# Development of the operating Methodology for the REGLPORTS cross-border Network

Deliverable D.T3.1.1
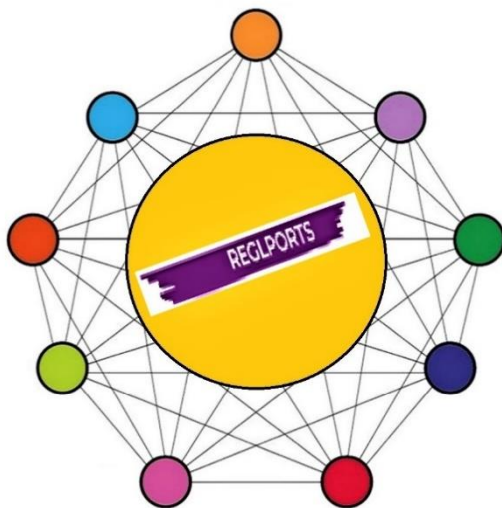
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# Contents

# I. Introduction

## 1. Transnational Cooperation Programme

The REGLPORTS Project/No.250 "Nautical Tourism Development and Promotion of Regional Ports" is financed by the Transnational Cooperation Programme "2014 - 2020 Interreg IPA CBC Italy - Albania – Montenegro". The Programme has been identified as a structured tool to strengthen cooperation in the areas, to support the know-how and experiences' sharing, improvement of the public policies and networking, between national, regional and local authorities and other territorial actors of the Programme Area.

The Adriatic Sea is characterized by a unique coastal environment with significant potential for tourism development. However, this potential is not fully exploited, while tourist activities are mainly focused on a seasonal "sun, sea and sand" approach. Here comes the "2014 - 2020 Interreg IPA CBC Italy - Albania – Montenegro" Programme and the REGLPORTS Project to give prominence to the alternative form of Nautical Tourism (NT).

The Interreg IPA CBC Italy-Albania-Montenegro Programme is co-funded by the European Union (EU) through the Instrument for Pre-Accession (IPA II) and co-financed by the countries that fall within its territorial scope. The Programme is managed by the Puglia Region, which participates together with another Italian Region, Molise; Albania and Montenegro participate with the entire territory.

Promoting economic growth and intensification cooperation in the low Adriatic area are the Programme's objective. It aims to implement joint actions between national and regional institutional and non-profit actors and by fostering smart, inclusive and sustainable development.

Entrepreneurship and innovation are powerful drivers of economic growth. As the Programme area suffers from markets' fragmentation, high unemployment and limited labor force skills, "Priority Axis 1: Entrepreneurship & Innovation" is dedicated to actions that foster the area's entrepreneurship potential by encouraging SMEs' cooperation and networking, clusters and clusters policies, new business models' applications and in particular the ones promoting innovation, opens up new markets and support internationalisation. Four "Specific Objectives" (SO) are established to better focus the above-mentioned topics. The first "Specific Objective" (SO 1.1) aims to enhance the framework conditions for the development of SMEs cross border market, the second "Specific Objective", divided in two, wants to boost the attractiveness of natural and cultural assets to improve a smart and sustainable economic development (SO 2.1) and increase the cooperation of the key actors of the area for the delivery of innovative cultural and creative products (SO 2.2). The third focuses on increasing cross border (CB) cooperation strategies on water landscapes (SO 3.1) and promoting innovative practices and tools to reduce carbon emission and

to improve energy efficiency (SO 3.2). The fourth and last "Specific Objective", (SO 4.1) goes on increasing coordination among relevant stakeholders to promote sustainable cross border connections in the cooperation area.

## 2. REGLPORTS Project

The REGLPORTS Project involves the cooperation of Albania, Italy and Montenegro. Specifically, they want to via focusing on Nautical Tourism (NT) to prolong the tourist season, tap new markets and overall, provide the essential conditions for regional economic growth.

The overall objective of REGLPORTS is the development of a common model and plans for the enhancement of Nautical Tourism in the Programme area. In particular, the project wants to develop Nautical Tourism in 21 small and medium-sized ports.  It also aims to link the selected ports with the inland, through alternative tourism activities, related to natural and cultural assets, sports and leisure activities, archaeological sites and historical monuments, as well as to gastronomy, religion and culture. The main expected result is to facilitate smart and sustainable tourism management, thus boost financial growth and reduce unemployment.

## 3. Intervention Area

The Intervention Area is the same geographical area covered by the "2014 - 2020 Interreg IPA CBC Italy - Albania – Montenegro" Cooperation Programme where knowhow & synergies with local actions groups will be capitalized. The economic possibilities of combining NT with combined properly with other mild tourism activities it may be prolonged with profound positive impact to local economies. The whole approach will be a holistic bottom up approach.

Hence, the overall objective of the Project is to develop a common model for the smart and sustainable NT management through integrated development plans. REGLPORTS aims to provide a holistic approach by connecting the coastal areas with the rich inland's assets, emerging and promoting the interconnected areas (Area Brand, Thematic Routes), and upgrading tourism supporting services and products.

## 4. The Importance of a durable Stakeholder Network

Stakeholder network exists to deal with complex local and global issues including sustainability and education. Stakeholder network is held together by the members' shared interest or stake in a common issue. Networking is the ability to build and expand social and business relationships relevant to the professional development and expertise of an individual or organization. It can take different formats: events that

involve a face-to-face meetings or involvement in virtual spaces – social networks or communication groups.

The establishment of a durable transnational Network within the REGLPORTS Project will play a decisive role in the longevity of the Project, even after its conclusion, its objectives and overall goals. It will contribute to serving common interests on a local and transnational level, exchanging good practices with other local communities and actors with common features, augmenting human potential, knowledge, experience & expertise, maximizing the utilization of endogenous socioeconomic and touristic potential via extrovert cooperation.

## 5. Action Plan for Development of a Network of stakeholders

The **main goal of this Operating Methodology for the Development of the REGLPORTS cross-border Network (Action Plan)** is to establish & maintain functional and durable business and tourism oriented transnational network with existing relevant networks, local authorities & civil society organizations, & enhance practices, information & methods. The document defines the roles and responsibilities of all participants in the networking process.

The present **Operating Methodology - Action Plan for Development of a Network of stakeholders** is one of the deliverables of the Project (D.T3.1.1).

### 5.1 The Principles

The approach of this Operating Methodology / Action Plan is modelled on the project management method and it is based on the following Principles:

**- Tailored to suit the Project Environment and Program's Policies**

The Action Plan takes into consideration all the findings of the Italy-Albania-Montenegro Programme and the REGLPORTS Application Form about the social-economic, cultural and ecological environment in the intervention area. This is to better suit the individual aspects of the Network development as part of the REGLPORTS Project.

**- Continuous Project Justification**

The necessity of the Stakeholder Network is justified in the main REGLPORTS documents - The Application Form and the Project's Budget. The alignment of the Action Plan to the above mentioned two documents should be kept throughout all phases. The Action Plan is also an integral part of the REGLPORTS Communication Plan which ensures effective and efficient Project Communication outlining communication objectives, communication strategy, activities and tools to be used.

**- Learning from Experience**

The Action Plan takes into consideration the previous related and relevant experience of all PPs, as a foundation to avoid past mistakes and to choose the most relevant techniques and tools for the development of the Network.

**- Managing by Project Phases**

The Action Plan envisage that the Network is developed, monitored and controlled on a phase-to-phase basis. Each phase is a set of activities and outputs to be delivered at certain point of the timeline. The phases are four in total - three within the Project: **Initial, Development and Assessment Phase** and one after the end of the Project – **Post Project Phase**.

**- Roles and Responsibilities**

The Action Plan sets roles and responsibilities within the Project Team relevant to the development and support of the Network. All PPs need to be involved effectively in the development of the Network, thus improving and promoting a wider support among the stakeholders. This involvement will also establish means of effective communication between them. The Action Plan clarifies the hierarchical structure of the team responsible for the development and support of the Network during all phases.

**- Focus on the Products**

The Action Plan is driven by the results it has to produce described eloquently in the Application Form. The Project's work packages, activities and deliverables, have been carefully designed in order to actively involve all partners through a joint implementation procedure, aiming to maximize the efficiency of the results through their expertise and common fruitful contribution.

