

DCFTAs: Challenges and Opportunities for SMEs in Rural Areas of Georgia, Moldova and Ukraine *General Report*

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PREFACE

The study is a result of project “DCFTAs: Challenges and Opportunities for SMEs” made possible by the re-granting scheme of the Eastern Partnership Civil Society Forum.

The aim of this study is to assess expectations of business from the economic part of the Association Agreement, and whether it understands the challenges and benefits from it in Georgia, Moldova and Ukraine. The focus of the paper is on firms that mainly belong to the agriculture sector or build up their businesses in rural areas.

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1. INTRODUCTION

1.1. General context

The EU is one of the largest trade partners for the Eastern Partnership countries and, namely, Georgia, Moldova and Ukraine.

After signing the Association Agreements and Deep and Comprehensive Free Trade Areas (AA/DCFTA) with these three countries regional trade cooperation has received new impetus for development.

DCFTA is considered as a more advanced level of economic integration with the EU - the biggest market in the world. It aims to bring important benefits for national economies including duty-free access to the European market and better domestic investment climate.

However, the DCFTA implementation will require significant costs, associated mostly with implementation of regulatory approximation in diverse spheres.

The aim of this study is to assess expectations of business from the economic part of the Association Agreement, and whether it understands the challenges and benefits from it. The focus of the paper is on firms that mainly belong to the agriculture sector or develop their businesses in rural areas.

1.2. Scope of the project

The Project “DCFTAs: Challenges and Opportunities for SMEs” (the Project) aimed at providing analytical and expert support in the implementation of DCFTA provisions in Georgia, Moldova and Ukraine. The major goal of the Project is to explore the expectations of SMEs operating in these countries from DCFTA and existing problems in this regards, and finally bring recommendations for policy improvements.

The objectives of the Project were the following:

- identify and describe the expectations of SMEs after signing the DCFTAs with Georgia, Moldova and Ukraine;
- determine the opportunities and challenges for SMEs;
- analyze how the existing situations in DCFTA signatory state impacts SMEs ability to enter the European Single Market;

- strengthen the rationale for EU integration in public discourse, develop policy recommendations for reforms of SME policy with the focus on agriculture and rural areas with reference to the expertise of EaP countries and advocate relevant reform processes.

1.3. Methodology

Project implementation was based on the action research approach. It foresees close collaboration with a group of SME representatives from each country (with a strong prevalence of businesses from the agriculture sector from different regions of the country) to explore their vision on the DCFTA implementation process and identify the expectations and problems they face with in this regard.

In order to achieve the aim and objectives of the Project qualitative and quantitative data collection tools were utilized. Namely, the research is based on the survey method. It provided the means of measuring behaviour, awareness of programs, attitudes, and needs.

The survey was carried out with SMEs in order to identify favourable and unfavourable factors for SMEs after signing DCFTAs. It included 18 questions both open-ended and closed-ended. The survey was developed in English and national languages. Model questionnaire is provided in Annex A.

1.4. SME definition

For the purpose of the Project, the category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons. A small enterprise is defined as an enterprise which employs fewer than 50 persons. A microenterprise is an enterprise which employs fewer than 10 persons.

2. SURVEY RESULTS

2.1. Georgia

The survey in Georgia has been conducted in 5 main regions covering the Adjara and Guria regions from the western part of the country and the Kakheti and Kvemo kartli regions as well as Tbilisi, the capital of Georgia from the eastern part of the country. The total number of SMEs engaged in the survey is 58 including majority - 62% from Adjara (36 SMEs) region as a main tourist destination of the country and the rest from other parts of the country. Almost half of SMEs interviewed (25 companies - 43%) was represented from the small businesses (10-49 employees), while 15 (26%) of them were from micro businesses (less than 10 employees) and 18 (31%) from medium business companies (50-250 employees).

The main focus of survey was made on the SMEs acting in the agricultural sector that comprised 50% (29 companies) as well as companies from food industry that amounted 15% (9 companies), wholesale (15%) and the services related to hotel and restaurants and tourism businesses (15%).

36 % (21 companies) of the companies interviewed carry our export-import activity, while 17% (10 companies) of them are engaged in export-import activities equally, 19% (11 companies) are focus their activities mostly on import operations and almost 28% do not carry export-import operations.

