Maps of the world have the impossible task of portraying the earth - a three-dimensional shape - on a flat sheet of paper. Of the many projections available, none is perfect, none is “the right version”. All of them distort some aspect of the globe in the necessary trade-off between diverse properties and perspectives. That can give a misleading, and some would say biased, view of the world.

The widespread Mercator projection misrepresents the countries’ shape and size to a degree that increases the farther away they are from the equator, and in consequence, for example, exaggerates the size of northern European countries.

As in dialogue and mediation, where we deal with diverse perspectives and realities, we decided to add a different projection of the world on our cover, one which is known as the Gall-Peters projection, displaying the size of countries accurately but still distorting their shapes. We chose to show both projections in one image to highlight the necessity to remain aware of different perspectives on a matter.
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Dear colleagues and friends,

In late 2012, we sent out an e-mail to colleagues from other organisations in Germany involved in peace mediation, asking if they would be interested in coming to our office for the purpose of joining forces to lobby for a peace mediation focus in foreign policy. This was the start of a dynamic process in which five organisations founded the Initiative Mediation Support Germany (IMSD). Thus, began years of professional exchange with and support to the German Federal Foreign Office in the field of peace mediation. This year, the Federal Foreign Office published its Peace Mediation Strategy. The IMSD as well as CSSP are thankful for years of this rewarding cooperation, not only among the partner organisations within the IMSD, but also with the Foreign Office. The various aspects of cooperation between non-state and diplomacy actors we valued as special and unique. We are convinced that peace mediation in conflicting areas can only work with a multitrack approach and with good interplay among those participating. Thus, we are thankful and proud to have contributed from its inception to the professionalisation of Peace Mediation in Germany with a multitrack character.

2019 is also the 10th anniversary of the “Concept on Strengthening EU Mediation and Dialogue Capacities”. A reason to celebrate, as the concept has supported the development, professionalism, and the continuously growing support of mediation. In addition, it has encouraged many EU member states and organisations to engage in the field and to support peace mediation on various tracks. Yet, there are further prospects how to improve the EU approaches in reaching the concept's goals. During those ten years, the internal structure of the European External Action Service (EEAS) focussing on mediation seemed to an outsider in constant flux, regularly restructured. One might ask, for instance, why the mediation unit of the EEAS is not substantially involved in the Belgrade-Pristina Dialogue? We would have plenty of ideas how and where to improve but given EEAS’ only ten-year-old concept, we think that now would be the time to evaluate the achievements and to refocus with a review and renewal of the concept. One major suggestion from our side as we already indicated: in order to be seen as an honest and credible mediation actor in the world, the EU should also plan for and support mediation within the EU, in inter- and intra-state conflicts. CSSP was part of the Community of Practice meeting on peace mediation in June 2019, where an initial evaluation of the concept from 2009 took place. We will further contribute to the process of a renewed EU concept on mediation in 2020. We will also contribute to the Germany’s EU presidency in 2020 by emphasizing the focus on the EU as a mediator, including a renewed concept.

In our opinion, the EU’s failure to open the accession talks for North Macedonia and Albania sends a negative message to the West Balkan region as well as to other possible candidates for EU membership. In addition, with this decision, the EU’s image as a reliable partner suffers greatly. The proposed reform of an enlargement process should not block the two countries which have already fulfilled requirements by the EU. By the same token, if the EU wants to be seen as a credible actor in world politics, as well as a mediator, promises to third countries should be kept.

As a Berlin based organisation, we also want to highlight that our city, our society, and Europe would not be the same without the fall of the wall 30 years ago. The celebrations in Berlin and all the wishes and messages we received from our international network were inspiring. At CSSP, two team members realised this year that they celebrated the night of the fall of the wall at the exact same border crossing in Berlin, each on different sides of the wall. Our very personal memories of the fall of the wall show us how important it is to engage in societal peacebuilding and non-violent approaches to societal.
transformation, especially in times when some political leaders are rhetorically (or de facto) building new walls.

