



Guidelines and best practices for micro-,
small and medium enterprises in the
Republic of Moldova in delivering energy-
efficient products and in providing
renewable energy equipment

February, 2022

Acknowledgments

Sergiu Robu is the main author of this study. Oleg Dziubinski and Nadejda Khamrakulova of the UNECE Sustainable Energy Division contributed to the report through review and comments. Valuable contributions to the report were provided by respondents to project surveys and interview participants, in particular: Iulian Lesnic of “CET-NORD”, Olga Popa, “Moldova Agroindbank”, colleagues from the Institute of Power Engineering, and ODIMM Moldova.

Contents

Executive Summary	8
Introduction	9
1 Analysis of the environment that MSMEs working in the area of energy efficient products and services and renewable energy equipment in the Republic of Moldova face as a result of the Covid-19 crisis.....	13
1.1 Impact of working environment on MSMEs in the Republic of Moldova as a result of the Covid-19 crisis	14
1.2 Overview of specific conditions MSMEs in the Republic of Moldova face in the new working environment.....	22
2 Governmental measures in the Republic of Moldova	24
3 Best practices in the area of energy efficiency relevant for MSMEs response to the Covid-19 crisis and post-crisis recovery in the Republic of Moldova	27
3.1 Energy efficient equipment in the buildings sector	27
3.2 Energy efficient equipment in the industry sector	28
3.3 Energy efficiency in street lighting	28
3.4 Energy efficiency in energy generation.....	29
4 Best practices in the area of renewable energy relevant for MSMEs response to the Covid-19 crisis and post-crisis recovery in the Republic of Moldova.....	30
4.1 Solar PV system	30
4.2 Wind energy	30
4.3 Biogas electricity	30
5 Social and gender impact assessment of the Covid-19 crisis on MSMEs.....	31
6 Guidelines to MSMEs delivering energy efficient products and providing renewable energy equipment on access to financing, markets, and advanced technologies (including possible repurposing) in the Republic of Moldova	33
6.1 Practical measures for MSMEs delivering energy efficient products and services in getting access to markets, financing and advanced technologies	33
6.2 Practical measures for MSMEs providing renewable energy equipment in getting access to markets, financing and advanced technologies.....	34
6.3 Opportunities for repurposing of MSMEs in the aftermath of the Covid-19 crisis.....	35

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

7	Recommendations to the Government of the Republic of Moldova in creating enabling environment through appropriate policies and legislation for MSMEs to encourage delivery of energy efficient products and services and provision of renewable energy equipment	36
7.1	Recommendations to the Government for developing policy guidelines	36
7.2	Recommendations to the Government for establishing financial incentives schemes	37
	References.....	39
	Annex 1. Questionnaire for the impact of COVID-19 on the micro-, small and medium enterprises of the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment.....	40

List of Tables

Table 1. Definition of MSMEs in the Republic of Moldova	10
Table 2. The main indicators of MSMEs in 2020.....	10

List of Figures

Figure 1. Number of active business entities by sector of activity and by size, thousand, 2020	11
Figure 2. The impact of COVID-19 on MSMEs.....	15
Figure 3. The breakdown of MSMEs.....	16
Figure 4. The breakdown of employees.....	16
Figure 5. The response of MSMEs to lockdown.....	17
Figure 6. The response of MSMEs to supply chain	18
Figure 7. The response of MSMEs to financial commitments	19
Figure 8. The response of MSMEs to financial challenge.....	20
Figure 9. The COVID-19 impact on turnover of MSMEs	21
Figure 10. The COVID-19 impact on salaries of MSMEs.....	32
Figure 11. The COVID-19 impact on working hours of MSMEs	32

Acronyms and abbreviations

CAD	Current Account Deficit
CPD	Country Programme Documents
DHW	District Hot Water
ECB	European Central Bank
EE	Energy Efficiency
ESCO	Energy Service Company
ETF	European Training Foundation
EU	European Union
GDP	Gross Domestic Product
HoReCa	Hotels, Restaurants, Catering
IMF	International Monetary Fund
IPCF	International Platform on Sustainable Finance
IT	Information Technology
ITC	Information Technology communication
KfW	KfW Bank
LED	Light-Emitting Diode
MSIF	Moldovan Social Investment Fund
MSME	Micro-, Small and Medium Enterprises
NBM	National Bank of Moldova
NGFS	Network of Central Banks and Supervisors for Greening the Financial System
NGO	Non-governmental Organization
ODIMM	The Organization for Small and Medium Enterprises Sector Development
PBoC	People's Bank of China
PPP	Public-Private Partnership
PV	Photovoltaic
RE	Renewable Energy
RES	Renewable Energy Sources
R&D	Research and Development
UNDA	The United Nations Development Agenda
UNECE	United Nations Economic Commission for Europe
UNWOMEN	The United Nations Entity for Gender Equality and the Empowerment of Women, also known as UN Women
VAT	Value-added tax
VSD	Variable Speed Drive

Signs and Measures

Gcal	Giga calories
GJ	Giga Joule
ktce	Kilotons of coal equivalent
kW	Kilowatt
kWh	Kilowatt hours
m ²	Square meter
MW	Megawatt
MWh	Megawatt hours
TJ	Tera Joule
U-value	U-value measures the thermal conductivity of materials in W/(m ² K)
W/(m ² K)	Watts per square meter Kelvin

Currency

Euro	20.1476 Lei
US Dollar	17.5647 Lei

Source: National Bank of Moldova, www.bnm.md (on 14 November 2021)

Executive Summary

During the post-COVID-19 recovery phase, the role of micro-, small and medium enterprises (MSME) in delivering energy efficient products and in providing renewable energy equipment can become crucial if they are provided with necessary incentives. This can be one of the ways to restart MSMEs or even to create new ones when job opportunities are scarce. MSMEs can benefit from clear guidelines on access to financing, access to markets, access to advanced technologies, and a favourable environment created by proper government policies and legislation. They will also benefit from concrete examples of successful implementation of measures by MSMEs, including repurposing that led to significant economic gains.

In the Phase 1 of the project “Global Initiative towards post-COVID-19 resurgence of the MSME sector”, UNECE has developed the Guidelines and Best Practices for MSMEs in delivering energy efficient products and in providing renewable energy equipment. The study presents examples of best practices in the energy efficiency sector and in the area of renewable energy relevant for MSMEs’ response to the Covid-19 crisis and post-crisis recovery, as well as case studies on practical measures for MSMEs in getting access to markets, financing, and advanced technologies. The report provides guidelines to MSMEs on access to financing, markets, and advanced technologies and recommendations to Governments for developing policy guidelines and establishing financial incentives schemes.

Countries of the UNECE region can benefit from customization of the Guidelines and Best Practices. The Republic of Moldova is one of the pilot countries for such customization that would take into consideration specific conditions of the country. The study includes analysis of the environment in the Republic of Moldova that MSMEs face as a result of the Covid-19 crisis; best practices in the area of energy efficiency and renewable energy implemented in the Republic of Moldova that show how MSMEs may respond to the current or similar challenges; measures that MSMEs in the Republic of Moldova can undertake in delivering energy efficient products and in providing renewable energy equipment that would help them to restore business confidence; and recommendations to the Government of Moldova in creating enabling environment for MSMEs to facilitate an economic recovery that would be in line with sustainable development goals.

In the Republic of Moldova, the severe health crisis caused by COVID-19 has forced the Government to introduce drastic measures such as lockdown, quarantine, and restriction to mobility, which in turn affected the business environment. Most of the MSMEs had a significant impact from the pandemic and struggled to keep their operations. Immediate measures were necessary since the companies were not ready and were insecure about their response due to lack of relevant knowledge and uncertainty in the planning.

Based on the findings of the study a set of recommendations for the Government and the MSMEs working in the energy efficiency and renewable energy sector has been elaborated that will increase their capabilities to overcome the crisis and facilitate a quick recovery.

Introduction

United Nations Economic Commission for Europe Economic Commission for Europe (UNECE) is one of the partners implementing UN Development Account project “Global Initiative towards post-COVID-19 resurgence of the MSME sector” led by UNCTAD and ESCWA. The overall goal of the project is to strengthen the capacity and resilience of micro-, small and medium enterprises (MSMEs) in developing countries and economies in transition to mitigate the economic and social impact of the global Covid-19 crisis. More specifically, the UNECE part of the project is to assist the MSMEs in member States to utilize effectively developed guidelines and best practices for MSMEs in delivering energy efficient products and in providing renewable energy equipment.

During the post-Covid-19 recovery phase, the role of micro-, small and medium enterprises (MSME) in delivering energy efficient products and in providing renewable energy equipment can become crucial if they are provided with necessary incentives. This can be one of the ways to restart MSMEs or even to create new ones when job opportunities are scarce. MSMEs can benefit from clear guidelines on access to financing, access to markets, access to advanced technologies, and a favourable environment created by proper government policies and legislation. They will also benefit from concrete examples of successful implementation of measures by MSMEs, including repurposing that led to significant economic gains.

In the Phase 1 of the project “Global Initiative towards post-COVID-19 resurgence of the MSME sector”, UNECE has developed the Guidelines and Best Practices for MSMEs in delivering energy efficient products and in providing renewable energy equipment. The study presents examples of best practices in the energy efficiency sector and in the area of renewable energy relevant for MSMEs’ response to the Covid-19 crisis and post-crisis recovery, as well as case studies on practical measures for MSMEs in getting access to markets, financing, and advanced technologies. The report provides guidelines to MSMEs on access to financing, markets, and advanced technologies and recommendations to Governments for developing policy guidelines and establishing financial incentives schemes.

Countries of the UNECE region can benefit from customization of the Guidelines and Best Practices. The Republic of Moldova is one of the pilot countries for such customization that would take into consideration specific conditions of the country. The study includes analysis of the environment in the Republic of Moldova that MSMEs face as a result of the Covid-19 crisis; best practices in the area of energy efficiency and renewable energy implemented in the Republic of Moldova that show how MSMEs may respond to the current or similar challenges; measures that MSMEs in the Republic of Moldova can undertake in delivering energy efficient products and in providing renewable energy equipment that would help them to restore business confidence; and recommendations to the Government of Moldova in creating enabling environment for MSMEs to facilitate an economic recovery that would be in line with sustainable development goals.

In the Republic of Moldova, the severe health crisis caused by COVID-19 has forced the Government to introduce drastic measures such as lockdown, quarantine, and restriction to mobility, which in turn affected the business environment. Most of the MSMEs had a significant

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

impact from the pandemic and struggled to keep their operations. Immediate measures were necessary since the companies were not ready and were insecure about their response due to lack of relevant knowledge and uncertainty in the planning.

In the Republic of Moldova, MSMEs account of about 98% of the total number of enterprises¹ of the country, and this sector has a steady growth, both due to the improvement of the business environment and of improving the regulatory framework related to entrepreneurial activity.

There is no universal definition of micro-, small and medium enterprises (MSMEs) in the Republic of Moldova. According to the national legislation and the accepted statistical reporting system, the definition² of the MSMEs is presented in Table 1.

Table 1. Definition of MSMEs in the Republic of Moldova

	Number of employees	Annual turnover, Euro	Business assets value
Micro enterprises	< 10	500 000	500 000
Small enterprises	< 50	1.25 Mln.	1.25 Mln.
Medium enterprises	< 250	2.5 Mln.	2.5 Mln.

Source: Law on small and medium enterprises, no. 179/2016

In 2020, the number of MSMEs was 57.2 thousand enterprises³ and represents about 98.6% of the total number of reporting enterprises in Moldova. The average number of employees in MSMEs was 316.8 thousand, or 60.1% of the total number of employees of enterprises. The sales revenues of MSMEs during the year 2020 amounted to EUR 7450 Million or 39.3% of sales revenues as total per economy. Table 2 shows the main indicators of MSMEs in 2020.

Table 2. The main indicators of MSMEs in 2020

	Number of enterprises		Number of employees		Income from sales	
	thousand entities	Share of total enterprises, %	thousand employees	Share of total enterprises, %	mln. Euro	Share of total enterprises %
Total MSME	57.2	98.6	316.8	60.1	7,451	39.3
of which:						
Medium	1.4	2.3	99.4	18.9	2,398	12.7
Small	6.3	10.9	114.0	21.6	3,034	16.0
Micro	49.6	85.4	103.5	19.6	2,019	10.7

Source: National Bureau of Statistics, www.statistica.md

¹ The Strategy for the development of MSME of Moldova by 2020. [HG685/2012 \(legis.md\)](http://legis.md)

² according to art.4 of the Law on small and medium enterprises, no. 179/2016

³ [National Bureau of Statistics // Press Releases \(gov.md\)](http://gov.md)

The analysis of the MSMEs indicators shows that in 2020 the income from sales on average per enterprise was about to EUR 130 thousand, or by EUR 10 thousand less (6.8%) than in 2019; the income from sales per MSMEs on average per employee was EUR 24 thousand, or EUR 0.26 thousand (1.1%) more than in 2019; the number of employees on average per enterprise in 2020 was less than 6 persons.

The most represented sectors in the country's economy are the service sector and professional activities. In terms of numbers, micro enterprises are dominant in every sector. In 2020, the predominant part of MSMEs carried out their activity in the field of trade, accounting for 20.5 thousand enterprises, or 35.7% of the total MSMEs. In the manufacturing industry worked 4.8 thousand MSMEs or 8.5% of the total MSMEs. The division of sectors shows also that the MSMEs related to energy-efficient products and in providing renewable energy equipment are no exception from this practice. Figure 1 shows the number of active business entities by sector of activity and by size.

