



# ANNUAL REPORT 2017







**Elvira  
Sevostianenko**

President of the  
Donetsk Chamber  
of Commerce and  
Industry

Dear friends!

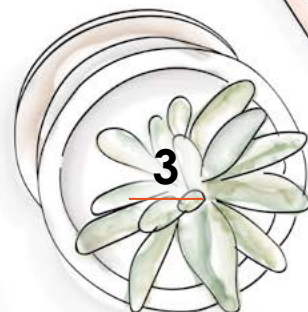
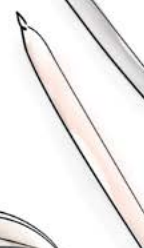
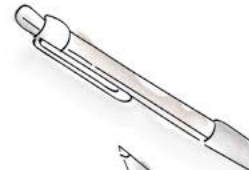
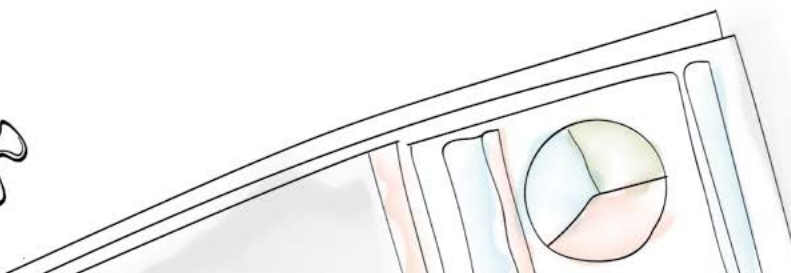
The Donetsk Chamber of Commerce and Industry worked hard during 2017 to develop regional and national business. We organized business trips for entrepreneurs to Belgium, Greece, Albania, Poland, Germany, Turkey; we held the Albanian-Ukrainian Economic Forum in Tirana, we acted as the co-organizer of the most powerful business events in the region: «East-Expo 2017» exhibition and the XII International Economic Forum «Discover Dn.Ua», we held a national practical conference «Small and Medium Business: Future of the Renewed Donetsk Region», the Ninth Regional Contest «Entrepreneur of the Year» and «Public Procurement. New Components 2018» Forum.

Kramatorsk Business Support Center, established on the Donetsk CCI's base, organized and held «Business4Women» Business Forum, the Eastern Export Forum, trainings for entrepreneurs.

The Donetsk Chamber of Commerce and Industry is directly involved in the implementation of a very important project for the Donetsk region, namely the establishment of the new cargo customs clearance division in Pokrovsk.

In addition, we introduced a new format for communicating of entrepreneurs with representatives of the local authorities – business breakfast at the Donetsk Chamber of Commerce and Industry, during which business representatives already had an opportunity to discuss topical issues with the Governor of the region Pavlo Zhebrivsky and Mayor of Mariupol Vadym Boychenko.

We are optimistic about the future, in spite of today's challenges, because we are confident that we will be able to overcome them successfully. Working in the interests of each particular business, we create a story of success of our entire region. We will do our best promoting the creation of the most favorable conditions for business development in 2018, and I am confident that our joint efforts will ensure not only recovery but also stable development of the Donetsk region economy.





## THE DONETSK CHAMBER OF COMMERCE AND INDUSTRY – THE LARGEST BUSINESS ASSOCIATION OF THE REGION

We unite and support business; we work to increase the competitiveness of business in the domestic and foreign markets by providing a range of services and representation of interests.

Today the Donetsk Chamber of Commerce and Industry represents interests of **909 enterprises of the region**, the reliable producers of goods and services open to cooperation and new contacts.

**Membership in the Donetsk CCI** is a proof of a company's reliability for business partners; possibility of participation in international projects and grant programs, which are the partners of the Donetsk Chamber of Commerce and Industry; obtaining information on commercial offers of foreign companies and business events held in Donetsk region, in Ukraine and abroad; opportunities for individual development for sole proprietors through business training; export support for enterprises; the assistance in resolving issues of entrepreneurs of the region by voting during the work of the Committees of the Donetsk Chamber of Commerce and Industry.