A product is defined as an input or output, whether tangible or intangible, that can be described in advance, created and tested. All activities in the Action Plan are product focused rather than work based. The development of the Network dictates the necessary activity. The Action Plan will focus on the Product Description of the Network as one of the main results and deliverables of the REGLPORTS Project. Moreover, the right definition of the Network's characteristics and functionalities is instrumental for the best understanding of what is required to be accomplished structure and technical design wise. The Action Plan uses Product Descriptions to provide clarity for several outputs that are subject of the Plan and that are of essential importance for the development of the Network. The 'product focus' will greatly assist the future assessment of the Network that is planned for the end of the REGLPORTS Project.

**- Collaborative Approach**

The whole implementation of the Project was designed as joint collaborative effort.

In addition, the very same Network aims to be a continuous collaboration of the involved stakeholders. Collaboration is particularly relevant to the aim of achieving competitive and sustainable Natural Tourism in the area while fully exploiting the Project's outcomes.

In this context we see clearly the following reasons:

- Connection of the 21 small and medium-sized ports and with the richer inland, showcasing local attractions, such as alternative tourism activities, natural and cultural assets, sports and leisure activities, archaeological sites and historical monuments, as well as to gastronomy, religion and culture at the moment is under-utilized and, on some level, fragmented.

- The issues associated with sustainable Nautical Tourism are complex and a wide range of stakeholders is affected by its impact.

- Thus, the functioning of the Network requires a strong process of collaboration at PP level and at the level of communication with stakeholders, to allow jointly agreed or collective actions in the future period after the official end of the REGLPORTS Project.

**- Sustainability**

The sustainable functioning of the Network should aim to form strong bonds of cooperation and joint action on a local and CB level. Sustainability principles refer to the environmental, economic and socio-cultural aspects of NT development, and a suitable balance must be established between these three dimensions to guarantee its long-term sustainability.

The sustainable functioning Network should:

- respect the socio-cultural authenticity of local communities, conserve their built and living cultural heritage and traditional values, and contribute to inter-cultural understanding and tolerance;

- ensure viable, long-term economic operations, providing socio-economic benefits to all stakeholders that are fairly distributed, including stable employment and income-earning opportunities and social services to local communities, and contributing to poverty alleviation;

- raise stakeholder's awareness about environmental sustainability and tourism sustainability issues and promoting sustainable tourism management practices among them.

## II. Development of the operating Methodology for the REGLPORTS cross-border Network

The **aim of the Operating Methodology for the REGLPORTS cross-border Network** is to establish and maintain a functional and durable business and tourism oriented transnational network, creating the necessary synergies with existing relevant networks, if possible, local authorities and civil society organizations, subsequently enhancing existing practices, establishing new ones, and also spread comparative information and methods. The overall Action Plan for the development of the Network of stakeholders will define the roles and responsibilities of all participants in the networking process. At the end, the REGLPORTS Network will substantially contribute to cross-border cooperation and support the REGLPORTS Tourism Development Plans and ensure the sustainability and the transferability of the produced outputs.

### 1. Purpose of the Network

In line with the Application Form the eventual aspiration of REGLPORTS Network is the formation of transnational cooperation for the enhancement of Nautical Tourism (NT), consequently strengthening sustainable tourism management in the intervention area. The Network is based on the main principles of the project, to develop Nautical Tourism in 21 small and medium-sized ports and connecting them with the richer inland, showcasing local attractions, such as alternative tourism activities, natural and cultural assets, sports and leisure activities, archaeological sites and historical monuments, as well as to gastronomy, religion and culture.

The network includes identifying, approaching and recording of potential stakeholders, the network's tactical objectives and the achievement methodology.

Involving and engaging local communities and the establishment of local, national and transnational networks is an important factor for the longevity and success of REGLPORTS, as it encourages a bottom-up and holistic approach in to getting involved with active local communities which will help them emerge and promote their interconnected areas and subsequently help will increase tourism population, regional economic growth.

The establishment of a business and tourism oriented transnational network will allow a deeper insight and access to know-how, related to effective methodologies and tools for Nautical Tourism local Development for local authorities and the rest of the key stakeholders. The Stakeholder Network will contribute to serving

common interests on a local level, exchanging good practices and know-how with other local points of interest and their communities with common features and needs, make good use of human potential, knowledge & experience, maximizing the underutilized possibilities of the neighboring touristic spots and small ports, which sometimes they cannot be successfully addressed by individual national strategies.

The engagement and inclusion of relevant key stakeholders in the Networks' and permanent structures (REGLPORTS Centers, located at 3 pilot ports {one in each country}) will ensure the Network's further durability. The Network will also support potential beneficiaries for the continuation of the REGLPORTS results. The Network will have a dynamic evolution as it grows and cooperates with similar groups, thus ensuring local and transnational transferability, applicability and viability of the Project's results.

The Project Partners while building the selection criteria for possible beneficiaries and target groups for the Network they will do so with respect to diversity, non-discrimination and promoting equal opportunities.

## 2. Composition and Derivation of the Network

The Network is composed of the technical infrastructure and its Members.

### A. Technical infrastructure

➢ **3 REGLPORTS Support Centers** – The established REGLPORTS Centers (located in 3 pilot ports in Italy, Albania and Montenegro) will conduct at least the following networking activities: dissemination of information about the REGLPORTS Project and the Network, gathering information and feedback on stakeholders' expectations and needs, promoting the benefits and necessity to agree with the overall spirit of the outputs of the Project, while maintaining, operating and updating the IDS, PMS systems and the other ICT Tools (i-Tourist Guide, web-GIS) after the completion of the Project and for at least five years after the end of the Project. They will often be required to upload updated information the ICT tools and, as needed, assist stakeholders and visitors in using the ICT tools.

Every Center will participate in networking support activities that include the exchange of expertise and best practices, information and awareness activities, etc., aiming to maintain and establish new synergies and cooperations and strengthen existing cooperations between authorities and organisations of the NT sector's activity within the intervention area. The staff of the REGLPORTS Support Centers has to provide support in the effective and smooth operation of the Network. The Support Center will remain operational, serving as a node of communication, to create, develop & coordinate networking activities post project conclusion.

The very same establishment of the REGLPORTS Centers is the active commitment to CB cooperation of the involved parties, involving stakeholders, organizations, public bodies and, ultimately citizens and volunteers. In addition, the transferability of Project outputs and the possibility to have a follow-up will be highly promoted by the operation of the Centers and Networks who will undertake the dissemination of Project outputs beyond its conclusion.

The activities and responsibilities of the REGLPORTS Support Centers are set out in the following Project documents - the Project Application Form and Budget and the Action plan for development of a Network of Stakeholders.

➢ **ICT Tools (i-Tourist Guide, web-GIS) and IDS, PMS systems with common tourist services** – The overall objective of the Project is the development of common models and plans for the enhancement of Nautical Tourism in the intervention area. The envisaged ICT Tools (i-Tourist Guide, web-GIS) and IDS,

PMS systems, are expected to improve smart and sustainable economic development and significantly boost the attractiveness of natural and cultural assets which are nearby the designated REGLPORTS ports.

With this in mind, the main objectives include:

**a.** the capitalization of inland's natural and cultural assets which could lead to diversified tourism products and services,

**b.** the promotion of environmental sustainability, and

**c.** the effective use of aforementioned smart ICT tools that will substantially upgrade the existing tourism facilities and services.

The **REGLPORTS ICT Tools (i-Tourist Guide, web-GIS) and IDS, PMS systems** are aimed to achieve environmental sustainability; hence, preserving the natural resources and environmental protection of natural habitats and with this, prerequisite the Project's success. In general, the increase of the use of ICT technologies is expected to enhance the "low-tech" profile of the cross-border region and help the intervention area in successfully competing with other Mediterranean tourist destinations.

Practically, the smart **ICT tools** will encompass variable systems/softwares/applications aiming to significantly upgrade the offered tourism services and facilities. Specifically, they include:

- The Port Monitoring System (PMS) that constitutes an advanced Information and Communication Technology (ICT) system, supported by a real-time environmental water quality sensor and a meteorological station.