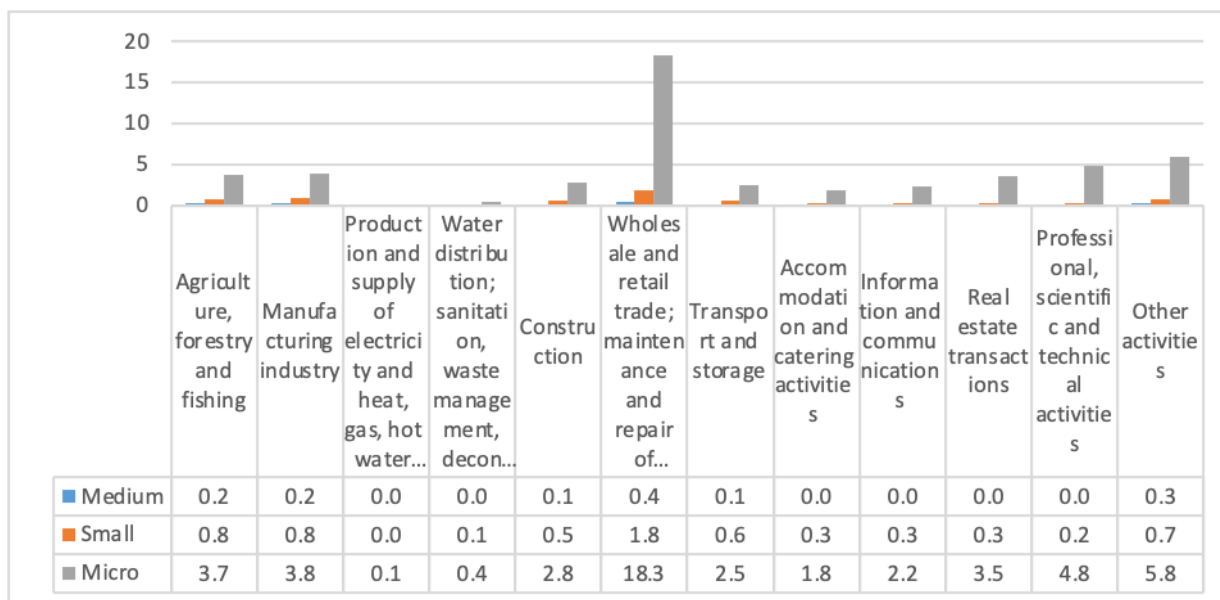


Figure 1. Number of active business entities by sector of activity and by size, thousand, 2020

Source: Compilation by the author based on data from National Bureau of Statistics of Moldova, www.statistica.md

MSME sector has a very specific nature of activity, driven by the number of employees and the capital that they could accumulate, and this makes it the most vulnerable within the economy of the country. This big share of MSMEs in the labor and economy market, combined with their vulnerability, makes them the most affected parties in any crisis, including the COVID-19. As conclusion, a significant portion of the measures during the crisis should be aimed at MSMEs.

The MSMEs faced many problems during the crisis. Lockdowns and shutdowns were enforced which affected the business-as-usual scenario. People stayed at home and customer numbers for the companies lowered. The companies needed to organize their work schedules remotely and working at home was necessary which in turn affected the production and the ability of the MSMEs to respond to their contractual obligations, which means delivering products. On the other hand, closure of the borders in the country affected the supply of materials process. The

MSMEs were not prepared to face the consequences of the immediate crisis and especially were not prepared for a prolonged effect of the pandemic.

The role of MSMEs in delivering energy-efficient products and in providing renewable energy equipment can become crucial in the COVID-19 pandemic and the post-COVID-19 recovery phase. According to the figures about the change of operations, it is clear that the MSMEs in delivering energy-efficient products and in providing renewable energy equipment need to be provided with necessary incentives to fulfill its crucial role. MSMEs can benefit from clear guidelines on access to financing, access to markets, access to advanced technologies, and a favorable environment created by proper government policies and legislation, which is the main focus of this study. The big share of MSMEs in the labor and economy market, combined with their vulnerability, makes them the most affected parties in any crisis, including the COVID-19. Logically, a significant portion of the measures during the crisis should be aimed at MSMEs. However, there is no focused support for MSMEs affected by the crisis.

1 Analysis of the environment that MSMEs working in the area of energy efficient products and services and renewable energy equipment in the Republic of Moldova face as a result of the Covid-19 crisis

The overall objective of the study is to develop a rapid assessment of the situation of the MSMEs in the Republic of Moldova as result of Covid-19 crisis, as well as to provide recommendations on improvement of the investment environment for energy efficiency (EE) and renewable energy (RE) technologies during the crisis and the recovery periods.

The methodology used in this study includes the following tools:

- ✓ Collection of primary data through “MSME COVID-19” survey

In the one-month period, an “MSME COVID-19 effects” survey (see Annex) was conducted through the industry sectors, and other stakeholders interested in EE and RE initiatives. This survey was conducted anonymously, and the data gathered was analyzed to remove discrepancies and aggregate answers. Because of the short and limited timeframe of the survey, it was received 14 responses from companies classified as MSME in the Republic of Moldova.

The Questionnaire was sent to 369 companies and MSME (ie: 269 – companies; 100 – energy auditors and energy managers). The respondents represents 320 companies administrated by men; and 49 companies administrated by women.

- ✓ Collection of primary data through interviews with selected MSMEs

For this study, 14 in-depth interviews were conducted, with a wide spectrum of companies in the pellets manufacturing, energy audit services, and renewable energy sectors. During the interview process qualitative information was gathered that would supplement the quantitative data received from the survey. The information collected is also used in defining recommendations to enable a better investment environment for EE and RE in MSMEs in the Republic of Moldova.

- ✓ Collection of secondary survey data

For some parts of the study, two other publications were drawn upon: “Analysis of the sectors of the economy affected by COVID-19 carried out by the Sectoral Committees of the Republic of Moldova” done by ETF survey in 2020 (Enterprise survey ETF/ODIMM); and “Impact analysis of COVID-19 on gender⁴” done by CPD/UNWOMEN in 2020; “Moldova: Assessment of the impact of COVID-19 and drought on jobs, companies and households⁵” done by the World Bank. The mentioned surveys were used in conjunction with the survey conducted within this project to clarify the effects that the COVID-19 crisis has on the revenue streams, operation mode, production and in general, on the work environment, particularly because of delivering energy efficient products and providing renewable energy equipment.

⁴ [un woman ro 030920 changed.pdf](#)

⁵ [Moldova-Economic-Update-Special-Focus-Dec-22-Romanian.pdf \(worldbank.org\)](#)

✓ Desk analysis

While at present the global, let alone domestic, literature is yet scarce in a rigorous assessment of Covid-19's impact on the investment environment of MSMEs with regards to EE and RE investments, the few available reports are used throughout the analysis either to compare the global and local expectations or to cross-reference expected effects in the Republic of Moldova.

✓ Collection of administrative data sources

Limited and selected administrative data were collected from the Government to obtain an initial impression of the effects of crisis on the MSMEs. Administrative data have also been collected on the planned and executed fiscal spending from the Ministry of Finance, as well as on particular subsidies for the industry from the Ministry of Economy. The State Budget and its supplement, as well as all Government decrees since the proclamation of the state of emergency have also been a vital source of information. Data pertinent to the labour market response and the execution of the government subsidies for employment retention measures have been collected from various sources.

1.1 Impact of working environment on MSMEs in the Republic of Moldova as a result of the Covid-19 crisis

The effects that the COVID-19 pandemic has on the economic and productivity growth of the MSMEs was clearly outlined in the UNECE publication⁶ "Guidelines and Best Practices for Micro-, Small and Medium Enterprises in Delivering Energy-Efficient Products and in Providing Renewable Energy Equipment". It showed how MSMEs respond to the different measures and uncertainties that arise from the mix of restrictions, government measures, and behavior of people. Investment cycles are broken for some of the MSMEs and substituted by emergency measures to keep the businesses afloat while some of the MSMEs are seeing how the markets change and try to adapt their business model to face a new reality. Within this study, these effects are analyzed in a local context.

Affected by the pandemic and a severe drought, economic activity of the Republic of Moldova plummeted in 2020, with GDP declining by 7%⁷. The main drivers of GDP decline were household consumption, which also declined by 7%, followed by investment and inventories. On the supply side, the lockdown measures have halted trade and industrial production while a severe drought has impacted agriculture. Employment dropped to a five-year low. In 2021 the economy has started to rebound gradually, but most of the short-term indicators remain in negative territory.

In 2020, lower energy prices and weak domestic demand have resulted in a contraction in imports by 10.5%, which has compensated the decline in the volume of exports (-11.5%) and in remittances (-0.4%). As a result, the Current Account Deficit (CAD) has narrowed to 6.7% of GDP from 9.3 in 2019. The deficit was mainly financed by deposits and cash holdings and debt instruments, predominantly public. External debt reached 70.1% of GDP, 8 percentage points (pp) higher than in 2019. Foreign reserves are at a 15-year high of USD 3.7 billion.

⁶ [Opportunities for MSMEs in CRM supply \(unece.org\)](https://www.unece.org/publications/energy-efficient-products-and-renewable-energy-equipment)

⁷ [MEU \(worldbank.org\)](https://www.worldbank.org/)

Advancing long-term structural reforms on the background of economic recovery measures and political turmoil is of paramount importance. The capacity to mitigate the impact of the crisis and support economic recovery will critically depend on external financing, particularly a successful negotiation of the new International Monetary Fund (IMF) program. Also, going forward, the Republic of Moldova will need to address the inequality of opportunities and accelerate private sector-driven job creation. Finally, as shown by the severe drought episode in 2020, the economy is highly vulnerable to extreme weather.

In the Republic of Moldova according to the study⁸ “Analysis of the sectors of the economy affected by COVID-19 carried out by the Sectoral Committees of the Republic of Moldova” done by ETF survey in 2020 (Enterprise survey ETF/ODIMM): about 68% of HoReCa (Hotels, Restaurants, Catering) sector companies; 43% of MSME in the area of tourism; and 40% of creative industries are closed due to COVID-19.

The survey of the current study shows that about 90% of interviewed MSME (mainly microenterprises) are completely closed due to COVID-19 in the Republic of Moldova. The Questionnaire (the Annex shows the template for Moldova) was sent to 369 MSME (ie: 269 – companies; 100 – energy auditors and energy managers). The respondents represent 320 men and 49 women. Microenterprises providing energy related services and products are a majority in the Republic of Moldova comparing to medium and small enterprises and have been hardest hit by the crisis. The Figure 2 below shows the results of Survey.

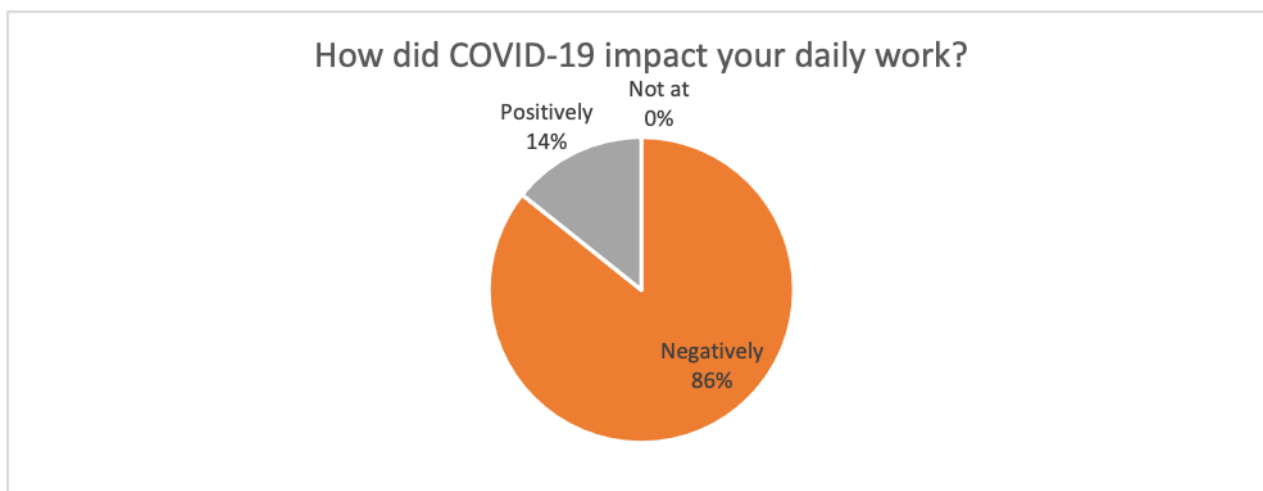


Figure 2. The impact of COVID-19 on MSMEs

Source: MSME COVID-19 effects survey

About 64% of MSME are microenterprises; followed by 22% of small enterprises. The energy sector of the Republic of Moldova is characterised by only a couple of big energy enterprises of 7% of total. Figure below shows the share of companies that participated in the survey by size.

⁸ [PRIMA - Organizația pentru Dezvoltarea Sectorului IMM \(odimm.md\)](https://odimm.md)

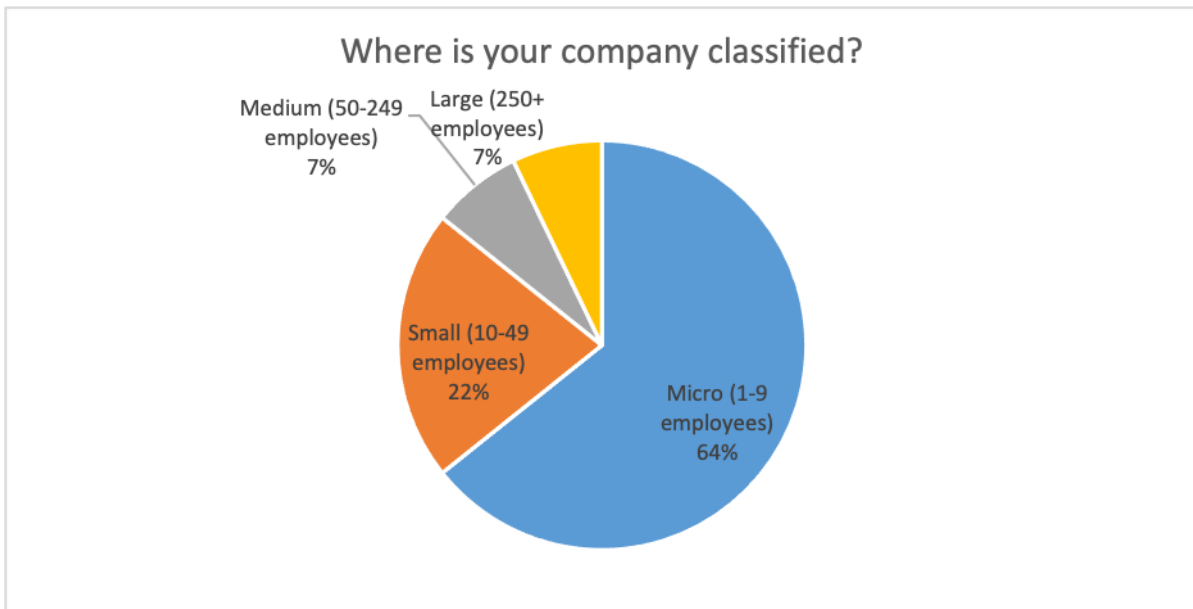


Figure 3. The breakdown of MSMEs

Source: MSME COVID-19 effects survey

The share of employee of companies participated in the Survey represents the same share as of brakedown of companies. The main reason is that the majority of the companies in the Republic of Moldova are microenterprises focused on a specific activity. The COVID-19 crisis had an enormous influence on the MSMEs in the country. It changed the mode of operation, it affected the human resources and the finances, and large number of companies could not survive the changes. The Figure bellow shows the brakedown of number of employees.