In the following pages of our annual report, you can read more about our activities in the respective countries and also in Germany. Working in mixed teams of insider and outsider mediators has been one of our most valuable experiences and has become a key aspect of our approaches abroad. In 2019, we further transformed our organisation, we now have more “insider” employees based abroad and from the respective countries than “outsiders” based in Berlin, travelling to the project countries. We are more than grateful for the continuous support and encouragement we receive from our donors, partners and friends. We are looking forward to continuing our on-going approaches next year and handing over other approaches to our partners and local stakeholders.

Sincerely yours,
the CSSP team and board
Overview of Activities

Bosnia and Herzegovina

<table>
<thead>
<tr>
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<tr>
<td>Partners in B&amp;H:</td>
<td>Association of Mediators of B&amp;H and mediators registered in B&amp;H, civil society organizations (CSO) and associations, representatives and political authorities from municipalities, secondary schools in Mostar, representatives from municipalities</td>
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Kosovo

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<td>Partners in Kosovo:</td>
<td>Municipal and central governmental actors</td>
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Albania

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<th>Strengthening the Mediation System in Albania</th>
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<td>Duration of project</td>
<td>October 2018 – August 2020</td>
</tr>
<tr>
<td>Donor</td>
<td>The Norwegian Ministry of Foreign Affairs</td>
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<tr>
<td>Partners in Albania:</td>
<td>Albanian Ministry of Justice, Albanian Foundation for Conflict Resolution and Reconciliation of Disputes (AFCR), Albanian National Chamber of Mediators (NCM)</td>
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Germany

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<tr>
<td>Partners: Initiative Mediation Support: Center for Peace Mediation at the Viadrina University, Berghof Foundation (Coordination Organization 2019), CSSP, Center for International Peace Operations (ZIF), inmedio peace consult</td>
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Bosnia and Herzegovina

Strengthening constructive ways of dealing with conflicts as well as constructive dialogue, in particular regarding sensitive topics, with the aim to reduce ethnicised politics and daily life in the Herzegovina

Duration of the project:
January 2019 – December 2019

Donor: German Foreign Federal Office

Partners in B&H: Association of Mediators of B&H and mediators registered in B&H, civil society organizations (CSO) and associations, representatives and political authorities from municipalities, secondary schools in Mostar

Project site: Southern Herzegovina, mostly Mostar, Stolac and Prozor Rama

Main target groups: Broader public in defined municipalities, CSOs, representatives and political authorities from municipalities, school staff and pupils

Methods: Building of capacities and infrastructure within the field of dialogue and mediation, dialogue facilitation, and conflict analysis

Project team: Carla Schraml (Project Manager/Integrative Mediator), Emir Krehić (CSSP Coordinator Sarajevo), Kristina Ćorić (CSSP Coordinator Mostar), Irene Thiede (Finance Manager)

Based on a process started in 2016, a “Roundtable on the future of Stolac” took place in March 2019, that created a rare opportunity for systematic and structured exchange between municipality representatives and CSO of different ethnopolitical affiliations. Furthermore, a public event was organised together with CSOs and municipality in Stolac in September 2019 that jointly presented to the broader public their activities to the theme “I love Stolac”;

Activities in the field of school mediation were intensified by conducting workshops with pupils, pedagogues and teachers in April and October 2019 that stimulated the reflection on questions of identity, belonging and stereotypes in Mostar and partly enabled the participants to conduct this kind of reflection themselves. The workshops are part of a series which was started in 2018;
Four cases (compared to none in the previous years) were resolved through mediation in Mostar within the framework of CSSP’s offer of free of charge mediation services. The mediation was conducted by mediators registered in B&H;

Cooperation with the Cantonal Ministry of Education was intensified and CSSP applied to become part of its prevention of violence programme in order to offer mediation activity within schools in an institutionalized way. One activity introducing mediation to secondary schools took place in December 2019;

The training of 12 professionals of various backgrounds in cooperation with the Association of Mediators of B&H and according to its curriculum was concluded with one training in February 2019. This enables the participants to become certified and registered mediators in B&H;

A professional exchange based on concrete mediation examples and the challenges related to their resolution brought experienced and freshly trained mediators together in Mostar in June 2019;

A “core group” gathering individuals of different ethnic backgrounds was established in Prozor-Rama, that followed a series of training on conflict transformation and dialogue, which had started already in December 2018;