- The Informative Destination System (IDS) that constitutes a versatile tool for planning and management of trips by yachts to REGLPORTS ports/marinas.

- The REGLPORTS i-Tourist Guide that constitutes a smart mobile application for trip planning within the REGLPORTS Thematic Routes (e.g. cultural, archaeological, religious, gastronomical, ecological, sport/leisure activities, etc.)

- The web-GIS system that constitutes an interactive tool for the recorded information, thematic routes and data.

## B. Network Members

The six Project Partners form the original Core of the Network that will start and be actively involved in the approach, development and expansion with potential new Members. Stakeholder Networks are held together by the members' shared interest or stake in a common issue. Stakeholder Network Members will come under the prism of mutual Learning, Trust and Innovation.

The REGLPORTS Network will substantially contribute to cross-border cooperation and support of REGLPORTS Tourism Development Plans. It will bring together and establish cooperation amongst entities that are interested in the nautical environment and sustainable development. Through common activities, initiatives, expertise and experience transfer, exchange of knowledge, common education and technical meetings, the effort of public and private bodies will be enforced towards the achievement of the Project goals.

*Figure 1 Network communication and transformation processes*



Communication process for Network development

Transformation process from Potential Stakeholder, Target Group representative or Project Partner to Network Member
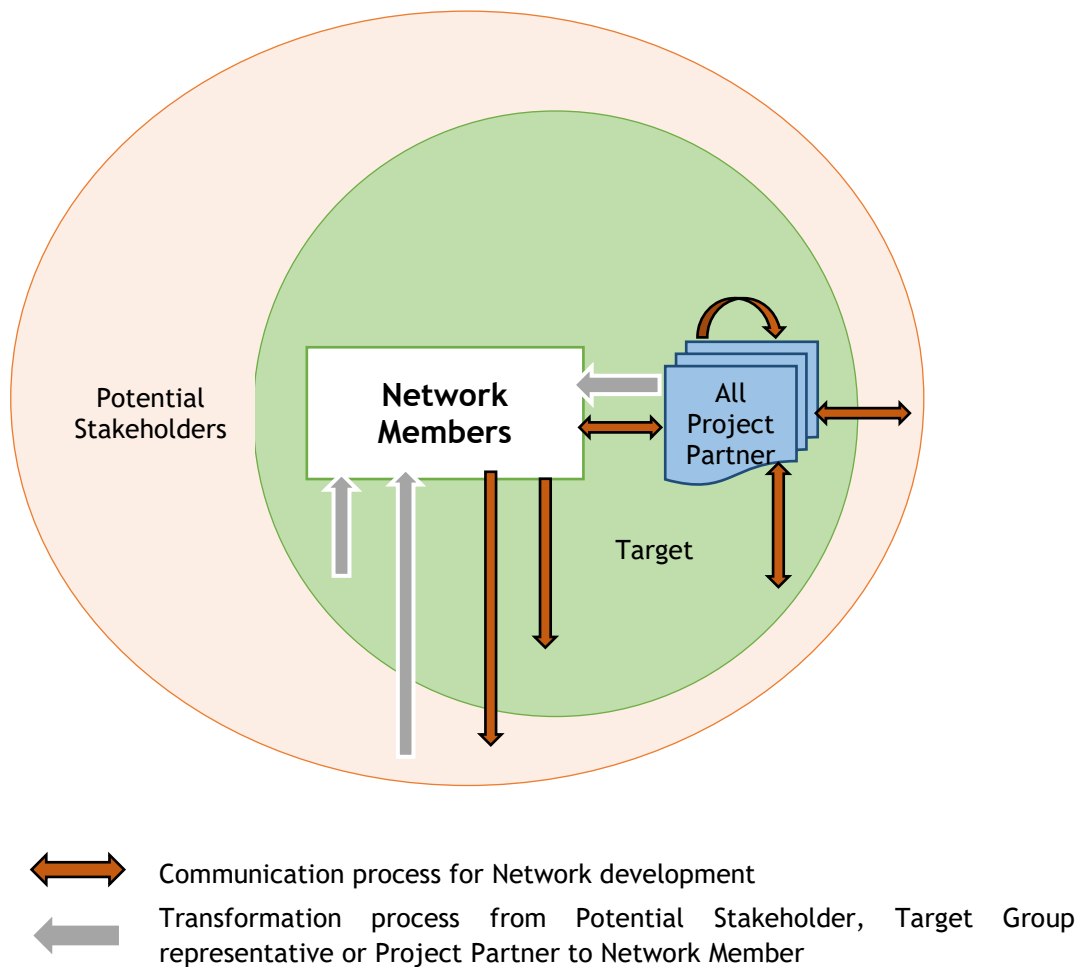
New Members - engaged stakeholders who want to join the Network will have to agree with the terms and content of the Memorandum of Cooperation, in order to secure their commitment. Networking support services include the exchange of expertise, knowledge and best practices, information and awareness activities, business consulting etc., aiming to establish synergies and strengthen cooperation between authorities and organisations of nautical tourism and support the tourist economic activity in the intervention area, with respect to the nautical/coastal environment.

Network development is a dynamic process in which Potential Stakeholders will be informed about the opportunities that the REGLPORTS Project, its outputs and the actual Network offer them. The process of Stakeholder Engagement and becoming from Potential stakeholders to Network Members will include a variety of steps; stakeholder's identifying, profiling, mapping and agreeing to the Memorandum of Cooperation. These activities are mainly assigned to the REGLPORTS Centers, but they include actions and support from the Project Partners.

Initially, the Memorandum of Cooperation will only be signed on paper and the collected information will be provided periodically to LP. Once the IT networking tool is operational, the LP will upload the collected information on it. Further the new stakeholders will be able to agree to the terms and conditions of the Memorandum online.

Project Partners, target group representatives and all stakeholders can be Members of the Network:

**Primary target groups** identified in the Project:

1. **At local level**, individuals, locals, volunteers, businesses and other entities, which have sincere interest in exchanging experiences and know-how with the other members on protection of the environment, development of the nautical tourism and are interested in being benefitted by enhancing their business capacity & capabilities with networking at national & international level.

2. **Nautical and other public authorities**, which are authorized to create or improve policies that can help the Cross-border Network and are also interested in exchanging experiences and know-how oriented to the protection of the environment, developing the nautical tourism and interconnection of small ports with inland destinations in Intervention Areas. The public authorities will be benefited by technical support by the Network and the Centers at a local and CB level.

**Stakeholders of the Network** defined by the Project:

1. Small to Medium Enterprises (SMEs);
2. Local authorities (local / regional / national);
3. Civil Society Organizations;
4. Business Clusters;
5. Governmental institutions (local / regional / national);
6. Nautical Tourism professionals;
7. Other projects working with similar issues;
8. Sectoral agencies/ Travel agents (local / regional / national)

**Potential Members of the Network**:

1. Project Partners;
2. Business clusters;
3. Civil society organizations;
4. 5. Local authorities (local / regional / national);
5. Governmental institutions (local / regional / national);
6. Small to Medium Enterprises (SMEs);
7. Nautical Tourism professionals;
8. Other projects working with similar issues;
9. Citizens & volunteers.

## 3. Development Skills Required

The networking experience of all Project Partners is a valuable asset for the longevity of the Network. Ideally, all Partners (their staff and the employees of companies performing External Expertise & Services related to network activities) have to work as active Agents of developing, promoting and expanding the REGLPORTS Network.

As the Network is transnational and business-oriented for its sustainable development, in order to achieve successful stakeholder engagement and use of the ICT tools' functionality, the following skills are required:

- ➢ **Good level of English** - The working language of the Project is English. It should be noted that all officially submitted information about the Project and the Network will be in English. This includes the smart ICT tools.

- ➢ **IT Skills** – Partners' IT Prowess and experience in working with IT tools in their daily workload but also in other projects would help them utilize & capitalize on tools, knowledge and information provided by the Network and the Centres. Of course, the Centre's staff will be there to support the Network Members with the ICT tools, and any other related help they can provide.

- ➢ **Communication Skills** - For the proper establishment and functioning of the Network and the implementation of activities interweaved with its expansion through the active involvement of the Stakeholders, the communication skills and experience of the staff at the Support Centers are essential. Moreover, communication with stakeholders must be consistent and in line with the basic principles and guidelines set out in the Project Communication Plan.

