OFFICIAL DOCUMENTS

ADMINISTRATION AGREEMENT FOR EU CONTRIBUTIONS PROVIDED TO THE EUROPE 2020 PROGRAMMATIC TRUST FUND

Administration Agreement between the European Commission on behalf of the European Union and the International Bank for Reconstruction and Development concerning the Part II Europe 2020 Programmatic Single-Donor Trust Fund

Trust Fund (No. TF 072810)
(EC Contract No 2017/384-989)

This Administration Agreement is concluded under Direct Management in the context of the Framework Agreement between the World Bank Group and the European Commission dated April 15, 2016 which sets the general conditions for this Agreement (the “Framework Agreement”). The Framework Agreement shall be applicable and form an integral part of the Administration Agreement for the Trust Fund.

1. The International Bank for Reconstruction and Development (the “Bank”) acknowledges that the European Commission (the “Donor”, and together with the Bank, the “Parties” and each a “Party”) agrees to provide the sum of One million two hundred and fifty thousand euro (€1,250,000) (the “Contribution”) for the Part II Europe 2020 Programmatic Single-Donor Trust Fund, (No. 072810) (the “Trust Fund”) in accordance with the terms of this Administration Agreement.

The estimated total budget of the Trust Fund is €1,250,000. The indicative budget set out in Annex 5 shall be used for monitoring purpose only and shall not be binding.

2. The Contribution shall be used to finance the activities set forth in the “Part II Europe 2020 Programmatic Single-Donor Trust Fund Description” attached hereto as Annex 1 (Assessment of the RRS and Reintegration of Returnees in the Western Balkans), and shall be administered by the Bank on behalf of the Donor in accordance with the terms of this Administration Agreement, including the “Standard Provisions” attached hereto as Annex 2 and “Governance” attached hereto as Annex 3.

Expected results of the Trust Fund and corresponding indicators (including baselines, result goals and sources of data) are set out in Annex 4.

The Implementation period shall start on the date following that on which the last of the two parties signs.

3. The Donor shall deposit the Contribution in accordance with the following schedule and in the currency specified in Section 1 above (“Contribution Currency”) into such bank account designated by the Bank (each amount deposited hereinafter referred to as an “Installment”) upon submission of a payment request by the Bank:

(A) Promptly following countersignature: €600,000
(B) €650,000 subject to the disbursement of 70% of the preceding instalment.

The period for payment of further instalments shall be 60 days.
The period for payment of the balance shall be 90 days.
4. When making any deposit, the Donor shall instruct its bank to include in its deposit details information (remittance advice) field of its SWIFT deposit message, information indicating: the amount deposited, that the deposit is made by the Donor for TF072810 (the Part II Europe 2020 Programmatic Single-Donor Trust Fund - Assessment of the RRS and Reintegration of Returnees in the Western Balkans), the European Commission internal reference number and the date of the Administration Agreement, the name of the project for which the funds are intended, the name of the European Commission department responsible for the Trust Fund and the date of the deposit (the "Deposit Instructions"). In addition, the Donor shall provide a copy of the Deposit Instructions to the Bank's Accounting Trust Funds Division by e-mail sent to tfremitadvice@worldbank.org or by fax sent to +1 (202) 614-1315.

5. Except with respect to the Deposit Instructions, any notice, request or other communication to be given or made under this Administration Agreement shall be in writing and delivered by mail, fax or e-mail to the respective Party's address specified below or at such other address as such Party notifies in writing to the other Party from time to time:

For the Bank (the “Bank Contact”):

Ellen Goldstein  
Country Director, Western Balkans  
Europe and Central Asia Region  
The World Bank Vienna Office  
Praterstrasse 31/21, Vienna, Austria, 1020  
Tel: +43 (1) 2170 782  
Email: egoldstein@worldbank.org

For the Donor (the “Donor Contact”):

Colin Wolfe  
Head of Unit  
European Commission  
Directorate-General Neighbourhood and Enlargement Negotiations – DG NEAR  
Rue de la Loi 15, Office 03/090  
1049 Brussel - Belgium

6. In the event any amounts are to be returned to the Donor under this Administration Agreement, the Bank shall transfer such amounts to the Donor, unless otherwise agreed with the Bank.

7. All annexes hereto and the Framework Agreement between the World Bank Group and the European Commission constitute an integral part of this Administration Agreement, whose terms taken together shall constitute the entire agreement and understanding between the Donor and the Bank. In the event of any inconsistency, the Framework Agreement prevails over the Administration Agreement and the Administration Agreement prevails over its Annexes. Unless otherwise specified in an annex hereto, this Administration Agreement may be amended only by written amendment between the Bank and the Donor.

8. The measures taken to identify the EU as a source of financing shall be in accordance with Attachment 4 of the Framework Agreement.
The Parties are requested to sign and date this Administration Agreement, and upon possession by the Bank of this fully signed Administration Agreement, this Administration Agreement shall become effective as of the date of the last signature.

INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT

By: [Signature]
Name: Timothy Johnston
Title: Country Director
Date: 29-3-17

EUROPEAN UNION represented by the EUROPEAN COMMISSION

By: Colin Wolfe
Name: Colin Wolfe
Title: Head of Unit
Date: 29/3/17
ANNEX I

Part II Europe 2020 Programmatic Single-Donor Trust Fund Description

This Annex shall be applicable to and form an integral part of the Administration Agreement for the Trust Fund between the Bank and the Donor.

1. Objectives

The objectives of the Trust Fund are:

The European Commission and the Bank share a common objective of building competitive and sustainable economies and reducing poverty and social exclusion – goals of the Europe 2020 Agenda which is built on three pillars of smart, sustainable and inclusive growth. The European Commission and the Bank concur that direct interaction is beneficial to both institutions and through them to the beneficiary countries. This applies particularly to the provision of analytical, advisory and knowledge services and technical assistance.

The European Commission has expressed an interest in ensuring that the Bank continues to provide technical assistance in the framework of the Trust Fund in furtherance of the common objective set forth above.