Two articles describing the situation in Mostar and CSSP’s work were published and one presentation was held during a conference in Sarajevo in October 2019. Facebook activities are kept active and mediation were promoted e.g. through a short video clip with well-known Mostar comedians as well as the distribution of flyers and posters in and around Mostar;

The crisis in Bosnia and Herzegovina (B&H) has deepened since the 2018 general elections that made SDA, HDZ BiH and SNSD parties the overall winners and further strengthened their radicalising positions. The campaign was marked by strong nationalist rhetoric and widespread election fraud. Zeljko Komšić, DF candidate for the Croat member of Presidency was again elected with non-Croat votes which increased the Croat’s claims for legitimate political representation and further autonomy. To this day, the Council of Ministers, i.e. the state level government, has not been formed. Milorad Dodik’s strong opposition to NATO processes and radicalising nationalist rhetoric are making the implementation of the election results impossible. On the other hand, the Croat National Assembly (HNS) gathering all the Croat parties strongly called for further level autonomy and integration of all Croat territories and rejected the general rulings of International Criminal Tribunal for the former Yugoslavia (ICTY). In September’s party congress, the SDA declared that their aim is the unified, regionalized Republic of Bosnia and Herzegovina. This all together pushed the country further from reaching a solution.

Looking at the situation at the local level, the HNC municipalities of Prozor Rama, Stolac and Mostar retain a high level of division. These municipalities are characterized by the existence of separate educational facilities with Croat and Federal/Bosniak curricula and even parallel institutions, while opportunities to meet and exchange are provided by non-institutional actors. Strong and opposing narratives are present in all of them, while the daily political functioning is contested. This is especially visible in the city of Mostar, where the last local elections took place in 2008.

The project aims to strengthen interethnic cooperation and the practice of mediation as well as to improve political communication by broadening participation of societal stakeholders of various ethnopolitical affiliations.
Overview of activities Kosovo

**Project 1**
Mediation and conflict resolution instruments are strengthened and institutionalised within Kosovo police forces
Duration of project: January 2019 – December 2019
Donor: German Federal Foreign Office
Partners in Kosovo: Kosovo Police HR Department/Training Division

**Project 2**
Inter-ethnic dialogue on potential return to Mushtisht/Mušutište and on possible re-integration of Kosovo-Serb IDPs in their village of origin is enabled and supported
Duration of project: January 2019 – December 2019
Donor: German Federal Foreign Office
Partners in Kosovo: Municipal and central governmental actors

**Project 3**
Awareness on needs for internal Kosovo dialogue is raised through supporting a «Kosovo communities process»
Duration of project: January 2019 – December 2019
Donor: German Federal Foreign Office
Partners in Kosovo: Community representatives and key municipal and state actors

**Programme team:** Julia Krikorian (Programme Manager/Integrative Mediator), Elmar Langner (Programme Manager/Integrative Mediator), Christoph Lüttmann (Integrative Mediator/Managing Director), Jasna Božović, (Head of CSSP Office North, Mitrovica/Mitroviçë), Bekim Ismaili (Head of CSSP Office South, Prishtinë/ Priština/Integrative Mediator), Irene Thiede (Finance Manager)
Background
Challenges that marked 2018 remained, if not intensified, throughout 2019. The Dialogue on Normalization of Relations between Kosovo and Serbia hit its stalemate in late 2018 with Kosovo introducing import tariffs on goods from Serbia and Bosnia and Herzegovina which are still in force, as a result of strong lobbying of Serbia against acceptance of Kosovo within INTERPOL. The two countries’ use of heated rhetoric against each other increased tensions among the K-Albanian and K-Serb communities in Kosovo in particular. The resignation of the Kosovo Prime Minister from his position on the pretext of testifying before the Specialist Chambers in The Hague Tribunal for War Crimes in Kosovo resulted in the current government’s dissolution and subsequent parliamentary elections on October 6, 2019. With the opposition parties achieving 27.49% (VV) and 25.53% (LDK) of the votes it became clear that the course of the country will be different – to which degree, however, remains an open question.