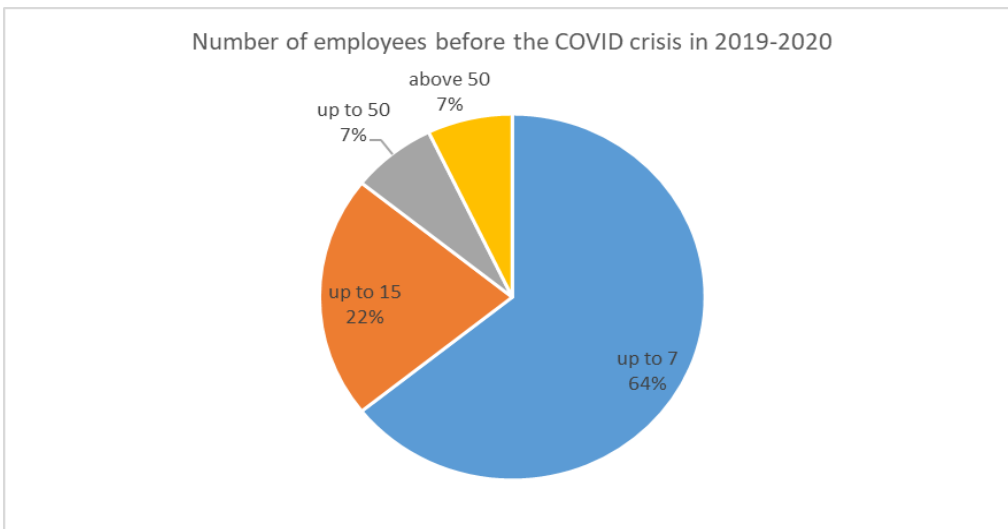


Figure 4. The breakdown of employees

Source: MSME COVID-19 effects survey

Microenterprises have been hardest hit by the crisis, with 64% of the companies stated that they would have to close their business. The main reason is the lack of capital to cover labour costs, need to repay loans, and difficulties in maintaining supply.

In response to the COVID-19 lockdown, companies have taken various measures to adjust to the new situation.

About 86% of companies started to operate remotely due to COVID-19 restrictions.

Reduction of the time of working in offices was possible for activities such as conducting technical design; energy management services; project development.

About 36% of MSMEs have developed additional services, such as on-line meetings; on-line sales; transport services; project development, and others.

64% of MSMEs have not invested in information technologies and communication (ITC) tools, and this activity would be of a priority during the recovery period.

Almost 80% of the MSMEs did not stop providing their type of services or product. This is related to the specific focus per activity of the MSME in the Republic of Moldova, and small size of enterprises.

MSMEs, because of their small size and resources, are unable to meet the changes of the environment caused by COVID-19 lockdown. Their resilience towards the effects of the crisis is unsustainable for longer periods and urgent

governmental assistance is necessary to be implemented in the country. Figure 5 shows the response of MSME to COVID-19 lockdown.

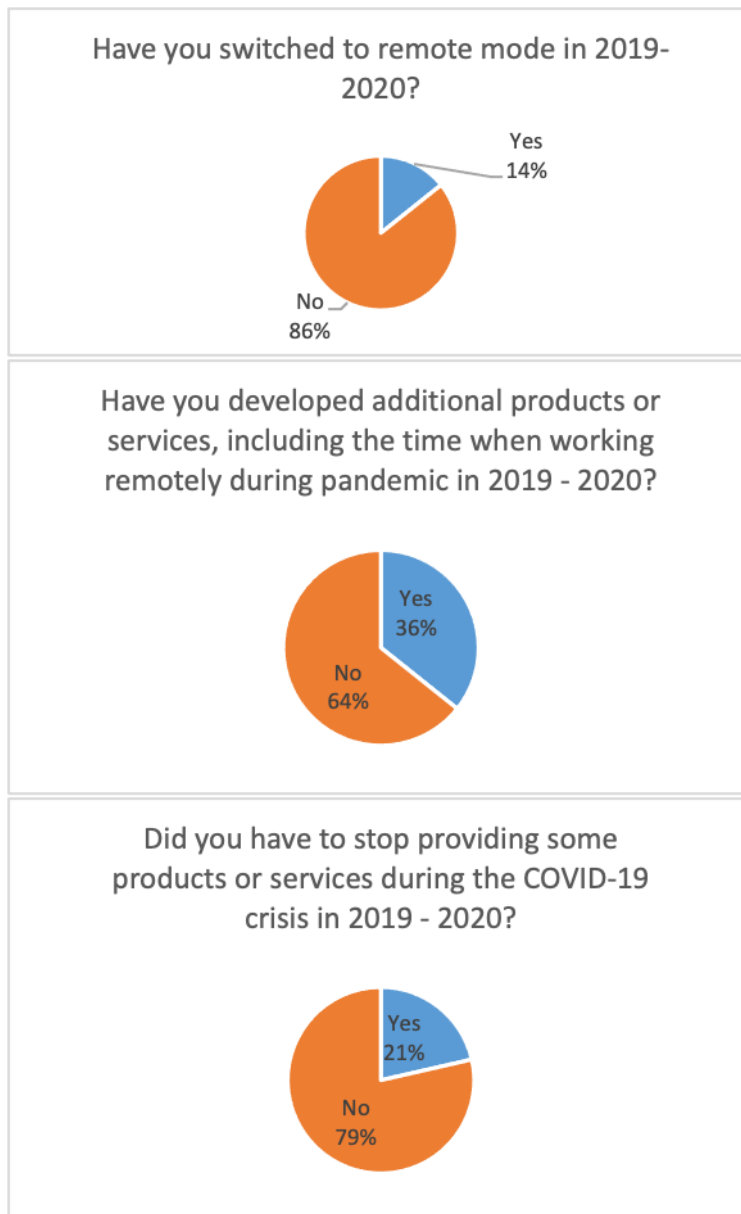
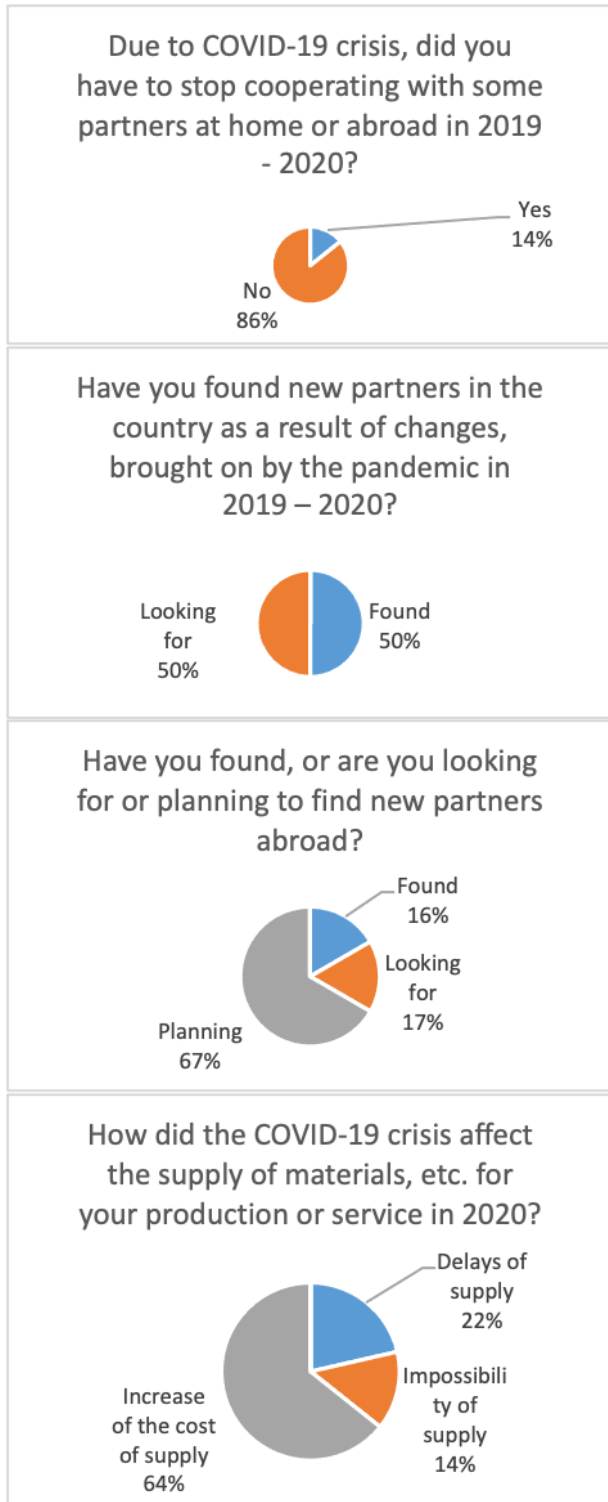


Figure 5. The response of MSMEs to lockdown

Source: MSME COVID-19 effects survey



The supply chains have been adversely impacted. Market access is either limited or in some cases there is no market access at all because of the measures taken up the states to prevent the spread of the virus. Consumers are changing their market behavior and many industries are experiencing massive market slumps as result.

Although 86% of MSMEs of in the Republic of Moldova reported that cooperation with existing business partners was not interrupted, the difficulties exists in access to the market.

As result, about 50% of MSMEs identified new partners in the country as resut of changes brought on by the pandemic lockdown. Other 50% of respondents are looking for new national partners to keep sustainability of the business.

The Republic of Moldova is a net importer of renewable technologies and energy efficient materials. About 67% of MSME are planning to identify new partners abroad. Some companies managed successfully to establish new cooperation arrangements with companes from abroad, or about 16% of MSMEs.

The main impact of COVID-19 lockdown was reflected in the increase of costs of supply of materials. About 64% of MSMEs reported the issues related to the increased costs. 14% of MSMEs found not possible to supply the materials for operation. Another issue is the delay of supply due to COVID-19 restriction.

The Figure 6 summarises the response of MSMEs of the Republic of Moldova to the issues of supply chain.

Figure 6. The response of MSMEs to supply chain

Source: MSME COVID-19 effects survey

Only about 20% of MSMEs had no financial commitments prior to COVID-19 crises. About 30% of MSMEs use private investment loans; 36% applied to microcredit; and 14% had a credit from bank.

About 80% of MSMEs have had difficulties in repaying the loans, due to COVID-19 lockdown. However, the banks offered to MSMEs the possibility to re-negotiate the payment plan, sometimes even accepting delays in payments.

About 86% of banking and credit organisations offered support to MSMEs to delay the payments of loans.

MSMEs working in energy efficiency and renewable energy sectors have little experience in applying to international funding programmes for additional support to overcome challenges caused by the COVID-19 crises.

None of the MSME participating in the survey did attract funds from donor agencies or other sources for R&D on innovative and in-demand technical solutions.

The internal resources of MSMEs served the main source for covering unexpected expenditures caused by COVID-19. None of the interviewed MSMEs have attracted additional loans for organizing remote work.

It is advisable for MSMEs to formulate a long-term development plan, with a specific focus on areas with strong growth potential and easier access to market.

MSME could embrace new technologies while relying on the existing human resources, especially in projects where remote assistance can be provided.

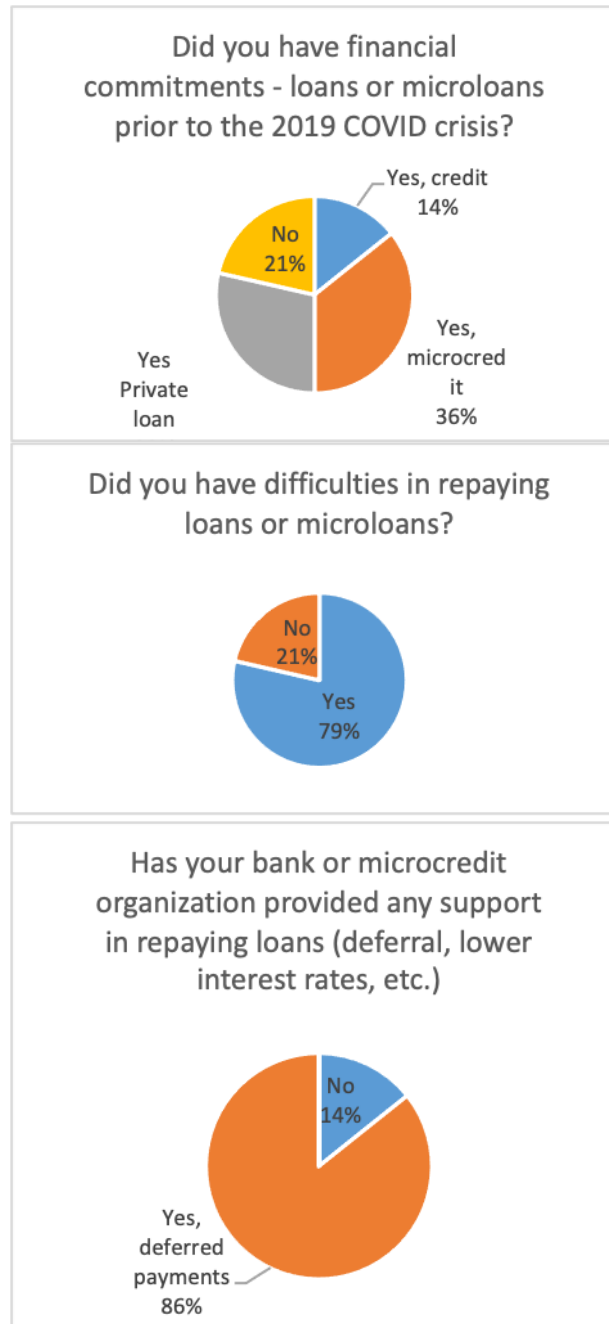
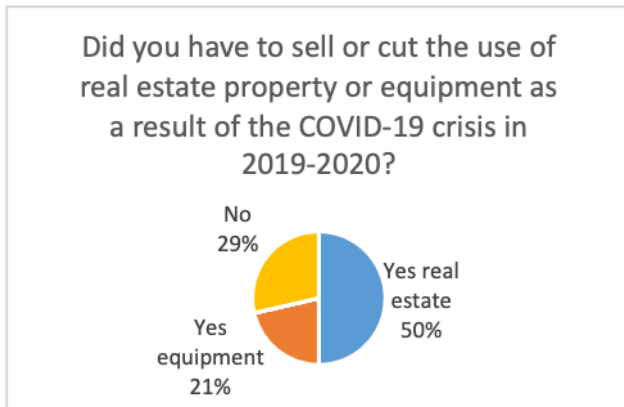


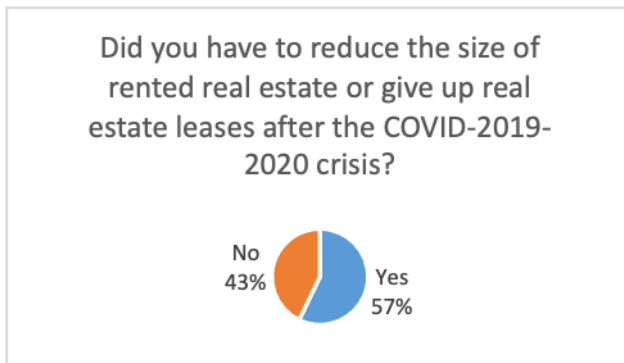
Figure 7. The response of MSMEs to financial commitments

Source: MSME COVID-19 effects survey

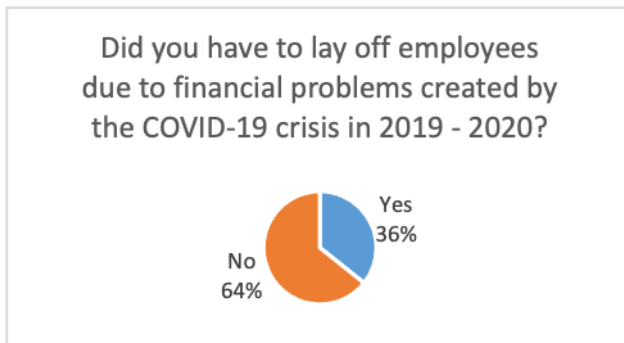


As result of remote work and financial commitments - about 50% of MSMEs reduced the use of real estate; about 20% stopped the use of production equipment; and only about 30% of MSMEs managed to maintain the business-as-usual during COVID-19 crisis.

