

# INTERPOL PROCUREMENT REPORT 2023



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# **GLOSSARY**

Term	Definition	Source
facilities management	organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business	https://www.ifma.org/about /what-is-fm/
consulting services	usually intellectual in nature and are considered technical services the output of which is not equipment intensive. Advisory and project related services are typical consulting services; which includes: feasibility studies, project management, engineering services, finance and accounting services, training and development, to mention a few	https://www.procurementcla ssroom.com/public- procurement-categories/
goods	physical products purchased or manufactured on request. There is usually an element of service involved, such as when the agreement is for the purchase of goods to be assembled and/or installed. However, the extent of the service provided is directly related to acceptance of the goods purchased. Typical examples of goods are: office supplies and equipment, furniture, IT equipment, books, vehicles, medical supplies and other commodities	https://www.procurementcla ssroom.com/public- procurement-categories/
procurement	buying of goods and services that enable an organisation to operate its supply chains, in a profitable and ethical manner	https://www.cips.org/intellig ence- hub/procurement/what-is- procurement
non-consulting services	usually involve the use of equipment and specific methodologies to achieve their objectives. Some typical examples of non-consulting services are: equipment maintenance and repair, operation and maintenance services, utility management, installation and maintenance services, surveys and field investigations, and similar	https://www.procurementcla ssroom.com/public- procurement-categories/

Term	Definition	Source
	an integrated part of an entity's management	
	system,	
	effected by an entity's board of directors,	
	management, and other personnel, applied in	
	strategy setting	
	and across the enterprise, designed to (a) identify,	https://www.oecd-
	understand, and assess potential risks and	ilibrary.org/docserver/45667
	opportunities (and their interdependence) that may	<u>d2f-</u>
	affect the entity, and (b) manage those risks and	en.pdf?expires=1705934065
	opportunities to be within its risk appetite, so as to	&id=id&accname=guest&che
risk	provide proper disclosure and reasonable assurance	cksum=AF768A70A64ADDB3
management	regarding the achievement of entity objectives	AD2C6EF4E91DDDAC
	strategic framework to integrate economic, social,	https://www.adb.org/sites/d
	environmental and institutional governance	efault/files/page/559571/md
	development objectives throughout the	b-hop-joint-statement-
sustainable	procurement	sustainable-procurement-
procurement	cycle	initiative.pdf

### INTRODUCTION

INTERPOL procures goods and services for its operational and logistical needs across its 196 member countries. The Organization's Procurement Strategy 2023-2026 approved in 2023, serves as the overall framework in its efforts to transform its procurement and contracts function, deliver more agile and client-oriented services, and better adapt to a rapidly digitalizing commercial environment. The strategy is closely aligned with the objectives of INTERPOL's Strategic Framework 2022-2025 and seeks alignment with best practices in the industry and international community by applying a modern procurement and contracts risk approach to enhance efficiency and transparency. Guided by five pillars of change, the strategy outlines the concrete actions along with expected outcomes, to realize INTERPOL's procurement and contracts modernization agenda.

As highlighted in the strategy, continuous monitoring and reporting based on up-to-date data is at the core of tracking progress on modernization actions and delivering the outcomes anticipated. As part of the Organization's commitment to transparency, INTERPOL is pleased to disclose its Secretariat's procurement and contracts data demonstrating its adherence to the recently adopted procurement strategy. The information herein underscores INTERPOL's dedication to accountability and openness, reinforcing its efforts to make informed strategic decisions and enhance stakeholder engagement. By continuously improving the Organization's processes, INTERPOL strives to better address the evolving needs of its valued supplier and client relationships.

This report aims to provide stakeholders with relevant information on INTERPOL's procurement data and activities in 2023. Specifically, this report will present procurement and contracts data for 2023. It also includes a brief section on INTERPOL's procurement committee and the Organization's objectives towards sustainable procurement.

### **SECTION 1 Procurement statistics**

This section presents key procurement data for calendar year (CY) 2023. It examines INTERPOL's trends in procurement from 2019 to 2023. It presents information on top suppliers engaged during the identified period, their country of origin as well as the nature of goods or services that these suppliers offer.

### 2.1 Procurement Data Overview

In 2023, INTERPOL's procurement spend reached 47.4 million EUR, representing a slight increase from 47.1 million EUR in 2022. The Organization has increased its range of operations through its funding sources leading to growth in its procurement activities. These financial commitments were significantly higher than 2020 and 2021 when procurement activities were adversely affected by COVID-19.

