

TERMS OF REFERENCE FOR EXPERTS

Terms of reference for on-site activities and missions

Action code and partner country: *SOCIEUX 2023-17 NORTH MACEDONIA*

Action title: Improving the quality of services at day care centers for persons with disabilities in North Macedonia

Partner institution: Public Institution-Institute for Social Activities, Skopje (PI ISA - Skopje)

Activities numbers and titles:

- Activity #1 – **Analysis of the current state of play of day care centres for persons with disabilities**

Tentative dates of implementation and location:

- **Activity #1 – tentative dates from August 29th to October 6th, 2023**
 - Preparation phase (online): from August 29th to September 8th
 - On-site mission (Skopje): from September 18th to September 29th
 - Reporting phase (on-line): from September 25th to October 6th

Expert positions and responsibilities (by activity):

- Activity #1: Expert #1 (*principal*) – *Expert in rights for Persons with disabilities*
- Activity #1: Expert #2 – *Expert in social services for Persons with disabilities*

Workload:

Activity #1 - Expert #1: Total 18 days (8 days at distance; and 10 days onsite)

Activity #1 - Expert #2: Total 16 days (6 days at distance; and 10 days onsite)

Call for experts' reference: **23-17/NMA/1/1** and **23-17/NMA/1/2**

Version - #: 1

☒ Draft

☐ Final

Date: *4 July 2023*

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1 BACKGROUND INFORMATION

1.1 Country overview

With a population of around 2 million in 2020¹, North Macedonia is a landlocked country of the south-central Balkans. It is bordered to the north by Kosovo and Serbia, to the east by Bulgaria, to the south by Greece, and to the west by Albania. The capital is Skopje. Languages include Macedonian, Albanian, plus Turkish, Romani, Serbian, Bosnian, Aromanian.

Stevo Pendarovski won the 2019 presidential election as a candidate of the Social Democratic Union of Macedonia and the Democratic Union for Integration. He won 51.6% of the votes cast in the second round of the election. Pendarovski defeated the nationalist candidate Gordana Siljanovska-Davkova. North Macedonia's presidents are directly elected for a five-year term. The president appoints the prime minister, and legislative power is vested in parliament.

With a GDP growth of 4% in 2021², the Republic of North Macedonia knows an economic development. The unemployment rate was at 15.2 % in the last quarter of 2021, the lowest level since the country's independence, mainly due to the COVID-19 crisis.

North Macedonia applied for EU membership in March 2004 and was granted EU candidate status in December 2005. The EU held its first intergovernmental conference with North Macedonia in July 2022.

1.2 Sector situation

The social protection system of North Macedonia supports persons with disabilities and/or their families through cash benefits and social services. Social services for persons with disabilities are: home services (home care and support and personal assistance), community services (day care, rehabilitation and reintegration, services of temporary residence, postponement of family care, halfway house), services of non-family protection (living with support, fostering in another family, placement in an institution). The social services outlined in the Law on Social Protection (LSP) are under the responsibility and provided by the State, but according to an increasingly decentralized approach, both CSOs and private organizations can act as service providers³.

The day-care service has been continuously developing since 2000 with the beginning of the process of deinstitutionalization and transformation of the facilities. At the moment there are 31 public day care centres, among which 4 are managed by licensed providers of social services.

According to the 2021 Situational Analysis of the Rights of Persons with Disabilities in the Republic of North Macedonia elaborated by UNICEF⁴, "the existing standard for day care centres is not in line with the CRPD principles in that it does not consider 'the best interest and will of the children and adults with disabilities.' The existing monitoring mechanisms are oriented towards collecting current data on the quantity of services provided and not towards the evaluating the outcomes and quality of services. There is a major lack of the assessment of needs of children/persons with disabilities. There is a lack of trained staff, network and accessible infrastructure, and properly defined quality standards for disability".