We conclude that during the post-COVID period it would be helpful for MSMEs to consider more flexible conditions for space renting and utilization of equipment. Figure 8 shows the responce of MSMEs to financial challenges.

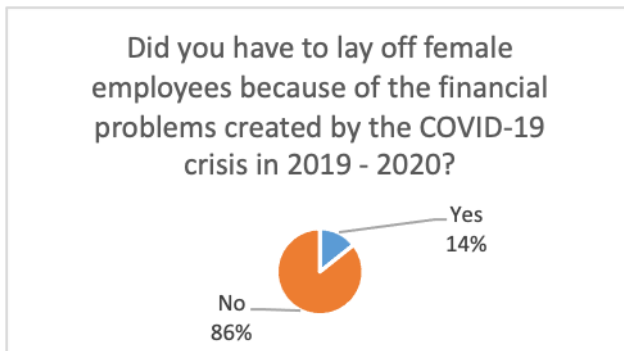


The travel restriction imposed on MSMEs and the internal roles of protecting employees against COVID-19 risks, resulted in reduction of working space area for about 57% of companies. This creates a disbalance of the real estate market, and during post-COVID period the risk of increasing costs for rent is high.



During post-COVID period it would be useful for MSMEs to consider long-term contracts for working space area rent.

Although about 64% of MSMEs managed to keep the qualified employees, the other 37% decided to lay off some staff.



It would help MSMEs during post-COVID-19 period to consider part-time contracts employment for some categories of non-key workers. Training of existing employees in new areas would help to increase the flexibility of MSMEs to the market demand.

About 86% of MSMEs did manage to keep female employees during the COVID-19 crises. The result shows that the MSME area of energy sector is driven by men. Women should be more actively involved in sectors that traditionally are dominated by men, like engineering, project design, project supervision, monitoring and evaluation process. The research and training institutions should pay more

Figure 8. The response of MSMEs to financial challenge

attention to women candidates in the area of energy related activities.

MSMEs related to energy-efficiency and renewable energy products are operating in a relatively small market, as the Republic of Moldova is a small country. About 60% of MSMEs are micro size companies operating in a specific dedicated area and with a turnover of up to USD 3000 per year.

About 33% of MSMEs in energy sector of the country are small companies with a turnover of up to USD 6000 per year.

We conclude that MSMEs cover about 93% of the energy market and they are operating for a very concrete activity.

Dedicated support during post-COVID-19 period to these MSMEs would be very helpful to maintain sustainable development of energy sector of the country.

Due to the small size of MSMEs of the country about 86% of the companies recorded decrease of turnover during COVID-19 crises. About 72% of MSMEs in the country recorded the same volume of goods and services during pandemic period of COVID-19. About 14% recorded a decrease in the volume of production. Only 7% of MSMEs recorded an increase in the volume of products and services provided.

It is observed a delay in payments for goods and services of energy related MSMEs during pandemic period. It would be useful for these companies to consider in the future or during post-COVID-19 period the advanced payment options in contracting business partners, in order to avoid delays in payments.

Most of MSMEs of the country, or 86%, considered social media for improving communication with customers and partners. The country has a good internet network and a potential to use it. The issue is that many MSMEs do not know how to access investors due to specific

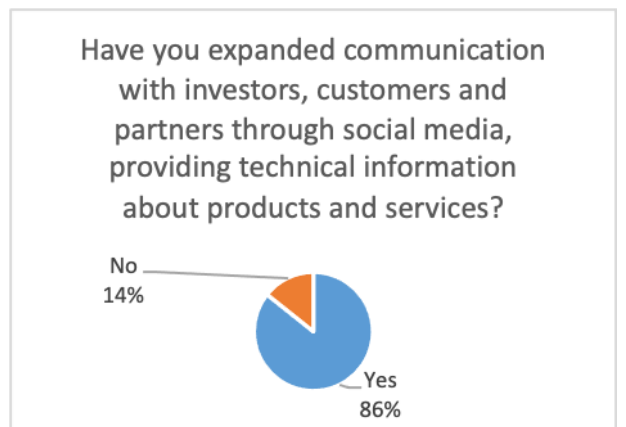
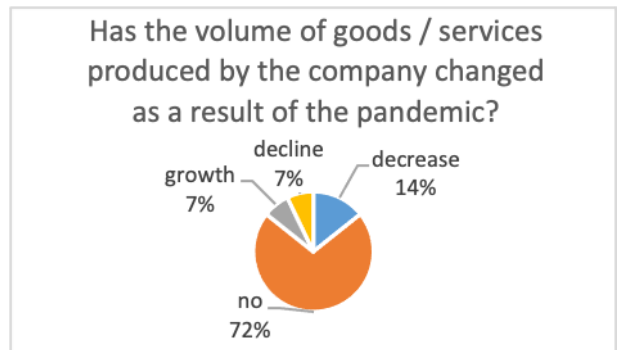
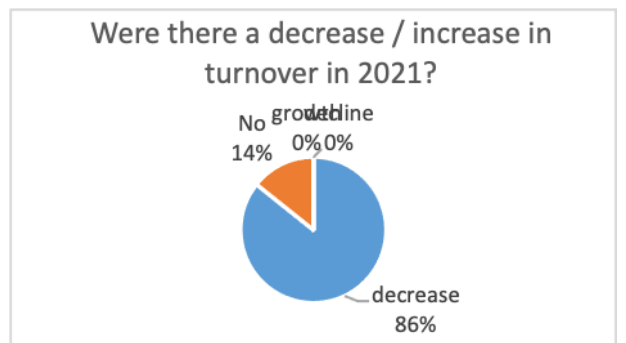
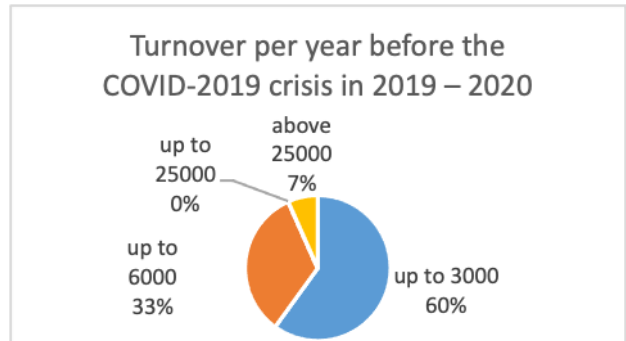


Figure 9. The COVID-19 impact on turnover of MSMEs

procedures. The study shows a demand in supporting MSMEs in area of preparation of good project proposals for investors.

The COVID-19 restrictions have indicated to the local companies that there is a huge potential in using IT technologies for business development. We recommend in the post-COVID-19 period that the MSMEs increase the capacity of using IT and applying new opportunities in daily activities. Some support from the Government of the Republic of Moldova is provided by building the internet platform for companies for electronic signature, e-governance platform, e-banking, and other supporting mechanisms. The companies will benefit from IT if properly applied in their business. There is a need for additional support for new opportunities for MSMEs driven by women.

1.2 Overview of specific conditions MSMEs in the Republic of Moldova face in the new working environment

MSMEs of the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment are strongly affected by COVID-19 pandemic. The survey of the current study shows that about 90% of interviewed MSMEs (mainly microenterprises) are completely closed due to COVID-19 in the Republic of Moldova.

During the COVID-19 pandemic period, the working environment of MSMEs and the system problems worsened. MSMEs reiterate the same difficulties with legislative and regulatory issues that have been raised for a long time: the need for a communication platform between the government institutions and MSMEs; implementation of the electronic trade system for export promotion; implementation of financial support schemes; support from the Government in professional development of employees.

The supply chains have been adversely impacted and the market access is either limited or in some cases there is no market access at all because of the measures taken up by the state to prevent the spread of the virus. Consumers are changing their market behavior and many MSME are experiencing massive market slumps as result. The decrease in export demand to the partner countries due to COVID-19, in combination with the drought of 2020, has led to significant reduction of activities of MSMEs.

MSMEs, because of their small size and resources, are unable to meet the changes of the environment caused by COVID-19 lockdown. Their resilience towards the effects of the crisis is unsustainable for longer periods and urgent governmental assistance it is necessary.

None of the MSMEs participating in the survey attracted funds from donor agencies or other sources for the Research and Development (R&D) on innovative and in-demand technical solutions. It is advisable for MSMEs to formulate a long-term development plan, with a specific focus on areas with strong growth potential and easier access to market. MSMEs could embrace new technologies while relying on the existing human resources, especially in projects where remote assistance can be provided.

The travel restriction imposed on MSMEs and the internal roles of protecting employees against COVID-19 risks, resulted in reduction of working space area. This creates a disbalance of the real estate market, and during post-COVID period the risk of increasing costs for rent is high. During post-COVID-19 period it would be useful for MSMEs to consider long-term contracts for working space area rent.

It would help MSMEs during post-COVID-19 period to consider part-time contracts employment for some categories of non-key workers. Training of existing employees in new areas would help to increase the flexibility of MSMEs to the new market demand.

The study shows that the MSMEs in energy sector are driven by men. Women should be more actively involved in sectors that traditionally are dominated by men, like engineering, project design, project supervision, monitoring and evaluation process. The research and training institutions should pay more attention to women candidates in the area of energy related activities.

Dedicated support during post-COVID-19 period to these MSMEs would be very helpful to maintain sustainable development of energy sector of the country.

A delay in payments for goods and services of energy related MSMEs during pandemic period is observed. It would be useful for these companies to consider in the future or during post-COVID-19 period the advanced payment options in contracting business partners, in order to avoid delays in payments.

The country has a good internet network and a potential to use it. The issue is that many MSMEs do not know how to access investors due to specific procedures. The study shows a demand in supporting MSMEs in the area of preparation of project proposals for investors.

The COVID-19 restrictions have indicated to the local companies that there is a huge potential in using IT technologies for business development. We recommend in the post-COVID-19 period that the MSMEs increase the capacity of using IT and applying new opportunities in daily activities. Some support from the Government of Moldova is provided by building the internet platform for companies for electronic signature, e-governance platform, e-banking, and other supporting mechanisms. The companies will benefit from IT if properly applied in their business.

2 Governmental measures in the Republic of Moldova

In 2022, the Ministry of Economy, through the Organization for the Development of Small and Medium Enterprises (ODIMM), will provide a financial support worth about 140 million Lei to the business environment. Of these, 85 million Lei will be allocated directly to entrepreneurs through 6 existing, extended state programs and through 5 new programs in the development process. Another 15 million Lei will be directed to the increase of the credit guarantee fund. Among the allowances provided⁹ by ODIMM:

- ✓ Program for Attracting Remittances in Economics (PARE 1+1), 30 million Lei
- ✓ Start For Young People Program (20 million Lei)
- ✓ Growth and Internationalization Program (15 million Lei)
- ✓ The Program of Greening of SMEs (15 million Lei)
- ✓ SME Guarantee Fund (15 million Lei)
- ✓ Digitalization tool for SMEs (10 million Lei)
- ✓ Women in Business Program (5 million Lei)

At national level, to help entrepreneurs overcome cash-flow problems, the following measures were adopted:¹⁰ suspension of the audit obligation of individual financial statements for 2019 for some enterprises (with the exception of public entities); postponement of the deadline for payments of income tax; introduction of a moratorium on all inspections until 1 June; reduction in VAT from 20 to 15% for the food and accommodation sector as of 1 May; increase of state budget allocations to the emergency fund by 452 million Lei (USD 26.8 million) and to a mortgage guarantee program. Banks were also incentivised to delay payment deadlines and/or the amounts of due payments on loans. In case of loans contracted by economic agents to pay for salaries or for operating assets, the state covers bank interests up to six months payroll. Moreover, a Law was approved, providing for the implementation of an Interest Grant Programme facilitating businesses' access to credit, and a VAT Refund Programme of 1 billion Lei (USD 59 million).

During the year 2020, about 100 million Lei (approx. USD 5.9 million) was allocated to support MSMEs: these funds will notably finance grants for women entrepreneurs, ranging from 165,000 Lei to 1.6 million Lei (respectively USD 9.8 thousand and 95 thousands), to purchase IT equipment. Further measures, including direct financial assistance and increased insurance subsidies, were implemented for the agriculture sector, which is undergoing a severe crisis last year due to both the pandemic and adverse climatic conditions.

⁹ <https://odimm.md/ro/programe-odimm>

¹⁰ [COVID-19 crisis response in Eastern Partner countries \(oecd.org\)](https://www.oecd.org/coronavirus/policy-responses/covid-19-crisis-response-in-eastern-partner-countries-2020-04-29/)

The government has also assisted businesses that have suspended their activities (fully or partially) by refunding personal income taxes and social security contributions up to 100%. Those that had to stop their operations due to decision of authorities receive a subsidy amounting to 100% of their income tax, social security and health contributions, and other compulsory state payments. Some public sector employees who contracted the virus received a one-time allowance of 16,000 Lei (USD 950).

In addition, social support measures were introduced. Persons who have worked for at least nine months at one enterprise and have lost their jobs were paid from 60 to 80% of their last salary. Overall, the volume of the unemployment fund was increased roughly six-fold to notably entitle non-beneficiaries – including labour migrants who returned to the Republic of Moldova after losing their job abroad – to a one-off allowance. The minimum income guaranteed for low-income families was increased, and an additional 900 Lei was distributed to an estimated 660,000 pensioners and low-income individuals. Pensions as well as the minimum guaranteed income will be indexed on the inflation rate twice a year.

In order to ease liquidity conditions and enhance financial resilience, the National Bank of Moldova (NBM) cut the base rate applied to the main short-term monetary policy operations to 3.25%.

The Republic of Moldova has developed the methodology of economic impact analysis a the main sectors affected by COVID-19, for a coordinated approach in impact estimation.