According to the results of the survey, majority of SMEs regarded that DCFTA may mostly contribute to agriculture (45 interviewers) and food industry (29 interviewers).

The survey has shown **the positive expectations of the SMEs towards the future DCFTA application** as the great majority of the companies interviewed (48 companies) answered that DCFTA will not have a negative impact on any of the domestic industries listed.

91% (55 companies) of respondents convinced that DCFTA will contribute to the improvement of business climate in the country while only 8,6% (5 companies) expect that it will remain unchanged and no one argued that DCFTA could somehow worsen the business environment.

94,8% (55 companies) expressed their opinion that quality of domestic products will be improved after the DCFTA application and only 5,2% (3 companies)

regarded that it will remain unchanged. None of the respondents think that DCFTA could somehow worsen the quality of national products.

The survey reveals **the weaknesses related to awareness on DCFTA related issues among the SMEs as far as the majority of respondents (60%) argued that the government does not provide enough information** to the small businesses regarding the DCFTA possibilities, while only about 28% think that information provided is relatively enough and for the 12% this question was difficult to answer. Therefore this aspect of the survey confirms that **low awareness on DCFTA related issues is one of the main challenges that the national government needs to address.**

The quarter (25%) of the SMEs interviewed considered it difficult to answer to what extent they are familiar with the DCFTA and EU requirements, while only about 20 – 25% pointed that they are familiar with the content of DCFTA and the requirements of the European Union. **The majority, up to 50% consider that they are not familiar** with the issue concerned. Actually, to sum up those who has difficulties to answer and those who think that they are not familiar with the issue, we can all over again argue that the awareness of DCFTA is a main challenge.

About half (50%) of the SMEs consider their product competitive enough for the EU market while the rest of them thinks that it's not competitive and 10 companies considered it difficult to answer. At the same time, 75% of the companies expressed their readiness to make additional investments for the improvement of the competitiveness of their products and only 5% are not ready for investment while for 19% it was difficult to answer.

The great majority (91%) of SMEs interviewed regard that DCFTA will have an positive impact on their business, while only 9% thinks that it might have no impact and none of them consider that it could have a negative impact. As for the needs of the businesses to benefit from the opportunities the DCFTA provides, the majority pointed out the need for access to credits and investments, the second priority issue was up to opportunities for hiring skilled employees. Additionally, the following aspects were also mentioned: partners in the EU, opportunities to expand production, production capacities, knowledge about the EU market and EU legislation and etc.

According to the respondents the following necessary measures should be taken by the government of Georgia:

- *Awareness rising activities regarding the DCFTA* (through seminars, conferences and different kind of events promoting people-to-people contacts and sharing experience and best practices);
- *Access to capitals* (accessibility to preferential credits and loans are necessary to invest in increasing the scale of national production and quality of national products as well as consultation services for SMEs);
- *Capacity-building for SMEs and access to new technologies;*
- *Government support for the export oriented SMEs* (a SME support and export promotion strategy in the short and long term as well as action plans (strategies) is to be adopted for the development of each export oriented sectors, notably in agriculture);

The respondents see the following opportunities for their business under DCFTA: attracting foreign investments and access to EU single market and possibility to distribute production in a high price what will contribute to increase of employment; boosting the national production and export diversification; improvement of the quality of products and access to EU investments as well as to EU grants; access to new technologies; facilitation of communication with European consumers (companies) what will have a positive impact on the overall economic and social environment of the country.

Many of the respondents (about 40%) pointed out that there are no risks that DCFTA could bring for them. However, some of them indicated that: transition (adaptation) costs needed at the initial phase for the modernization of the national production, fierce competition that Georgian products could face on EU market, lack of qualified staff and modern technologies, low awareness.

On the question “What EU support programmes for SME are you aware of?” the following EU programmes were mentioned: ENPARD, TAM/BAS, INST-INVEST.

2.2. Moldova

The total number of SMEs surveyed in Moldova is 67 comprising 29 in North region, 16 in Center Region, 6 in South region, 5 in Gaguzia and 11 in Transnistria.

Out of the total number of SMEs interviewed about 35% represented micro business with less than 10 employees, 37% - small business with 10-49 employees and another 28% - medium business with 50 to 250 employees.