## WORK WITH CCI MEMBERS



**909** MEMBERS OF THE CHAMBER

70,1%

Small and  
micro enterprises

17,2%

Medium  
enterprises

12,7%

Large  
enterprises

## DISTRIBUTION OF CHAMBER MEMBERS BY THE DONETSK CCI'S BRANCHES



- Donetsk CCI, HQ – **69,8 %**
- Branch in the city of Kramatorsk – **16,7 %**
- Branch in the city of Mariupol – **13,5 %**

## EVENTS FOR THE DONETSK CCI MEMBERS

- Forums, conferences – **5**
- Business missions, exhibitions – **11**
- Meetings on international cooperation – **4**
- Meetings of sector committees and business council – **12**
- Meetings with local and state authorities – **3**
- Seminars, trainings – **18**
- Contests – **2**
- Thematic meetings – **3**
- Establishment of the new cargo customs clearance division – **1**

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## INTERNATIONAL ACTIVITY

In 2017 Donetsk Chamber of Commerce and Industry continued its activity on attraction of companies of the region to the international cooperation, providing services to find partners abroad and distributed business offers in Europe and Asia from regional enterprises interested in entering new markets. 76 Ukrainian businessmen participated in 9 foreign business missions (Greece, Albania, Poland, Belgium, Montenegro, Germany, Moldova, Turkey), organized by the Donetsk Chamber of Commerce and Industry; 4 businessmen of the region with the group of Ukrainian top-managers were trained in Germany in the field of specialization «Agriculture», 2 visits of international organizations representatives were held in Donetsk CCI.





## INTERNATIONAL ECONOMIC RELATIONS

DATE	EVENT
March 18-21	Roadshow to Greece for Ukrainian SMEs representatives - producers of agricultural products and food
April 19-21	Roadshow to Belgium for Ukrainian IT sector representatives in the field of information and communication technologies
April 28-30	Business Mission of Ukrainian Enterprises to Albania
April 29	Signing a memorandum of cooperation with the Tirana Chamber of Commerce and Industry
June 6-8	Visiting «China Homelife» Exhibition (Poland).
June 14-16	Participation with entrepreneurs of the region at the 5th International Contest «Eastern Europe Entrepreneurship for the Whole Family» (Podgorica, Montenegro).
June 19	Round table for the participants of the East Invest 2 BSO Twinning Project.
June 19-21	Participation in the annual conference of the East Invest 2 project.
October 19	Signing a memorandum of cooperation with the International Alliance for Business Development (Canada).
October 26-28	Participation in the 4th Business Forum of the Eastern Partnership countries «Digital Economy - Innovative Platform for Transparent Business without Borders» (Tallinn, Estonia).
November 5-11	Study trip to Germany on cluster development.
November 21-22	Participation of Donetsk region entrepreneurs in the conference «Young Entrepreneurship in a Modern Society» (Chisinau, Moldova).
December 4-8	Business trip of women entrepreneurs to Germany for the exchange of experience.
December 7-10	Participation of Donetsk region travel agencies representatives in the Tourism and Travel Fair in Turkey.

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## ALBANIAN-UKRAINIAN BUSINESS FORUM

On April 27-29 the Donetsk Chamber of Commerce and Industry, together with the Ukrainian CCI, organized a business mission for Ukrainian entrepreneurs to Tirana (Albania). Within the framework of the business mission the Donetsk CCI together with the Albanian Export Center, organized the **Albanian-Ukrainian Business Forum «Ukraine-Albania: a step further»**, which gathered more than 130 participants. The forum became a historic event, which opened up new perspectives for the business of both countries. During the forum memorandums of Understanding were signed between the Ukrainian Chamber of Commerce and Industry and the Federation of Albanian Chambers of Commerce and Industry, as well as between the Donetsk Chamber of Commerce and Industry and the Tirana CCI.



