, and child minder Jaida Begum. The homecare agency works across London and the suburbs, mainly with older people, but also with young adults with disabilities. In 2014, it won the Social Enterprise of the Year Award at the Precious Awards in recognition of its social business practices.

In January 2016 Ali pulled together a consortium from around the UK and won a government contract to build robots for the care sector in a high profile and controversial project called CHIRON. Alongside Three Sisters Care, the other consortium partners are Shadow Robot Company, Bristol Robotics Lab at the University of the West of England, Designability, Telemetra Associates and SH&BA. Ali has been appearing in various media and events clarifying the role of robots in the care of old people.



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ENGAGE AND CREATE - a social enterprise dedicated to transforming quality of life for people living with dementia and those that care for them

Mission: Improve quality of life for people with dementia and those that care for them.

Engage & Create is a not-for-profit organisation dedicated to improving quality of life for people with dementia and those that care for them.

We believe everyone has the right to inspiring conversation where they are heard and understood. Involvement in our structured art appreciation discussions, Ignite Sessions, offers a safe space for people to express their views and beliefs enabling participation in a meaningful, intellectual activity and opportunity for personal growth.

Ignite Sessions are a forum for exploration and exchange of ideas without relying on short-term memory. It encourages an opportunity to share personal experiences and access long-term memories that otherwise may not be stimulated. Participants benefit from a new insight into others' ideas and interests, and also a means to make connections between individual experience and the world at large.

Delivered through the Montessori approach focusing on individual's strengths and abilities, this positive approach to dementia care is a source of creativity and comfort to people with dementia and caregivers alike. As well as a great learning experience, these sessions are a fun, friendly and creative way to have social interaction and connect to peers and can be delivered at every stage of dementia.

ACCESS2BOOKS - book printing for visually impaired

Mission: Book printing for visually impaired

Access2Books is a charity whose mission it is to ensure that everyone has access to books. That means that regardless of reading ability or visual capacity, everyone can have and hold a picture book in their hands. Whether you're a child learning to read and to love books or a parent or grandparent wanting to share your love of books and the joys of reading with a child, access matters.

They take the most popular children's books in the UK and turn them into accessible books for people who have print disabilities: that may come in the form of being visually impaired, blind or even dyslexic.



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Their books come in a dual format, that is, in giant print [75 point] with Braille. Our books are illustrated with specially adapted pictures accompanied by picture descriptions. All books are handmade. Design enables adults and children to read together, helping to form the educational and social relationships that are vital to children's early years' learning of language, their growth in confidence and their social interaction skills.

They work with local libraries, SEN teachers and schools as well as mainstream schools, booksellers, individuals and families.

Activities in sheltered enterprises of disadvantaged people - other foreign good practices

Protected companies receive subsidies from the government, but these subsidies are intended to compensate for the loss of productivity of disadvantaged workers. Therefore, protected companies must generate sufficient financial resources - over 50% of all revenues to cover costs and maintain a socio-economic balance. The activities of the protected enterprises today are radically different from the activities at the beginning of their existence, when their employees glued postage stamps and made wicker chairs. In recent years, protected enterprises have increasingly become truly modern enterprises. If you visit a secure business today without knowing it, you are unlikely to see any difference with ordinary businesses in terms of business, manufacturing process and quality requirements. Currently, the activities performed by the protected enterprises are very diverse. In practice, secure businesses operate in many industrial sectors and services, from gardening through packaging to assembling electronic components.

Below is an overview of the various activities that protected companies offer.

Products and goods produced in protected enterprises

Packaging

Packaging is by far the most commonly performed activity in protected enterprises and is the main activity of many of them. Therefore, we will look at it in more detail. It includes activities such as packaging of articles in plastic packaging, packaging of bulk products in individual or smaller packages, packaging of advertising materials and more. We distinguish between manual and mechanized packaging.





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Mechanized packaging

Protected companies have a variety of techniques for mechanically packing products.

o Thermoshrinkable packaging:

The products are packed in plastic wrap and then sealed by heating the wrap around the product.

o Blister:

The product is placed in a pre-formed package of PVC, PET or cardboard and, through a sealing machine, is thermally sealed to a cardboard pad with printed text and graphics. This type of packaging offers optimum product performance: it remains visible and can be attached.

o Skin packing:

The product is covered with a special skin film. By vacuum, the foil adopts the shape of the product and adheres to the specially treated cardboard pad.

o Flowpack:

The products are packed with foil (cellophane, polypropylene, etc.), which is sealed and cut. It is not thermally treated. An edge is formed from below and from the side.

Manual packing

Arrangement of products for advertising, packaging and repackaging, product weighing and labeling.

Examples of specific packaging activities

The customer's marketing strategy determines which product appears in stores. Recall the promotional offers of "buy one product and get a second for free" for mixed products (for example, different product variants in one package) or the design of the stands to which the products are displayed at the cash desks in stores. Many protected businesses repackage standard products in specially designed packaging.

The security company receives the products from the customer, "processes" the various products depending on the advertising decision and prepares them for the store.





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Preparation of textile articles

Preparation of final products in the textile industry (eg clothing):

- ironing clothes for shops and private customers;
- labeling of prices (adjusted prices) of textile products;
- labeling and barcodes of clothing;
- placement of anti-theft clothing markers;
- putting on hangers;
- sorting by size and color;
- repricing;
- (re) packaging.

Laundry workwear

Protected businesses do laundry and dry cleaning for customers whose workers wear "company / work" clothing, which includes the following services:

- laundry;
- ironing;
- folding;
- Drying and packing in a clean room.