The most frequent activities of SMEs interviewed are related to agriculture and food industry, followed at certain distance by wholesale, and others.

More than 54% of respondents do carry out both import and export operations, 4% of firms are dealing mostly with import and other 13% with export operations, while about 8 % of respondents do not have neither import nor export operations.

According to the respondents' opinion the most favoured domestic industries that will benefit from the DCFTA are the following: agriculture, food industry, textile industry, wholesale and retail trade, hotels and restaurants etc.

However, from the other side, businesses in agriculture, wholesale trade, food industry, textile industry, retail trade and engineering industry could feel some negative impact of the DCFTA. To mention, that the most of negative quotations came from respondents from Transnistria region.

The domestic business climate after DCFTA implementation will be improved as considered by more than 64% of respondents, while 20% think that it will remain unchanged and only 16% of them expect an eventual worsening of the business climate.

In opinion of the 75% of respondents DCFTA will have a positive impact on the quality improvement of domestic goods, 18% suppose that the quality will remain unchanged and 7% of interviewees expect that the quality of domestic goods will be worsen after DCFTA implementation.

At the question "Does the Government provide enough information on challenges and possibilities of DCFTA?" **43% of respondents answered that the Government does not provide this kind of information**, 13% consider this information is limited, other 13% mentioned that the Government provides information on challenges and

possibilities of DCFTA, while 32% of respondents have met difficulties to answer at this question.

Concerning **supporting measures necessary to be taken by the national Government to promote trade relations with the EU** and make the best use of the DCFTA for the SMEs the most frequent answer mentioned by respondent from the North region were related to improvement of business climate and tax regulations, and modernization of production structure. Respondents from the Centre region were focused mainly on reduction of the tax burden, increasing subsidies for the SME, access to cheap credits and elimination of obligatory collateral for export procedures. Interviewers from the South region mentioned the need in more information on DCFTA, seminars and trainings on this field, better support for certification, easier custom procedures, as well as more direct contacts with business representatives from EU. Opinions from the Transnistria region mentioned especially the necessity of a preferential regime for commercial operations in the region, necessity of signing a special EU- PMR Association Agreement, a more stable tax regime and better access to cheap credits. Gagauzian entrepreneurs mentioned also the necessity in more information about opportunities provided by DCFTA, reduction of custom payments and of the documents needed for export.

In the same time only 29% of respondents indicated that they are not familiar with the content of DCFTA, 9% are neither or nor familiar, 46% of them mentioned that they are familiar with the content of DCFTA, and for 16% of interviewers it was difficult to answer.

About 26% of respondents are familiar with standards and requirements of the European Union, 25% are neither/nor familiar, 19% are not familiar with these standards and requirements, and 30% of respondents did not answer at this question.

Respondents' opinion concerning the competitiveness of their products for the EU market is rather diverse, thus 32% of respondents consider that their products are competitive, 8% were not sure about the answer and 20% of interviewed firms think that their products are not competitive for the EU market. For about 39% of respondents it was difficult to answer at this question.

However, interviewed entrepreneurs have a positive attitude for possible additional investments in their companies in order to improve the competitiveness of its products. For instance, **about 68% of respondents are ready to make the investments in order to improve the competitiveness of their products**. Only 18%

of them were reluctant to make additional investments and for another 14% of respondents it was difficult to find an appropriate answer.

The respondents' opinion referring to the possible impact of the DCFTA over their businesses is rather positive that was mentioned by about 72% of interviewees. Some 18% of respondents do not have specific expectations considering that there will be no impact after this event, and only 11% of the interviewed entrepreneurs expect a negative impact of the DCFTA implementation. To mention, that only respondents from North region and Transnistria have negative expectations from DCFTA.

Expectations of the interviewed entrepreneurs concerning the opportunities their businesses will have under the DCFTA refer mainly to the entering the EU market, finding new business partners in the EU, inflow of investments, more clear business regulations and rules, quality and competitiveness improvement of their products, more stable sales, better insurance, reduction of corruption and smuggling, as well as job creation.