2. Activity

The main activity is to carry out a gap analysis of the socio-economic situation of marginalized Roma1 in Western Balkans (covering Albania, Bosnia and Herzegovina, the Former Yugoslav Republic of Macedonia, Montenegro, Kosovo* and Serbia) and Turkey and assess the reintegration of returnees, principally Roma, in the Western Balkans. In doing so, the activity will facilitate that Roma inclusion policies in Western Balkans and Turkey are informed by up to date data and evidence on living conditions, employment and human capital; and lay the ground for relevant policy-responses for the effective reintegration of returnees in the Western Balkans, with a particular focus on Roma.

To this effect, the Bank will (a) generate, analyze and disseminate evidence on income, living conditions and human development outcomes among marginalized Roma communities living in the Western Balkans and Turkey, (b) promote the use of the evidence and subsequent analytical findings by key stakeholders in their policies and programs for Roma inclusion; and (c) identify pathways and relevant policy-responses for the effective reintegration of returnees in the Western Balkans - with a particular focus on Roma returnees - based on evidence of reintegration experiences.

The activities will be divided into two pillars which will inform and complement each other:

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1 The term "Roma" is used as an umbrella term which also includes other groups of people who have more or less similar cultural characteristics, such as Sinti, Travellers, Kalé, Gens du voyage, etc., whether sedentary or not.

* * This designation is without prejudice to position on status, and is in line with UN Security Council Resolution 1244/99 and the International Court of Justice Opinion on the Kosovo declaration of independence.
Activities for Pillar 1 are geared towards compiling, analyzing and disseminating evidence on income, living conditions and human development outcomes among poor and marginalized Roma households in the Western Balkans and Turkey.

Activities for Pillar 2 will focus on a comprehensive assessment and identification of the challenges that returnees, in particular Roma, encounter when returning to home countries; developing policy responses; and providing appropriate technical assistance to advance their implementation.

**Pillar 1 - Activity A: Support the design and implementation of the Roma Regional Survey in the Western Balkans and Turkey**

Under this activity, the Bank will support the preparation of the Roma Regional Survey (RRS) by providing inputs on the following:

(i) survey methodology and sampling.
(ii) design of questionnaire modules.
(iii) survey quality control and quality assurance.
(iv) development of terms of references for the selection of a survey firm.
(v) selection and training of interviewers of the survey firm through developing training modules and leading or co-leading training activities.
(vi) planning and implementing a pilot survey by the survey firm and supporting the incorporation of lessons learned in activity design.
(vii) cleaning and management of survey data.
(viii) developing a methodological report and stocktaking of survey implementation experience, based on inputs provided by the survey firm.

It is expected that these inputs will be used by the United Nations Development Programme (UNDP) for the design and implementation phase of their "Regional Roma Survey" project financed by the European Commission in the framework of the EU funded Instrument for pre-Accession Assistance (IPA) -funded action "Technical Assistance for Roma integration at the community level – TARO".

**Pillar 1 - Activity B: Analysis of survey data and outreach to policy makers and other stakeholders**

Under this activity, the Bank will take the lead in the analysis of survey data and the development of knowledge materials. In particular, the Bank will:

(i) carry out an in-depth analysis of survey data and the related policy and action framework in relation to the gap between Roma and non-Roma populations in the region. The analysis should cover in particular the areas of living conditions, education, employment, health and access to civil documentation. It will have both a comparative and an overall regional perspective, and will identify and discuss triggering factors of progress and main obstacles encountered in reducing the gap between Roma and non-Roma population in the above areas.
(ii) develop knowledge products (reports, policy briefs) on the outcomes of the in-depth analysis, including a discussion on main policy implications for the Western Balkans and Turkey.
(iii) promote uptake of the policy recommendations by relevant national and local beneficiary authorities, in particular through cooperation with the "Roma Integration 2020". Develop recommendations for DG NEAR on potential priority
areas on the inclusion of marginalized Roma in building the partnership with IPA beneficiaries, during negotiations and when programming pre-accession assistance.

It is expected that these activities will be carried out in close collaboration and coordination with UNDP which will carry out an EU Instrument for Accession (IPA) funded “Regional Roma Survey” in parallel to the activities described in this Agreement. The survey design will also benefit from technical inputs to be provided by the Fundamental Rights Agency (FRA) to ensure comparability with FRAs Second European Union Minorities and Discrimination Survey repeater survey in EU member states in 2016.

Pillar 2 - Activity A: Comprehensive assessment and identification of the challenges that returnees encounter when returning to the Western Balkans

The design of sustainable integration policies for return migrants to the Western Balkans would need to include a thorough understanding of the situation of Roma migrant returnees because, while precise numbers are not available, it is estimated that a substantial number of Roma will be among the migrants who will be affected by the changed asylum regime towards the Western Balkans and by the return policy of some EU Member States. Furthermore, it is expected that due to disproportionate poverty and widespread socio-economic exclusion, Roma will face particular challenges to (re)integrate upon their return. Under this activity, the Bank will address the following broad questions:

(i) Vulnerability Mapping: Who are the returnees and to what extent do their needs differ from those of the rest of the population?

To answer this question, the Bank will prepare a socio-economic profile/vulnerability mapping of returnees in the region, disaggregating data for Roma and by gender. The Bank will carry out a comparative analysis which will rely on quantitative and qualitative data and will serve to improve the understanding of the particular vulnerabilities of returnees, and Roma returnees in particular; and the most affected geographical areas. The analysis will cover key socio-economic indicators, including poverty, age, education, family status, health, social protection and employment and livelihood generation.

This quantitative vulnerability mapping covering the Western Balkans will be complemented by an in-depth qualitative survey in a sub-set of identified geographical areas where returnee rates are highest.

The qualitative data collection of this component will analyze individual repatriation experiences, reintegration challenges, attitudes towards returnees and demand- and supply-side barriers faced by Roma returnees from Western Europe to the Western Balkans. This qualitative survey will include experiences with reintegration assistance services (or the lack thereof) and return policies of sending countries. The analysis will also draw on information gathered through micro-narratives compiled by UNDP under the EU IPA-funded "Regional Roma Survey".