Ready-made garments and small tailoring services

Small tailoring services may include:

- sheathing;
- clothing adjustments;
- sewing labels and other elements;
- replacement of metal caps;
- change of zippers, etc.
- production and repair of corporate clothing and special protective clothing;
- manufacturing of finished products such as oven gloves, mattress covers, serving pads, napkins, etc.





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Offset and digital printing

Offset and digital printing are often used in the production of various stationery and mailing materials.

Modern printing presses and folding machines ensure quality and save time: folders; letterheads; business cards; brochures, leaflets; magazines; small posters; flyers; childbirth cards, wedding invitations.

The wide range of machines allows for large quantities and various printing techniques: screen printing, pad printing, hot printing on different surfaces such as paper, plastic surfaces, wood, ceramics glass and metal.

Protected businesses have special clean and dust-free printing facilities.

Bookbinding services

Bookbinding and bookmaking activities: booklet stitching; sticking brochures; perforation and spiral binding; laminating and binding; folders with metal rings with dividing sheets; production of special boxes; further strengthening of (used) books; replacing or reinforcing the backs of books; laminating covers.

Gardening

Different types of gardening activities:

- Designing gardens and drawing up relevant plans;
- Construction of gardens: private gardens, yards, residential quarters, sports fields (tennis, football, athletics), playgrounds, school yards, green areas, terraces, roads and parking lots (with pavement, cobblestone, dolomite and ceramic slabs), fences; artificial ponds, swimming pools, reservoirs; various structures in the garden such as car sheds, garden lighting; planting green borders around roads and paths.
- Maintenance: private gardens, yards, playgrounds, residential and recreational areas, weeding, landscaping, planting, pruning, plant waste management, mowing.

Electronics: production of wiring sets and cables, cable assembly

- Installation of signaling or electricity transmission cables;
- cutting and dismantling of cables;
- semi-automatic and automated production of cable contacts;



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- printing labels on cables or components (by means of a machine for hot or inkjet printing);
- twisting of cables;
- various techniques for cutting and joining cables;
- ultrasonic welding;
- cable tiling;
- forming components around cables and connectors by low and high pressure injection.

Secure Enterprises strives to be at the forefront of modern trends by investing in know-how and technology and have high-performance equipment and extensive know-how to develop various products. Secure businesses deliver cables to customers, e.g. in the automotive industry, for the production of various machines (compressors, textile machines, pumps, etc.), appliances for heating and cooling.

Applications for which wiring kits are used are related to responsibility for the quality and performance of the products, fire hazards, and safety risks. For these reasons, these customers/manufacturers require very high quality of the delivered components with zero tolerance for defects.

Quality assurance is ensured through the implementation of ISO and TS quality systems.

Small services

Various small jobs in and around the home:

- cleaning of cellars and ceilings, gutters, alleys and yards;
- painting, repairing blinds, blowing out radiators, replacing light bulbs and repairing running fountains;
- seasonal activities such as snow clearing and spreading salt on the road surface in severe winter.

Printing on textiles

- Printing of promotional material on textiles, vinyl and other materials.
- Printed products: T-shirts, towels, raincoats, umbrellas, pillows, etc.





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Recycling

- Electrical products: Recycling of washing machines and dryers, small household appliances (coffee machines, vacuum cleaners, etc.), as well as old equipment such as sound equipment, TVs and personal computers;
- Cleaning of different industrial films, sorting of different types of films;
- Unpacking and sorting unsold magazines.

Cleaning

Products and goods of the pharmaceutical and food industries require special treatment. Some sheltered establishments have all the necessary technical equipment to carry out these activities, as well as qualified staff and know-how: clean rooms that are only entered after passing through a corridor with appropriate work clothing, very strict hygiene measures, special ISO standards (e.g. standard class 8, 9001, HACCP), specially trained controllers, specially trained workers, tailored workwear.

Examples of packaged products:

- pharmaceutical industry: venous systems, safe needle containers, surgical instruments;
- food industry: chocolates, cookies, dairy products, candy, meat and fishery products, finished foods.

Cleaning services

Cleaning of buildings and businesses, such as: offices, factories, common areas in residential buildings, sports centers, football stadiums, cinemas, museums, theaters, cultural and conference centers, catering, banquet facilities, public buildings, shops, etc. stadiums, cinemas, museums, theaters, etc.

Bicycles

- Assembly of bicycles;
- Drop production.

Carpentry Department

The protected enterprises produce with the help of modern equipment wooden office furniture (kitchens, bathrooms, interior products - as standard and on individual orders), cabinet products (even caskets and soundproofing walls) and pallets in large and small series.





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Metal

The Metal Products Division of the protected companies mainly manufactures industrial products.

It handles various materials (steel, aluminum, etc.), using industry standards and high-performance machines. Operations such as folding, cutting or welding are performed with advanced equipment such as industrial robots.

Examples of finished goods: shopping carts, clothes dryers, etc.

Send mail

This activity is related to the mailing of advertising materials: packaging of advertising materials in plastic packages, sorting mail by certain criteria, preparation of materials for sending, transportation to postage sorting centers, etc.

Other activities

Of course, this list is not an exhaustive list of activities, but it gives a good idea of the variety of activities carried out by protected companies.

When accepting an order, secure businesses must always bear in mind their special mission, that is, hiring disadvantaged people who will fulfill the tasks associated with fulfilling the client's order.