100 Albanian companies



130 participants



2 memorandums  
of understanding





## DEVELOPMENT OF BUSINESS

The main activity of the Export UA Center in 2017 was the introduction and development of a range of services for companies that were already engaged in or which just starting to export, and intended to expand the export geography.

- The internship for **4 representatives of the region** by the branch specialization «Agriculture», and as a part of the Ukrainian group of top managers was organized in **Germany**.
- **10 trainings** in 5 cities of Ukraine were held on partner search and conducting negotiations with foreign partners within the USAID «Leadership in Economic Governance» (LEV) Program.
- **4 trainings and 2 webinars** were held for regional companies on market analysis, an export planning and road map for export, search and verification of partners' reliability.
- **6 trainings** at the national level (more than 200 enterprises)

✎ **4 Exporters Guidelines** were developed

📖 «Export Plan»

📖 «Export Marketing»

📖 «Partner Search & Reliability Verification»

📖 «Roadmap on Export of Agricultural Products to the EU»

✎ **Business game for exporters** «Fresh Biz» – **14** participating companies

✍️ **Memorandum on Cooperation** with the International Business Development Alliance (Canada) was signed

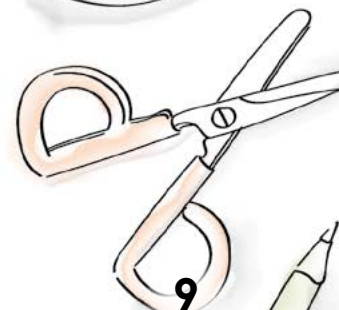
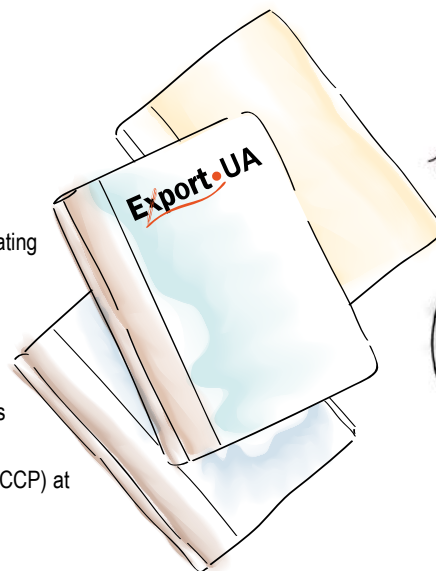
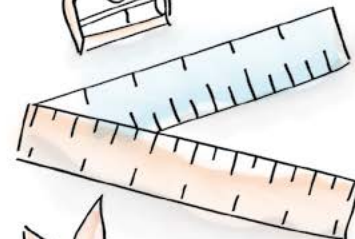
- **3 Consultation Conclusions** on the compliance of goods labeling with the EU regulations regarding foodstuffs were issued

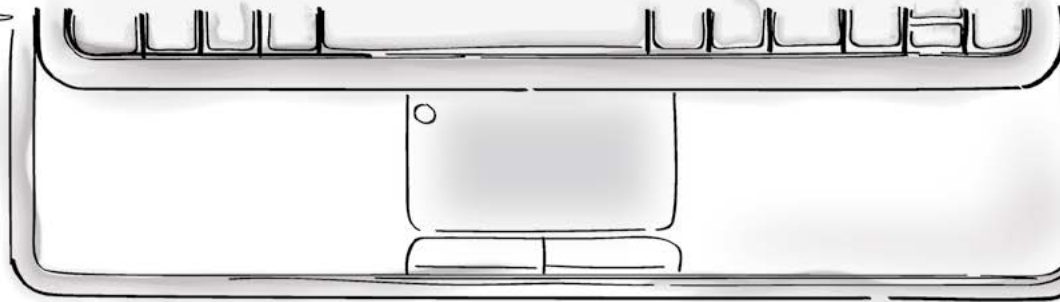
- Activities on the implementation of the food safety system (HACCP) at

**3 enterprises** of the region

☎️ **«Hot Line»** (up to 3 inquiries per day)