The so-called ‘land swap’ story had additionally heated the public narratives until July. However, in no uncertain terms, Germany’s top officials dismissed the idea of a land swap, calling for resumption of the talks in Brussels. At the same time, while the French President also pointed out that Kosovo’s independence was irreversible and called for continuation of the dialogue, somewhat dissonant voices from the U.S. regarding a possible land swap had raised hopes among certain circles that such a scenario was not being taken off the table.

Given the climate of confrontation at higher political levels, tensions between Belgrade and Pristina prevent nearly all representatives and most citizens in Kosovo from engaging in constructive interethnic approaches. Building on this analysis, CSSP’s strategy of improving interethnic and intercommunity relations in Kosovo is based on a twofold approach: to work on the one hand with citizens, representatives and (municipal or other) officials who are open to pragmatic approaches at the local level within municipalities, neighbourhoods and institutions, and on the other hand to persistently advocate for the political leadership of Kosovo-Serbs and Kosovo-Albanians to engage into a process of normalization of community relations within Kosovo.

Overarching goals
CSSP’s overall project goals in Kosovo are to contribute to strengthening the democratization processes and the rule of law in the country as well as to support social integration efforts and inter-community relations in Kosovo.
1. Mediation and conflict resolution instruments are strengthened and institutionalised within Kosovo police forces

**Duration of the project:** January 2019 – December 2019

**Donor:** German Federal Foreign Office

**Partner in Kosovo:** Kosovo Police, HR Department, Training Division

**Project site:** Gjilan/Gnjilane Region, Kosovo Police HQ in Prishtinë/Priština

**Key actors / target groups:** Police officers from Gjilan/Gnjilane Region; Kosovo Police Directorate and senior management; Training Division of Kosovo Police; police officers and senior managers trained in previous years; citizens in the respective municipalities; Department for international relations of German Federal Police

**Methods:** Trainings in meditative communication and constructive conflict resolution; strategic exchanges with Kosovarian and German project partners about further improvement and institutionalisation of mediation in police institutions

- A basic mediation training of three days for 20 multi-ethnic police officers from Gjilan/Gnjilane town and region
- An advanced three-day mediation training for the same group of 20 police officers from Gjilan/Gnjilane town and region
- Establishing of a cooperation relationship with German Federal Police
- Signing of a long-term Memorandum of Understanding between CSSP and Kosovo Police Forces

Kosovo Police remains one of very few country level institutions with a fully integrated approach, be it regarding intercommunity cooperation or transformation of interethnic conflicts or maintaining general security and safety in the country. It is also one rare example where an agreement of the Belgrade-Pristina Dialogue has been implemented.

With a hundred police officers already trained, CSSP has reached a step further in the institutionalisation of mediation as an alternative conflict transformation tool for (inter-) community issues as well as for staff management. In 2019, CSSP trained officers in the region Gjilan/Gnjilane who have never had such a training and dedicated themselves enthusiastically to both the theoretical foundations of mediation and interactive role-plays and exercises. They see it as a great means to improving their service to citizens, especially when it comes to creating a safer environment in multi-ethnic areas and decreasing the level of tensions in communities.

In order to further improve the mediation capacities of Kosovo Police, CSSP established in the course of the year a cooperation relationship with the German Federal Police with the objective of making the mediative approach within Kosovo Police more sustainable by launching an exchange process for those Kosovo Police officers who successfully completed mediation trainings and have been applying this approach in their everyday police work.

In Spring 2019, CSSP and Kosovo Police signed a Memorandum of Understanding that lays out the framework for a long-term partnership with the aim of continually both improving the conflict resolution capacities within Kosovo Police and the institutionalization of mediation within its structures.
2. Inter-ethnic dialogue on potential return to Mushtisht/Mušutište and on possible re-integration of Kosovo-Serb IDPs in their village of origin is enabled and supported.