# 4. Quality characteristics and expectations from the Network

## A. Quality characteristics

According to the Project definition, the Network is described as **durable tourism/business-oriented transnational** network with active engagement of citizens, civil society organizations, local authorities and enterprises for the efficient use of available resources (i.e. natural and cultural assets) which will lead to new jobs, promotion of green, blue and social entrepreneurship and higher sustainable growth rate. According to other texts in the Project, it is estimated to be **transnational applicable**, **knowledge transferable**, **viable and sustainable** after the end of the Project.

➢ **Durable** – ensured by the engagement and integration of key stakeholders in the Networks and permanent structures.

➢ **Business oriented** - provided by participation of enterprises, local authorities and civil society organizations through the use of the REGLPORTS Support Centers and the Project's own outputs including conducting of targeted discussions on the project's challenges, opportunities & solutions, numerous events identifying feedback & issues for consideration and disseminating project and network information.

➢ **Transnational** - provided by the involvement of Partners and stakeholders from the involved countries – Albania, Italia and Montenegro;

➢ **Transnationally applicable** - The Network will use a joint approach in order to share the outputs of the Project, further knowledge and initiate synergies.

➢ **Knowledge transferable** - the network will contribute in the transfer of know-how, thus promoting project results & enabling joint approaches to common demands & opportunities for enhancing & promoting entrepreneurship.

➢ **Viable** - The Network will have a dynamic evolution as it grows and cooperates with other networks, thus will assure the transferability and viability of the Project's results.

➢ **Sustainable –** The Evaluation Report for the Network sustainability is the first document that will measure its sustainability within the Project duration and will define the preconditions for the network sustainable growth through the PPs active participation, the REGLPORTS Centers and their networking support and capabilities, which will remain operational after the end of the Project.

## B. Expectations from the Network

REGLPORTS Network meets the following three expectations for building stakeholder network: underlined learning and innovation, trust-building and capacity to manage change. Thinking together with others can help generate sustainable and innovative solutions to organizational and societal issues. Given the right process, network members build trust, mutual understanding and a sense of common identity and purpose. Over time, the Network will develop collective knowledge and intelligence, new capacities and governance structures that will allow for difficult issues to be addressed.

➢ **Enhanced Learning and Innovation**

**Networking will:**

- allow improvement of transnational cooperation and nautical tourism and local enterprises sustainable development based on the principles of innovation, sustainable economic growth and increase of welfare;

- provide deeper insight and access to know-how in the long-term;

- deal with a permanent exchange of experience and expertise

- enhance entrepreneurship at local & international level by specialized tools & methodologies.

- contribute for smoothing the information deficit by creation of internet database, e-services & structures.

**Individuals & enterprises** with innovative business ideas at a local and transnational level will implement their ideas and will enhance their business capacities.

➢ **Trust-building**

**Networking will contribute to:**

- sustainable relationships of trust and cooperation by provision of networking services, tools, events, meetings, operation of permanent structures;

- strengthening international cooperation between business clusters, individual enterprises, civil society organizations as well as local authorities for business capacity expanding and creation or safeguard jobs;

- addressing the issue of unutilized public property through the creation of local partnerships involving municipalities & civil society organizations.

**Individuals & enterprises** at urban level will benefit from having access through the Network to necessary information regarding the business opportunities in the inland areas & will enhance their entrepreneurial capacities with purpose to protect the environment, develop the nautical tourism and interconnect small ports with inland destinations & start new or expand their existing enterprises there.

- ➢ **Capacity to Manage Change**

  **Networking will:**

  - help improve policy-making for public authorities, due to the technical and informational support of the REGLPORTS Centers. This will stimulate the local enterprises in the areas & as a result the local economy will be enhanced;

  - create a high level of awareness and networking among citizens, volunteers and relevant stakeholders;

  - allow engagement of stakeholders and the public by sharing results and findings of the REGLPORTS Project through the Project's website with e-service and the tools linked to it;

  - provide new opportunities for indicating partners and EU contribution.

## 5. Action Plan realization of the Network

**The Action Plan realization of the Network within the Project duration** will be in three phases.

A. Initial phase - The phase ends when the following conditions are fulfilled:

➢ The final version of the Communication Plan has been prepared and disseminated to the Project Partners by e-mail.

➢ The final version of the Action Plan has been prepared and disseminated to the Project Partners by e-mail.

➢ The final version of the Memorandum of Cooperation has been prepared and sent to the LP.

➢ The final version of the Action Plan for the development and operation of the Centers has been prepared and disseminated to the Project Partners by e-mail.

B. Development phase - In this phase, the ICT tools (IDS, PMS, GIS, i-tourist guide) will be freely available and all Project Centers are fully operating and Partners are actively involved in information and promotion activities related to the Network and the Project. Stakeholder Engagement is at an advanced stage. The phase ends when the following conditions are fulfilled:

➢ **The ICT tools have been put into operation** and at least the following information will be available to the stakeholders:

- presentation of the REGLPORTS Support Centers,

- calendar of the Centers' activities for two months ahead,

- the text of the Memorandum of Cooperation with the technical ability to electronically agree with it and

- Network Members Sector.

➢ **PP2** (The Municipality of Molfetta) has finished the development and promotion of the envisaged tourism development plan. Moreover, the REGLPORTS Antenna is placed and working at its selected port.

➢ **PP6** (Municipality of Herceg Novi) has finished and delivered the installation and operation of the envisaged ICT tools, as it has been chosen carefully as the pilot port in Montenegro in which the developed systems were to be installed.

➢ The **REGLPORTS Support Centers** have been accommodated in the respective premises, the necessary furniture has been purchased and the purchased equipment has been installed and put into operation.

➢ All Project Partners and minimum 10 stakeholders per Partner Countries have joined the Memorandum of Cooperation on paper;

C. Assessment Phase – Proof for the functioning and sustainability of the transnational Network must be available during this phase. The Centers have to carry out the activities set out in their calendars, they have to continue to engage new stakeholders, and the Network has to provide the necessary information on business opportunities in the intervention areas. The phase ends when the following conditions are fulfilled:

➢ Each REGLPORTS Support Centers prepare and provide their calendar for Network activities after the end of the Project;

➢ The final version of the **Assessment of the Network's durability and sustainability** has been prepared. This document will postulate corrective actions to ensure continued and post project operation and aim to serve as presentation of Good Practice.

## III. Project Partners Responsibilities for Action Plan implementation by phases

The Action Plan sets roles and responsibilities within the Project Team relevant to the development and support of the Network. All Project Partners need to be involved effectively in the development of the Network, thus improving and promoting a wider support among the stakeholders. This involvement will also establish means of effective communication between them. The Action Plan clarifies the hierarchical structure of the team responsible for the development and support of the Network during all phases.

### 1. Phase-to-phase Network development

The Action Plan envisage that the Network is developed, monitored and controlled on a phase-to-phase basis. Each phase is a set of activities and outputs to be delivered at certain point of the timeline. Within the Project, there are three phases: **Initial, Development and Assessment Phase** and one **Post-Project Phase,** defining the sustainable operation of the Network and networking activities of the REGLPORTS Support Centers after the end of the Project.

Initial phase has to include the Network preparatory activities which will set all founding documents for its development, content and activities for stakeholders' engagement together with partners' responsibilities and deadlines for their implementation. The LP - National Coastline Agency of Albania has to prepare & distribute to all Partners the initial documentation that will support and direct the implementation of the Project and its Outputs.

**Networking** aims to fully exploit the Project's outcomes and build up strong bonds of cooperation and joint action. Additionally, the establishment and operation of the REGLPORTS Centers aims to securing the effective cross-border cooperation and sustainability of the envisaged tourism development plan. Centers will constitute a key aspect of the Project's success and viability, since they will be responsible for the implementation of the Nautical Tourism plan and the smooth operation of the ICT tools and systems, during and after the end of the Project.

**LP National Coastline Agency (ALB).** The LP will lead the Project management by planning, monitoring & coordinating the overall progress work.

**P2 Municipality of Molfetta (IT)** has to prepare, discuss with the Partners and

finalize the Operation Methodology for development of the REGLOPORTS Network of stakeholders (Action Plan) and has to sign with the External Service Contractor the contract for their expertise.