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2 This will include data collected in the context of the IPA-funded "Regional Roma Survey" implemented by UNDP.
To prepare the survey instrument, the Bank will conduct interviews with a number of key informant stakeholders (governmental and non-governmental), as well as pilot focus group discussions with returnees. Moreover, the Bank is expected to work closely with UNDP who is scheduled to collect micro-narratives from Roma returnees. These preliminary interviews and focus groups will help the Bank understand key reintegration challenges and needs of Roma returnees. The results of the interviews, pilot focus groups and to the extent possible the micro-narratives, will be incorporated in the design and preparation of discussion guidelines for a gender-sensitive in-depth qualitative survey.

The survey will include: (a) key stakeholder interviews with selected local and national representatives of reintegration offices, social workers, teachers, persons working with Roma returnees and officials working with return policies in the Western Balkans areas where returnee rates are highest; and (b) focus groups with specific attention towards recruiting representatives of the most vulnerable groups such as returning children, youth, and women.

The key stakeholder interviews will be conducted with public and private employers, public officials and CSO representatives involved in making decisions on repatriation, reintegration assistance and working with returnees, in particular Roma returnees at the national and municipal levels, as well as with several officials working with return policies in the returning areas. The interviews will be designed to better understand attitudes towards and experiences with returnees, repatriation, reintegration, and assistance services.

The focus groups will aim to assess distinct vulnerabilities faced by returnees, in particular Roma returnees, as well as to examine attitudes of both returnees and non-returnees to repatriation and reintegration and the available assistance services. The groups will be structured around the main topics: repatriation experience, reintegration challenges and needs, lacking/ existing support-programs and will cover at least 12 locations throughout the Western Balkans area: large urban centers (> 100,000) and small towns (10,000-80,000), depending on the area context.

It is assumed that the gender of the returnees, their age, their employment status, the mode of return (mandatory/ voluntary) and the country from where they return and their country of origin are some of the major determinants of views on their repatriation and reintegration experience. Accordingly, the Bank will consider specific categories for balanced focus groups. The information collected will remain anonymized and personal data will not be disclosed.

(ii) Process Mapping: How do repatriation processes take place between sending countries in Western Europe and the Western Balkans on the receiving end areas? What practices work and where are the gaps?

The Bank will describe step-by-step the process of repatriation that returnees go through when they are being sent back to their country of origin. This process mapping will be analyzed for at least three of the main sending countries from Western Europe, among which are Austria, Belgium, France, Germany, and Sweden. The process mapping will focus on the following questions:

- How long does the repatriation process take from notification until departure?

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3 Depending on the availability of data generated by UNDP
How much time do returnees have to prepare the legal dimension of their repatriation/return? What support structures are available to obtain necessary documentation related to educational activities, medical records, birth certificates, etc.

What type of legal and return counselling is available pre-departure?

How do pre-departure support counselling services reflect the needs of vulnerable groups of returnees? Are pre-departure support counselling services available for children? Are pre-departure support structures available to facilitate and familiarize returnees with schooling options, labor market integration programs and medical services upon their return?

How is the return transport organized? How are the needs of vulnerable groups taken into account during transportation?

What are the cooperation and coordination processes between sending and receiving countries when handling the repatriation? How does information exchange take place in reality on a case-by-case basis?

How do sending and receiving countries cooperate around monitoring and follow-up activities post-departure and upon, and post, arrival?

The Bank will carry out the research through a desk research which will be complemented by key informant interviews with governmental and non-governmental stakeholders at international, national, regional and municipal levels in the sending countries to compile answers to the above questions. At least 12 of the bigger recipient municipalities in the Western Balkans area will be covered.

(iii) Institutional Mapping: What are existing policies/programs/services provided to facilitate the reintegration of returnees by receiving governments and municipalities – and where are they lacking?

To complement the quantitative vulnerability mapping and qualitative analysis of specific needs of returnees, the Bank will carry out a national-level institutional needs mapping collecting information on the availability of and access to reintegration services for returnees in the Western Balkans, focusing on the following main questions:

- What do returnee assistance programs and services entail?
- What various services do returnees go through from arrival until they have settled in for a duration of 6-12 months?
- What are the costs and challenges (including fiscal, technical, coordination, and monitoring challenges) that the return of migrants pose for municipal services?
- What are good practices at the national and local level for targeted reintegration assistance?
- Are there (successful) examples of coordination/cooperation between countries of origin and countries of destination of returnees?

The institutional mapping will consist of desk research which will be complemented by key informant interviews with stakeholders at international, national, regional and municipal levels in the receiving countries to compile information on existing policies and programs toward returnees to assist repatriation and reintegration, with a particular focus on possibilities for sustainable housing, access to personal identification documents, access to mental health and other health care and the needs of specific vulnerable groups among the returnees, such as repatriated children, youth and women. EU-funded projects, including IPA, targeting returnees as well as
major initiatives and programmes funded by other international donors to respond to the re-
integration needs of returnees in the Western Balkans will also be covered.

Furthermore, impacts on municipal services (e.g. health, education, water, energy, waste water,
solid waste, municipal infrastructure), impacts on the labor, housing, and commodity market and
social impacts (public security, community tension, social cohesion) will be assessed. Good
practices at the national and local level for targeted reintegration assistance, particular for Roma
returnees sensitive policies and programs, that could be adapted and replicated, will be compared.

This mapping, jointly with the qualitative research described below, will form the basis for
recommendations provided in the final report to be prepared by the Bank and which will propose
concrete measures to establish targeted reintegration assistance (e.g. for sustainable housing
solutions, personal identification documents, education, employment, health care and social
protection systems). The proposed measures will also serve as study cases for the targeted
activities in Activity B under this pillar as described further below.