In 2020, the Government of the Republic of Moldova approved the Law¹¹ on the establishment of additional measures to support citizens and entrepreneurial activity on the period of the state of emergency and the amendment of some legislative acts. The Law provides fiscal and financial-banking measures to support the business environment, affected by the pandemic crisis of COVID-19, as well as the mechanism of subsidy.

For the implementation of the Law, it is allocated 816 million Lei.

The main measures included:

- The increase of unemployment fee, the minimum amount is now 2775 Lei;
- Granting unemployment benefit in the amount of 2775 Lei for people who register as unemployed, but who do not meet the criteria for granting unemployment benefits (extension of the categories of beneficiaries);
- Supporting disadvantaged families by:
 - (1) the increase of the minimum guaranteed monthly income from 1107 Lei up to 1300 Lei
 - (2) the increase of the amount of the minimum guaranteed monthly income for each child from 50% (553 Lei) to 75% (975 Lei).
- Subsidization of expenses related to the payment of salary/allowance in case of technical unemployment or stationary, 100% / 60% taxes and contributions related to salaries/allowances paid, depending on the reason for ceasing the activity;

¹¹ [proiect hg.docx \(live.com\)](#) Law is published in Official Gazette of Moldova of 07 April 2020.

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

- Exemption from payment of patent for holders who have ceased their activity during the state of emergency;
- Reimbursement of social contributions in a fixed amount for patent holders, self-employed persons, individual entrepreneurs who have ceased their activity during the state of emergency;
- Reducing the VAT rate from 20% to 15% for Hotels, Restaurants, Catering (HoReCa) sector;
- Postponing until July 25 the deadline for the payment of local taxes for economic agents that have ceased their activity according to the Decisions of the Commission for Emergency Situations;
- Strengthening the incomes of the Fund for social support of the population

MSMEs are fully subsidized from the public budget for the salary taxes for the employees, whose activity was stopped, as result of lockdown. For the employees of the indirectly affected companies, 60% of the salary taxes will be covered.

During the state of emergency, changes have been made in the administration of taxes by compressing 6 separate taxes into 3. This step will simplify the administration of processes for economic agents and the State Tax Service.

3 Best practices in the area of energy efficiency relevant for MSMEs response to the Covid-19 crisis and post-crisis recovery in the Republic of Moldova

Some selected best practices are presented bellow for MSMEs response to the COVID-19 crisis and post-crisis recovery in the Republic of Moldova.

3.1 Energy efficient equipment in the buildings sector

Company: LIBO CLIMAT LTD
Size of the company: Small

LIBO CLIMAT provides ventilation and air conditioning systems and it is a distributor of climatic equipment of famous brands of air conditioners. In addition to the sale of climate control equipment, the company provides qualified services for installation of climatic equipment.

In response to the COVID-19 new working environment, the company have created its own design department, which produces design work for customers. As result of the high quality of the air conditioning equipment sold and professional design and installation, the company occupied a stable position in the Moldovan market. During the post COVID-19 period the company plans to improve the on-line system for trading.

Company: CAZAN.MD
Size of the company: small

Cazan.md is a leader in the Republic of Moldova in the sale and installation of thermal, hydro, air conditioning, ventilation and sanitary ware products. The company is a distributor of many international brands in industrial and residential equipment .

With the increase in the price of natural gas, people do not regularly ventilate the house, so as not to "lose heat". However, it is extremely important for the health to have fresh air, with the right humidity in the room. During the COVID-19 crisis, the company offered a decentralized heat recuperator. Such installation takes the heat of the air flowing out of the room and gives it to the fresh air. The recuperator does not process the air, but constantly renews it, thanks to which people have a healthy climate in the house and save gas for heating.

The company started to deliver on the market of the Republic of Moldova the advanced heat pumps for space heating. The company believes that, heat pumps will replace old and inefficient heating systems in the post COVID-19 period. At the moment, these are the most efficient, environment and user-friendly solutions.

Moreover, in order to be closer to consumers, the company opened new shops in some cities; and increased the activity in social media. As result, the turnover has increased.

3.2 Energy efficient equipment in the industry sector

Company: SINCOS-PLUS Ltd.

Size of the company: small

The «Sincos-Plus» Ltd ia a leading company in the national market in the area of products related to power electronics, including:

- uninterruptible power devices (UPS);
- voltage stabilizers for industrial network (alternating current);
- DC-AC inverters;
- accumulatory dc devices;
- feed modules;
- protective devices and others.

In the area of development of the new power electronics «Sincos-Plus» Ltd has shown itself as a good developer of projects on renewable energy – sun power, wind, and stirling engine. The research activity on development stirling engines is completed. They are expected to be implemented on the market in the period of post-COVID-19.

In order to promote innovative ideas during the post-COVID-19 period, including in the area of electronics, it is necessary, as a priority for the country, to improve skills for innovation. Efforts must be focused on creating favorable conditions for research and development, as well as building relationships between MSME sector and research institutions for the elaboration, manufacturing and promoting competitive electronic products.

3.3 Energy efficiency in street lighting

Company: EMCOM E&E Ltd.

Size of the company: Small

The company supply lighting based on LED (light-emitting diode) technology as the ideal solution for lighting streets, parks, playgrounds, etc. The sollution offers a reduction of up to 80% in electricity consumption as well as CO2 emissions and, of course, a significant saving in the local budget. The company brings the highest quality public lighting solutions for customer safety and comfort. The company provides lighting calculation, selection of optimal equipment, implementation of lighting control systems.

One of the projects implemented during pandemic period by the company is the “Extension of the street lighting system mun.Straseni”. The city of Straseni is the winner of the “Social Infrastructure and Energy Efficiency 2018” grant program, financed by the German Development Bank KfW and implemented by the Moldovan Social Investment Fund (MSIF). The subproject involves the extension of the public street lighting system in Straseni, the investment volume being 3 million Lei.

3.4 Energy efficiency in energy generation

Company: "CET-Nord" JSC
Size of the company: Medium

"CET-Nord" JSC is a Combined Heat and Power (CHP) Plant providing district heating to the Balti city of the Republic of Moldova. The CHP has three sites for energy production:

- ✓ Source 1 – gas fired boilers and turbines of an installed capacity of electricity generators of 24 MW, and heat production units of 142 Gcal/h;
- ✓ Source 2 – gas-fired internal combustion engine of the installed capacity of electricity generators of 13,4 MW and heat capacity of 10,75 Gcal/h;
- ✓ Molodovo Thermal Power Plant – of 4 universal coal-fired boilers of 0,5 Gcal/h; and 1 hot water boiler CS650 - 650 kW on biomass.

The employees of "CET-Nord" JSC were immunized against COVID-19. The company employs 448 people, 394 (including 120 with the third vaccine) of whom are vaccinated. In order to ensure the health security in the medical point of the enterprise, a vaccination center was arranged with participation of the doctors from the Balti Family Center. Since the beginning of the pandemic, "CET-Nord" SA has registered 123 cases of COVID-19 infection, 65 people during 2020 and 58 in 2021.

As a result of the implementation of Phase I of the Investment Project "The thermal energy system of Bălți municipality ("CET-Nord" JSC) ", the amount of electricity delivered in 2020 increased comparing to the similar period of 2019 by 72.2% or by 42,137.8 thousand kWh.

After the installation of new generation capacities (13,4 MW electric and 10,75 Gcal/h of heat), the actual consumption for supply 1 Gcal was 107.24 kg.coe. (improved from 118.76 kg. coe.), which means a decrease of 11.52 kg.coe. or 9.7%. Also a decrease of 37.12 g. coe., or 11.2% was obtained for supply of 1 kWh of electricity, which amounted to 292.89 g.coe. (improved from 330.01 g.coe).

In connection with commissioning of a new network pumping station, the consumption of electricity per tonne of heat decreased from 0.88 kWh / t to 0.624 kWh / t or 29.1%.

The replacement of air fans and flue gas equipped with Variable Speed Device (VSD) for boilers no. 4 and 5 resulted in reduction of electricity consumption per tonne of steam produced from 3.3 kWh/t to 1.84 kWh/t, or 55.8%. After upgrading of machinery and production equipment (installation of pumps with VSD, replacement of air fans and flue gases equipped with VSD at boilers 4 and 5, modernization of lighting system) the total electricity consumption decreased by about 6%.

Among the achievements is the fact that within the company, the electricity consumption for the preparation of District Hot Water (DHW) in 2019 was 67.4 thousand kWh which is 14.9% of the total electricity purchased. - Starting with 2020 this consumption is totally covered by the cogeneration units.

4 Best practices in the area of renewable energy relevant for MSMEs response to the Covid-19 crisis and post-crisis recovery in the Republic of Moldova

Implementation of renewable energy by MSMEs is one of the most cost-effective options for meeting growing energy demand in the post COVID-19 period. It contributes to energy security, a better environment, improved quality of life of both men and women, and their economic well-being. Out of all sectors of economic activity, the selected examples of best practice are presented below.

4.1 Solar PV system

Company: „Bebei-Prim” LTD, Stefan Voda area.
Size of the company: Small

During the pandemic period the company started the implementation of small solar PV systems. Solar PV energy is produced by panels of a capacity of 100 kW – and sold to the electricity networks at 0.79 Lei / kWh (without VAT). Annual electricity production - 120000-130000 kWh per year is a substantial contribution to the energy security of the village, and replaces about 28000 m³ of natural gas consumption.

4.2 Wind energy

Company: „Graf-M si A” LTD, Nisporeni area.
Size of the company: Small

The company focused on wind energy systems, as reaction to pandemic lockdown. Wind energy is produced by turbine of a capacity of 1500 kW – and sold to the electricity networks at 0.76 Lei / kWh (without VAT). The installation and operation of the 1.5 MW wind turbine of an installed capacity of 1.5 MW was completed in 2018. The wind turbine supplies electricity to the 10 kV electricity transmission lines network, after which, through the 0.4 / 10 kV substation, the energy will be delivered to the grid the “GasNatural Fenosa” system operator.

4.3 Biogas electricity

Company: „Tevas Grup” LTD, Tintereni village
Size of the company: Small

“Tevas Grup” LTD has installed 320 kW unit on biogas, and it sells electricity produced from biogas at 1.73 lei/kWh. The biogas purification plant possesses equipment that instantly checks and records the composition of biogas. Then, the biogas is directed through pipes to the generating unit which consists of 2 electric generators of 160 kW each. Tevas-grup LTD built 2 km of electricity transmission line to be able to deliver the energy produced to the nearby 35 kV public grid. The produced electricity is delivered in the public network at a tariff of 1.73 Lei/kWh. Approximately 4.61 thousand m³ of biogas is extracted daily, of a combustion heat rate of about 20 MJ/m³, of which daily 7680 kWh/day are produced, or about 21 MWh of energy can be produced annually. Resource estimates of the landfill in Țințăreni show that they are sufficient for the operation of the biogas plant in the next 10 years.

5 Social and gender impact assessment of the Covid-19 crisis on MSMEs

Gender impact of COVID-19 on MSMEs was originally analysed in the Republic of Moldova in the framework of the study¹² “Impact analyses of COVID-19 on gender”. One of the recommendations of the study is “to provide consistent tax support to employers to ensure the balance between professional and personal life of employees. Given that the measures taken by the authorities to combat the effects of the pandemic (eg. stopping the activity of some companies, educational institutions, etc.) were felt differently by women and men, both in terms of their presence on the labor market, as well as of obtaining income, mainly because of unequal division of child-care responsibilities, Thus, the support provided by the authorities, such as those of a fiscal nature, is to be directly proportional to the results of interventions undertaken by employers that come to address the issue of exclusion of women, in particular of those with preschool children, from the work”.

The COVID-19 pandemic and efforts to contain the disease have shocked local and global labour markets, threatened livelihoods, introduced new workplace risks and made precarious work relationships even more precarious. Women have borne the brunt of layoffs and loss of livelihoods, sacrificed their health at the frontlines of the pandemic response and disproportionately shouldered the burden of additional caregiving associated with COVID-19. There is a real risk that without efforts to understand the immense and disproportionate impact of COVID-19 on women and identify policies that prioritize the needs and health of women, the national progress on gender equality will be rolled back.

About 21% of MSMEs were forced to decrease salaries for employees, out of which about 33% are women. Figure below shows the COVID-19 impact on salaries of MSME employees.

According to the Labor Market Observatory¹³ of the National Agency of Employment, the situation regarding unemployment in July 2020 shows that for the period 01.03.2019 - 30.06.2019 the number of unemployed was 7770 people; and in the same period of 2021 year the number of unemployed increased to 21677, which is an increase of 36%.

The observation of the study is that women are the most affected by COVID-19 crisis.

¹² [un woman ro 030920 changed.pdf](#)

¹³ Analysis of the sectors of the economy affected by COVID-19 carried out by the Sectoral Committees of the Republic of Moldova, June-July 2020 with the support of ILO

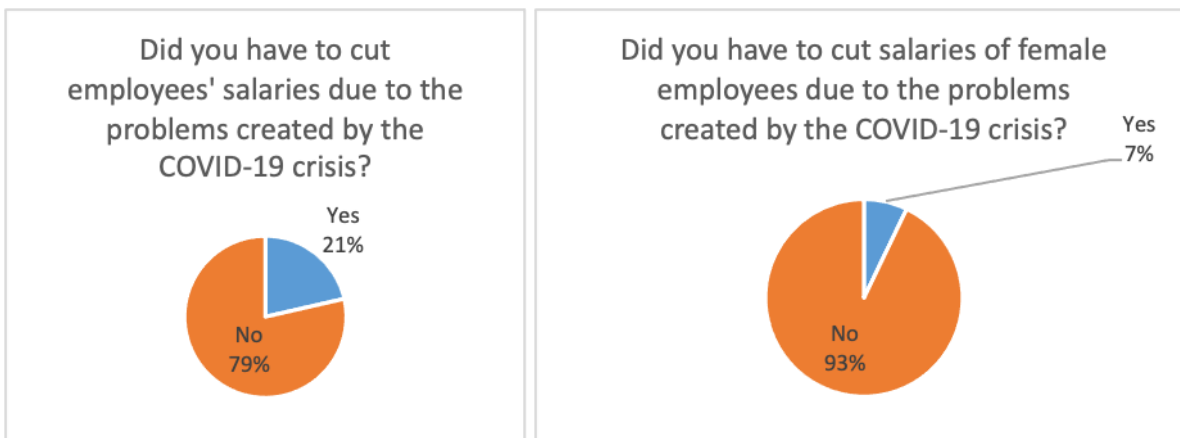


Figure 10. The COVID-19 impact on salaries of MSMEs

Source: MSME COVID-19 effects survey

About 14% of MSMEs were forced to reduce the paid working hours due to COVID-19 crisis, of which 50% reported that women employees received less payments as result of reduced working hours.