In the respondents opinion there are many impediments they face in order to benefit from opportunities the DCFTA provides. The top of six major problems refer to the lack of partners in the EU (54% of respondents), insufficient access to credits and investments (53% of respondents), lack of knowledge about EU market and EU legislation mentioned by 33% and 32% of respondents, respectively, limited production capacities and insufficient ability to adapt production to EU standards, both mentioned by 23% of respondents.

As many respondents mentioned, **DCFTA could also bring several risks for their businesses, in particular**, a higher competition on the market, difficulties in meeting EU standards and possible political and social instability after DCFTA implementation.

About 33% of respondents are not aware of any EU support programs for SMEs. Amongst other EU support programs most frequently mentioned by respondents one can mention the DCFTA support programs and the Polish credit line. As a consequence of lack of awareness about EU support programs **almost 94% of respondents answered that they did not benefit of any of the EU support programs.** It should be mentioned that many respondents confused EU support programs with support programs financed by UN, Japan Government and other non EU institutions.

2.3 Ukraine

The survey in Ukraine on expectations of small and medium business from the EU-Ukraine free trade area implementation was conducted in November 2015. 112 small and medium sized businesses were surveyed. It was undertaken in 11 regions of Ukraine (Dnipropetrovsk, Zaporizhzhia, Kyiv, Kirovohrad, Poltava, Rivne, Kharkiv, Kherson, Khmelnytskyi, Cherkasy, Chernihiv regions). 38.3% of respondents belong to agriculture sector, 11,6% - to wholesale.

The key findings of the survey in Ukraine are the following:

Industry, that will have the greatest benefit from the EU-Ukraine DCFTA implementation, is agriculture (41.1% of respondents). Other domestic industries received far fewer expert votes. Thus, benefit for metallurgy is obvious to 7.1% of the respondents; for wholesale and finance – to 6.2%. None of the experts noted positive impact of the DCFTA on the field of real estate, health care and social assistance.

According to 20.5% experts, agriculture also will be among the industries that will lose most from the DCFTA implementation. Among the areas, as for which negative impact is expected, respondents also mentioned engineering (18.7%), food (11.6%) and textile (7.1%) industries.

Thus, agriculture will receive the biggest advantage according to respondents (the difference between the percentage of responses about opportunities and percentage of answers about challenges is 41.1 %-20.5% =20.6%).

Almost two thirds of respondents (66.1%) believe that the implementation of the DCFTA will improve the domestic business climate in Ukraine. Pessimistic is each one sixth respondent (11.6%).

Most positively respondents estimate the impact of the DCFTA on the quality of domestic products. Thus, more than three quarters (78.6%) of respondents expect the improvement of its quality. Another 12.5% of respondents believe that the quality will remain unchanged, and 2.7% expect worsening.

In the assessment of government information about the opportunities and risks from the implementation of the EU-Ukraine Deep and Comprehensive Free Trade Area negative assessments dominate: "1" - 41.1%, "2" - 26.8%. It should be noted

that none of the respondents put the highest score to the government on this issue and the proportion of assessments "4" was only 5.4%.

On average, only every ninth expert (10.7%) assessed his or her knowledge of the content of the DCFTA above "3". 43.8% of respondents said that their awareness of this issue can be described as "Very bad", another 20.5% put themselves "2" for awareness.

A quarter of the experts (25.0%) indicated their extremely low awareness of the standards of the European Union ("1"), another quarter (25.0%) put "2" to themselves. Only 4.4% of respondents consider themselves very knowledgeable ("5"), 15.2% of the experts assessed their knowledge as good ("4").

Overall, almost **half of surveyed (48.2%) representatives of small and medium business find their products quite competitive in the EU market ("5" and "4")**. 12.5% of experts have negative expectations in total ("1" and "2").

64.3% of respondents are ready for significant investments in their enterprises, 14.3% - not.

Half (50%) of experts are convinced of the positive impact of the EU-Ukraine DCFTA implementation on their business. 7.1% of respondents have negative expectations, 17% believe that the DCFTA will not affect their activities. About a quarter of respondents (25.9%) could not clearly answer the question.

According to experts of all the potential opportunities the most important is the expansion of markets and entering European market (37.5%). Other benefits from the DCFTA implementation were mentioned much less frequently, attraction of investment and improvement of business environment - 8.9% each; introduction of new quality standards and acquiring European experience - 8.0% each. 7.1% of the experts said that do not see opportunities for their business from the EU-Ukraine Deep and Comprehensive Free Trade Area implementation.