(iv) **Stakeholder mapping: Relevant partners for the implementation of possible solutions**

The Bank will identify relevant stakeholders, including at national and municipal level
governmental and non-governmental stakeholders, as well as donors and international
organizations. Specific actions will include (i) a succinct political economy and institutional
analysis of stakeholders (their objectives, their mandates, their activities and their roles) in order
to identify the appropriate channels necessary for implementing different developmental
responses for effective reintegration assistance; and (ii) identification of coordination and synergy
opportunities between the EU-funded ROMACTED project implemented by the Council of
Europe, other relevant EU-funded projects in the Western Balkans (such as Roma Integration
2020, implemented by the Regional Cooperation Council), and potential targeted activities for
Roma returnees in the Western Balkans.

**Pillar 2: Activity B. Technical assistance and capacity building for governments’ support to
returnees.**

The Bank will provide tailored technical assistance activities to support governments’ efforts to
offer adequate support activities to the reintegration of Roma returnees. These will aim to
improve the capacity of government agencies in charge of repatriation and reintegration
assistance in the implementation of such activities. As part of the technical assistance, the Bank
will leverage international experiences it has gathered in the context of providing support -
including livelihoods support - to internally displaced persons and returnees.

(i) **Technical assistance related to livelihood support and professional training for returnees**

As a response to the challenges of low levels of employment and income among the youth and
female Roma returnees, the Bank will focus the technical assistance in selected Western Balkan
on livelihood support and professional training for young and/or female returnees, with a
particular focus on Roma returnees and on providing support for training and business
development.

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5 Selection criteria for locations will be developed based on and informed by the findings of the activities
carried out under Pillar 2 Activity A
The technical assistance will aim to increase economic opportunities and assets among returnees, to encourage their pursuit of self-reliant livelihood approaches. To this effect, the Bank will assist key government agencies, in close collaboration with public and private employers, to deliver pilot training and business development activities that have been proven particularly successful in improving the professional skills and employment prospects of young and/or female internally displaced people in similar contexts. Workshops and trainings are foreseen to be provided, offering either coaching for the set-up of small business, or vocational training in relevant professions. 250 young and/or female returnees will receive livelihood support and 320 youth and/or female returnees will receive professional training under this activity.

(ii) Capacity building for governments' planning, implementation and monitoring of support to returnees

- **Supporting relevant central and municipal authorities in developing and implementing returnee re-integration actions plans, as well as outcome-based results frameworks, municipal budget forecasts and their operationalization:** The Bank will support relevant government agencies, parliamentary bodies and independent administrative bodies of governments at primarily central but also municipal level in the Western Balkans to develop action plans (if these do not exist) and facilitate their implementation by incorporating outcome-based results frameworks (including baselines, relevant targets, SMART indicators that are Roma-specific and dealing with anti-discrimination, and monitoring and evaluation mechanisms) within existing or new regional, national or municipal strategies and action plans concerning repatriation and reintegration issues. The results frameworks would enable governments to monitor progress on the outcomes of their strategies and action plans for different groups of returnees and vulnerable populations. The technical assistance will aim to empower governments to improve inter-agency and inter-ministerial coordination and move away from a singular project-based approach to a more holistic, sustainable approach.

- **Technical Assistance to assist governments establish and run effective stakeholder coordination mechanisms:** The Bank will support the regional coordination on repatriation and reintegration across the Western Balkans by supporting the establishment and test running of national level stakeholder coordination groups that will support the Governments with the (re)integration of returning migrants. These coordination groups are expected to promote collaboration among development partners, Civil Society Organizations (CSOs) representing Roma returnees, and government agencies, to reduce duplication of efforts and support coordination of activities within the same sectors or geographical focus-areas. Technical assistance activities may include: the development of effective formats for donor coordination (including online and offline exchange platforms), the development of donor coordination action plans, support with operationalizing these action plans, as well as monitoring results. The Regional Cooperation Council, implementing the EU-funded Roma Integration 2020, will be invited to join the coordination meetings. Where possible, this coordination mechanism will use existing fora and dove-tail with existing groups, in order to ensure efficient use of financial and human resources.

- **Learning from International Reintegration Experiences.** The Bank will support the dissemination of learning and knowledge sharing activities based on international best practices on reintegration policies, programs, and instruments and will provide support to their adaptation to the Western Balkan context. Knowledge activities will include analysis of global good practice around the targeting, delivery, and monitoring of reintegration
measures, and the organization of regional learning events. Particular emphasis will be placed on successful interventions for reaching the poorest and most vulnerable groups in society. Lessons relevant to the public, private and civil society sectors will be explored cross-sectorally. Approximately five learning events will be organized.

- **Public Awareness campaign.** The Bank will support the Governments to carry out a public awareness campaign on good practice examples of the livelihood support and on building empathy to the struggles and needs of Roma returnees. This campaign will target the public at large, including through audio-visual material and social media outreach material.

- **Western Balkans Cross-Country Communities of Practice to foster cross country and regional learning.** The Bank will facilitate the set-up of three pan-national Communities of Practice (CoPs) with the participation of governmental and non-governmental stakeholders from the Western Balkans as well as selected international and European organizations and agencies. Each CoP will focus on effective responses to particularly challenging dimensions of the returnee process, including how to support the most vulnerable returnee groups, such as child returnee, youth returnee and women at risk returnees, in particular Roma. The aim of the CoPs is to enable their members to share knowledge, gain cross-country peer support and benefit from emerging good practice in regard to repatriation and reintegration in the Western Balkans. The final list of CoPs and their organization will be agreed by the Bank after prior consultation with DG NEAR.