- **B2B meeting** with European entrepreneurs - over **250**

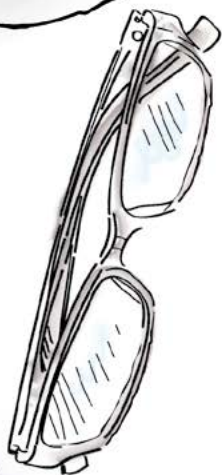




## **BUSINESS BREAKFAST AT DONETSK CCC – A NEW FORMAT OF BUSINESS COMMUNICATION WITH REPRESENTATIVES OF THE LOCAL AND STATE AUTHORITIES**

In 2017 the Donetsk Chamber of Commerce and Industry introduced a new format for communicating entrepreneurs with representatives of the local and state authorities – business breakfast at the Donetsk Chamber of Commerce and Industry. The purpose of the event is to establish a dialogue between business and authorities, to enable the business to discuss issues directly and ask any questions to the Governor, deputies, heads of departments of the Donetsk Regional State Administration and other representatives of the authorities.

Business representatives already had an opportunity to discuss topical issues with the Governor of the region Pavlo Zhebrivsky and Mayor of Mariupol Vadym Boychenko.





## SERVICES FOR BUSINESS

### DURING 2017 THE DONETSK CCI RENDERED FOLLOWING SERVICES:

- **880** services on expert examination of goods
- **206** consulting services on the origin of goods determination, on filling up forms and certificates EUR-1 within the framework of the Association Agreement between Ukraine and the EU
- **917** new certificates were issued and **73** certificates for the assignment of goods identification number in the international system GS1 were re-registered.

- **14803** certificates of origin were certified
- **1261** conclusions on the origin of goods
- **2559** preferential certificates of «A» form
- **8** verification requests

### FOREIGN ECONOMIC ACTIVITY

- **3084** customs declarations were drawn up
- **2** ATA Carnets were issued
- **2677** temporary storage warehouse services were provided.

### FOREIGN TRANSLATIONS

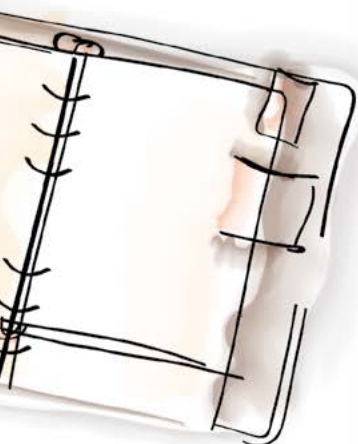
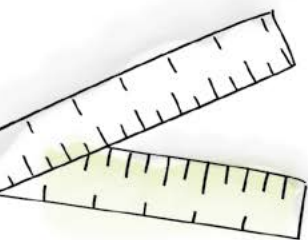
Foreign translations department at the Donetsk Chamber of Commerce and Industry carried out services on the foreign translation and verification of the translated documents

- **245** orders
- **90** customers
- **6** languages of translation
- **510** pages
- **1** translator

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## THE NINTH REGIONAL CONTEST «DONETSK REGION ENTREPRENEUR OF THE YEAR»

A Solemn Award Ceremony for winners and awardees of the Ninth Regional Contest «Donetsk Region Entrepreneur of the Year 2017» as a part of the celebration of the Entrepreneur's Day gathered over 140 guests. The winners of the contest were: «Zeus Ceramics» PJSC, AF «Lisivka» LLC, Sole Proprietor Mr. Igor Syniak, «Company Hermes Trade» LLC, «Mosbudinvest» LLC, Sole Proprietor Mr. Stanislav Yevchenko, «TVK SOLAR» LLC, Sole Proprietor Ms. Elena Klimenko, Sole Proprietor Ms. Irina Sergiyenko.