Duration of the project: January 2019 – December 2019

Donor: German Federal Foreign Office

Partner in Kosovo: Municipal and central actors

Project site: Southern Kosovo

Key actors / target groups: Displaced persons and receiving community; the members of the (Kosovo-Albanian) Village Council of Mushtisht/Mušutište and the representatives of the 12 Kosovo-Serb families; Prime Minister of Kosovo, Minister on Communities and Return and Mayor of the Municipality of Suharekë/Suva Reka

Methods: Conducted meetings with key people at municipal and state level; facilitated group and bilateral meetings within a shuttle mediation process; coordination and consultations at village, municipal, and central levels

» Cross-track shuttle meetings
» Bilateral multi-track meetings

Back in 2017, CSSP started facilitating a shuttle mediation process between displaced persons and representatives of their village of origin. Ever since numerous meetings have been held separately with the group of IDPs, the Village Council and several municipal and state representatives at various levels. As return and inter-ethnic relations are politically very sensitive topics, the process slowed down in 2018 during the period of local elections and the subsequent prolonged reconstitution phase of representative bodies at the village level.

In order to add necessary momentum to the process, CSSP organized a crucial meeting in the residence of the German Ambassador in Pristina with the Prime Minister of Kosovo, the Minister for Communities and Return, and the new mayor of Suharekë/Suva Reka with the aim of supporting and backing the dialogue process on possible return at municipal level.

Unfortunately, due to the dissolution of the government that led to an increased politicization at all societal levels, the process came to a halt again. Therefore, it was still not yet possible to facilitate a joint meeting between the potential returnees’ and the receiving community’s representatives, as initially planned. Though the team managed to facilitate a promising meeting with the mayor of Suharekë/Suva Reka and his team, a joint meeting with mayor and village council of Suharekë/Suva Reka has been cancelled on very short notice by the village council on the grounds of several conditions to be met by the Serbian government in Belgrade before they were ready to meet the representatives of the possible returnees.

In parallel, the team continued to maintain regular contacts with the group of potential returnees and managed to facilitate a meeting between the representatives of K-Serb IDP families with the new mayor of Suharekë/Suva Reka, which yielded positive results, including up to date information on the current state of affairs regarding the properties, legal basis for assisted return, as well as the mayor’s support for the process of return within the limits of the statutory provisions.

Further activities in the process will depend largely on the formation of the new government and, conditional on this, the development of the Belgrade-Pristina dialogue as well as the readiness of the village council of Suharekë/Suva Reka to get fully engaged. In summary, progress was tangible and the result of steady efforts to establish and maintain communication channels. Nevertheless, the extreme fragility of such processes in a context of political tensions and dividing narratives remains.
3. Awareness on needs for internal Kosovo dialogue is raised through supporting a »Kosovo communities process«.

Duration of the project:
January 2019 – December 2019

Donor: German Federal Foreign Office

Partner in Kosovo: Representatives of communities in Mitrovicë/Mitrovica

Project site: Mitrovica/Mitrovicë North, Mitrovica/Mitrovica South and surrounding region

Key actors / target groups: Municipal, state and civil society actors; citizens of Mitrovica/Mitrovicë North, Mitrovica/Mitrovica South and the region

Methods: Preparatory and explorative meetings; Analytical work

Numerous meetings conducted throughout 2019 with community, civil society, municipal and political actors of the Mitrovicë/Mitrovica region

As already mentioned, the EU-facilitated Belgrade-Pristina dialogue has come to a stalemate. Not only at the inter-state level, but also internally in Kosovo when it comes to relations between K-Serb and K-Albanian political actors and citizens, the dialogue has brought little outcome. In the Northern Municipalities, the interests of K-Serb citizens tend to be heard by Serbian authorities rather than by Kosovo ones, but are only taken into consideration when serving the political agenda of Belgrade. In the Southern Municipalities, K-Serb interests slowly disappear from the political agenda of the Serbian government and are hardly heard by Kosovo authorities. The lack of representation of K-Serb citizens’ interests and concerns within Kosovo beyond their representation by the Serbian List (Srpska Lista) can be considered a major hindrance for any further peaceful and democratic development in Kosovo. This becomes most visible in the divided city of Mitrovicë/Mitrovica that remains a symbol of ethnic division in Kosovo.

After over twenty interviews that CSSP conducted in 2018 in Mitrovicë/Mitrovica, three major topics were identified as main concerns from communities in both parts of the city: Slow economic development, the lack of employment and perspectives for youth in both communities has been perceived as the main obstacle in creation of a safe and prospering environment. Irregular water and power supply in both parts of the city have been repeatedly mentioned as denying essential living conditions. Freedom of movement, complete opening of the main bridge and the demarcation of municipal boundaries are all cited as the main obstacles for return of K-Albanian IDPs to their houses and apartments in North Mitrovicë/Mitrovica.