The Organization engaged with 1,268 suppliers in 2023 to meet its goods and services requirements. Over the last five years, INTERPOL has committed an average of 35.4 million EUR per year on procurement activities.

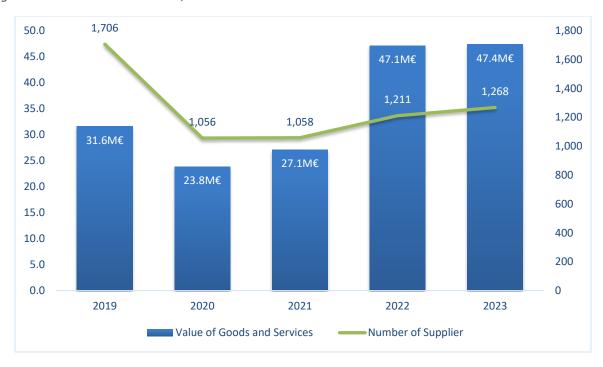


Figure 1: Procurement Evolution, CY 2019-2023

### 2.2 Procurement by Value Bracket and Threshold

Figure 2 below represents the value of procurement by bracket. The largest procurement by value is for transactions above 300,000 euros (11.40 million euros or 24%). Around 25% of the total value of

<sup>&</sup>lt;sup>1</sup> Data presented in this report have been extracted from INTERPOL's ERP system.

procurement is for low value transactions below 20,000 euros. The overall distribution of value of procurement across brackets in 2023 is similar to 2022.

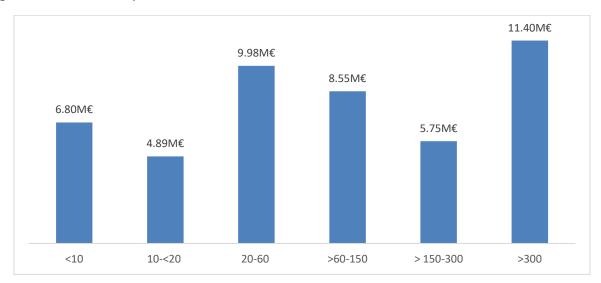


Figure 2: Procurement by Value Bracket

Figure 3 presents the value by threshold, the largest procurement (46%) was for transactions below 60,000 euros, followed by transactions above 150,000 euros (36%). Depending on the value of the transaction, INTERPOL generally applies the following procurement procedure: direct negotiation for transactions less than EUR 60,000, informal consultation for transactions between EUR 60,000 to 150,000, formal competitive procedures for transactions above EUR 150,000 (limited competition or open call for tenders).

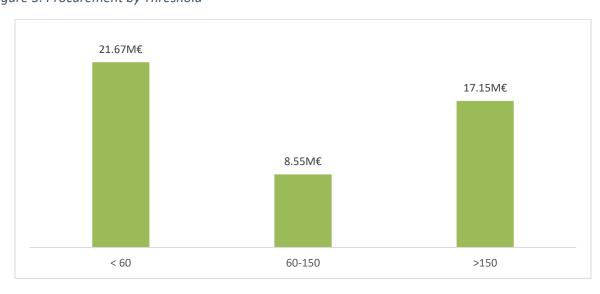


Figure 3: Procurement by Threshold

### 2.3 Procurement by Goods and Services

In 2023, acquisition of goods represents 30% (14.2 million euros) of total procurement value while services including consulting and non-consulting services account for 70% (33.2 million euros) of the total procurement value (Figure 4). The top categories of goods comprise mostly of IT equipment notably computers/laptops and printers. Top categories of services include warranties, maintenance of software and technical support, travel and missions related cost such as hotel accommodations, electricity, and rental property costs.

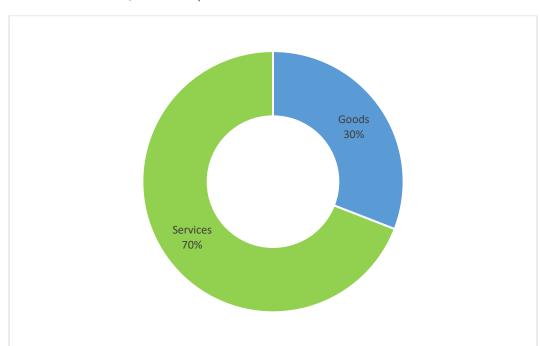


Figure 4: Goods and Services, % to total procurement in 2023

### 2.4 Procurement by Spend Category

Figure 5 shows the value of procurement by spend category. In terms of procurement value, facilities management is the largest category (37%), followed by IT (32%) and travel and missions (15%). Facilities management include photocopying and printing and other office supplies, rental property cost, telecommunications, staff catering/canteen cost, and purchase and repair of vehicles. IT comprises IT equipment such as computers as well as technical support, warranty and maintenance costs, and renewal of software licenses. Travel and missions include accommodation, transportation, and other related costs.