# ACTIVITIES IN THE SPHERE OF SMALL BUSINESS

## OVER 1000 PARTICIPANTS TOOK PART IN THE EVENTS ARRANGED BY THE DONETSK CCI FOR REPRESENTATIVES OF SMEs:

- **9 sessions** of the sector committees at the Donetsk Chamber of Commerce and Industry – **312** participants
- **3 meetings** of the Donetsk Region Business Council – **91** participants
- **Information workshop** – **34** participants
- **4 business meetings** – **118** participants
- **Conference** – **250** participants
- Award Ceremony for winners of the Contest «**Donetsk Region Entrepreneur of the Year**» – more than **145** participants
- **2 exhibitions «East-Expo»** – more than **100 exhibitors**

## REPRESENTATIVES OF THE DONETSK CCI PARTICIPATED IN:

- Negotiations on the creation of joint projects for the development of regional small and medium-sized businesses, Tirana (Albania), the Albanian Chamber of Commerce and Industry
- Round table and an affiliate conference on the East Invest 2 project
- Presentation of the project «Laboratory of Business Solutions Export - UA»
- Strategic session «Creating a Network of Permanent Business Support Centers in Ukraine»
- Project «Buying together! 2.0»
- Open meeting of the «Interregional Union of Ukrainian Poultry and Fodder Producers» GNO
- Business negotiations with the delegation from Fujian Province of the People's Republic of China
- Conference: «Development of Small and Medium Business through the Enhancement of Business School», «Organizational Development of Business Associations of Small and Medium Enterprises», «Marketing revolution», «Women in Business, Harmony and Success», Conference by the Program «Leadership in Economic Governance (LEV)»
- V Forum of Business and Professional Women of Ukraine
- Thematic Networks Evening American Dream Party
- Forum «Digital Economy - An Innovative Platform for Transparent Business without Borders»
- International Forum Green Ventures
- VI International Forum AGROPORT East Kharkiv 2017
- Meetings «Industry 4.0: Ocean of Opportunities or Cemetery of Ukrainian Businesses' Hopes»
- Round table «Development of Service Activities by the Ukrainian Chamber of Commerce and Industry»
- International Contest «Southern Europe Entrepreneurship for the Whole Family»

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## FORUM «PUBLIC PROCUREMENT. NEW COMPONENTS OF 2018»

The Forum became a meeting place for discussing the practical experience and effective functioning of the Prozorro electronic public procurement system in Donetsk region, the possibility of public consultation with leading experts in the field of procurement, a platform for an applied master class on the use of monitoring modules BI and DOZORRO, the case of ethical behavior of entities in the public procurement sphere.

The Forum speakers were representatives of the Ministry of Economic Development and Trade of Ukraine, Ministry of Health of Ukraine, the Antimonopoly Committee of Ukraine, the KSE, the KMR, public organizations, the trading platform Zakupki.Prom.ua.