**All Partners** have to actively participate in draft discussions and have to return to the respective Partner <u>within a week</u> their feedback, remarks, ideas and suggestions, if any.

Development phase has to include Network development and expansion by fully operating smart ICT tools and Systems, REGLPORTS Support Centers and variety of activities for Stakeholder Engagement, along with partners' responsibilities and deadlines for their implementation.

All Project partners (6) and Associated partners (4) will adopt the results of the Project and will be significantly benefited by their application. In addition, at least 4 more institutions from the REGLPORTS Network outside of the current partnership are expected to adopt new strategies; hence, the total expected number of institutions is at least 14.

All Project partners (6) and Associated partners (4) will apply new tools, since the ICT tools (IDS, PMS, GIS, i-tourist guide) will be freely available and will facilitate the tourism development plans which all partners are involved. In addition, at least 4 more partners from the REGLPORTS Network outside the current partnership are expected to apply new/improved tools and services.

All Partners that will have the Centers established in their regions (Italy, Albania and Montenegro) they will be responsible for overlooking and support of the running of the Support Centers and Networking activities in a 5-year lifespan after the conclusion of the Project.

About 50 new jobs are expected to be created in the entire intervention area, due to the establishment of REGLPORTS Tourist Companions which will be organized and supported by the REGLPORTS Centers. In addition about 50 new jobs are expected to be created due to the envisaged tourism development plan and the upgrade of tourism services and products which is envisaged to deliver.

**Important Note: The current situation with the Covid 19 pandemic presents unprecedented challenges for everyone, and as expected for Projects and particular Deliverables, especially ones that require physical contact to obtain more immediate results or a larger scope, i.e. Training / Workshops / Events, etc.**

**The Project Partners, of course remain dedicated in progressing and finishing their project goals, but they will have to be vigilant in keeping up to date with the volatile situation and the day to day changes to permissions and restrictions for the general health.**

Overall, the Project foresees capitalization of its results through the establishment of Networks for CB cooperation among stakeholders, public authorities/services, academia, NGO's and tourism professionals. Through the developed Networks, the envisaged tourism plan will be continuously re-evaluated, and if necessary, re-adjusted and optimized according to needs, stresses and requests.

Assessment phase has to include evidence for the establishment of business oriented transnational Network including future planed networking activities after the end of the Project. The main output from this phase is the **Assessment of the Network's durability and sustainability**.

# ANNEX

# Guidelines for basics standards of Operation and Networking instructions

## 1. Guidelines for Stakeholder Engagement

The Stakeholder Engagement within the REGLPORTS Project is both strategic and operational and has been based on building trust relationships among the Network Participants. To ensure the viability and sustainability of the Network after the Project lifetime, the Memorandum for Cooperation has been prepared.

Stakeholder engagement is an on-going process and is critical for supporting the project's risk management process, specifically the early identification and avoidance/management of potential impacts (negative and positive).

For an effective *stakeholder engagement*, it is important to manage the involvement through a circular process, with a view on continuous improvement:



**1.** defining the engagement objectives as consistent and integrated with the strategic project objectives,

**2.** including the features and expectations of its stakeholders,

**3.** increasing the ability to respond to problems,

**4.** choosing the most appropriate mode/approach for involvement,

**5.** taking effective action in response to the feedback from involvement in a responsible way with stakeholders.

*Figure 2 Circular process for effective Stakeholder Engagement*

In process-related communication, the REGLPORTS Project will raise the awareness and increase the knowledge of the key stakeholders (enterprises, local authorities and civil society organizations) as essential partners in the Network development. The main services for the stakeholders will be offered through the permanent structures of information and support (REGLPORTS Support Centers) which will remain operational after the end of the Project.

These Guidelines for Stakeholder Engagement have to establish a methodology for systematic identification of stakeholder groups that can contribute to achieving the purpose of the engagement. The engagement should proceed on the basis of what are the culturally acceptable and appropriate methods for each of the different stakeholder groups.

## Methods of Engagement

The methods of Stakeholder Engagement within the REGLPORTS Project will be selected to best meet the needs, capacity and expectations of the relevant stakeholders (Figure 3). More than one method may be selected for any given engagement. Different methods are related to the certain involvement levels and they may be used concurrently or sequentially.

*Figure 3 Involvement levels*

| Involvement levels | | | | |
|---|---|---|---|---|
| **Inform** | **Listen** | **Consult** | **Involve** | **Collaborate** |
| • Booklets<br>• Reports, Newsletters and website/ social media<br>• Public presentations (info days), speeches and conferences | • Media and internet tracking<br>• e-mails<br>• Reports from other stakeholders (targeted interviews)<br>• (social) media | • Pilot actions<br>• Workshops<br>• Meetings/Events with selected stakeholders (targeted discussions)<br>• Social media | • Multi-stakeholder forums (Final Conference)<br>• Participatory decision-making processes<br>• Online engagement tools (IT tool for networking etc.) | • Joint projects<br>• Partnership<br>• Multi-stakeholder initiatives<br>• Online collaborative platforms |

## Identifying, Profiling and Mapping Stakeholders

A "stakeholder" is any person or organization that is actively involved in a REGLPORTS Project, or whose interests may be affected positively or negatively by execution of the Project.

Better understanding each stakeholder and their needs, allows more effective approach in engaging with them and influencing them. For the purposes of the REGLPORTS Project, stakeholder prioritization has to be done with respect to: a) their power over the project and their interest in it by mapping and classifying them; and b) our interactions with them and allocate our resources accordingly.

*Figure 4 Power/Interest Grid for Stakeholder Prioritization*
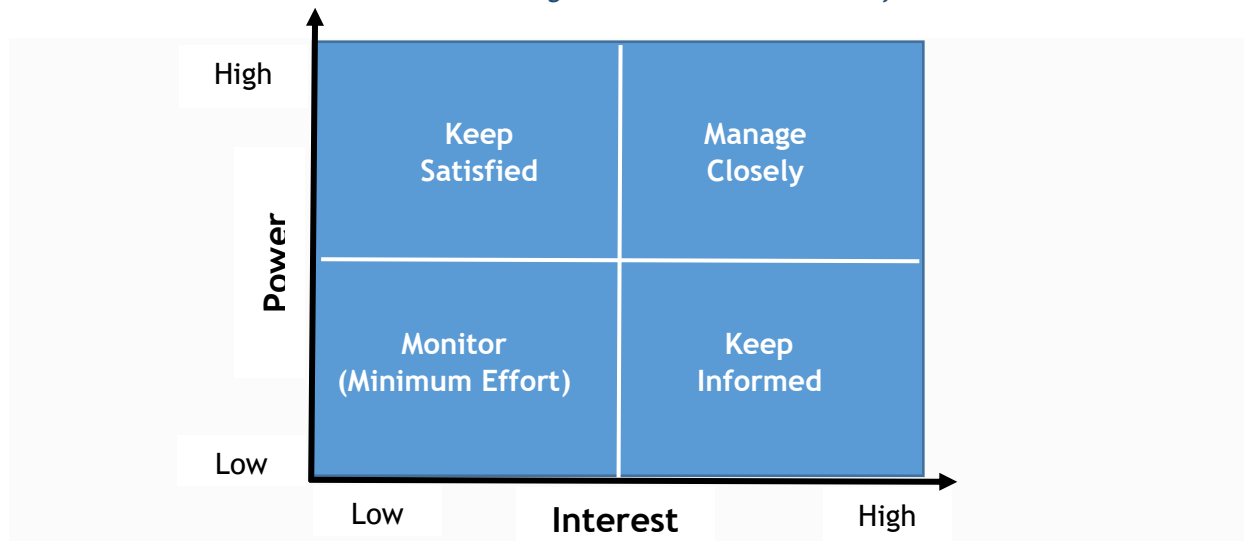


The position allocated to a stakeholder on the grid shows the actions Partners need to take with them:

- **High power, highly interested people (Manage Closely)**: Partner has to fully engage these people, and make the greatest efforts to satisfy them.

- **High power, less interested people (Keep Satisfied):** put enough work in with these people to keep them satisfied, but not so much that they become bored with your message.