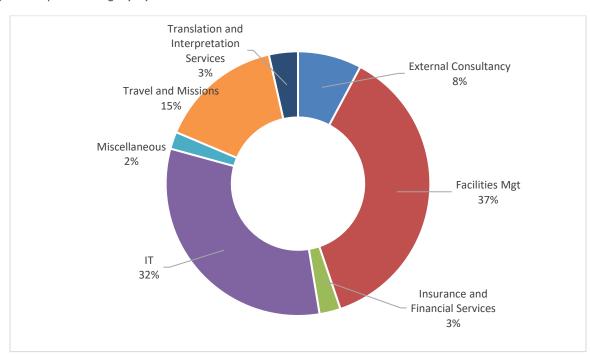


Figure 5: Spend Category by Procurement Value

### 2.4 Procurement in INTERPOL Headquarters and Regional Offices

In 2023, the largest share of procurement came from INTERPOL Headquarters in France, with 39.2 million euros (83% of total procurement), followed by Singapore office with 5.1 million euros (11%) and INTERPOL Regional Bureau in Côte d'Ivoire in third place with 1.7 million euros (4%).<sup>2</sup> Together, these three offices accounted for 97% of the total procurement in 2023. Figure 6 provides an overview of procurement for the headquarters and regional bureaus in total value (Annex 1 provides the details for all INTERPOL offices).

The three INTERPOL offices remained in the top three in terms of the value of procurement as 2022. INTERPOL's Headquarters remained the highest in terms of the value of procurement as in the previous year. Its share of procurement relative to the total value of procurement for all offices increased from 75% in 2022 to 83% in 2023. The Singapore office also increased from 9% in 2022 to 11% in 2023. However, the organization's regional bureau in Côte d'Ivoire notably decreased from 13% in 2022 to 4% in 2023. Total procurement declined by 70% which affected its overall procurement share in 2023. This decline can be attributed to the fact that most of the commitments for procurement were actually made in 2022.

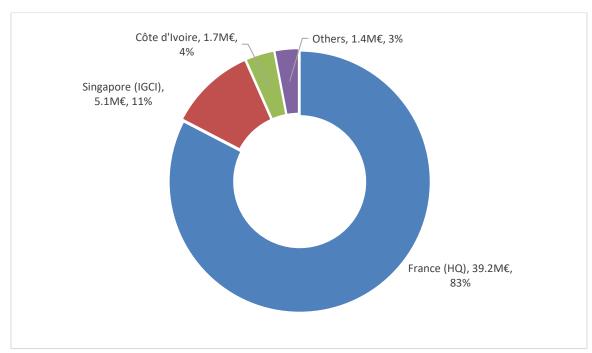


Figure 6: Procurement for Interpol HQ and regional offices by value

<sup>&</sup>lt;sup>2</sup> The volume of procurement in Côte d'Ivoire can be attributed in large part to the implementation of the EU-funded West Africa Police Information System (WAPIS) Programme

### 2.5 Procurement by supplier and supplier countries

Figure 7 presents the top 10 suppliers that were engaged in 2023 by value of procurement. The top ten comprise 32% of the overall procurement. France is the overall largest supplier (Table 1) in terms of value. These suppliers were engaged for different services including accommodations for missions/events and other related activities, IT support, rental property, electricity, catering, and translations.

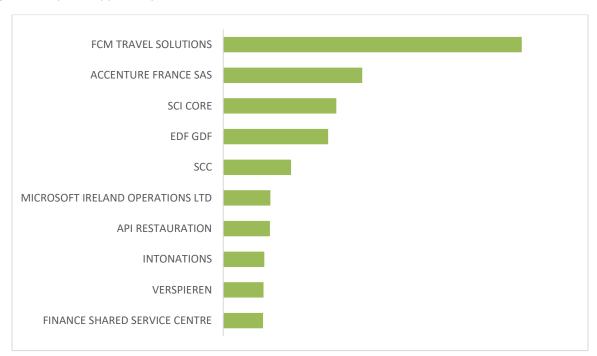


Figure 7: Top 10 Suppliers by Procurement Value

Table 1: Top 10 Supplier Details

Vendor	Country of Origin	Nature
		Various (accommodation for mission/event, meals/catering, rental services; meals and catering; interpretation and translation; technical support, warranty, and
FCM TRAVEL SOLUTIONS	France	maintenance of software, among others)
ACCENTURE FRANCE SAS	France	application support development
SCI CORE	France	rental property
EDF GDF	France	electricity
SCC	France	technical support, warranty and maintenance of software
MICROSOFT IRELAND OPERATIONS LTD	Ireland	technical support, warranty and maintenance of software