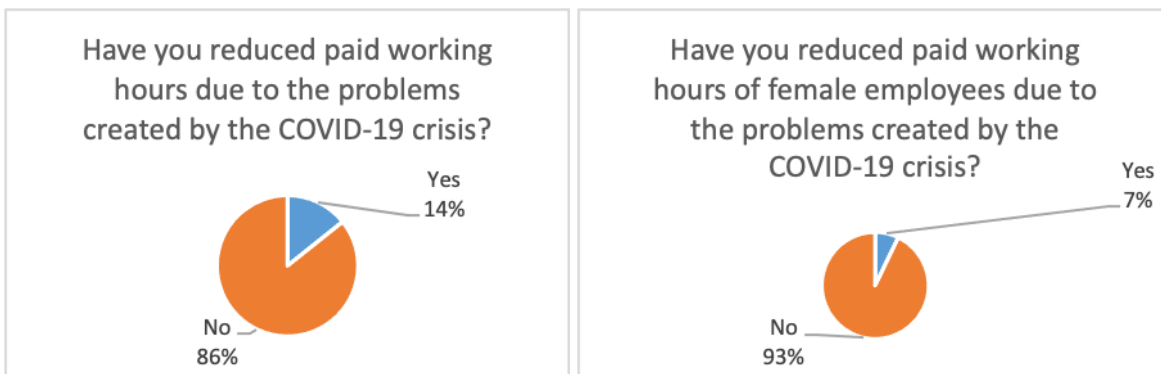


Figure 11. The COVID-19 impact on working hours of MSMEs

Source: MSME COVID-19 effects survey

There is a demand on specific research to investigate ways the COVID-19 experience can inform, improve and safeguard women's health and socioeconomic well-being against future health emergencies, including infectious pandemics, environmental disasters or other large-scale acute events with actual or potential significant negative health impact or societal disruption. Governmental funds should be allocated for this specific research with focus on how an improved and more nuanced understanding of the relationship between women's work and health can strengthen the design, implementation and impact of prevention, preparedness, response and recovery policies, programs and strategies for future pandemics and health emergencies.

6 Guidelines to MSMEs delivering energy efficient products and providing renewable energy equipment on access to financing, markets, and advanced technologies (including possible repurposing) in the Republic of Moldova

Energy efficiency and renewable energy can play a vital role in post-Covid-19 economic recovery. Implementing EE measures and RE can improve drastically the economic competitiveness of the companies and reduce their operating costs (energy cost are around 5-10% in production, greater in total, including heating and other energy needs), and it has a cumulative effect that brings higher returns the longer they are implemented and maintained. The best practices presented in this study prove that energy efficient products and renewables are viable options as an action against the economic crisis derived from the pandemic. Based on the conclusions from the analysis and the best practices in this study, a set of guidelines was created, to help the MSMEs in getting access to markets, financing, and advanced technologies.

6.1 Practical measures for MSMEs delivering energy efficient products and services in getting access to markets, financing and advanced technologies

- Increase the use of innovation funds and programmes: the Government has developed the Fund for innovation and technological development with a focus on MSMEs. The Fund supports energy efficiency and renewable energy projects, and it is a good opportunity for the companies to gain access to financing and improve their services. It also had a call focusing on Covid-19 recovery of the MSMEs as one of the government measures to help the companies in the crisis.

- Increase the use of preferential loans for EE and RES: some banks offer preferential loans with aim of the utilization of RE and EE products. In the situation that was created because of the crisis, these preferential loans are important for the MSMEs to gain financing towards the implementation of the measures to reduce the effects of the pandemic, like repurposing of the activities or research and development of innovative EE products and RE equipment.

- Creating partnerships for easier access to supplies, resources, and markets: creating partnerships can offer widening the market possibilities and the ability to access finances for the MSMEs in the sectors of EE and RE, due to the combination of capacities and access to shared technology from the various partners. Because of the small size of the MSMEs, building partnership is essential for increasing the competitiveness of the companies and battling the effects of the pandemic. PPPs are one of the ways for the government to boost the economy, build partnerships with the MSMEs and gain benefits in the process of supporting the market.

- Increasing online visibility (introducing digital stores, online technical support, social media presence): the increased online presence can reduce the effect of the lowered number of customers due to restriction of movement, curfew hours, and other general health measures due to the pandemic. As the practical measures show, this applies to MSMEs delivering EE products and RE equipment, especially in the area of technical support.

- Organization of training for employees and/or for students and professionals: several MSMEs faced a stop in production and maintained only the most important activities, due to the shift of operation because of the reduced space/distancing measures and other health concerns. Because of that, the companies can introduce capacity building of their employees through training, or can offer training to students and other professionals to build their knowledge and experience at a time of reduced activities because of the Covid-19 crisis.
- Repurposing of MSMEs towards highly demanded services in the new working environment because of the Covid-19 crisis: the practical examples showed that repurposing of MSMEs towards EE products and RE equipment projects can be an important measure to mitigate the influence that the pandemic had on the day-to-day operations of MSMEs. New services can be created to respond to the new highly demanded products.
- Continuation of the investment plan in EE and RE: the trend shows an increasing bill for energy for MSME, due to increased cost for gas and energy. The implementation of EE and RE technologies was postponed in the past due to low energy costs and long payback period of investment.

6.2 Practical measures for MSMEs providing renewable energy equipment in getting access to markets, financing and advanced technologies

The analysis of results of the study led to the formulation of a set of guidelines that will help MSMEs gain access to markets, finance and advanced technologies. During the post COVID-19 period the investment in renewable energy equipment will have a high rate of growth in the Republic of Moldova. The key driving force is the plan of the Government to increase the share of renewable energy in the country, as result of implementation of national targets on energy and climate.

- The **auction** of implementation of about 400 MW of renewable electricity is under preparation. This opens a possibility for investors to participate in renewable energy production (solar PV; wind; biogas); and create a demand for MSME activities in the area of renewable energy.
- Other support schemes (additional to auctions) are available in the Republic of Moldova: **net-metering** and **fixed tariff**. In the post COVID-19 period the companies should be ready to act and benefit from Governmental support in producing electricity from renewables.
- The process of **liberalization of energy market** creates a great opportunity to sell electricity on future liberalized market. The 2021 energy crisis and substantial increase of gas cost contributed to increasing the competitiveness of producers of electricity from renewable sources. In the post COVID-19 period renewable energy will be competitive in comparison to traditional energy sources due to high cost of gas.
- Establishment of **partnerships** or associations facilitates access to supplies, resources and markets, and provides opportunity to influence legislative initiatives. Due to the small size of MSMEs, the establishment of partnerships and creation of associations is absolutely necessary to increase the competitiveness of companies and combat the

consequences of the pandemic, inform about the state support, and protect the interests of MSMEs in the field of renewable energy and energy efficiency.

- The Internet is a powerful tool for market penetration of products and services, and MSME should consider to increase the **online presence** (e-commerce, online tech support, social media presence).
- The increased price for gas and energy created a demand for new energy efficient products and services, and MSME should consider to increase the **activity in research and development of new products** (electronics, heat pumps, renewable energy and high energy efficient products).

6.3 Opportunities for repurposing of MSMEs in the aftermath of the Covid-19 crisis

Public-Private Partnership (PPP) and Energy Service Company (ESCO) models are the possibilities for changing the way that companies work, as well as a creation of market for services that are defined with the Law on Energy Efficiency. Increasing utilization of PPP agreements can create benefits for the companies, the Government, and the general public. In a situation when several companies have problems with lowered demand, this will incentivize the increased trade activity. The Energy Efficiency Agency of the Republic of Moldova has developed the “Methodology for application of energy performance contract for the regulated energy enterprises” and the draft “Energy performance contract”. The documents will open the opportunity for ESCO market development in the Republic of Moldova, and SMSE can participate in the process.

Repurposing towards the online trade is a sustainable solution for post-COVID-19 recovery. Online shops in combination with transportation services is a good solution for many businesses. The Republic of Moldova is among the first 10 European countries with high standards for Internet connection. The country has a high speed Internet network based on optical fiber. This creates the opportunity for SMSE towards the online trade.

The demand for training in area of energy efficiency and renewable equipment increased, and the companies can deliver high quality training services based on existing capacities.

The ambitious targets on energy and climate policy of the country increased the demand for new products, and MSME must focus on research and development of new solutions and products with low impact on the environment and reduced energy consumption.

7 Recommendations to the Government of the Republic of Moldova in creating enabling environment through appropriate policies and legislation for MSMEs to encourage delivery of energy efficient products and services and provision of renewable energy equipment

Based on the analysis of various policy measures in relation to mitigating economic implications of COVID-19 on MSMEs and stocktaking of reports produced by various organizations, agencies, and institutions directly working with MSMEs, the following actions and measures may be recommended to the government:

7.1 Recommendations to the Government for developing policy guidelines

Legal framework:

- Continue to support MSMEs via national financial programmes through loans, credit guarantees on loans, and regulatory relief related to loan repayment;
- Introduce temporary tax breaks for MSMEs;
- Integrate the energy certificate of the building in business model on the market;
- Involve the National Bank in creating financial instruments for commercial banks for energyefficiency and renewable energy projects.

Capacity development:

- Provide specific incentives for improving compliance with new demand imposed by markets;
- Raise awareness on the benefits of introducing energy efficiency measures and use of renewables both at individual and community level;
- Provide dedicated training for MSME to promote the Research and Development of new products.

Technology:

- Offer development programmes for MSME employees (e.g., in the area of digitalization);
- Secure future innovations through mid- or long-term policy measures linked to larger policy objectives (e.g., sustainability goals, digitalization, etc.).
- Promote the development of new technologies by start-up of new MSME.

Investments and financial incentives:

- Continue ESCO market development and financial instruments;
- Provide funding support through grants and low- or no-interest loans to MSMEs working in the clean energy sector to facilitate green economic recovery.
- Develop dedicated financial instruments for energy related companies for commercial banks, including for MSMEs in the area of renewable energy and energy efficiency.

7.2 Recommendations to the Government for establishing financial incentives schemes

- Additional support for entrepreneurs and MSMEs is required in order to maintain sustainable development track for companies, as well as demonstration of the available solutions that could help withstand economic impact of the COVID-19 pandemic.
- The National Bank of Moldova jointly with the Ministry of Finance can participate during post-COVID-19 period with monetary policy initiatives within the mandate of price stability, considering energy and climate change risks.
- The Ministry of Infrastructure and Regional Development should promote the energy performance contracting. This can promote investment in delivering energy-efficient products and in providing renewable energy equipment and also help companies increase their competitiveness and reduce their energy costs.
- The Ministry of Economy should promote the application of Public-Private Partnership (PPP) agreements. This method can be of benefit for both the companies and the Government and, ultimately, for the general public. In a situation when many companies have problems with lowered demand, this will incentivize increased trade activity.
- The Ministry of Infrastructure and Regional Development should introduce financial incentives to encourage investment in delivering energy-efficient products and in providing renewable energy equipment.
- Government (the Ministry of Infrastructure and Regional Development, Agency for Energy Efficiency, Ministry of Environment) should provide funding support through grants and low- or no-interest loans to MSMEs working in the clean energy sector to facilitate green economic recovery. Home owners associations, suppliers of energy efficient products, research institutions, NGO should also be involved. It can be difficult for companies to initiate clean energy transition as they have to maintain other expenses. Compensation should be provided to MSMEs through reduction in energy taxes, so that profits from products and services that lead to increased sustainability (e.g., renewable energy, energy efficiency, circular economy, etc.) are taxed at a lower rate.
- The Ministry of Economy should prepare a guideline for MSMEs on financial instruments available for MSMEs, government bodies involved in funds disbursement, role of national banks, rights and obligations imposed by law, existing MSME advisory services, and best practices.
- Government (the Ministry of Infrastructure and Regional Development; the Energy Efficiency Agency) could use the national funds for targeted support to MSMEs. Funds

that are normally used to support public institutions could be temporarily redirected to MSMEs, which had to cease their business activities, to facilitate their quicker re-start, so it would be an additional tool at the disposal of MSMEs in the post-Covid-19 recovery period.

- The initial incentive for purchase of energy saving technologies should be introduced by the Ministry of Infrastructure and Regional Development, and Agency for Energy Efficiency.
- Digital tools should to be considered to enhance flexibility and clean energy deployment. Tax systems may be digitalized and streamlined, and double taxation could be removed particularly in the area of value added tax.

References

1. UNECE 2020. Guidelines and Best Practices for Micro-, Small and Medium Enterprises in Delivering Energy-Efficient Products and in Providing Renewable Energy Equipment. <https://unece.org/sustainable-energy/publications/guidelines-and-bestpractices-micro-small-and-medium-enterprises>
2. Analysis of the sectors of the economy affected by COVID-19. Sectoral Committees of the Republic of Moldova. Enterprise survey ETF/ODIMM, 2020
3. Impact analysis of COVID-19 on gender. CPD/UNWOMEN, 2020. un_woman_ro_030920_changed.pdf
4. Moldova: Assessment of the impact of COVID-19 and drought on jobs, companies and households". The World Bank, 2022. <Moldova-Economic-Update-Special-Focus-Dec-22-Romanian.pdf> (<worldbank.org>)
5. Nationally Determined Contribution (NDC2) of the Republic of Moldova. https://www4.unfccc.int/sites/ndcstaging/PublishedDocuments/Republic%20of%20Moldova%20First/MD_Updated_NDC_final_version_EN.pdf
6. Governmental Decision #386/2020 about planning, elaboration, approval, implementation, monitoring and evaluation of public policy documents. https://www.legis.md/cautare/getResults?doc_id=121921&lang=ro
7. National Agency for Energy Regulations of the Republic of Moldova. <www.anre.md>
8. Energy Efficiency Agency. <www.aee.md>
9. National Bureau of Statistics, "Energy balance of the Republic of Moldova 2020", <www.statistica.md>
10. National Bank of Moldova. <www.bnm.md>
11. National Energy Efficiency Action Plan 2019-2021. <HG698/2019> (<legis.md>)
12. World Bank. Financing Energy Efficiency, Part 1 : Revolving Funds, Washington, DC. <http://hdl.handle.net/10986/30388>
13. United Nations Development Programme in Moldova. <www.undp.md>

Annex 1. Questionnaire for the impact of COVID-19 on the micro-, small and medium enterprises of the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment.