CSSP met in 2019 with several actors in order to explore possible entry points for a process supporting the communities in Mitrovicë/Mitrovica to improve their immediate living conditions. Among those actors were the Minister for Local Government Administration, the Advisor of the Prime Minister on Water Supply, the Swiss Corporation and, most importantly, the Mayor of North Mitrovicë/Mitrovica, to name a few. Without exception, all interlocutors welcomed the CSSP initiative and committed themselves to supporting and promoting it. As a result, at the end of 2019 the first meetings with the Communities Committee of North Mitrovicë/Mitrovica took place. However, due to the highly political character of the approach, it is hard if not impossible to foresee which activities might be realised in the future.
Albania

Strengthening the Mediation System in Albania

Duration of the project:
October 2018 – August 2020

Donor: The Norwegian Ministry of Foreign Affairs

Partner in Albania: Albanian Ministry of Justice, Albanian Foundation for Conflict Resolution and Reconciliation of Disputes (AFCR), Albanian National Chamber of Mediators (NCM)

Project sites: Albania (offices and main locations for activities: Tirana and Durres)

Main target groups: Primarily mediators, judges, prosecutors and court administrators, also police, social workers, potential mediation clients, public employees and civil society actors

Methods: Consulting, mediation infrastructure setup, basic and specialized trainings, public outreach, trust-building

Project team: Simone Ceresa (Head of Tirana Office & Integrative Mediator), Elona Xhepa (Project Coordinator), Elsa Denaj (Project Coordinator), Erik Mertiri (Finance Officer Tirana), Belén Apruzzese (Finance Officer Berlin), Jonida Lala (Administrator of Durres Mediation Center) Bekim Ismaili (Pristina Consultant to the project)

Albania is currently undergoing a substantial and comprehensive reform of the legal system. Not only the courts and prosecutions are undergoing massive changes, also the area of free legal professions has new legal frameworks to be implemented. The Ministry of Justice (MoJ) has a strong oversight role for all free legal professions, including mediation. The role of free legal professions, mediation being the one least developed and therefore with a high potential for growth, is currently gaining importance. In particular as an intensive vetting process is currently involving courts and prosecutions, temporarily limiting the amount of cases being processed and decreasing the average seniority level of judges and prosecutors, mediation is seen as a powerful tool to decrease the backlog and ensure access to justice. As a new amendment of the mediation law was adopted in summer 2018, under request of the Albanian MoJ, CSSP established a
project, and an office, to support the ministry and the most relevant actors in the implementation of the new legal provisions.

The project, begun in late 2018, intends to support the development of mediation in Albania in general. More specifically, CSSP on one hand will support the MoJ with the development and adoption of the implementing regulations and sublegal acts developed by the Albanian institutions, on the other hand will strengthen the mediation system by creating mediation centers aimed at increasing the collaboration with the judicial authorities and referral of cases to mediation. The projects foresees to join forces with the National Chamber of Mediators (NCM) as the main semi-public actor in mediation, and the Albanian Foundation for Conflict Resolution and Reconciliation of Disputes (AFCR) as an experienced civil society player.

The project has been created after a careful analysis of the local needs, conducted through repeated assessment missions in Albania in 2018, and a local office was opened in early 2019 hosting four staff members: one Head of Office, two Project Coordinators and one Finance Officer. Two mediation centers were opened in the following months, with two additional staff members hired as administrators. Further supporting staff is located in Germany and Kosovo.

Key activities in 2019 and 2020:

I. Supporting mediation at the national level:
The mediation law as amended in 2018 still needs some clear explanatory regulations and bylaws in order to be fully and accurately implemented. The first set of activities of the project envisioned supporting the MoJ with commentaries of the new law, after the establishment of an ad hoc Expert Group. This group is composed of the main mediation actors in Albania, CSSP team, partners’ representatives, representatives from the MoJ and representatives from other relevant institutions involved in the topic being discussed.