1.3 Role of partner institution in the sector

The Institute was established in 1961 by the Executive Council of the Assembly of the Republic of Macedonia as the "Republic Institute for Social Affairs." Since 1998 the Institute has been recognized as the Public Institution-Institute for Social Activities, Skopje (PI ISA - Skopje). It is hierarchically placed under the Ministry of Labour and Social Policy. Its main goal is to provide quality services

¹ Data from the World Bank: <https://data.worldbank.org/indicator/SP.POP.TOTL?locations=MK>

² <https://data.worldbank.org/country/north-macedonia>

³ MAPP, Report on Poverty and Social Exclusion in the Republic of Macedonia, 2010, <http://bim.lbg.ac.at/de/socijalna-inkluzija-i-covekovite-prava-vo-makedonija/izveshta-za-siromashti-i-sotsialna-iskluchenost-vo-republika-makedoni-2010>

⁴ <https://www.unicef.org/northmacedonia/reports/situational-analysis-rights-persons-disabilities-republic-north-macedonia>

(detailed hereafter) to citizens as part of asocial protection system that prevents vulnerability and exclusion, allowing individuals to cope with social risks and enable them to have a functional everyday life.

The Institute for Social Activities, monitors the work of all the day-care centres for persons with disabilities through the following activities: reports from the centres, which mostly contain quantitative data on the current situation, field visits (which in the past years due to the Covid-19 pandemic have decreased) through which the actual current state of functioning of the day-care centres is reviewed again but recommendations are given for improving the work and specific guidelines for working with the users depending on their needs and education/training of the professionals, through which their competencies are strengthened.

2 ACTION DESCRIPTION

2.1 Overall objective

- Institutional capacities of employment, labour and social protection institutions are strengthened and reinforced.

2.2 Specific objective (s) (purpose)

- SO1: To contribute to the introduction of innovative services and processes and modern approach for day care centers for persons with disabilities.

2.3 Expected results

- R1: The current situation, functioning and organization of day-care centres for persons with disabilities is analysed.
- R2: Standards and procedures for social service delivery in the day-care centres for PwD are modernized.
- R3: A general framework for monitoring and evaluation of the social services provided in the day-care centers for persons with disabilities is elaborated.

2.4 Final deliverables

- D1: Technical report on the current state of play of day care centres for persons with disabilities in North Macedonia (functioning, organization, services provided, quality...) and recommendations on possible improvements.
- D2.1: The materials and presentations employed by experts during the workshops (videos, PPT presentations ...) and included into the e-learning platform.
- D2.2: The agenda and the final list of participants to the workshops.
- D2.3: the final draft of the revised manual of standards and procedures for services providers of the day care centres for persons with disabilities.
- D3: A monitoring and evaluation framework for PI ISA - Skopje to ensure a proper follow up of the social services provided in the days care centres for persons with disabilities.

3 METHODOLOGY

3.1 General methodology (of the action)

Following the last analysis carried out by the Institute of Social Activities in June 2022, the technical assistance provided by SOCIEUX+ through mobilized EU public experts shall address the qualitative dimension in the provision of services by the day-care centres to persons with disabilities; the Action will unfold in three activities.

The first peer-to-peer on-site activity shall focus on analysis of the current state of play of day care centres for persons with disabilities (**Activity 1**) while the second one on site will support the modernization of standards and procedures for social service delivery in the day-care centres for PwD by developing an improved manual (**Activity 2**).

The third activity implemented on-site will conclude this technical cooperation with the elaboration of a general framework for monitoring and evaluation the quality and pertinence of the social services provided in the day-care centres for persons with disabilities (**Activity 3**).

3.2 Planned activities (work plan of the action)

The following activities are currently planned for the action:

- Activity 1 – Analysis of the current state of play of day care centres for persons with disabilities (on site)
- Activity 2 – Development of an improved manual of standards and procedures for service providers of the day care centres for persons with disabilities (on site)
- Activity 3 - Elaboration of a general framework for monitoring and evaluation of the social services provided in the day care centres for persons with disabilities (on site)

The present terms of reference cover the services expected for activity of the above work plan:

- **Activity #1. Analysis of the current state of play of day care centres for persons with disabilities (on site)**

3.3 Inclusion of cross-cutting issues

SOCIEUX+ recognises the importance to include cross-cutting issues in social protection, labour and employment policies and systems. The following cross-cutting issues are duly taken into account:

- Gender equality;
- Good governance;
- Human rights (including rights of children, people living with disabilities, vulnerable groups and minorities); and,
- Social and economic inclusion of vulnerable groups.