According to the respondents, to realize the opportunities that the DCFTA offer, their business mostly lacks:

- loans and investment (15.4%);

- knowledge of the EU market (13.5%);

- opportunities for manufacture expansion (12.6%) and
- partners in the EU countries (11.7%).

The biggest risks from the DCFTA implementation, according to respondents, are:

- increased competition (22.3%);
- non-competitiveness of Ukrainian products (8.9%) and
- entering the Ukrainian market by powerful multinational corporations (8.0%).

It should be noted that a quarter of respondents (25.9%) believe that the DCFTA implementation will cause no risk for their businesses.

The vast majority of respondents (80.4%) are not familiar with the activities of the EU aid programs for small and medium business in Ukraine.

3. Conclusions and recommendations

3.1. More specific awareness raising campaign with regional focus

The current level of knowledge about DCFTA and understanding of the changes it brings is little known among SMEs in three countries as the results of surveys have shown. Furthermore, the low awareness on DCFTA issues was revealed not only from the results of the survey but also during the process of working with respondents and conducting the survey.

It should be recognized that over recent years in Georgia, Moldova and Ukraine a lot of efforts have been made to inform business on different aspects of free trade areas. Even though, there have been an overabundance of general trainings, round tables and seminars dedicated to the Association Agreement and DCFTA, organized by the governments, NGOs, international donor organizations, there is a lack of understanding of the actual impact of DCFTAs among small and medium-sized enterprises in all three countries.

Therefore, the basic need for SMEs is to improve **more specific awareness of the different aspects of DCFTA across three countries with the special focus on some regions** (market access, changes in customs administration, public procurement etc.). It's a task both for the governments and the civil society institutions. For instance, in Moldova the survey witnessed that the representatives from North region and Transnistria had mostly negative expectations from the EU-Moldova free trade zone. In this case local authorities and civil society could develop diverse informational campaigns to familiarize local business community with main DCFTA chapters and its positive effect.

It is important to note that the implementation of DCFTAs will take at least 10 year period. Adoption of EU acquis in different sectors will be done not at the same time obviously. Thus, not all changes will affect the business simultaneously. Therefore, it's highly important to build up the national awareness raising program or road map in each country taking into account the timetable for adoption of EU legislation under DCFTAs.

Hence, more efforts are required in this regard. The awareness raising should be strengthened by international donor organizations. Moreover, special place in the process of communicating and awareness raising should be dedicated to capacity building of the business support organizations in three countries.

3.2. Access to finance

According to the results of the survey, to realize the opportunities that the DCFTA offer, the business mostly lacks financial resources. Indeed implementation of DCFTA principles in each of 3 countries and compliance with EU rules to export requires changes in business processes and more investments subsequently. SMEs from agriculture sector in particular need finances for meeting EU market requirements and to upgrade competitiveness of their products.

The vast majority of respondents in each of three countries are not familiar with the activities of the EU aid programs for small and medium business. Moreover, they indicated that did not work with any EU aid program for small and medium business in Ukraine.

However, it should be noted that Georgia, Moldova and Ukraine will benefit from increased finance to SMEs through a DCFTA Facility for SMEs¹. The program, worth approximately €200 million, allows the EBRD and the EIB to support businesses in raising product and service standards to prepare them for the DCFTA.

It combines financing through direct lending and lending through local partner banks, plus business advice and policy dialogue to improve the business and investment climate in the three countries.

The success of the Facility will depend on the commitment of all actors - from SMEs to the governments and international financial institutions.

The information about the specific features of EU programs such as Horizon 2020, COSME, EU SURE should be disseminated by means of seminars, round table and other capacity building events to be organized not only in big cities but also in small cities all over the country. It could be organized on the basis of regional business support organizations.