150 participants



9 speakers





## BUSINESS EDUCATION

### IN ORDER TO IMPROVE THE QUALIFICATION OF DONETSK REGION ENTERPRISES AND ORGANIZATIONS SPECIALISTS DURING 2017:

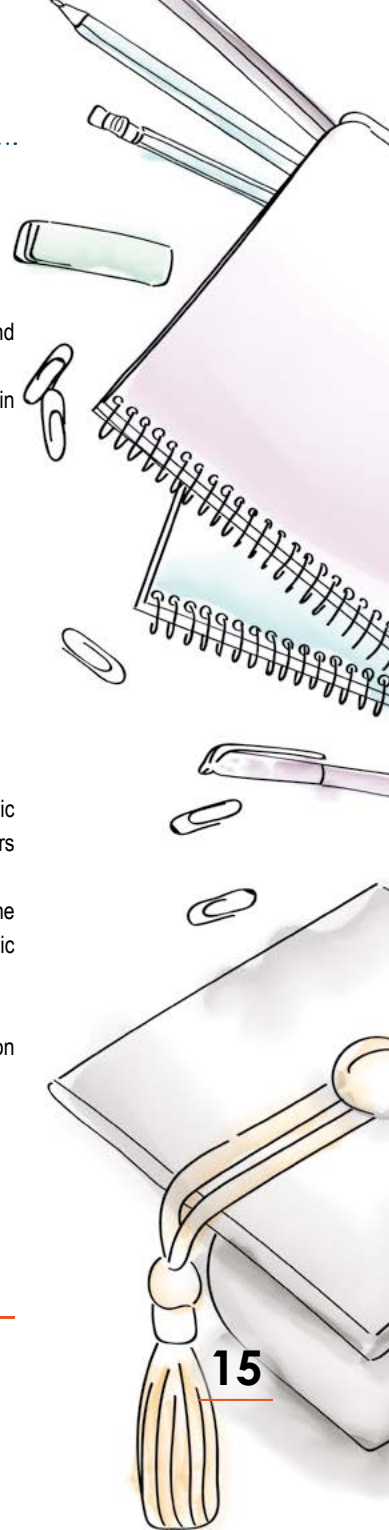
- **40 seminars** in which **1667 persons** took part
- workshops and training events for Ukrainian exporters in cooperation with regional CCIs on marketing issues and access requirements to EU markets were held
- **1 expert** of the Donetsk Chamber of Commerce and Industry participated in the training for Ukrainian exporters within the USAID Leadership in Economic Governance Program.

### EVENTS ON PUBLIC PROCUREMENT ARRANGEMENT AND PERFORMANCE

- 📌 **28** training seminars:
  - **193** persons - buyers
  - **10** persons - bidders
- 📌 Information and consulting services – **6** consultations
- 📌 ProZorro information and consulting offices in the towns of Donetsk region – **8** towns – **306** persons
- Training session for specialists of the regional Chambers of Commerce and Industry «Making a mosaic of public procurement: easy and Prozorro» (German-Ukrainian partnership project between the Association of German Chambers of Commerce and Industry, Ukrainian Chamber of Commerce and Industry, RCCI of Ukraine) – **10** participant
- Training for potential participants in the public procurement system. The event was held in the framework of the signing of a memorandum on cooperation between the Donetsk Chamber of Commerce and Industry and the Public Union «Interregional Union of Ukrainian Poultry and Fodder Producers» (Kharkiv)
- Forum «Public Procurement. New components of 2018» – more than **150** participants
- Seminar «Warning risks in public procurement» within the framework of the Justice «Support and Anti-Corruption Reform in Ukraine Project» workshop – **48** participants.
- 📌 Designed and manufactured:
  - 📖 the brochure «Public procurement reform in Ukraine: development, plans, implementation»
  - 📖 set of normative documents «Prozorro Public Procurement System» (with actual amendments as of 2017)

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## XII INTERNATIONAL ECONOMIC FORUM «DISCOVER DN.UA»

Forum «Discover Dn.UA» allowed the participants to receive up-to-date information and to take part in discussions on the potential and achievements of small and medium-sized businesses, attracting investments for restoration of infrastructure and revival of economic potential of Donetsk region, and the use of international assistance. The role of SME in Donetsk region was discussed by the participants of the **National Practical Conference «Small and Medium Business – Future Development of the Updated Donbas»**, which was held within the framework of the Forum.



590 participants



58 speakers



## CONTRACTUAL AND LEGAL WORK

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The **legal department** provides legal support to the activity of the Donetsk Chamber of Commerce and Industry, provides business entities with legal services on economic and foreign economic activity.

- **149** force majeure certificates were issued
- **236** responses were prepared, including **168** explanations and legal opinions
- a hotline on legal issues is available

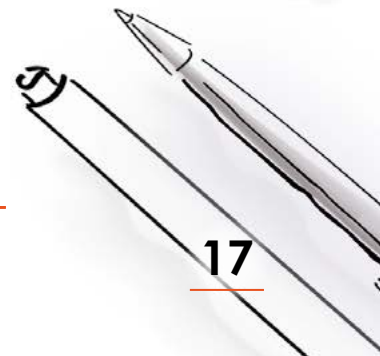
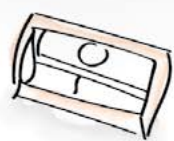
The **Mediation Center at the Donetsk Chamber of Commerce and Industry** introduced information promotion and full support for the mediation process, starting from the choice of the mediator to administering and finalizing the mediation results. **5** applications for mediation were processed. The Director of the Center took part in the IV Forum for Ukrainian Mediators and Dialogue Facilitators