4 ACTIVITIES DESCRIPTION

4.1 Tasks

The action 2023-17 will start with an **onsite mission to realize an analysis of the current state of play of day care centres for persons with disabilities in North Macedonia**. This analysis will showcase EU best practices in a way to upraise the reality and the existing gaps of the North Macedonian system, covering broad areas of interest such as functioning, organisational structure (human resources), services provided, quality of the services provided, training of the care givers...

This mission will be organized by the EU experts mobilized by SOCIEUX+ in collaboration with the Institute for Social Activities, Skopje (PI ISA - Skopje).

The idea would be for the mobilized European experts to interview all relevant stakeholders: the Institute for Social Activities, Skopje (PI ISA – Skopje), staff from day care centres, both State-owned and licensed ones, representative of persons with disabilities and their families...

While showcasing EU examples, interactive and free discussion will take place about the current situation of the day care centres and some recommendations to improve them, with regards to:

- The needs and capabilities of the persons with disabilities
- The spatial and technical conditions (accessible infrastructure)

- the multidisciplinary and holistic approach
- the competencies and skills of professionals working with persons with disabilities
- the implication of the PwD and their parents/caregivers/guardians
- the quality standards.
- The articulation between State-owned and licensed day care centres for PwD

This first activity is foreseen to be implemented on site, in Skopje, with some visits outside the capital city to have a more precise overview of the different day care centres.

To ensure mutual understanding during the implementation of the activity, translation and interpretation from Macedonian to English and vice versa would also be necessary throughout the mission. SOCIEUX+ will cover the costs of interpretation and translations.

Responsibilities:

➤ UE experts mobilized by SOCIEUX+:

The mission shall be implemented on site in Skopje, with some visits outside the capital city.

The experts shall co-develop a proposal for methodology and agenda together with the Partner institution, to be discussed and validated ahead of the mission. For a smooth on-site implementation, it could be considered to alternate between formal meetings and gathering of information/discussions with the focal point designated by the PI ISA - Skopje.

The principal expert will lead the mission online. He/she is responsible for the production of all deliverables of the activity, in coordination with the other expert. He/she will also be responsible for the preparation, coordination, implementation and reporting and/or coordination of the overall activity.

➤ Partner Institution (PI ISA - Skopje):

The PI ISA - Skopje shall work in collaboration with experts supporting the preparation and implementation of the activity.

The PI ISA - Skopje shall facilitate the organisation of the activity with regards to the following aspects:

- nominating one or more internal resource-persons to support the experts in the material and technical organisation
- actively contributing to the technical organisation of the activity, including sharing relevant background documents, contacts and technical inputs with the experts
- supporting the experts to finalize the agenda of their mission and convening relevant stakeholders for the meetings/workshops/focus group on site
- the PI ISA - Skopje will support SOCIEUX+ in identifying interpreters/translators English/Macedonian/English

Tasks:

Minimum tasks expected from the experts shall include:

Preparation phase – ON-LINE

- **Task #1** – Ahead of the mission, to get substantial knowledge of the local context; review any relevant background documents provided by the SOCIEUX+ Team and/or the Partner. The experts will familiarise themselves with the different templates and evaluation forms provided by the SOCIEUX+ Team.
- **Task #2** - Preliminary contacts with the Partner in view of the preparation of the mission's methodology and agenda.
- **Task #3** - A briefing meeting will be organised between the experts and the SOCIEUX+ team prior to the mission. The purpose of this meeting will be to validate the intermediate deliverables, which will have to be approved by the SOCIEUX+ team, as well as to clarify any other aspects to be taken into account. This includes possibilities in terms of production

of communication materials and knowledge management. A separate meeting could be arranged with the SOCIEUX+ communications specialist and/or the knowledge development specialist, as appropriate.

- **Task #4** - contact the Delegation of the European Union in Skopje to arrange a meeting (briefing and/or debriefing depending on the interest of the EUD).
- **Task #5** – Settle the logistical arrangements with SOCIEUX+ for the implementation of the activity (visa, travel arrangements,...).