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<th>Tentative Delivery Date (months following effectiveness of this Agreement)</th>
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<tr>
<td><strong>Activities A</strong></td>
<td></td>
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<tr>
<td>Output 1 Written technical inputs by the Bank on: survey methodology; design and questionnaire; survey firm TORs and training; outreach materials; cleaning and management of survey data</td>
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<tr>
<td>Output 2 Outreach materials to country and civil society counterparts</td>
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<td>Output 3 Workshops and/or trainings to be held with various stakeholders (country authorities, civil society, survey firm)</td>
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<tr>
<td><strong>Activities B</strong></td>
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<td>Output 4 Coordinated dissemination activities (live or virtual)</td>
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<tr>
<td>Output 5</td>
<td>Two analytical reports and accompanying policy briefs on the basis of statistical analysis of data from the 2017 Regional Roma Survey conducted</td>
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<tr>
<td>Output 6</td>
<td>Targeted recommendations for input to RCC/Roma Integration 2020 and Romacted activities</td>
</tr>
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**Pillar 2**

**Activities A**
- Output 1 Inception Report 4
- Output 2 Vulnerability Mapping 10
- Output 3 Institutional Mapping 10
- Output 4 Stakeholder Mapping 10
- Output 5 Reintegration Process Mapping 10
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**Activities B**
- Output 1 Livelihood support delivered to 250 returnees 24
- Output 2: Professional training delivered to 320 returnees 24
- Output 3: Public awareness campaign developed and rolled-out 20
- Output 4: 5 Learning events on international experiences delivered 16
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- Output 6: 6 Workshops on annual budget forecasts 20
- Output 7: Establishment of 3 communities of Practice 24

*Subject to delivery of clean data by survey firm no later than the 5th working day of the 8th month after signature. In case of delays in data delivery, the delivery time of analytical reports in policy briefs will also be revised.*
3. **Eligible Expenditures**

3.1 For Bank-executed activities, the Trust Fund funds may be used to finance:

(a) Staff and individual consultant services  
(b) Cost of travels  
(c) Cost of training and workshop  
(d) Other services, including translation  

4. **Taxes**

4.1 The foregoing activities and categories of expenditures may include the financing of taxes in accordance with the Bank’s applicable policies and procedures.

5. **Program Criteria**

5.1 Activities are to be financed in accordance with the following program criteria:

The Trust Fund is established to enable the European Commission and the Bank to continue to collaborate and exchange experience and expertise on a number of themes under all three pillars of the Europe 2020 Agenda of smart, sustainable and inclusive growth. The express purpose of this Trust Fund is to allow the European Commission to avail itself of the Bank's technical assistance and analytical and policy capacity for the purpose of pursuing the goals of Europe 2020. The three pillars of Europe 2020 are broadly in line with the objectives and strategies adopted in the Europe and Central Asia Region of the World Bank Group. All activities that are in pursuance of these three pillars are eligible to be financed and implemented under this Trust Fund.
STANDARD PROVISIONS

This Annex shall be applicable to and form an integral part of the Administration Agreement for the Trust Fund between the Bank and the Donor.

1. Administration of the Contributions

1.1 The Bank shall be responsible only for performing those functions specifically set forth in this Administration Agreement and shall not be subject to any other duties or responsibilities to the Donor, including, without limitation, any duties or obligations that might otherwise apply to a fiduciary or trustee under general principles of trust or fiduciary law. Nothing in this Administration Agreement shall be considered a waiver of any privileges or immunities of the Bank under its Articles of Agreement or any applicable law, all of which are expressly reserved.

1.2 The Donor’s Contribution shall be administered in accordance with the Bank’s applicable policies and procedures, as the same may be amended from time to time, including its procurement, financial management, disbursement and safeguard policies, its framework to prevent and combat fraud and corruption and its screening procedures to prevent the use of Bank resources to finance terrorist activity, in line with the Bank’s obligations to give effect to the relevant decisions of the Security Council taken under Chapter VII of the of Charter of the United Nations. The Donor acknowledges that this provision does not create any obligations of the Bank under the anti-terrorist financing and asset control laws, regulations, rules and executive orders of an individual member country that may apply to the Donor.

2. Management of the Contributions

2.1 The funds deposited in the Trust Fund shall be accounted for as a single trust fund and shall be kept separate and apart from the funds of the Bank. The funds deposited in the Trust Fund may be commingled with other trust fund assets maintained by the Bank. The Bank, in its capacity as trustee, has legal title to the funds deposited in the Trust Fund.

2.2 The currency in which the funds in the Trust Fund shall be held is Euro (the “Holding Currency”).

2.3 The Donor agrees to deposit its Contributions in the Contribution Currency stated in the Administration Agreements. In the case of deposits received in a Contribution Currency other than the Holding Currency, promptly upon the receipt of such amounts and the accompanying Deposit Instructions, the Bank shall convert such amounts into the Holding Currency at the exchange rate obtained by the Bank on the date of the conversion. Where deposits prove to be insufficient to complete activities as a result of exchange rate fluctuations, neither the Bank nor the Donor shall bear any responsibility for providing any additional financing.

2.4 The funds deposited in the Trust Fund may be freely exchanged by the Bank into other currencies as may facilitate their disbursement at the exchange rate obtained by the Bank on the date of the conversion.

2.5 The Bank shall invest and reinvest the funds deposited in the Trust Fund pending their disbursement in accordance with the Bank’s applicable policies and procedures for the investment
of trust funds administered by the Bank. The Bank shall transfer all income from such investment to the Donor’s applicable donor balance account with the Bank.

3. **Trust Fund Fees and Costs**

3.1 The Bank shall deduct and retain for its own account, as a deduction from each Instalment, an amount equal to five percent (5%) per Instalment as an administrative fee for the Trust Fund.

3.2 The Donor acknowledges and agrees that the percentage deductions for fees in this Trust Fund Fees and Costs section are estimated on the basis of anticipated Contributions. If actual Contributions significantly differ from what was originally anticipated at the time of signature of the first Administration Agreement, or if other circumstances affecting Trust Fund fees or costs change, the Bank reserves the right to request a change to the terms of this Trust Fund Fees and Costs section, which would be effectuated by amendments made to the Administration Agreements of the Donor and which would thereafter be applicable to all new Contributions that are provided either as amendments to supplement existing Administration Agreements or from new Administration Agreements.

4. **Accounting and Financial Reporting**

4.1 The Bank shall maintain separate records and ledger accounts in respect of the funds deposited in the Trust Fund and disbursements made therefrom.

4.2 The Bank shall furnish to the Donor current financial information relating to receipts, disbursements and fund balance in the Holding Currency with respect to the Contributions via the World Bank’s Trust Funds Donor Center secure website. Within six (6) months after all commitments and liabilities under the Trust Fund have been satisfied and the Trust Fund has been closed, the final financial information relating to receipts, disbursements and fund balance in the Holding Currency with respect to the Contributions shall be made available to the Donor via the World Bank’s Trust Funds Donor Center secure website.