## REFERENCE AND INFORMATION SUPPORT

- **168** information services were rendered
- An active exchange of commercial and tender offers, other business information between members of the Donetsk CCI and foreign companies, diplomatic representations of other countries in Ukraine, in particular Turkey, Greece, Belgium, Montenegro, Germany, Denmark, Egypt, Iran, Iraq
- Continuous filling up of the Chamber's website and the Facebook page with the actual business information, promoting the services and activities of the Donetsk Chamber of Commerce and Industry at the regional, national and international levels

## SERVICES IN THE FIELD OF INTELLECTUAL PROPERTY

- **22** applications for the registration of trademarks for goods and services were filed
- **24** Ukrainian certificates for goods and services trademarks were received
- Consulting services for registration of intellectual property rights
- Activities on clarification of Ukrainian legislation in the field of intellectual property
- Development and implementation of information and consulting activities for business entities in the field of intellectual property
- Support of formal and qualification examination of trademarks submitted for registration
- Services for ensuring the accelerated examination





## WOMEN'S BUSINESS DEVELOPMENT

The Women's Business Development Committee at the Donetsk Chamber of Commerce and Industry is a platform for the development of women's business initiatives and entrepreneurship, for the formation of business ties of women entrepreneurs of Donetsk region in Ukraine and abroad. Representatives of the Committee took part in the Fifth International Contest «Southern Europe Entrepreneurship for the Whole Family» (Montenegro) and in a training mission to Germany to exchange experiences with German business associations and enterprises. The Regional Women's Entrepreneurship Contest «Why do I choose my own business?» was launched in 2017. 15 participants competed in the nominations: «Production», «Service Sphere», «Family Business». The winners of the contest took part in the International Forum «Youth Entrepreneurship in a Modern Society» (Moldova).



## PROJECT ACTIVITY

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During 2017 the Donetsk Chamber of Commerce and Industry took part in the following projects: GIZ (Fit for partnership with Germany); East Invest and East Invest 2; USAID «Leadership in Economic Governance»; DIHK (KVP Ukraine); UNDP «Strengthening Small and Medium-Sized Business Associations», EU4Business (EBRD)

### GIZ (Fit for partnership with Germany)

- 4 representatives of the region were trained in Germany

### USAID «Leadership in Economic Governance»

- 10 trainings were developed and conducted in 5 cities of Ukraine

### EU4Business (EBRD)

- Business Support Center was created
- 4 strategic sessions
- «COSME / Horizon 2020» information day

### DIHK (KVP Ukraine)

- 4 meetings of the working group
- 4 study visits to Germany
- 23 experts increased their qualifications
- branch seminar for SMEs – 21 participants

### UNDP «Strengthening Small and Medium-Sized Business Associations»

- 2 memorandums
- 7 trainings for the Donetsk CCI's experts
- 27 experts of the Donetsk CCI passed training

### East Invest and East Invest 2

- 2 road shows
- 4 trainings
- 2 webinars
- 4 guidelines for exporters
- business game «Fresh Biz» – 14 enterprises





## EXHIBITION «EAST-EXPO 2017» – THE GREAT FUTURE OF SMALL BUSINESS

The Donetsk Chamber of Commerce and Industry has co-organized 2 exhibitions «East-Expo 2017», which were held by UNDP in Ukraine with the financial support of the governments of Great Britain, Poland and Japan. The goal of the exhibitions held in Kramatorsk and Kyiv was to increase the business activity of small and medium business of Donetsk region through a presentation to the general public of the opportunities and products of local producers. Chief executives and business owners gathered to expand and strengthen business ties in the region and with other regions of Ukraine.