Implementation phase – ON SITE (*The details of this phase will follow the methodology and agenda prepared beforehand*):

- **Task #1** – in collaboration with the PI ISA - Skopje, prepare all relevant documents for the realization of the comparative analysis (small questionnaires for interviews, focus groups or any other documents that could be useful...)
- **Task #2** – to conduct consultations with the Partner's executives and staffs, as well as any other relevant actors who can support the comparative analysis.
- **Task #3** – To present the outcomes of the mission to the partner in order to discuss and take into account comments on the contents of the deliverables before their finalization.
- **Task #4** – The experts will be available for a briefing and/or debriefing meeting with the EU Delegation in Skopje.
- **Task #5** – Depending on the visibility and/or knowledge development possibilities identified during the preparation with the SOCIEUX+ team, the experts will be able to transmit to SOCIEUX+ any useful material to inform the public about the activity (photos, interviews, notes or articles), as well as making short videos presenting the actors involved, the activity and the results, if necessary.

Reporting phase – ON-LINE

- **Task #1** - Finalisation of the deliverables of the activity; experts may be invited to make changes/additions to the deliverables, taking into account the Partner's feedback.
- **Task #2** - Experts will complete additionally an Expert Mission Report (ExMR) and a Feedback Form (ExF), to be shared only with SOCIEUX+.

The principal expert will lead the on-site mission. He/she will be responsible for the delivery of all deliverables of the activity (see below Section **Erreur ! Source du renvoi introuvable.**). He/she will be responsible for the preparation, coordination, implementation and reporting of the overall activity towards SOCIEUX+.

4.2 Deliverables

4.2.1 Pre-mission deliverables

- P1: A methodological note, detailing the working approach, tools and methods to employ, a risks analysis, etc. The Methodological Note shall not exceed 3 pages (excluding cover page and annexes).
- P2: A activity/mission agenda, detailing the meetings and working sessions to be held, persons to meet, etc. The Activity/mission Agenda shall not exceed 2 pages.

4.2.2 Final deliverables

- **A joint Expert Mission Report (ExMR)** in SOCIEUX+ format (template provided). This report is a confidential product intended solely for and use by SOCIEUX (see instructions on the template).
- **An individual Expert Feedback Form (ExF)** completed online (see instructions and link on the ExMR template).
- **A collective Activity Report (AcR)** in SOCIEUX+ format (template provided). This AcR is to be produced jointly by the mission team. It is intended for the Partner Institution, and will be shared, most probably, with key stakeholders of the action. The report will reflect the

tasks conducted during the activity. It shall provide a meaningful contribution towards the final deliverables of the action.

- **D1.1 - Annex 1 of the AcR:** A technical report on the current state of play of day care centres for PwD in North Macedonia and recommendations on possible improvements.

5 REPORTING AND SUBMISSION OF DELIVERABLES

5.1 Formats

All deliverables and products of the activity (notes, reports, presentations, etc) shall comply with the formats and templates provided by the SOCIEUX+ Team.

All deliverables are to be submitted in electronic in electronic editable versions [Microsoft Word 97-2003 [doc], PowerPoint 97-2003 [ppt] and Excel 97-2003 [xls]; or in equivalent OpenDocument format). Non-editable electronic document such as in Portable Document Format (PDF) shall not be accepted.

Templates for electronic presentations during the activity/mission are provided by the SOCIEUX+ Team. These templates are in Microsoft PowerPoint format and comply with the SOCIEUX+ Corporate Image standards. These templates are to be used as a sole format by all members of the expert mission team. They are to be used for all presentations by the experts during and for the activity/mission. The use by the experts of their own, or their organisation(s), templates or formats are not allowed unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

All versions of deliverables or other products used or produced during activity/mission by the experts shall include the following disclaimer:

"Disclaimer:

The responsibility of this publication sole lies with its authors. The European Union, the European Commission, the implementation partners of SOCIEUX+ and the SOCIEUX+ Staff are not responsible for any use that may be made of the information contained therein."

Please refer to the expert information package for further guidance on communication and templates.

All deliverables are to be provided in English.