Ghid metodologic și cele mai bune practici pentru IMM-urile din Republica Moldova din domeniul furnizare de produse eficiente energetic și de echipamente pentru energie regenerabilă

Руководящие принципы и передовой опыт для ММСП Республики Молдова в области поставки энергоэффективных продуктов и оборудования для возобновляемых источников энергии

Guidelines and Best Practices for MSMEs in the Republic of Moldova in delivering energy efficient products and in providing renewable energy equipment

Vă rugăm să participați la un studiu care vă va ajuta să analizați condițiile cu care se confruntă IMM-urile ca urmare a crizei COVID-19 din Republica Moldova și să ajute la colectarea:

- Celor mai bune practici care arată modul în care IMM-urile pot răspunde provocărilor actuale;
- Măsurilor pe care IMM-urile din Moldova le pot lua pentru a restabili încrederea în afaceri;
- Și recomandărilor către guvernul Republicii Moldova pentru a crea un mediu favorabil redresării economice pentru IMM-uri, în corespundere cu obiectivele de dezvoltare durabilă.

Pe baza răspunsurilor dvs., se va elabora Ghidul metodologic cu cele mai bune practici pentru IMM-urile din Republica Moldova din domeniul aprovizionării cu produse și echipamente eficiente energetic și surse regenerabile de energie, care vă vor fi prezentate la un training online.

Просим Вас принять участие в исследовании, которое поможет провести анализ условий, с которыми ММСП сталкиваются в результате кризиса КОВИД-19 в Республике Молдова и помочь в сборе:

- передового опыта, который показывает, как ММСП могут реагировать на текущие проблемы;
- мер, которые ММСП в Молдове могут предпринять для восстановления доверия к бизнесу;
- и рекомендаций правительству Молдовы по созданию благоприятных условий для ММСП, способствующих экономическому восстановлению, которое соответствовало бы целям устойчивого развития.

На основе Ваших ответов будут разработаны Руководящие принципы и передовой опыт для ММСП Республики Молдова в области поставки энергоэффективных продуктов и

оборудования для возобновляемых источников энергии, которые будут презентованы Вам в рамках онлайн-тренинга

We would like to invite you to participate in a study that will help to analyze the conditions that MSMEs face as a result of the COVID-19 crisis in the Republic of Moldova and help to collect:

- Best practices that show how MSMEs can respond to current challenges;
- Measures that MSMEs in Moldova can take to restore confidence in the business;
- And recommendations to the Moldovan Government in order to create an enabling environment for MSMEs conducive to economic recovery that is consistent with sustainable development goals.

Based on your answers, it will be developed a Guidelines and Best Practices for MSMEs in the Republic of Moldova in delivering energy efficient products and in providing renewable energy equipment, which will be presented to you as part of an online training.

Chestionar / Опрос / Questionnaire

1. Date generale despre companie / Общие сведения о компании / General data about the company			
Company:		Address:	
Email:		Website:	
Tel:		Contact person:	
2. Unde se clasifică compania dumneavoastră? Где классифицируется ваша компания? Where is your company classified?			
<input type="checkbox"/> Micro (1-9 angajați) / Micro (1-9 сотrudников) / Micro (1-9 employees)	<input type="checkbox"/> Mici (10-49 angajați) / Малые (10-49 сотrudников) / Small (10-49 employees)	<input type="checkbox"/> Medii (50-249 angajați) / Средние (50-249 сотrudников) / Medium (50-249 employees)	<input type="checkbox"/> Mari (peste 250 de angajați) / Большие (250+ сотrudников) / Large (250+ employees)
3. Cum a influențat COVID-19 activitatea zilnică? Как COVID-19 повлиял на повседневную работу? / How did COVID-19 impact your daily work?			
<input type="checkbox"/> Deloc / Нисколько / Not at all	<input type="checkbox"/> Negativ / Отрицательно / Negatively	<input type="checkbox"/> Pozitiv / Положительно / Positively	
4. Vă rugăm să specificați ce tip de echipamente / servicii produce întreprinderea dvs.: / Укажите, какое оборудование / услуги производит ваше предприятие: / Please specify what kind of equipment's/services is producing your enterprise:			
<input type="checkbox"/> Sisteme solare de încălzire a apei și accesorii / Солнечные водонагревательные системы и комплектующие / Solar water heating systems and accessories			
<input type="checkbox"/> Încălzitoare solare / Солнечные			

<p><u>обогреватели / Solar heaters</u></p> <p><input type="checkbox"/> <u>Sisteme solare fotovoltaice și accesorii / Солнечные фотоэлектрические системы и комплектующие / Solar PV systems and accessories</u></p> <p><input type="checkbox"/> <u>Uscătoare solare / Солнечные сушилки / Solar dryers</u></p> <p><input type="checkbox"/> <u>Pompe de căldură / Тепловые насосы / Heat pumps</u></p> <p><input type="checkbox"/> <u>Instalații geotermale / Геотермальные установки / Geothermal plants</u></p> <p><input type="checkbox"/> <u>Instalații pe biogaz / Биогазовые установки / Biogas plants</u></p> <p><input type="checkbox"/> <u>Turbine eoliene / Ветровые установки / Wind turbines</u></p> <p><input type="checkbox"/> <u>Microhidrocentrală / Микро ГЭС / Micro hydroelectric power plant</u></p> <p><input type="checkbox"/> <u>Centrale hidroelectrice mici / Малые ГЭС / Small hydroelectric power plant</u></p> <p><input type="checkbox"/> <u>Ferestre eficiente energetic / Энергоэффективные окна / Energy efficient windows</u></p> <p><input type="checkbox"/> <u>Izolație termică / Теплоизоляция / Thermal insulation</u></p> <p><input type="checkbox"/> <u>Podea caldă / Теплый пол / Warm floor</u></p> <p><input type="checkbox"/> <u>Producere / Производство / Production</u></p> <p><input type="checkbox"/> <u>Servicii de instalare / Услуги по установке/ Installation services</u></p> <p><input type="checkbox"/> <u>Servicii de proiectare / Услуги по проектированию/ Design services</u></p> <p><input type="checkbox"/> <u>Servicii de instalare / Услуги по монтажу/ Installation services</u></p> <p><input type="checkbox"/> <u>Serviciu de reparații / Услуги по ремонту/ Repair service</u></p> <p><input type="checkbox"/> <u>Cercetări practice /</u></p>	
---	--

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

<p><u>Практические исследования/ Practical research</u></p> <p><input type="checkbox"/> Cercetare teoretică /</p> <p><u>Теоретические исследования/ Theoretical research</u></p> <p><input type="checkbox"/> Activitate legislative / Законотворческая деятельность/ Legislative activity</p> <p><input type="checkbox"/> Elaborarea standardelor și reglementărilor tehnice / Разработка технических стандартов и регламентов/ Development of technical standards and regulations</p> <p><input type="checkbox"/> Educație / Обучение/ Education</p> <p><input type="checkbox"/> Alte (specificați) / Другое (укажите)/ Other (specify)</p>	
--	--

Evaluarea impactului asupra produselor / serviciilor MSME în timpul COVID-19 / Оценка воздействия на продукты / услуги ММСП во время COVID-19 / Assessing the Impact of MSME Products / Services during COVID-19		
Modificările ocupării forței de muncă / Изменения в занятости / Employment changes		
#	Întrebarea / Вопрос / Question	Formatul răspunsului / Формат ответа / Answer format
1.	<p>Numărul de angajați înainte de criza COVID, în 2019-2020</p> <p>Количество сотрудников до кризиса COVID-2019-2020</p> <p>Number of employees before the COVID crisis in 2019-2020</p>	<p><input type="checkbox"/> pînă la / до / up to 7a /Да / Yes</p> <p><input type="checkbox"/> pînă la / до / up to 15</p> <p><input type="checkbox"/> pînă la / до / up to 50</p> <p><input type="checkbox"/> peste / более / above 50</p>
2.	<p>Numărul de angajați în 2021</p> <p>Количество сотрудников в 2021</p> <p>Number of employees in 2021</p>	<p><input type="checkbox"/> pînă la / до / up to 7a /Да / Yes</p> <p><input type="checkbox"/> pînă la / до / up to 15</p> <p><input type="checkbox"/> pînă la / до / up to 50</p> <p><input type="checkbox"/> peste / более / above 50</p>
3.	<p>Numărul de femei angajate înainte de criza COVID-19</p> <p>Количество сотрудников - женщин до кризиса COVID-2019-2020</p> <p>Number of female employees before the</p>	

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

	COVID-19 crisis	
4.	<p>Numărul de femei la moment în 2021</p> <p>Количество сотрудников-женщин в настоящее время, в 2021.</p> <p>Number of female employees in 2021</p>	
5.	<p>Numărul de angajați care au contractat COVID în 2019-2020?</p> <p>Количество сотрудников, которые переболели COVID в 2019-2020 годах?</p> <p>Number of employees that have contracted COVID in 2019-2020?</p>	

Producerea / Производство / Production			
6.	<p>Ați trecut la modul de lucru la distanță în 2019-2020?</p> <p>Вам приходилось переходить в удаленный режим в 2019-2020?</p> <p>Have you switched to remote mode in 2019-2020?</p>	<p><input type="checkbox"/> Da / Да / Yes</p> <p><input type="checkbox"/> Nu / Нет / No</p>	
7.	<p>Ați dezvoltat produse sau servicii suplimentare, inclusiv timpul în care lucrați la distanță în timpul pandemiei în 2019 - 2020?</p> <p>Разработали ли вы дополнительные продукты/услуги, в том числе при удаленной работе при пандемии в 2019-2020?</p> <p>Have you developed additional products or services, including the time when working remotely during pandemic in 2019 - 2020?</p>	<p><input type="checkbox"/> Da / Да / Yes</p> <p><input type="checkbox"/> Nu / Нет / No</p>	<p>If YES list additional product or service:</p>

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

8.	<p>A trebuit să încetați să furnizați unele produse sau servicii în timpul crizei COVID-19 din 2019 - 2020?</p> <p>Пришлось ли вам отказаться от предоставления некоторой продукции/услуг во время кризиса COVID в 2019-2020?</p> <p>Did you have to stop providing some products or services during the COVID-19 crisis in 2019 - 2020?</p>	<p><input type="checkbox"/> Da / Да / Yes</p> <p><input type="checkbox"/> Nu / Нет / No</p>	<p>If YES list product or service that stopped providing:</p>
----	--	---	---

Lanțul de aprovizionare / Цепочка поставок / Supply chain			
9.	<p>Cum a afectat criza COVID-19 aprovizionarea cu materiale etc. pentru producerea sau serviciul dvs. în 2020?</p> <p>Как повлияла пандемия COVID-2019-2020 на поставку материалов и др. для Вашего производства или услуг?</p> <p>How did the COVID-19 crisis affect the supply of materials, etc. for your production or service in 2020?</p>	<p><input type="checkbox"/> Întârziererea livrărilor / Задержки в поставках / Delays of supply</p> <p><input type="checkbox"/> Imposibilitatea aprovizionării / Невозможность поставок / Impossibility of supply</p> <p><input type="checkbox"/> Majorarea costului de aprovizionare / Рост стоимости поставок / Increase of the cost of supply</p> <p><input type="checkbox"/> Alte (specificați) / Другое (укажите) / Other (specify)</p>	<p>text</p>
10.	<p>Din cauza crizei COVID-19, a trebuit să încetați cooperarea cu unii parteneri locali sau din străinătate în 2019 - 2020?</p> <p>Пришлось ли вам прекратить работать с некоторыми партнерами в стране или за рубежом из-за COVID в 2019-</p>	<p><input type="checkbox"/> Da / Да / Yes</p> <p><input type="checkbox"/> Nu / Нет / No</p>	

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

	<p>2020 ?</p> <p>Due to COVID-19 crisis, did you have to stop cooperating with some partners at home or abroad in 2019 - 2020?</p>		
11.	<p>Ați găsit noi parteneri locali ca urmare a schimbărilor provocate de pandemie în 2019 - 2020?</p> <p>Нашли ли вы новых партнеров в стране в результате изменений, вызванных пандемией, в 2019-2020?</p> <p>Have you found new partners in the country as a result of changes, brought on by the pandemic in 2019 – 2020?</p>	<p><input type="checkbox"/> Am găsit / Нашли / Found</p> <p><input type="checkbox"/> Căutăm / Ищем / looking for</p> <p><input type="checkbox"/> Planificăm să căutăm / Планируем искать / planning</p> <p><input type="checkbox"/> Nu / Нет / no</p>	
12.	<p>Ați găsit, căutați sau intenționați să găsiți noi parteneri din străinătate?</p> <p>Нашли ли вы, ищете или планируете найти новых партнеров за рубежом?</p> <p>Have you found, or are you looking for or planning to find new partners abroad?</p>	<p><input type="checkbox"/> Am găsit / Нашли / Found</p> <p><input type="checkbox"/> Căutăm / Ищем / looking for</p> <p><input type="checkbox"/> Planificăm să căutăm / Планируем искать / planning</p> <p><input type="checkbox"/> Nu / Нет / no</p>	
13.	<p>Alte aspecte privind impactul crizei COVID-19 asupra lanțului de aprovizionare în 2019-2020?</p> <p>Другие аспекты влияния кризиса COVID в 2019-2020 на цепочку поставок? Пожалуйста, поделитесь Вашим опытом</p> <p>Other aspects of the impact of the COVID-19 crisis on the supply chain in 2019-2020?</p>	Text	

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

Finanțe / Финансы / Finances			
14.	<p>Ați avut angajamente financiare - împrumuturi sau microcredite înainte de criza COVID din 2019?</p> <p>Были ли у вас финансовые обязательства по кредитам/микрокредитам до начала кризиса COVID в 2019 году?</p> <p>Did you have financial commitments - loans or microloans prior to the 2019 COVID crisis?</p>	<p><input type="checkbox"/> Da credit / Да Кредит / Yes, credit</p> <p><input type="checkbox"/> Da microcredit / Да Микрокредит / yes, microcredit</p> <p><input type="checkbox"/> Da Împrumut privat / Да Частный заём / Yes Private loan</p> <p><input type="checkbox"/> Nu / Нет / No</p>	
15.	<p>Ați avut dificultăți în rambursarea împrumuturilor sau a microcreditelor?</p> <p>Были ли у вас сложности с выплатами кредитов, микрокредитов или займов?</p> <p>Did you have difficulties in repaying loans or microloans?</p>	<p><input type="checkbox"/> Da / Да / Yes</p> <p><input type="checkbox"/> Nu / Нет / No</p>	text
16.	<p>Banca dvs. sau organizația de microcredit a oferit vreun sprijin în rambursarea împrumuturilor (amânare, rate mai mici ale dobânzii etc.)</p> <p>Предоставлял ли ваш банк, микрокредитная организация или заёмщик какую-либо поддержку при выплате кредитов (отсрочка, снижение процентной ставки, и др.)</p> <p>Has your bank or microcredit organization provided any support in repaying loans (deferral, lower interest rates, etc.)</p>	<p><input type="checkbox"/> Nu / Нет / No</p> <p><input type="checkbox"/> Da, plăți întârziate / Да, отсрочку выплат / Yes, deferred payments</p> <p><input type="checkbox"/> Da, reducerea ratei % / Да, снижение % ставок / Yes, % rate reduction</p> <p><input type="checkbox"/> Alte (specificați) / Другое (укажите) / Other (specify)</p>	text