4.3 The Bank shall provide to the Donor via the World Bank’s Trust Fund Donor Center secure website, within six (6) months following the end of each Bank fiscal year, an annual single audit report, comprising (i) a management assertion together with an attestation from the Bank’s external auditors concerning the adequacy of internal control over cash-based financial reporting for all cash-based trust funds as a whole; and (ii) a combined financial statement for all cash-based trust funds together with the Bank’s external auditor’s opinion thereon. The cost of the single audit shall be borne by the Bank.

4.4 If the Donor wishes to request, on an exceptional basis, a financial statement audit by the Bank’s external auditors of the Trust Fund, the Donor and the Bank shall first consult as to whether such an external audit is necessary. The Bank and the Donor shall agree on the appropriate scope and terms of reference of such audit. Following agreement on the scope and terms of reference, the Bank shall arrange for such external audit. The costs of any such audit, including the internal costs of the Bank with respect to such audit, shall be borne by the requesting Donor.

5. **Progress Reporting**


5.1 The Bank shall provide the Donor with semi-annual reports on the progress of activities financed by the Contributions. Within six (6) months of the End Disbursement Date (as defined below), the Bank shall furnish to the Donor a final report on the activities financed by the Trust Fund.

5.2 The Donor may review or evaluate activities financed by the Trust Fund at any time up to six (6) months following the End Disbursement Date. The Donor and the Bank shall agree on the scope and conduct of such review or evaluation, and the Bank shall provide all relevant information within the limits of the Bank’s applicable policies and procedures. All associated costs, including any costs incurred by the Bank, shall be borne by the Donor. It is understood that any such review or evaluation will not constitute a financial, compliance or other audit of the Trust Fund.

6. Disbursement; Cancellation; Refund

6.1 It is expected that the funds deposited in the Trust Fund will be fully disbursed by the Bank by June 30, 2019 (the “End Disbursement Date”). The Bank shall only disburse funds deposited in the Trust Fund for the purposes of this Administration Agreement (other than returns to Donor) after such date to the extent such date is changed in accordance with amendments made to the Administration Agreement(s) of the Donor. Following the End Disbursement Date, the Bank shall return any remaining balance of the Trust Fund to the Donor in the Holding Currency in the manner specified in its respective Administration Agreement on a pro rata basis with regard to the total funds deposited in the Trust Fund by such Donor relative to the total funds deposited in the Trust Fund by the Donor, all calculated as Holding Currency amounts.

6.2 The Donor may cancel all or part of such Donor’s pro rata share/contribution, and the Bank may cancel all or any Donor’s pro rata share/contribution, upon three (3) months’ prior written notice, of any Contributions (paid and not yet paid) that are not committed pursuant to any agreements entered into between the Bank and any consultants and/or other third parties for the purposes of this Administration Agreement, including any Grant Agreements, prior to the receipt of such notice. In the event of a cancellation, the Bank shall return to the Donor its pro rata share in the Holding Currency as specified in the Administration Agreement unless otherwise agreed between the Bank and the Donor.

7. Disclosure; Dispute Resolution

7.1 The Bank shall disclose the Administration Agreements and related information on this Trust Fund in accordance with the Bank’s Policy on Access to Information. By entering into Administration Agreements, the Donor consents to such disclosure of their respective Administration Agreements and such related information.

7.2 The Donor and the Bank shall use their best efforts to amicably settle any dispute, controversy, or claim arising out of or relating to the Administration Agreements.
GOVERNANCE OF THE ACTIVITIES

This Annex shall be applicable to and form an integral part of the Administration Agreement for the Trust Fund between the Bank and the Donor.

Implementation mechanism and governance

The Activity will be implemented by the Bank’s Social Development, Social Protection and Labor and Poverty Units, under the leadership of the Practice Manager for Social Development; the Practice Manager for Social Protection and Labor; and the Practice Manager for Poverty. This Activity will leverage existing mechanisms within the Western Balkan Countries, the European institutions and the Bank related to social inclusion, social development, social protection and poverty reduction and from all other key and relevant multilateral and regional stakeholders.

A Steering Committee will oversee and guide the technical aspects of the Activities described in Annex I of this Administration Agreement. The Steering Committee will include representatives of DG NEAR, EU delegations in Western Balkans and Turkey, the Bank and up to seven participants to be appointed from Western Balkans and Turkey. Other stakeholders may be invited as observers.

The Bank and DG NEAR will consult each other regularly on the implementation of the Activities in accordance with the description of the Activities in Annex I of this Administration Agreement, including the indicative (and therefore non-binding) output timetable in said Annex.

Regarding the cooperation with the UNDP, the Bank and UNDP shall carry out their respective responsibilities vis-à-vis the European Commission in accordance with the administrative agreements between the European Commission and the Bank and the UNDP respectively. To the extent possible the UNDP and Bank will cooperate to carry out joint Bank-UNDP missions and joint Bank-UNDP reviews of the outputs.

To facilitate coordination, it is expected that the UNDP and Bank will:

a. Hold monthly project coordination meetings between their representatives in order to mutually update each other on the state of work, exchange information, plan upcoming deliverables, missions and discussions and to ensure a consistent delivery of outputs to the European Commission.

b. Contribute expertise and staff time, as defined in the respective administration with the European Commission.

c. Encourage joint participation in the Western Balkans and Turkey dialogue and missions, as appropriate.