5.2 Submission and approval

All deliverables versions (drafts, final or other) shall be submitted directly and only to SOCIEUX+ Team, unless otherwise instructed in writing [by email] to the experts by the SOCIEUX+ Team.

5.2.1 Pre-mission deliverables

- Pre-mission deliverables shall be submitted no later than 5 working days before the start of activity or departure of the mission of the experts, whichever is the earliest.
- Pre-mission deliverables will be shared and reviewed by the SOCIEUX+ and the Partner Institution. Feedback on the deliverables should be provided to the Principal Expert at latest 2 days before the start of activity or departure of the mission of the experts, whichever is the earliest. Comments and recommendation of this feedback shall be taken into account for the implementation of the activity/mission by the experts. Only the mission agenda shall be resubmitted with revision if requested by the SOCIEUX+ Team.

5.2.2 Final deliverables

- The first draft versions of the final deliverables are to be submitted no later than 10 working days upon completion of the activity or return of the experts.

- Feedback to the first draft version of the report should be provided 10 working days after its submission.
- Inclusion of the feedback on drafts versions is expected 5 working days upon reception of the comments by the principal expert. (In general, no more than one round of feedback and revision is required, unless the quality of the deliverables is considered unsatisfactory by the SOCIEUX+ Team or/and the Partner Institution.)
- Final versions of the deliverables should be approved or rejected no later than 10 working days upon their submission to the SOCIEUX+ Team.
- Final payments and reimbursement of travel costs to experts can only be authorised upon approval of the final version of the deliverables by SOCIEUX+.

6 REQUIRED EXPERTISE

6.1 Expertise profile

Principal expert (Expert #1): Expert in rights for persons with disabilities

Area(s) of expertise:

- *Social Protection, Access to other Basic Social Services, Rights of Disabled People*

Specific skill(s) & competency(ies):

- *Organisational structures, roles and arrangements (3.1); Change management & facilitation (3.4); Services delivery (3.6)*

Requirements (essential/required):

- a) The education type and level required:

“Master’s” degree (or equivalent advanced academic degree or diploma requiring 4 years of formal education) in the areas of expertise (see above), or another directly related discipline. In its absence, the master’s degree can be replaced by a combination of academic degree(s) with relevant years of work/professional experience combining the area of expertise and specific skills requested:

- An intermediate academic degree (“Bachelor”, equivalent degree or diploma requiring three (3) years of formal education) with an additional three (3) years of working/professional experience; or,
- A first-level academic degree (“License”, equivalent degree or diploma requiring two (2) years of formal education) with an additional five (5) years of working/professional experience.

The additional work experience used in calculating academic equivalence shall not count towards the minimum general professional experience.

- b) At least seven (7) years of professional experience within EU public administrations or, international organisations, academia, social partners, civil society.

- c) Required language knowledge: English

N.B.: Translation and interpretation services may be commissioned by SOCIEUX+.

- d) Other essential qualification(s):

- Relevant experience in managing, accompanying, advising decision-makers on change and policy reforms in the public sector (particularly disability related);
- Substantial knowledge and a previous experience of disability-related policies;

- Significant experience and proved capacities in individual and organizational capacity building of public administrations

Additional assets (advantageous in selection):

- A previous experience in delivering short-term technical assistance in international cooperation;
- A previous professional experience in Western Balkans

Expert #2: Expert in social services for persons with disabilities

Area(s) of expertise:

- *Social Protection, Access to other Basic Social Services, Rights of Disabled People*

Specific skill(s) & competence(s):

- *Change management & facilitation (3.4); Services delivery (3.6)*

Requirements (essential/required):

- a) The education type and level required:

“Bachelor’s” degree (or equivalent academic degree or diploma requiring three (3) years of formal education) in the areas of expertise (see above), or another directly related discipline. In its absence, the bachelor’s degree can be replaced by a combination of:

- A first-level academic degree (“License” or equivalent) with an additional two (2) years of professional experience in one or more relevant fields.

The additional work experience used in calculating academic equivalence shall not count towards the minimum general professional experience.

- e) At least five (5) years of professional experience within EU public administrations or, international organisations, academia, social partners, civil society.