Măsurile de adaptare și atenuante întreprinse de IMM în timpul crizei COVID-19 / Адаптивные и смягчающие меры, предпринятые ММСП во время кризиса COVID-19 / Adaptive and mitigating measures undertaken by MSME during the COVID-19 crisis			
Măsurile de adaptare implementate (măsurile administrative și / sau tehnice) / Принятые адаптивные меры (административные и / или технические меры) / Adaptive measures implemented (administrative and/or technical measures)			
17.	<p>A trebuit să vindeți sau să reduceți utilizarea proprietăților sau echipamentelor imobiliare ca urmare a crizei COVID-19 din 2019-2020?</p> <p>Пришлось ли вам продать или отказаться от использования недвижимости или оборудования в результате кризиса COVID в 2019-2020?</p> <p>Did you have to sell or cut the use of real estate property or equipment as a result of the COVID-19 crisis in 2019-2020?</p>	<p><input type="checkbox"/> Da imobil / Да, недвижимость / Yes real estate</p> <p><input type="checkbox"/> Da echipament / Да, оборудование / yes equipment</p> <p><input type="checkbox"/> Da automobile / Да, транспортные средства /yes vehicles</p> <p><input type="checkbox"/> Nu / Нет /no</p>	
18.	<p>A trebuit să reduceți suprafața imobilelor închiriate sau să renunțați la contractele de chirie a imobilelor după criza COVID-2019-2020?</p> <p>Пришлось ли вам снизить площади арендуемых помещений или отказаться от аренды недвижимости после кризиса COVID в 2019-2020?</p> <p>Did you have to reduce the size of rented real estate or give up real estate leases after the COVID-2019-2020 crisis?</p>	<p><input type="checkbox"/> Da /Да / Yes</p> <p><input type="checkbox"/> Nu / Нет / No</p>	text
19.	<p>A trebuit să concediați angajați din cauza problemelor financiare create de criza COVID-19 în 2019 - 2020?</p> <p>Пришлось ли вам уволить сотрудников из-за финансовых проблем, вызванных COVID в 2019-2020 ?</p>	<p><input type="checkbox"/> Da /Да / Yes</p> <p><input type="checkbox"/> Nu / Нет / No</p>	text

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

	Did you have to lay off employees due to financial problems created by the COVID-19 crisis in 2019 - 2020?		
20.	<p>A trebuit să concediați angajați de sex feminin din cauza problemelor financiare create de criza COVID-19 în 2019 - 2020?</p> <p>Пришлось ли вам уволить сотрудников-женщин из-за финансовых проблем, вызванных COVID в 2019-2020?</p> <p>Did you have to lay off female employees because of the financial problems created by the COVID-19 crisis in 2019 - 2020?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	text
21.	<p>A trebuit să reduceți salariile angajaților din cauza problemelor create de criza COVID-19?</p> <p>Пришлось ли вам снизить зарплату сотрудникам из-за проблем, вызванных COVID в 2019-2020?</p> <p>Did you have to cut employees' salaries due to the problems created by the COVID-19 crisis?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	<p>text, %</p> <p>Dacă da, cu câte procente sa redus salariu, comparativ cu salariul dinaintea pandemiei?</p> <p>Если да, выберите, сколько процентов составляет зарплата после понижения, по сравнению с зарплатой до пандемии?</p> <p>If yes, select how much of the percentage of salary after the downgrade, compared to salary before the pandemic?</p>
22.	<p>Пришлось ли вам снизить зарплату сотрудникам-женщинам из-за проблем в компании, вызванных COVID в 2019-2020?</p> <p>Did you have to cut salaries of female employees due to the problems created by the COVID-19 crisis in 2019 - 2020?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	<p>text, %</p> <p>Dacă da, cu câte procente sa redus salariu, comparativ cu salariul dinaintea pandemiei?</p> <p>Если да, выберите, сколько процентов составляет зарплата после понижения, по сравнению с зарплатой до пандемии?</p> <p>If yes, select how much of the percentage of salary after the</p>

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

			downgrade, compared to salary before the pandemic?
23.	<p>Ați redus programul de lucru plătit din cauza problemelor create de criza COVID-19 în 2019 - 2020?</p> <p>Пришлось ли вам снижать занятость (оплачиваемое рабочее время) сотрудникам из-за проблем, вызванных COVID в 2019-2020?</p> <p>Have you reduced paid working hours of due to the problems created by the COVID-19 crisis in 2019 - 2020?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	<p>text, %</p> <p>Dacă da, selectați câte procente din ocuparea forței de muncă este post-pandemică versus ocuparea pre-pandemică?</p> <p>Если да, выберите, сколько процентов составляет занятость после пандемии, по сравнению с занятостью до пандемии?</p> <p>If yes, select how many percent of employment is post-pandemic versus pre-pandemic employment?</p>
24.	<p>Ați redus programul de lucru plătit al angajaților de sex feminin din cauza problemelor create de criza COVID-19 în 2019 - 2020?</p> <p>Пришлось ли вам снижать занятость (оплачиваемое рабочее время) сотрудникам-женщинам из-за проблем, вызванных COVID в 2019-2020?</p> <p>Have you reduced paid working hours of female employees due to the problems created by the COVID-19 crisis in 2019 - 2020?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	<p>text, %</p> <p>Dacă da, selectați câte procente din ocuparea forței de muncă este post-pandemică versus ocuparea pre-pandemică?</p> <p>Если да, выберите, сколько процентов составляет занятость после пандемии, по сравнению с занятостью до пандемии?</p> <p>If yes, select how many percent of employment is post-pandemic versus pre-pandemic employment?</p>
25.	<p>Ați atras împrumuturi suplimentare pentru organizarea muncii la distanță?</p> <p>Вы привлекали дополнительный кредит, микрокредит или заем для организации удаленной работы?</p> <p>Have you attracted additional loans for organizing remote work?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	text

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

26.	<p>Au plecat angajații din propria dorință din motive legate de COVID-19?</p> <p>Увольнялись ли сотрудники самостоятельно по связанным с COVID-19 причинам?</p> <p>Did employees leave on their own for COVID-19-related reasons?</p>	<p><input type="checkbox"/> Da / Да / Yes</p> <p><input type="checkbox"/> Nu / Нет / No</p>	text
27.	<p>Plănuți să vă schimbați sau să vă transformați domeniul de activitate din cauza consecințelor pandemiei?</p> <p>Вы планируете изменить или трансформировать свою сферу деятельности из-за последствий пандемии?</p> <p>Are you planning to change or transform your field of activity due to the consequences of the pandemic?</p>	<p><input type="checkbox"/> Da / Да / Yes</p> <p><input type="checkbox"/> Nu / Нет / No</p>	text
<p>Rezultate financiare obținute (vânzări, producție, cotă de piață, altele) / Достигнутые финансовые результаты (продажи, производство, доля рынка, прочее) / Achieved financial results (sales, production, market share, other)</p>			
28.	<p>Cifra de afaceri pe an înainte de criza COVID-2019 în 2019 – 2020, \$</p> <p>Объем оборота в год до кризиса COVID-19 в 2019-2020, в USD</p> <p>Turnover per year before the COVID-2019 crisis in 2019 – 2020</p>	<p><input type="checkbox"/> pînă la / до / up to 3000</p> <p><input type="checkbox"/> pînă la / до / up to 6000</p> <p><input type="checkbox"/> pînă la / до / up to 25000</p> <p><input type="checkbox"/> peste / более / above 25000</p>	Mii \$ Тыс. \$ \$ thousands
29.	<p>A existat o scădere / creștere a cifrei de afaceri în 2021?</p> <p>Наблюдалось ли снижение или рост валового дохода в течении кризиса COVID в 2019-2020?</p> <p>Were there a decrease / increase</p>	<p><input type="checkbox"/> scădere / снижние / decrease</p> <p><input type="checkbox"/> Nu / Нет / no</p> <p><input type="checkbox"/> creștere / рост / growth</p> <p><input type="checkbox"/> declin /</p>	Text %

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

	in turnover in 2021?	отклонение / decline	
30.	<p>S-a modificat volumul de bunuri / servicii produse de companie ca urmare a pandemiei?</p> <p>Изменились ли объемы произведенных товаров/услуг компанией в результате пандемии в 2019-2020?</p> <p>Has the volume of goods / services produced by the company changed as a result of the pandemic?</p>	<input type="checkbox"/> scădere / снижение / decrease <input type="checkbox"/> Nu / Нет / no <input type="checkbox"/> creștere / рост / growth <input type="checkbox"/> declin / отклонение / decline	Text %
31.	<p>Ați extins comunicarea cu investitorii, clienții și partenerii prin intermediul rețelelor sociale, oferind informații tehnice despre produse și servicii?</p> <p>Расширяли ли вы общение с инвесторами, клиентами и партнерами через соцсети, предоставляя техническую информацию о продуктах и услугах в 2019-2020?</p> <p>Have you expanded communication with investors, customers and partners through social media, providing technical information about products and services?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	<p>Text</p> <input type="checkbox"/> Da, Facebook / Фейсбук <input type="checkbox"/> Da, Instagram / Instagram <input type="checkbox"/> Da, VK / В Контакте <input type="checkbox"/> Da, WhatsApp / Ватсап <input type="checkbox"/> Da, Telegram / Телеграм <input type="checkbox"/> Da, OK / Одноклассники <input type="checkbox"/> Da, LinkedIn / Линкед Ин
32.	<p>Ați implementat vânzări online?</p> <p>Внедрили ли Вы онлайн – продажи в 2019-2020?</p> <p>Have you implemented online sales?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	text
33.	<p>Ați introdus produse sau servicii pentru combaterea și recuperarea după pandemia COVID-19, în</p>	<input type="checkbox"/> Da / Да / Yes	text

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

	<p>2019-2020?</p> <p>Внедрили ли вы продукты или услуги для борьбы с COVID-19 и восстановления после пандемии в 2019-2020?</p> <p>Have you introduced products or services to combat and recover from COVID-19 in 2019-2020?</p>	<input type="checkbox"/> Nu / Нет / No	
34.	<p>V-ați implementat sectorul serviciilor, recalificându-vă personalul sau diversificându-vă activitățile în proiecte în care poate fi oferită asistență la distanță?</p> <p>Переходили ли вы в 2019-2020 в сферу услуг, путем переподготовки своих сотрудников или диверсификации своей деятельности в проектах, где может быть предоставлена удаленная помощь?</p> <p>Have you moved into the service sector, by retraining your staff or diversifying their activities into projects where remote assistance can be provided?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	text
35.	<p>Ați oferit traininguri online plătite?</p> <p>Предоставляли ли платные онлайн-тренинги в 2019-2020?</p> <p>Did you provide paid online trainings?</p>	<input type="checkbox"/> Da, am început să oferim / Да, начали предоставлять / Yes, we started to provide <input type="checkbox"/> Da, dar le-am furnizat deja înainte de pandemie / Да, но мы уже предоставляли их до пандемии / Yes, but we already provided them before the pandemic <input type="checkbox"/> Nu / Нет	text

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

		/ No	
36.	<p>Ați atras fonduri de la agenții donatoare sau alte surse pentru cercetare și dezvoltare de soluții tehnice inovatoare solicitate pe piață?</p> <p>Привлекали ли средства от донорских агентств и других источников для НИОКР по инновационным и востребованным техническим решениям?</p> <p>Did you attract funds from donor agencies or other sources for R&D on innovative and in-demand technical solutions?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	text
37.	<p>Ați încercat să găsiți noi furnizori și clienți folosind asociații de afaceri sau din industrie, Camera de Comerț și Industrie?</p> <p>Пытались ли найти новых поставщиков и клиентов, используя бизнес ассоциации, отраслевые ассоциации, торгово-промышленную палату?</p> <p>Have you tried to find new suppliers and customers using business or industry associations, Chamber of Commerce and Industry?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	text
38.	<p>Ați putea furniza alte exemple de produse și servicii noi care ar putea ajuta colegii dvs. din industria SRE și EE?</p> <p>Можете ли вы привести другие примеры новых продуктов и услуг, которые могли бы помочь вашим коллегам в индустрии ВИЭ и ЭЭ?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	text

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

	Could you provide other examples of new products and services that could help your colleagues in the RES and EE industry?		
Asistență financiară acordată de guvern sau primită din alte surse / Финансовая помощь, предоставленная государством или полученная из других источников / Financial assistance provided by the government or received from other sources			
39.	<p>Ați primit asistență financiară (împrumuturi, plăți amânate, reduceri de impozite), subvenții sau alte asistențe de la stat?</p> <p>Оказывало ли вам государство финансовую помощь - кредиты, снижение налогов, субсидии или иную помощь в 2019-2020?</p> <p>Have you received financial assistance (loans, deferred payments, tax cuts), subsidies or other assistance from the state?</p>	<input type="checkbox"/> Da, împrumuturi preferențiat / Да, льготные кредиты / Yes, soft loans <input type="checkbox"/> Da, reduceri de impozite / Да, снижение налогов / Yes, tax cuts <input type="checkbox"/> Da, subvenții / Да, субсидии / Yes, subsidies <input type="checkbox"/> Nu / Нет / No <input type="checkbox"/> Alte (specificați) Другое (укажите) / Other (specify)	text
40.	<p>Organizațiile internaționale v-au oferit asistență?</p> <p>Оказывали ли вам помощь международные организации? во время кризиса в 2019-2020 году?</p> <p>Did international organizations provide you with assistance?</p>	<input type="checkbox"/> Da / Да / Yes <input type="checkbox"/> Nu / Нет / No	text
41.	<p>Cum a afectat sprijinul activitatea companiei în timpul crizei COVID-19?</p> <p>Как повлияла поддержка от государства на деятельность компании во время кризиса в 2019-2020 году?</p> <p>How did the support affect the company's operations during the</p>	<input type="checkbox"/> Da, a eliminat complet consecințele crizei / Да, в полной мере устранила последствия кризиса / Yes, fully eliminated the consequences of the crisis <input type="checkbox"/> Eliminat parțial /	

Guidelines and Best Practices for micro-, small and medium enterprises MSMEs in the Republic of Moldova in delivering energy-efficient products and in providing renewable energy equipment

	<p>COVID-19 crisis?</p>	<p>Устранила частично / Eliminated partially</p> <p><input type="checkbox"/> Nu a afectat în nici un fel / Никак не повлияла / did not affect in any way</p> <p><input type="checkbox"/> Nu am primit sprijin / Не получили поддержки / Didn't get support</p>	
42.	<p>Ce asistență doriți să mai primiți, în afară de ceea ce oferă guvernul?</p> <p>Какие меры вы посоветовали бы правительству для поддержки бизнеса, кроме тех, которые оно предлагало?</p> <p>What assistance would you like to receive, besides what the government is offering?</p>	text	text