All UNDP-Bank activities under this Agreement that are dependent upon receiving the necessary inputs from UNDP, are conditional upon the signing and implementation of the agreement between the UNDP and the European Commission. It is understood that the Bank shall not be held liable for any delays or partial implementation resulting from the UNDP’s own implementation or lack thereof of its agreement with the European Commission.
Payment Requests

Requests for payments related to the activities set forth in Section 2 of Annex 1 to this Administration Agreement will be sent by the Bank to the European Commission with the reference [....] and shall be addressed to:

*European Commission*
Directorate-General for Neighbourhood and Enlargement Negotiations
Contracts and Finance (IPA), Unit R5
For the attention of Maria Farrar-Hockley, Head of Unit
Rue de la Loi 15, Office 06/046
1049 Brussel - Belgium
Fax: +32 2 299 03 85

And

European Commission
Directorate-General for Neighbourhood and Enlargement Negotiations
Western Balkans Regional Cooperation and Programmes, Unit D5
For the attention of Colin Wolfe, Head of Unit
Rue de la Loi 15, Office 03/090
1049 Brussel - Belgium
### Indicative Results Indicators

<table>
<thead>
<tr>
<th>Expected Results (logic of intervention)</th>
<th>Indicator</th>
<th>Baseline</th>
<th>Target</th>
<th>Sources of verification</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pillar 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Impact</strong></td>
<td>Building an evidence base for monitoring Roma inclusion policy measures and programs in the Western Balkans and Turkey, through: (i) Robust data, knowledge and information to be used for subsequent analysis of outcomes among Roma respondents (and non-Roma nearby) by the Bank, UNDP, civil society organizations and think tanks (ii) statistical capacity building for survey design and implementation for UNDP, DG NEAR and civil society partners</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Outcome</strong></td>
<td>Roma inclusion policies informed in Western Balkans countries and Turkey based on up to date data and evidence on living conditions, employment and human capital. In particular, this activity is expected to: (i) raise awareness and use of key findings from survey evidence by international and in-country stakeholders, including Roma organizations, (ii) inform DG NEAR’s programming of upcoming rounds of pre-accession assistance and (iii) enhanced capacity for survey design and implementation for UNDP, DG NEAR and civil society partners</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Activity A</strong></td>
<td>Support the design and implementation of the Roma Regional Survey in the Western Balkans</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Output 1</strong></td>
<td>Written technical inputs by Bank team to UNDP on: survey design and questionnaire, survey firm TORs, outreach materials</td>
<td>Absence of written inputs</td>
<td>Bank inputs are available</td>
<td>Team inputs</td>
<td>Questionnaires, survey design technical note, Survey firms TORs, outreach materials, and are made available for the Bank to comment on</td>
</tr>
<tr>
<td>Expected Results (logic of intervention)</td>
<td>Indicator</td>
<td>Baseline</td>
<td>Target</td>
<td>Sources of verification</td>
<td>Assumptions</td>
</tr>
<tr>
<td>-----------------------------------------</td>
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<td>-------------</td>
</tr>
<tr>
<td><strong>Output 2</strong></td>
<td>Outreach materials to country and civil society counterparts</td>
<td>Absence of outreach materials</td>
<td>Outreach materials are available</td>
<td>Outreach materials</td>
<td>Information provided by UNDP regarding the target audiences</td>
</tr>
<tr>
<td><strong>Output 3</strong></td>
<td>Coordinated with UNDP workshops and/or trainings to be held with various stakeholders (country authorities, civil society, survey firm)</td>
<td>Absence of workshops</td>
<td>Workshops and/or trainings held</td>
<td>Workshops and/or trainings</td>
<td>Cooperation with UNDP and DG NEAR throughout the planning and implementation of activity</td>
</tr>
</tbody>
</table>

**Activity B**

Analysis of survey data and outreach to policy makers and other stakeholders

<table>
<thead>
<tr>
<th><strong>Output 4</strong></th>
<th>Coordinated consultation and dissemination activities (live or virtual) conducted with UNDP</th>
<th>Absence of consultation and dissemination activities (live or virtual)</th>
<th>Consultation and dissemination activities (live or virtual) completed</th>
<th>Consultation and dissemination activities</th>
<th>Cooperation with UNDP and DG NEAR throughout the planning and implementation of activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Output 5</strong></td>
<td>Two analytical reports and accompanying policy briefs on the basis of statistical analysis of data from the 2017 Regional Roma Survey conducted</td>
<td>Absence of reports</td>
<td>Reports completed</td>
<td>2017 Roma Regional Survey</td>
<td>Clean data to be provided by the survey firm to the Bank no later the 5th working day of the month following the survey completion Areas of policy interest to be identified by DG NEAR prior to starting the analysis</td>
</tr>
<tr>
<td><strong>Output 6</strong></td>
<td>Targeted recommendations for / input to</td>
<td>Absence of recommendations</td>
<td>Recommendations provided</td>
<td>2017 Roma Regional Survey</td>
<td>Clean data to be provided by the survey firm to</td>
</tr>
</tbody>
</table>
## Expected Results (logic of intervention)

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Baseline</th>
<th>Target</th>
<th>Sources of verification</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCC/Roma Integration 2020 and Romacted activities</td>
<td></td>
<td></td>
<td>the Bank no later the 5th working day of the month following the survey completion. Consultations take place with RCC/Roma Integration 2020 and Romacted take place.</td>
<td></td>
</tr>
</tbody>
</table>

### Pillar 2

**Impact**

Identifying pathways and relevant policy-responses for the effective reintegration of returnees in the Western Balkans - with a particular focus on Roma returnees - based on evidence of reintegration experiences

**Outcome**

Improved pathways for reintegration through (i) informed national reintegration policies/strategies to improve returnees' integration; (ii) increased economic opportunities among returnees; (iii) increased client implementation capacity on best practice and practical measures for returnee (in particular Roma returnee) reintegration; and (iv) enhanced knowledge exchange between national and international stakeholders on (Roma) returnee reintegration and effective reintegration assistance.