- b) Required language knowledge: English

N.B.: Translation and interpretation services will be commissioned by SOCIEUX+.

- c) Other essential qualification(s):

- Management experience in a social security institution in one of the EU Member States;
- Relevant experience in the design, management and/or evaluation of social assistance policies, programmes and projects, especially for persons with disabilities;

Additional assets (advantageous in selection):

- A previous experience in delivering short-term technical assistance in international cooperation.
- A previous professional experience in Western Balkans.

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Collaborative institutions: whenever possible, preferred experience from Croatia, Germany, Slovenia or Sweden

Public or publicly mandated institutions from European Union Member States with relevant expertise and competencies as outlined above are also encouraged to directly apply and contact SOCIEUX+ to provide expertise and participate in these activities. Focal points and responsible staff may directly contact the SOCIEUX+ Team at: experts@socieux.eu, indicating the reference of the call for experts.

6.2 Estimated workload⁵

	Preparation	Onsite work	Distance work	Reporting & deliverables	Total
Principal expert (#1)	4	10	/	4	18
Expert (#2)	3	10	/	3	16
Total	7	20	/	7	34

7 APPLICATIONS

7.1 Call for experts

All calls for experts for SOCIEUX+ activities are published online on the SOCIEUX+ website. Interested experts should submit their application on the SOCIEUX+ online expert database: <https://pmt.socieux.eu> (currently only available in English). The application process is:

1. If they have not already, experts create their SOCIEUX+ account by clicking on "Create an account" using an email address.
2. Login details for their account will be sent to experts by email, experts should create and submit their profile for review by⁶:
 - a. Providing contact details
 - b. Providing information on the competencies, skills and working history of the expert. Experts are required to provide only limited information through fields marked with an asterisk. However, *experts are encouraged to complete in most detail de sections on skills and competencies as the SOCIEUX+ Team also regularly reviews profiles in the roster to identify and contact potential experts for future missions.*
 - c. Uploading of a curriculum vitae, preferably in Europass format⁷.
3. Once their profile is approved by the SOCIEUX+ Team, they can apply to any available calls for experts accessible under the tab "Call for experts" and click on "Apply."

If more information is needed, please contact SOCIEUX+ by email at experts@socieux.eu with the reference number of the application.

Collaborative or interested institutions wishing to make expertise available for a specific call for application may directly contact the team of SOCIEUX+ at experts@socieux.eu.

7.2 Selection of experts

In principle, SOCIEUX+ mobilises experts from the public administrations and mandated bodies of EU member states, and practitioners working for social partners, including:

- Practitioners, civil servants and employees from publicly mandated bodies;
- Collaborators and employees of social partner institutions, such as trade unions and employer associations; and,
- Academic and research institutions.

⁵ Please note that travel days are not considered as working days.

⁶ SOCIEUX+ expert database and other management tools comply with the General Data Protection Regulation (GDPR) -Regulation (EU) 2016/679.

⁷ Europass templates for CVs are available here: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

Active public experts from collaborative institutions are given priority in the selection. Private consultants may also apply. Their application will be considered if an appropriate public expert cannot be identified.

Only short-listed applicants may be contacted. The selection process may include interviews by phone or other communication means.

Interested candidates may download the **Guide for Experts and Collaborative Institutions** with detailed information on contracting with SOCIEUX+ at www.socieux.eu

7.3 Contracting of public experts

Public experts can be on active duty or retired. Retired employees from international specialised agencies or cooperation agencies can also be mobilised, without regard to their former employer's collaborating with SOCIEUX+ on a specific action. Retired experts are considered as public experts for all purposes, benefits, and financial compensation provided by SOCIEUX+.

Short-listed candidates may be required to provide the contact of the employer or proof of their ability to be directly contracted under their status as a civil servant or public employee.

Various options for contracting:

- **Active French Public Expert** (Contracted by Expertise France)

Engagement letter (+ Cumulation of activities form signed by the hierarchical superior)

- **Active Spanish Public Expert**

Spanish public experts will be contracted by FIIAPP (letter of designation – signed by the hierarchical superior - and letter of commitment).