CSSP has a long working experience in Kosovo in the field of mediation. Important achievements have been reached with a strong collaboration among courts, prosecution offices and mediation centers. These achievements are good examples to be shared and adopted by the main actors in Albania who are responsible for designing policies, establishing regulations or implementing activities related mediation in Albania. In September, the CSSP team visited the long established Mediation Center Mitrovica (ADRC) and had the opportunity to view the working process of cases referred and mediated. The activity resulted in the production of the first internal regulation to
be adopted by the Mediation Centers in Tirana and Durres and, potentially, other localities of Albania. A clear database of cases mediated in Albania will serve to better design policies and take adequate measures regarding some crucial issues of mediation such as: further capacity of mediators, strengthening the relation with specific institutions, incentives to support mediation process and its credibility, etc. CSSP will support the MoJ to identify the exact information to be reflected on such database, and will create a frame model that will serve the above mentioned purposes and be used by mediators, courts, prosecutors and other related bodies.

In July 2019, a group of seventeen mediators received a training on juvenile mediation and restorative justice, following the approval of the new Criminal Code of Juvenile Justice. The three day training combined theoretical knowledge and practical exercises to give participants the right tools and skills to mediate cases where juveniles are involved. The list of specialised mediators in juvenile justice is distributed to all institutions dealing with juveniles.

CSSP will continue its support for mediators and mediation system in Albania by providing further training and capacitating mediators in other specialised cases, such as criminal cases, etc.

II. Mediation Centers in Durres and Tirana:
During the first year of the project, two mediation centers have been established, one in Tirana and one in Durres. These centers intend to offer mediators a professional and safe space to perform mediation sessions on cases referred from the respective courts, prosecution offices, police stations and other related institutions, as well as self-referred ones. The centers are administered by CSSP and function under an internal regulation that has been produced in consultation with all the main stakeholders. The regulation, among procedural steps and referral mechanism, has an important and integral part of it dedicated to the Code of Ethics.

Mediators that are mediating cases at the centers will be trained and capacitated further in a dedicated training programme. Such programmes will enable the mediators to further strengthen skills and capacities, with a particular focus on the ethics and principles of mediation, meeting the highest standards of professionalism requested to any actor operating in the justice sector.

Alongside with the capacitation of mediators, CSSP will support judges and prosecutors with various activities, aiming at building a sustainable, trustworthy and professional referral system between the judicial institutions and mediation.
Strengthening Mediation and Mediation Support in Germany

**Duration of the project:**
January 2019 – December 2019

**Donor:** German Federal Foreign Office

**Partner in Germany:** Initiative Mediation Support Germany (IMSD), consisting of: Berghof Foundation (coordination organisation 2019), Center for Peace Mediation at the Viadrina University, Center Internationanl Peace Operations (ZIF), CSSP - Berlin Center for Integrative Mediation, inmedio peace consult

**Main target groups:** Diplomats in Germany, also in Switzerland, Norway, Sweden and Finland; peace mediation community especially within EU, UN and OSCE

**Methods:** Training, consulting, research

**Project team:** Except for the Coordinator of the IMSD, all IMSD members organizations with their respective representatives

**Key activities in 2019:**
- Training of Diplomats in cooperation with the Swiss Federal Department of Foreign Affairs
- Contribution to the new Master on Peace Mediation at the ETH Zürich
- Attaché Training
- Help Desk
- Fact Sheets

**Project sites:** Germany

**Main goals:**
A) Support to diplomats of the German Federal Foreign Office (trainings, awareness raising, consulting, research)
B) Support to existing mediation processes
C) Publications on specific expertise in peace mediation
The Initiative Mediation Support Germany (IMSD) is a consortium consisting of five German organizations working in the area of peace mediation and mediation support. The objective of IMSD is to increase and disseminate expertise on peace mediation and mediation support within staff of the German Federal Foreign Office and other central decision-makers. Thus, the work of the consortium aims to ultimately contribute to strengthening peace mediation as a tool in German foreign policy.

