

GUIDELINES FOR OPERATION
of the
**CENTRE OF PUBLIC EMPLOYMENT SERVICES OF SOUTHEAST
EUROPEAN COUNTRIES**

Preamble

With respect to similarities of economic structures, labour market trends and demands in promotion of employment and prevention of unemployment, within the initiative for establishing the regional Centre, in the context of continuation of cooperation in the sphere of employment and labour market, with reference to the Bucharest Declaration and the Conclusion of the Sofia Ministerial Conference;

Inspired by willingness to deepen and strengthen the relations among the public employment services for exchange of experiences in employment policy implementation, originated on the meeting in Sofia on October 27, 2006, this document shall respect the recommendations and conventions of the International Labour Organisation (ILO) in the sphere of labour, employment and social policy, number 2, 88, 97, 102, 111, 122, 142, 143, 150, 159, 168; the Statute of the World Association of Public Employment Services (WAPES), regulate the spheres and modalities of cooperation among the public employment services – signatories of the Protocol of Partnership. Signatories of the Protocol of Partnership are the following countries: Bosnia & Herzegovina, Bulgaria, Croatia, Macedonia, Montenegro, Romania, Serbia, Slovenia and Turkey.

Article 1

The countries - signatories agree to consider, together and in cooperation with the relevant national and international institutions (WAPES, ILO, Council of Europe, Stability Pact for South Eastern Europe – Regional Co-operation Council for Southeast Europe), the issues of labour market functioning on the national and regional levels, to identify common problems and improve institutional capacities in the sphere of labour market and employment through exchange of positive experiences in implementation of adequate solutions.

Article 2

Cooperation within the operation of the Centre is realised through exchange of information and experiences in three principal spheres related to providing services to employers, job seekers and improvement of capacities of public employment services.

Article 3

In the scope of providing of services to employers, special attention will be given to:

1. Decreasing the differences among the regional labour markets;
2. Planning of program activities and adjusting of measures to demands of regional and local labour markets;
3. Promotion of social dialogue and the role of social partners in creation and implementation of social and economic policies;
4. Development of relations with employers and of client oriented services;
5. Increase of labour market flexibility;
6. Measures for reduction of grey economy and its transformation into regular economic processes;
7. Establishing and development of the demand oriented qualification framework;
8. Labour market trends, labour force supply and demand;
9. Possibilities for labour force mobility, with emphasis on young people.

Article 4

In the scope of providing services to job seekers, special attention will be given to:

1. Individualisation of work with job seekers;
2. Measures for prevention of social exclusion and poverty and to affirmation of the principles of equal employment availability for all, including the vulnerable groups;
3. Measures for promotion of youth employment and the choice of adequate and productive employment;
4. Measures of reemployment of redundant workers;
5. Establishing and development of education and training system, oriented towards the labour market demands, and raising of labour force competitiveness;
6. Establishing and development of intergenerational approach to career guidance and counselling;
7. Prevention of long-term unemployment;
8. Promotion of entrepreneurship, self-employment and creation of new jobs;
9. Implementation of measures for increase of formal employment;
10. Unemployment Insurance rights.

Article 5

In the scope of capacity improvement of the public employment services, special attention will be given to:

1. Adoption and implementation of EU standards and other international standards in the sphere of labour market and employment, including the harmonisation of legislation in the sphere of labour market and employment;
2. Implementation of projects with the purpose of capacity building of public employment services and the labour market;

3. Establishing and developing the quality system in public employment services;
4. Development and improvement of performance indicators of the public employment services;
5. Maintaining of registers, statistics and reporting;
6. Administration of information system that supports monitoring and evaluation of active labour market policy measures;
7. Organisation of work and decentralisation processes;
8. Modalities of cooperation with private agencies and other actors in the labour market;
9. Development and implementation of the code of professional behaviour of public employment services' staff;
10. Human Resource Development.

Article 6

The mode of operation and organisation of work will have the following features:

1. Stimulation of agreements, exchange of experiences, knowledge and examples of good practice;
2. Proposal of a dynamic Web site of the Centre;
3. Printing of appropriate publications and brochures on activities and actions of the Centre;
4. Exchange of experts with a view of exchange of labour market information;
5. Realisation of study visits and joint seminars and workshops in expert level, two times per year;
6. Organisation of managers' conferences one or two times per year;
7. The presiding mandate in the Centre shall be one year long;
8. The next presiding country shall be appointed by alphabetical order,
9. Regular reporting to the World Association of Public Employment Services (WAPES) and the International Labour Organisation (ILO), about all activities of the Centre,
10. Signatories of the Guidelines can alter the established procedures by consensus;
11. Financing of the Centre actions shall be provided from own resources of the presiding country, as well as from donations from international organisations directly involved in the actions of the Centre.

Article 7

The countries - signatories agree to inform themselves about the labour market trends, the current and future activities and the projects in the national and international context, which are significant for capacity building of the labour market, the public employment services in the region and every employment service individually.

Article 8

Every year, the Central Office of the Centre shall be relocated to different country - signatory, the public employment service of which takes the responsibility of providing the premises, specialist-technical, staff and financial resources/conditions for operation of the Centre.

Article 9

The Centre is governed by the Council of the Centre, which consists of the PES directors of countries - signatories or of persons appointed by the directors.

Operational managing of the Centre is conducted by the PES director of the presiding country.

Article 10

Exchange of experiences and best practices of the participating countries in particular spheres would be realised through the statistical information bulletin, which would be published every six months, being prepared by experts from all countries – signatories. Experts would meet at least one month before the information bulletin is due to be published in order to prepare it in a qualitative manner. Apart from the statistical information bulletin, exchange of experiences would also be conducted through the e-network and e-forums, and coordinated through the Centre.

Communication languages are English and the language of the host country.

The participating countries agree to form working groups, if needed, consisting of experts for particular spheres and topics, depending on mutual arrangements and determined priorities on the national level. These groups would recommend solutions, actions and projects for transfer of positive experiences among the member countries, through exchange of professional experiences.

The dynamic site of e-Centre will be constructed and developed.

Article 11

The Centre of public employment services in the countries - signatories of the Protocol should distribute information in accordance with the national laws on availability of public information and the ethical code in the sphere of operation of public employment services.

Exchange of experiences within the Centre would be realised through exchange of data and information from the database of implemented projects in the public employment services. The database of implemented projects will comprise, in hardcopy and e-form, the data on all implemented projects in the

countries – signatories and data on the implementing bodies, with the purpose of quality exchange of experiences in choosing projects and project evaluation.

Article 12

Admission of new members to the Centre shall be on voluntary basis, subject to the statement by authorised persons representing the public employment services.

Members of the Centre are free to discontinue their membership in the Centre, subject to the statement by authorised persons representing the public employment services.

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Labour and Employment Agency of
Bosnia & Herzegovina

Huso Saric, Director

National Agency for Employment
Republic of Romania

Eugen Preda, Secretary General

Employment Agency
Republic of Bulgaria

Sotir Ushev, Director

National Employment Service
Republic of Serbia

Radovan Ristanovic, Director

Croatian Employment Service

Ankica Paun Jarallah, Director

Employment Service of Slovenia

Marija Poglajen, Director

Agency for Employment of the Republic
of Macedonia

Biljana Jovanovska, Director

Turkish Employment Organisation

Namik Ata, Director

Employment Agency of Montenegro

Branimir Bojanic, Director

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