- **UE Public Expert** (including French and Spanish retired or private experts)

- Service contract with expert (+ Authorization document from employer indicating the dates of the activity + a tax identification number (TIN) to be able to issue an invoice; or
- Umbrella company: experts who do not have a tax identification number allowing them to invoice for services in their country, but they are authorized to sign temporary employment contracts according to local legislation, or
- Service contract with institution: experts who do not have a tax identification number that allows them to work in their country and cannot sign an employment contract according to local legislation.

7.4 Financial compensations

Contract officials or active-duty or retired employees are entitled to standard fixed allowances of 350 euros per working day worked. The fees of private consultants are negotiated according to their number of years of relevant expertise and the standard scale of SOCIEUX+.

Retired experts are assimilated into public employees for all intents and purposes, benefits and financial compensation are provided by SOCIEUX+.

National regulations on remuneration and compensation of public employees and civil servants apply and may limit the payment of allowances by SOCIEUX+. The responsibility for compliance and verification lies with individual experts and their institutions of origin. The payment of income or other taxes is the sole responsibility of the mobilised experts and/or their organisations.

7.5 Travel costs

All travel expenses for the mobilized experts (public, private or international institutions) are covered by SOCIEUX following the **Guide for Experts and Collaborative institutions** with detailed information on contracting with SOCIEUX+ (version as of the date of signature of the contract).

8 COMMUNICATION & VISIBILITY

SOCIEUX+ can use its communication channels, such as the web, newsletter and other media, to share information about the implementation and results of the activities. For this, contributions of the experts mobilised are expected. The experts may be requested to provide such contributions in the field of communication as photographs, provide short texts, and interviews.

Short briefings, before and after the mission, with the Communication Officer of SOCIEUX+. These briefings will provide the opportunity to identify communication opportunities and strategies.

For specific activities, visibility products, such as brochures, USB sticks, notebooks and pens, can be made available to experts for on-site distribution.

9 CODE OF CONDUCT

The experts mobilised by SOCIEUX+ will provide technical assistance from the preparatory stages of each activity to the delivery of products. The SOCIEUX+ Team will assist experts to fulfil their assignments by supporting and advising on preparing background materials before meetings. The SOCIEUX+ team will collect feedback from partner institutions and relevant stakeholders to ensure that mission reports and recommendations are delivered to national authorities, the EU Delegations in the partner countries and the European Commission.

The experts mobilised are not representing SOCIEUX+ or the EU. Technical opinions and recommendations expressed are their own. They shall not express negative opinions on the implementation of actions supported by SOCIEUX+ to third parties. Nevertheless, they shall be aware of SOCIEUX+'s objectives and functioning, and promote its services to the best of their knowledge, whenever possible and feasible.

The experts shall perform their duties in the Partner Country in a way that is fully compliant with and respectful of the local institutions, policies and cultural behaviours. They shall particularly adopt culturally-sensitive behaviour when dealing with their local counterparts.

10 OTHER CONSIDERATIONS

N/A

11 ANNEXES

N/A

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ABOUT SOCIEUX+

The SOCIEUX+ Facility was established and funded by the EU through the European Commission's Directorate-General for International Partnerships (DG INTPA) and Directorate-General for Neighbourhood and Enlargement Negotiations (DG NEAR). The Facility is co-funded by France, Spain, and Belgium. It is implemented by a partnership composed of Expertise France (the partnership lead), Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (FIIAPP) from Spain, Belgian International Cooperation on Social Protection (BELINCOSOC), and the Belgian Development Agency (Enabel).

The Facility's general objective is to expand and improve access to better employment opportunities and inclusive Social Protection systems in Partner Countries. Its specific objective is to enhance Partner Countries' capacity to design, manage, and monitor inclusive, effective, and sustainable employment strategies and Social Protection systems through short-term, peer-to-peer technical assistance and knowledge development.

SOCIEUX+ recognises the impact of Social Protection and employment in reducing poverty and vulnerability. It supports the efforts of partner governments in promoting inclusive and sustainable Social Protection and employment systems. SOCIEUX+ also complements the efforts made through other EU initiatives.

The Facility is an expansion of SOCIEUX Social Protection EU Expertise in Development Cooperation, established in 2013.

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