- **Low power, highly interested people (Keep Informed):** adequately inform these people, and talk to them to ensure that no major issues are arising. People in this category can often be very helpful with the detail of your project.

- **Low power, less interested people (Monitor)**: again, monitor these people, but don't bore them with excessive communication.

Profiling has to involve an appraisal of a stakeholder's type, expectations and level of participation. Mapping has to visualize the stakeholder's attitude to participate to the Network (based on the complete Stakeholder Questionnaire).

The technique used to determine each stakeholder's interest, influence, participation, and expectations for the Project will be Stakeholder Analysis based on the **Stakeholder Questionnaire (Annex)**. Given that the first Information and Promotion activities for the Project and the Network are likely to be conducted locally and will be in the official language of the respective Partner Country, it is strongly recommended that the Partners endeavor to translate the text of the questionnaire to their language for facilitating participants.

The key outputs of the Identify stakeholder's process are **Stakeholder Register (Annex)** and **Stakeholder Mapping (Annex).** The Stakeholder Register is a document identifying information, requirements, and classification for each stakeholder or stakeholder group based on the collected Stakeholders Questionnaires. The Stakeholder Register will be used to record a general overview of each stakeholder and their planned/forecasted role in the Project. The **Stakeholder Mapping (Annex)** has to illustrate stakeholders' diversity and level of influence for networking.

The Questionnaire will be proposed for completion to the participants (stakeholders) during the Project activities, Network development events and meetings by every hosted Partner.

Monitoring and evaluation of the Stakeholder Engagement Process will be a part of the Network Assessment before the end of the Project.

**Important Note!** Within the duration of the REGLPORTS Project, the activities related to Stakeholder Identification, Profiling and Mapping and keeping the Stakeholder Register is assigned to the LP that has the overall Control of the Project, but with ongoing collaboration with all Partners.

The scans of collected Stakeholders Questionnaires (Annex) from the meetings, workshops and events along with the Event Report (Annex) completed by hosted Partner have to be emailed to the LP (National Coastline Agency-ALBANIA) for processing information. Upon the availability of the IT tool for networking, this information will be uploaded from the LP and both documents – Stakeholders Questionnaire and Memorandum will be accessible online. The Stakeholder Register will be automatically generated based on the electronically entered information from the user (stakeholder).

## 2. Guidelines for Network Events

As previously stated in the Project Documentation, networking will have to be based on meetings, communication & support points. Numerous events have to serve to identify feedback & issues for consideration. Supplementary to the networking and the REGLPORTS Support Centers, its training opportunities, the Project Website and the smart ICT tools of the project will be useful to the committed network members.

The REGLPORTS Networking aspect has set ambitious tasks at a local, regional and transnational level with a positive impact on Nautical Tourism, quality of life and entrepreneurship. During the Project, various activities have to be completed. Developing a Stakeholder Network has to be considered as a simultaneous process that accompanies all Project activities and deserves the attention and dedication of all Project Partners.

The importance of the Network in general could be presented in the following way, if the Project has to provide a quality and necessary "REGLPORTS Product" with its impact and impetus for the focused areas and processes, then the development of Stakeholder Network has to be the component that provides for the extension of the product life cycle and impact by improving its viability and sustainability. With this in mind, Stakeholder Network Development and Project outputs and tools information accessibility have to be an integral part of the REGLPORTS Project presentation and activities.

The Project Partners will have to be present and active in reaching out to potential stakeholders/Network members and presenting them the Network, its operation and possibilities within the Project Activities. For example, the following information and promotion activities for the Network are within the REGLPORTS Project:

- **Info days** will have to be used as active promotion of the REGLPORTS Project and the Network and to showcase the project and its achievements;

- **Meetings with stakeholders** have to enable conducting of targeted discussions with stakeholders on the Project challenges, opportunities and solutions, networking process and the Memorandum of Cooperation.

- **Numerous events** have to promote the Network and to serve for identification of issues for consideration and feedback from stakeholders.

- **Pilot actions and Workshops** have to disseminate the REGLPORTS results between the beneficiaries and shortly present the Network and Memorandum for Cooperation. This knowledge will be also available and transferred to professionals which are remote (even outside of the intervention area) and

cannot attend workshops. The developed e-learning platform and material will be instrumental to this.

- **Final Conference** has to showcase the latest Project advancements and to discuss them with the Partners, stakeholders and target group representatives. It has to inform participants about the Network, the produced smart ICT tools and the tools available to them at the Centers after the end of the Project and to encourage participants to join the Memorandum of Cooperation.

The events and activities used for Network purposes as well as their goals, target groups and stakeholders could be different but they have to contain at least the following common elements:

1) *Registration* - completion of attendance lists and submitting a hard copy of Stakeholder Questionnaire to the participants (ANNEX) until readiness of the electronic registration and submission. After that the participants have to be invited to complete the Questioner online and exceptionally on paper;

2) *Short presentation* **of** *the Stakeholder Network, ICT tools* **and** *Memorandum of Cooperation* (ANNEX) as a part of REGLPORTS Project presentation. The LP, prior to the start of the first networking events and activities, has to prepare and send to the Partners a short presentation describing the idea and structure of the REGLPORTS Network, the platform, the ICT tools and the Memorandum of Cooperation that they could use directly or adapt to their design presentations;

3) **Purposed activities** - REGLPORTS model consultations, training, targeted discussions (e.g. nautical tourism issues, support for entrepreneurial activity, markets and marketing, training, labor market, etc.);

4) *Collecting* **completed Stakeholder Questionnaires** (as long as there are paper ones);

5) *Completing* **the Event Report** (ANNEX) by the hosted Partner;

6) *Emailing scans* of collected paper Stakeholder Questionnaires (Annex 1) and the Event Report (ANNEX 4) to the LP for processing information.

## 3. Communication and Coordination Guidelines for REGLPORTS Networking

### Main objective

1. These Guidelines embody the main objective of enabling all Project Partners and the Networking Office to operate efficiently and effectively in providing on-going feedback for all Project Dissemination Activities as regards to Networking.

2. In achieving the objective of Guideline 1.1., the interests of Project Partners are paramount and are treated equally.

3. All documents are circulating via the LP.

### Aim

1. The aim of these Guidelines is to facilitate the coordination of communication flow between all Partners and the Networking Office for all Project Dissemination Activities as regards to Networking.

2. In particular, these Guidelines aim to promote:

   a) the orderly, effective, efficient and timely administration of networking process;

   b) the sharing of information regarding the networking among the Partners; and

   c) the avoidance or minimisation of costs and inconvenience for all Partners involved in networking of stakeholders.

1.1 The aim of all communication activities of REGLPORTS Centers and Project Partners should:

   a) raise awareness on action's general and specific objectives in a direct communication with local/regional actors and target groups;

   b) disseminate the results of the project within the local authority administration and to local relevant stakeholders as well as to the wider community of European rural, urban and NT policy-makers and practitioners;

   c) attract the targeted stakeholders and beneficiaries to events and activities organised by the partnership;

   d) promote among the stakeholders the project's scope and agenda and how these are connected to their own needs and priorities;

   e) promote NT entrepreneurship potential of the Adriatic Sea area;

f) promote among the stakeholders sustainable development approaches and practices, modern technologies in learning and innovation;

g) encourage the engagement of entrepreneurship and capacity building of local authorities;

h) promote among the stakeholders the REGLPORTS Network, Memorandum of Cooperation, e-learning platform and the smart ICT tools.

## Communication between the Partners regarding Networking

1. All Partners that will have the REGLPORTS support Centers in their areas will be also responsible to appoint a person that will represent the Networking Office. They will be placed also in the Centers.

2. All Partners are encouraged to communicate with that person in the Networking Office directly and as soon as they have questions, information, or need of consultation adding in copy of the correspondence the LP.

3. The Networking Office should always take the initiative to start or to continue communications with the other Partners regarding networking activities.

4. Substantive replies by the Networking Office to queries from other Partners should always be responded to as soon as reasonably practicable.

5. The duty to provide information in the meaning of this Guideline includes the duty to provide copies of relevant documents, when applicable.

## Coordination of networking activities by the Networking Office

1. All Partners periodically should be asked to provide information to the Networking Office regarding the conducted network activities and stakeholders' feedback.