The initiative was established upon and initial invitation of CSSP to the other organisations in late 2012 and has been collaborating with the German Federal Foreign Office since 2013. This cooperation has resulted in measures to support capacity building and increase awareness through trainings and fact sheets as well as various professional exchange formats such as international conferences and internal consultancies.
## CSSP e.V. – Financial Overview

**January – December 2019**

<table>
<thead>
<tr>
<th>Project</th>
<th>Expenditures 2019*</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSSP</td>
<td>46 600.00 €</td>
</tr>
<tr>
<td>Albania (Norwegian Ministry of Foreign Affairs)</td>
<td>190 872.00 €</td>
</tr>
<tr>
<td>Südosteuropa (German Federal Foreign Office)</td>
<td>519 738.00 €</td>
</tr>
</tbody>
</table>

### Expenditures 2019

- **6%** – CSSP - Berlin Center for Integrative Mediation e.V.
- **69%** – German Federal Foreign Office, Dept. 209
- **25%** – Norwegian Ministry of Foreign Affairs

*All financial figures are estimates based on values at time of printing in December 2019*
Donors, Partners, and Contributors

**Donors**
The German Federal Foreign Office (AA)
The Royal Norwegian Ministry of Foreign Affairs

**Partners**
**In Bosnia & Herzegovina:**
- Association of Mediators of B&H and mediators registered in B&H
- Cantonal Ministry of Justice
- Civil society organisations and associations
- Representatives from municipalities
- Association of Mediators in B&H
- Nansen Dialogue Centre (NDC) Mostar

**In Kosovo:**
- Kosovo Police Human Resource Department Training Division
- Municipal and central government actors
- Alternative Dispute Resolution Center – Mediation Center Mitrovica

**In Albania:**
- Ministry of Justice
- Albanian Foundation for Conflict Resolution and Reconciliation of Disputes
- Albanian National Chamber of Mediators

**In Germany:**
- Federal Foreign Office-Division for Crisis Prevention, Stabilisation, Peace Building
- German Platform for Peaceful Conflict Management Center for Peace Mediation, University of Viadrina
- Berlin Center for International Peace Operation (ZIF)
- Inmedio peace consult

**Special thanks for their contribution & support**
**In Bosnia & Herzegovina:**

**In Kosovo:**
- Kosovo Police Training Division, Ministry of Justice, Mediation Commission, Municipalities of Mitrovica, Mayor of Suharekë/Suva Reka, OSCE Mission to Kosovo, German Embassy in Pristina, Royal Norwegian Embassy in Pristina

**In Albania:**
- Ministry of Justice, Republic of Albania
- Albanian Foundation for Conflict Resolution and Reconciliation of Disputes
- Albanian National Chamber of Mediators
- Euralius
- Royal Norwegian Embassy in Pristina

**In Germany:**
- Mediation Team of the Department S03 of the Federal Foreign Office
- German Bundestag, especially those Members of Parliament involved in Civil Crisis Prevention and with focus on our regions of involvement
- Bundesverwaltungsamt
- Our members, former colleagues and associates
- Our families
CSSP Team and Board in 2019

Board of Directors:
Alexandra Schwarz-Schilling, Chairperson
Manuela Mangold, Secretary
Prof. Dr. Christian Schwarz-Schilling, Honorary President and Treasurer

CSSP Team
Belén Apruzzese, Finance Officer Berlin; Jasna Božović, Head of CSSP North Kosovo office; Simone Ceresa, Head of Tirana Office and Integrative Mediator; Kristina Corić, Head of CSSP Mostar office; Elsa Denaj, Project Coordinator Albania; Bekim Ismaili, Head of CSSP South Kosovo office; Emir Krehić, Head of CSSP Bosnia office; Julia Krikorian, Project Manager and Integrative Mediator Kosovo; Jonida Lala, Administrator Durres Mediation Center Albania; Elmar Langner, Project Manager and Integrative Mediator Kosovo; Christoph Lüttmann, Managing Director CSSP and Integrative Mediator Albania; Carla Schraml, Project Manager and Integrative Mediator Albania; Erik Mërtiri, Finance Officer Albania; Carla Schraml, Project Manager and Integrative Mediator Bosnia and Herzegovina; Irene Thiede, Head of Finance and Administration; Christoph Werthmann, Project Manager and Integrative Mediator Kosovo; Elona Xhepa, Project Coordinator Albania.

Changes in the CSSP Team
The following colleagues left the organisation: Julia Krikorian and Irene Thiede
We thank you for your contributions and wish you all the best in your future.