# ACQUISITION OF EXPERT COMPETENCES

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66 employees of the Donetsk CCI increased their expertise at training courses, seminars, webinars and workshops during 2017.

## Within DIHK project (KVP Ukraine)

- 12 trainings – 23 specialists
- 3 study visits to Germany – 7 specialists

## Within UNDP project «Strengthening of Small and Medium-Sized Business Associations»

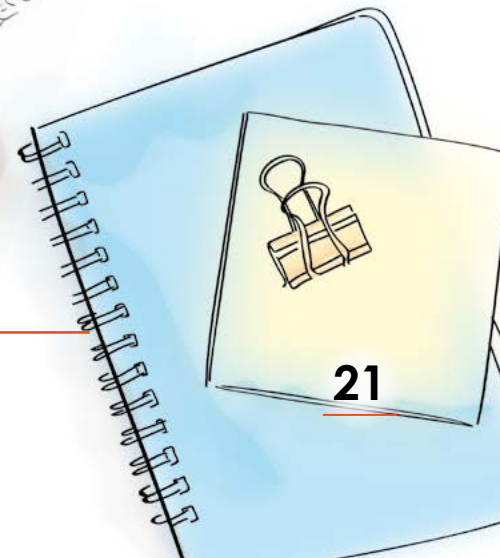
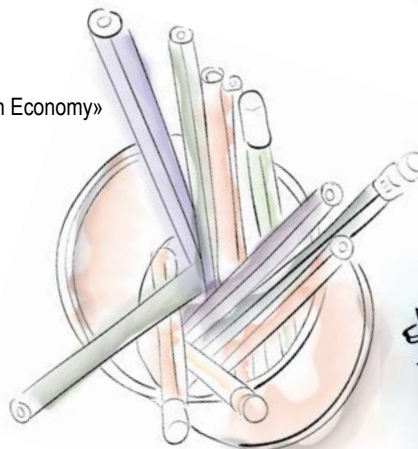
- 7 training courses for experts of the Donetsk Chamber of Commerce and Industry – 36 experts
- the educational course by the KMBS for the leaders of BO – 4 executives of the Donetsk CCI

## Within EU4Business project

- 4 strategic sessions – 2 experts
- «COSME / Horizon 2020» Information Day – 1 expert

## PARTICIPATION IN SEMINARS

- Seminar «Promising Cooperation of Chambers of Commerce and Industry in China and Ukraine»
- Seminar «How to succeed in Austria's public tenders»
- Seminar «SME Instrument (Horizon 2020, COSME)»
- Educational seminar «Export Talks: China»
- Seminar «Cluster as a Structural Element of the Modern Economy»



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# BUSINESS SUPPORT CENTER IN KRAMATORSK, BASED ON THE DONETSK CHAMBER OF COMMERCE AND INDUSTRY

Business Support Center in Kramatorsk, based on the Donetsk Chamber of Commerce and Industry with the support of the EBRD within the framework of the EU4Business initiative, organized a series of events for entrepreneurs of Donetsk region.

BUSINESS  Ukraine  
бізнес-форум 2017 WOMEN

## «BUSINESS4WOMEN» BUSINESS FORUM



150 participants



20 speakers



3 master classes



## EASTERN EXPORT FORUM



170 participants



22 speakers



8 experts



35 B2B

## TRAINING COURSE FOR WOMEN ENTREPRENEURS «FROM ENTREPRENEUR TO ENTERPRISE»



13 participants

## TRAINING COURSE «HOW TO START A CONSULTING BUSINESS?»



13 participants



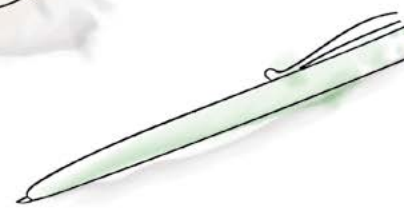
European Bank  
for Reconstruction and Development



EU4Business

This programme is implemented by the EBRD and funded under the EU4Business initiative of the European Union









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