2. The REGLPORTS Centers should communicate with the Networking Office on a monthly basis their network activities progress by filling and emailing the Networking Communication Note (ANNEX) within the duration of the Project and thereafter. E-mails must be sent no later than the 5th of the month following the reporting monthly period.

3. If the necessary information is not received within one week after the deadline, the Networking Office should inform and seek the assistance of the LP about the situation.

# Stakeholder Questionnaire

**REGLPORTS Network**

It is a transnational business-oriented network, using Nautical Tourism as a focal point, aiming to create cooperation for the enhancement of entrepreneurship in areas in the Adriatic Sea countries by exploiting the high tourism potential of the area, through the development of Nautical tourism in 21 small and medium-sized ports (12 in Italy, 4 in Albania and 5 in Montenegro). It is based on the principles of innovation, sustainable economic growth and increase of wellbeing. Potential stakeholders can be professionals working in public authorities/services, academia, NGO's, tourism and enterprises involved with natural and cultural assets, including areas of high aesthetical and ecological value, sports and leisure activities, archaeological sites and historical monuments, as well as multiple thematic destinations focused on gastronomy, religion and culture.

**Objectives of this questionnaire**

- The objective of this questionnaire is to identify individuals and organisations with an interest in engaging in the REGLPORTS Network.

- This questionnaire seeks to find out what motivates stakeholders to engage in REGLPORTS Project, as well as the extent and the way they would like to get involved.

- The results of this questionnaire will facilitate initial science-stakeholder dialogues, as well as to manage expectations and identify needs from the onset of a partnership.

**Confidentiality**

Any data and information given in this questionnaire will be treated strictly confidential. Participants interested in getting actively engaged in REGLPORTS Network are encouraged to fill in their contact details at the end of this questionnaire.

## Questions

**1) Which of the following stakeholder groups do you associate with?**

☐ Project Partners;     ☐ Universities & research institutions;

☐ Governmental institutions;     ☐ Civil society organizations;

☐ Local authorities;     ☐ Other projects working with similar issues;

☐ Business clusters;     ☐ Citizens

☐ Enterprises;     ☐ other, please specify: _____

**2) On which level do you generally operate? (*multiple answers possible*)**

☐ Local;     ☐ Regional;

☐ National;     ☐ International.

**3) What would your motivation be to get engaged in the REGLPORTS Network? (*multiple answers possible*)**

- ☐  to stay informed about current activities in the REGLPORTS Project
- ☐  to enhance learning and innovation participating to pilot actions and workshops
- ☐  to present your business ideas and to enhance your business capacities
- ☐  to indicate potential partners
- ☐  to establish trust-building relationships for entrepreneurship and cooperation
- ☐  to receive valuable information and support from REGLPORTS Support Centers
- ☐  to obtain up-to-date information for concrete policy-making in related sectors
- ☐  to make Project results available to a broader audience
- ☐  other, please specify:_____

4) **How would you best define your role for the Network process? (*multiple answers possible*)**

| | | | |
|---|---|---|---|
| ☐ | Content Provider; | ☐ | Consultant; |
| ☐ | Participant; | ☐ | Information Recipient; |

5) **Which barriers do you think you might encounter, if you engaged in a Network? (*multiple answers possible*)**

- ☐  time constrains;
- ☐  language barrier;
- ☐  insufficient IT skills;
- ☐  other, please specify: _____
- ☐  none of these

6) **Would you support the development of the Network by joining to the Memorandum of Cooperation?**

| | | | |
|---|---|---|---|
| ☐ | Yes | ☐ | No |

## Participant Details

| | |
|---|---|
| First and Last name: * | |
| Organization: | |
| Country, City: * | |
| E-mail address: * | |
| Phone number: | |
| Short description of your organization and/or business activity | |

| № | Stakeholder Details | | | | | | |
|---|---|---|---|---|---|---|---|
| | **Stakeholder Name** | | **Stakeholder Contact Details** | | | | **Short description** |
| | Organization / Contact person ( First and last name) | First and last name | Country | City | E-mail | Phone | Short description of organization and/or business activity |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 1 | | | | | | | |
| 2 | | | | | | | |

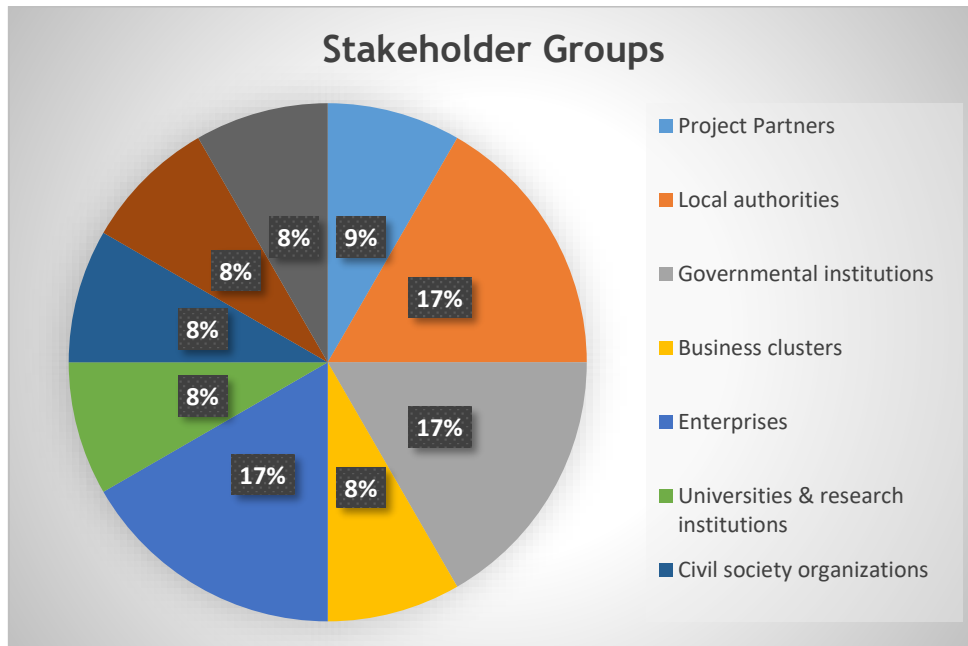| № | Stakeholder Questionnaire Results | | | | | |
|---|---|---|---|---|---|---|
| | **Stakeholder group** | **Level of operation** | **Specific Area of Interest from the Network** | **Role for the Network process** | **Barriers** | **Joining to the Memorandum** |
| 1 | 9 | 10 | 11 | 12 | 13 | 14 |
| | 1. Project Partners;<br>2. Local authorities;<br>3. Governmental institutions;<br>4. Business clusters;<br>5. Enterprises;<br>6. Universities & research institutions;<br>7. Civil society organizations;<br>8. Other projects working with similar issues;<br>9. Citizens<br>10. Other | 1. Local<br>2. National<br>3. Regional<br>4. International | 1. to stay informed about current activities in the REGLPORTS Project<br>2. to enhance learning and innovation participating to pilot actions and workshops<br>3. to present your business ideas and to enhance your business capacities<br>4. to indicate potential partners<br>5. to establish trust-building relationships for entrepreneurship and cooperation<br>6. to receive valuable information and support from REGLPORTS Support Centers<br>7. to obtain up-to-date information for concrete policy-making in related sectors<br>8. to make Project results available to a broader audience<br>9. other | 1. Content Provider,<br>2. Consultant,<br>3. Participant,<br>4. Information Recipient | 1. Time constrains;<br>2. Language barrier;<br>3. Insufficient IT skill<br>4. Other<br>5. None | Yes<br>No |
| 1 | | | | | | |
| 2 | | | | | | |

## Stakeholder Register Form on the Website

Kindly complete the following details, if you are interested in learning more about the Networking opportunities of REGLPORTS

**Participant Details**

| | |
|---|---|
| First and Last name: * | |
| Organization: | |
| Country, City: * | |
| E-mail address: * | |
| Phone number: | |

Stakeholder Groups

- Project Partners — 9%
- Local authorities — 17%
- Governmental institutions — 17%
- Business clusters — 8%
- Enterprises — 17%
- Universities & research institutions — 8%
- Civil society organizations — 8%
- 8%
- 8%