¹ http://europa.eu/rapid/press-release_MEMO-15-5013_en.htm

Annex A Model questionnaire

Questionnaire No__

Specify, please:

Region _____

Name of enterprise _____

Contact information _____

1. Size of your business activity (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Micro business (less than 10 employees)	
Small business (10-49 employees)	
Medium business (50-250 employees)	

2. Sphere of your business activity (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Agriculture	
Mining industry	
Food Industry	
Metallurgy	
Textile industry	
Engineering	
Construction	
Wholesale	
Retail sale	
Hotels and restaurants	
Transport and communications	
Financial activity	
Real estate	
Education	
Health care and social assistance	
Community service, activities in the field of culture and sport	
Other (specify which)	

3. Are export-import operations carried out in your business activity? (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Preferably export operations	
Equally export-import operations	
Preferably import operations	
Not performed	
Difficult to answer	

4. What domestic industries, in your opinion, will benefit from the EU-Ukraine Deep and Comprehensive Free Trade Area implementation? (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Agriculture	
Mining industry	
Food Industry	
Metallurgy	
Textile industry	
Engineering	
Construction	
Wholesale	
Retail sale	

Hotels and restaurants	
Transport and communications	
Financial activity	
Real estate	
Education	
Health care and social assistance	
Community service, activities in the field of culture and sport	
Other (specify which)	
Difficult to answer	

5. What domestic industries, in your opinion, will lose from the EU-Ukraine Deep and Comprehensive Free Trade Area implementation? (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Agriculture	
Mining industry	
Food Industry	
Metallurgy	
Textile industry	
Engineering	
Construction	
Wholesale	
Retail sale	
Hotels and restaurants	
Transport and communications	
Financial activity	
Real estate	
Education	
Health care and social assistance	
Community service, activities in the field of culture and sport	
Other (specify which)	
Difficult to answer	

6. Will the internal business climate in Ukraine improve after the EU-Ukraine Deep and Comprehensive Free Trade Area implementation? (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Improve	
Remain unchanged	
Worsen	
Difficult to answer	

7. Will the EU-Ukraine Deep and Comprehensive Free Trade Area implementation affect the quality of domestic products? (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Improve	
Remain unchanged	
Worsen	
Difficult to answer	

8. Does the government provide enough information about the opportunities and risks of the EU-Ukraine Deep and Comprehensive Free Trade Area implementation? (from 1 – minimum to 5- maximum, 6 – difficult to answer) (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

1	2	3	4	5	6

9. Are you aware of the content of the EU-Ukraine Deep and Comprehensive Free Trade Area? (from 1 – very bad to 5- very good, 6 – difficult to answer) (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

1	2	3	4	5	6

10. How well are you familiar with the standards and requirements of the European Union? (from 1 – very bad to 5- very good, 6 – difficult to answer) (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

1	2	3	4	5	6

11. Do you consider your own products competitive in the EU market? (from 1 – non-competitive to 5 – competitive, 6 – difficult to answer) (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

1	2	3	4	5	6

12. Are you ready for significant investment in your company to improve the competitiveness of its products? (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Yes	
No	
Difficult to answer	

13. How will the EU-Ukraine Deep and Comprehensive Free Trade Area implementation affect your enterprise? (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Positively	
Will not affect	
Negatively	
Difficult to answer	

14. What opportunities do you see for your company from the EU-Ukraine Deep and Comprehensive Free Trade Area implementation? (SPECIFY NOT MORE THAN THREE OPTIONS)

15. What does your enterprise lack to fulfil the opportunities the EU-Ukraine Deep and Comprehensive Free Trade Area offer? (ONE ANSWER, CIRCLE THE CORRESPONDING FIGURE)

Free manufacturing capacities	
Opportunities of hiring skilled labour	
Opportunities for manufacture expansion	
Lack of knowledge on the EU market	
Knowledge of the EU legislation	
Ability to adapt products to the EU market requirements	
Availability of partners in the EU countries	
Protection of own property rights	
Ability to adapt products to the EU standards	
Loans and investment	
Other (specify which)	
Difficult to answer	

16. What risks do you see for your company from the EU-Ukraine Deep and Comprehensive Free Trade Area implementation? (SPECIFY NOT MORE THAN THREE OPTIONS)

17. What activities of the EU aid programs for small and medium business in Ukraine are you aware of? (SPECIFY NOT MORE THAN THREE OPTIONS)

18. What EU aid programs for small and medium business in Ukraine did you receive support from? (SPECIFY ALL OPTIONS)