### Activity A

**Analytical work**

<table>
<thead>
<tr>
<th>Output 1</th>
<th>Output 2</th>
<th>Output 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Inception Report is developed</td>
<td>A Vulnerability, Mapping is finalized.</td>
<td>Institutional Needs for</td>
</tr>
<tr>
<td>No inception report</td>
<td>Insufficient knowledge about vulnerabilities of (Roma) Returnees</td>
<td>Insufficient knowledge about</td>
</tr>
<tr>
<td>An inception report, including outline of methodologies for the vulnerability, process, institutional needs and stakeholder mapping exercises</td>
<td>A Vulnerability mapping report</td>
<td>A report on institutional needs</td>
</tr>
<tr>
<td>Inception report</td>
<td>Vulnerability Mapping Report</td>
<td>Institutional Needs</td>
</tr>
<tr>
<td>Discussed and agreed with relevant stakeholders; accepted by DG NEAR</td>
<td>Discussed and agreed with relevant stakeholders; accepted by DG NEAR</td>
<td>Discussed and agreed with</td>
</tr>
</tbody>
</table>

21
<table>
<thead>
<tr>
<th><strong>Expected Results (logic of intervention)</strong></th>
<th><strong>Indicator</strong></th>
<th><strong>Baseline</strong></th>
<th><strong>Target</strong></th>
<th><strong>Sources of verification</strong></th>
<th><strong>Assumptions</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reintegration of returnees are systematically mapped</td>
<td>institutional needs</td>
<td></td>
<td></td>
<td>Mapping</td>
<td>relevant stakeholders; accepted by DG NEAR</td>
</tr>
<tr>
<td><strong>Output 4</strong></td>
<td>Brief profiles of key stakeholders (Stakeholder Mapping) in the implementation of reintegration policies in the Western Balkans are finalized.</td>
<td>Incomplete knowledge of relevant stakeholders</td>
<td>Complete Stakeholder mapping for all 6 Western Balkan countries.</td>
<td>Stakeholder Mapping Report</td>
<td>Report developed in close coordination with UNDP.</td>
</tr>
<tr>
<td><strong>Output 5</strong></td>
<td>The processes of reintegration of returnees in the Western Balkans are mapped</td>
<td>Incomplete knowledge of the exact processes that returnees go through during the first six months of their return</td>
<td>Complete process mapping for the Western Balkans</td>
<td>Process mapping report</td>
<td>Discussed and agreed with relevant stakeholders; accepted by DG NEAR</td>
</tr>
<tr>
<td><strong>Output 6</strong></td>
<td>Synthesis report including list of operational recommendations to improve returnees’ integration is developed.</td>
<td>No synthesis report, no recommendations</td>
<td>Comprehensive list of recommendations</td>
<td>Annex of Vulnerability, Process, and Institutional Needs Mapping Report</td>
<td>Discussed and agreed with relevant stakeholders; accepted by DG NEAR</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Activity B</strong></th>
<th>Tailored TA activities for returnees and capacity building for government agencies and donor coordination.</th>
</tr>
</thead>
</table>

<p>| <strong>Output 1</strong> | Number of young and/or female returnees who have received livelihood support. | 0 | At least 250 returnees | TA pilot report | Supported by analytical findings. |
| <strong>Output 2</strong> | Number of young and/or female returnees who have received professional training. | 0 | At least 320 returnees | TA pilot report | Supported by analytical findings. |
| <strong>Output 3</strong> | A public | No campaign | Public awareness | Campaign | Government |</p>
<table>
<thead>
<tr>
<th>Output 4</th>
<th>Expected Results (logic of intervention)</th>
<th>Indicator</th>
<th>Baseline</th>
<th>Target</th>
<th>Sources of verification</th>
<th>Assumptions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>awareness campaign on good practice examples of the livelihood support and on building empathy to the struggles and needs of returnees is implemented.</td>
<td></td>
<td></td>
<td>campaign developed and implemented in all 6 Western Balkan countries.</td>
<td>material (brochures, posters, media coverage, press releases, etc.)</td>
<td>interest and support. Joint participation in developing and distributing relevant materials by national and local stakeholders.</td>
</tr>
<tr>
<td>Output 5</td>
<td>Learning events on international experiences are organized.</td>
<td>0</td>
<td>At least 5 learning events</td>
<td>Agenda of events Invitations List of participants</td>
<td>Discussed, accepted and possibly attended by DG NEAR.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Outcome-based country-level results frameworks are developed.</td>
<td>0</td>
<td>At least 6 outcome-based country-level results frameworks</td>
<td>Results-frameworks</td>
<td>Political support and national and local government resources are made available to improve inter-agency and inter-ministerial coordination.</td>
<td></td>
</tr>
<tr>
<td>Output 6</td>
<td>Workshops on annual budget forecasts and action plan operationalization are held.</td>
<td>0</td>
<td>At least 6 workshops</td>
<td>Agenda of workshops Invitations List of participants</td>
<td>Political support and national and local government resources are made available to improve inter-agency and inter-ministerial coordination.</td>
<td></td>
</tr>
<tr>
<td>Output 7</td>
<td>Regional Communities of Practice (CoP) are set up and meet regularly.</td>
<td>0</td>
<td>3 CoPs focusing on one particularly challenging dimension of the returnee process</td>
<td>Brief outlines of CoPs CoP meetings’ agenda and minutes List of participants</td>
<td>Specific CoP contents will be based on the key findings and recommendations of the analytical work.</td>
<td></td>
</tr>
</tbody>
</table>
### INDICATIVE BUDGET

<table>
<thead>
<tr>
<th>Expenditure Category</th>
<th>Amount in Euros</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff and individual consultant services</td>
<td>685,000</td>
</tr>
<tr>
<td>Cost of travels, including airfares, accommodation and subsistence</td>
<td>185,000</td>
</tr>
<tr>
<td>Cost of training and workshop</td>
<td>175,000</td>
</tr>
<tr>
<td>Other services including translation</td>
<td>142,500</td>
</tr>
<tr>
<td><strong>Sub-total</strong></td>
<td><strong>1,187,500</strong></td>
</tr>
<tr>
<td>Administration fee (5%)</td>
<td><strong>62,500</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,250,000</strong></td>
</tr>
</tbody>
</table>

The amount estimated for personnel is calculated taking into account different levels of expertise estimated to be required for carrying out the activities described in Annex 1.

The World Bank Group entity may transfer amounts between categories of the indicative budget. This does not require an amendment of the Administration Agreement if the Action is carried out as described in the Annex 1.