Stakeholder Operation Level

- Local — 40%
- National — 25%
- Regional — 15%
- International — 20%

| EVENT REPORT | | | |
|---|---|---|---|
| **1** | **Date:** | | |
| | **Place:** | | |
| | **Country:** | | |
| | **Project Partner responsible:** | | |
| **2** | **Event type:** ☐ Info day  ☐ Meeting with stakeholders  ☐ Pilot action<br>☐ Workshop  ☐ Final Conference  ☐ Other, please specify: | | |
| | **Event Objective:** | | |
| | **Event Topics:** | | |

**Stakeholders involved in event:** (Section 3)

| Stakeholder group | List of institutions /organizations | № institutions | № participants |
|---|---|---|---|
| Project Partners | | | |
| Governmental institutions | | | |
| Local authorities | | | |
| Business clusters | | | |
| Enterprises | | | |
| Universities & research institutions | | | |
| Civil society organizations | | | |
| Other projects working with similar issues | | | |
| Citizens | | | |
| Other | | | |

| **4** | Total number of participants according to the attendance lists: | |
|---|---|---|
| | Total number of completed Stakeholder Questionnaires: | |
| | Total number of participants joining to the Memorandum of Cooperation: | |

| **5** | **Comments about the Event** |
|---|---|
| | 1.  What went well? |
| | 2.  What should be improved? |
| | 3.  What kind of cooperation was established? |
| | 4.  Other comments: |

| | Networking Communication Note | |
|---|---|---|
| **1** | **Date:** | |
| | **Place:** | |
| | **Country:** | |
| | **Project Partner:** | |
| **2** | **Reporting monthly period:**<br>**20\_\_\_\_ year** | ☐ January; ☐ February; ☐ March; ☐ April; ☐ May; ☐ June; ☐ July;<br>☐ August; ☐ September; ☐ October; ☐ November; ☐ December; |
| | **Networking activities during the period:**<br>1. ......<br>2. ......<br>3. | |
| | **Completed Event Reports:** ☐ Yes; ☐ No | Number of Completed Event Reports _____ |
| | **Upcoming activities for the next period:**<br>1. ......<br>2. ...... | |
| **3** | **Comments about the Networking activities during the monthly period** | |
| | 1.   What went well? | |
| | 2.   What should be improved? | |
| | 3.   What kind of assistance / cooperation is needed? By whom? | |
| | 4.   Other comments: | |
| **4** | **Attachments to this document** | |
| | ☐ Event Report | |
| | ☐ Stakeholder Questionnaires on hard copy | Number of copies_____ |
| | ☐ Memorandum of Cooperation on hard copy | Number of copies_____ |
| | ☐ Other documents:<br>1. ......<br>2. ...... | |

# REGLPORTS NETWORK



Memorandum of Cooperation

between actors

**PROJECT CONTEXT**

*The Project seeks to **exploit the high tourism potential** of the intervention area, through the **development of Nautical Tourism** in 21 small and medium-sized ports (12 in Italy, 4 in Albania and 5 in Montenegro. It also aims to connect the selected ports with inland areas rich in cultural heritage, natural landscape, history, etc.*

*The present Memorandum of Cooperation is implemented within the context of NAUTICAL TOURISM DEVELOPMENT AND PROMOTION OF REGIONAL PORTS- REGLPORTS Project - Work Package 3: Capitalization and Networking and it will be signed by the partners of the REGLPORTS project and key actors /stakeholder interested to promote and facilitate a smart and sustainable tourism management, boosting economic growth in the Intervention Area.*

## MEMORANDUM OF COOPERATION

### Between

### the REGLPORTS PROJECT PARTNERSHIP consisting of

- ⮞ LP National Coastline Agency (Albania)
- ⮞ PP2 Municipality of Molfetta (Italy)
- ⮞ PP3Municipality of Termoli (Italy)
- ⮞ PP4 UNION OF THE PROVINCES OF ITALY - UPI Puglia (Italy);
- ⮞ PP5 Ministry of Tourism and Environment of Albania (Albania)
- ⮞ PP6 Agency for the management of the town harbour Herceg Novi Ltd. (Montenegro).

### AND

### NAME OF THE MEMBER

This is an agreement between "REGLPORTS PROJECT PARTNESHIP", hereinafter called **Party A** and "NAME OF MEMBER", hereinafter **called Party B**, in order to declare their commitment to:

- ✓ *foster a common understanding of the current challenges in their respective areas;*
- ✓ *share know-how and best practices concerning the nautical tourism sector and tourism in general;*
- ✓ *share information and participate in the implementation of awareness actions.*

### i. PURPOSE & SCOPE

The purpose of this MoC is to clearly identify the roles and responsibilities of each party in order to promote a common plan aiming at supporting nautical tourism development in the intervention area.

This network will be a valuable tool for the achievement of the project goals, by establishing cooperation between stakeholders and supporting transnational cooperation during and after the end of the project.

## BACKGROUND OF THE AGREEMENT

The REGLPORTS Project aims:

- ✓ To establish synergies and strengthen cooperation between authorities and organisations of nautical tourism and tourism in general
- ✓ To support the tourist economic activity in the intervention area, with respect to the nautical/coastal environment though exchange of expertise, knowledge and best practices, information and awareness activities, business consulting.

In this context, Party A & Party B agree to:
- ✓ Strengthen the cooperation and synergies between public authorities and nautical tourism organizations in support of tourism activities in the area of intervention
- ✓ Capitalize and increased existing knowledge on more effective procedures and practices
- ✓ Create partnerships, synergies and collaborations among key actors of the tourism sector and nautical tourism at the European level & beyond
- ✓ Develop new jobs & opportunities
- ✓ Strengthen local and regional economies
- ✓ Share information and participate in the implementation of awareness actions

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*__Brief description of the profile of the party B involved in the Memorandum of Cooperation__*

*Party B could be consisted of key actors involved with the tourism/nautical tourism sector and other sectors directly or indirectly related to tourism:*

*__Type A: Private Actors:__ tourism professionals, travel agencies and other sectors related to tourism*

*__Type B: Institutions & Academia:__ Research centers, Universities etc. focused on tourism, sustainable economic development, environmental management and ICT systems*

*__Type C: Governmental Bodies:__ Policy makers, Local – Regional – National Public Authorities, Development Agencies, Chambers of Commerce etc.*

*__Type D: Civil Society:__ NGOs, Associations, Networks, Clusters etc.*

---

## TERMINATION AND VALIDITY OF THE AGREEMENT

*Termination*: The parties are therefore free to terminate the MoC at any time, with prior notice unless one month before the due date.

*Validity: This MoC enters into force upon signature and lasts and it will last 5 years after the end of the project.*

![Partner logos: Agjencia Kombëtare e Bregdetit, Municipality of Molfetta, Municipality of Termoli, upipuglia, Ministria e Turizmit dhe Mjedisit, Port Herceg Novi]

This project is co-financed by the European Union under the Instrument for Pre-Accession Assistance (IPA II)

## PARTY A RESPONSIBILITIES UNDER THIS MoC

Party A shall undertake the following activities:
- ✓ Promote the main objectives and outputs of REGLPORTS project.
- ✓ Promote events organized and related to the tourism/nautical tourism sector.
- ✓ Promote the development of collaborative projects at regional, national and transnational level.
- ✓ Support and promote transnational partnerships / synergies between members.

## PARTY B RESPONSIBILITIES UNDER THE MoC

Party B shall undertake the following activities
- ✓ Participation in events throughout the year related to tourism
- ✓  Participate in events and activities of the network
- ✓ Sign revised Memorandum of Understanding whenever required

- ✓ Promote/implement cooperative projects and synergies between public and private sector

Parties A and B declare their agreement with this MoC by their signatures.

## PARTY A

| PARTNER | SIGNATURE / DATE |
|---|---|
| **National Coastline Agency** | |
| **Municipality of Molfetta** | |
| **Municipality of Termoli** | |
| **UNION OF THE PROVINCES OF ITALY - UPI Puglia** | |
| **Ministry of Tourism and Environment of Albania** | |
| **Agency for the management of the town harbour Herceg Novi Ltd.** | |