API RESTAURATION	France	catering
INTONATIONS	France	translation and interpretation services
VERSPIEREN	France	travel insurance
FINANCE SHARED SERVICE		
CENTRE	Singapore	maintenance for security

### 2.6 Regional Procurement

In 2023, procurement in Europe had the highest share (35 million euros or 74% of total procurement) (Figure 8). It is not surprising as procurement in INTERPOL Headquarters in France was also the largest (83% of the total procurement) in terms of value. Suppliers from France also contribute 61% of overall procurement value providing general services, IT, rental property, among others (refer to Table 1 for details). Procurement in Europe in 2023 is a slight decline from 78% during the previous year.

Procurement in Asia Pacific rose to 12% in 2023 from 9% in 2022. It should be noted that for the top two business areas (INTERPOL Headquarters and Singapore office) in terms of procurement value, suppliers from Singapore are among the top. For INTERPOL HQ, Singapore has the second highest share to total procurement value next to France (see Annex 1 for details). However, it is the only country outside the region which is on the top 10 suppliers. In its Singapore office, suppliers from Asia comprise 53% of total value (out of which 91% are from Singapore) and 47% are suppliers from outside the region (see Annex 2 for details). The organization aims to further diversify its supplier relations with outreach to regional bureaus in order to identify appropriate local suppliers for certain categories of goods and services.

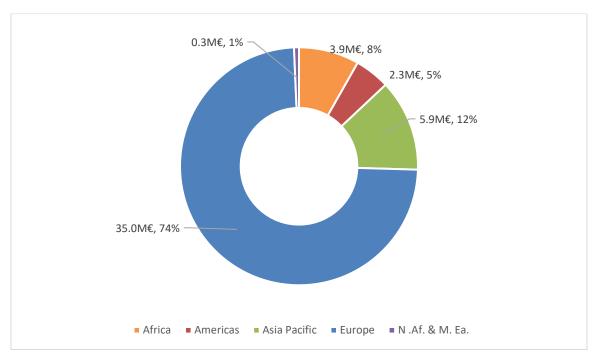
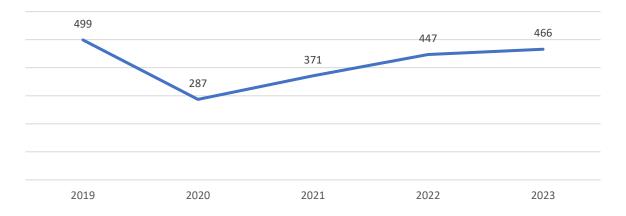


Figure 8: Procurement by Geographic Region, CY 2023

### **SECTION 2 Contracts Statistics**

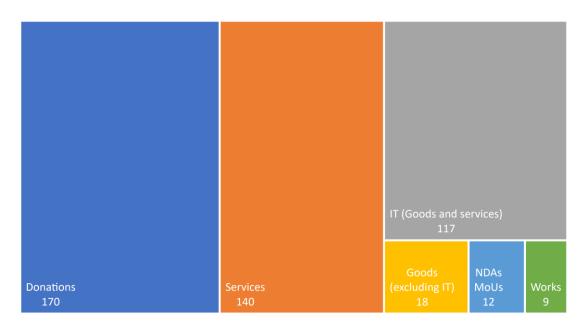
Excluding the impact of COVID-19 on the procurement activities that implied a reduction in the number of contracts done in 2020 and 2021, the number of contracts done over the 2019-2023 period is otherwise quite stable.

Figure 9: Number of Contract 2019-2023



As presented in Figure 9, 466 Contracts were done by PCM in 2023 and the breakdown per object of the contracts can be found in Figure 10 below. The Contract team within the PCM service is in charge of drafting and negotiations of the Organization's commercial agreements for the procurement of goods and services, and also for the donation agreements concluded by the Organization and member countries.

Figure 10: Breakdown of the Contracts done in 2023 per object of contract



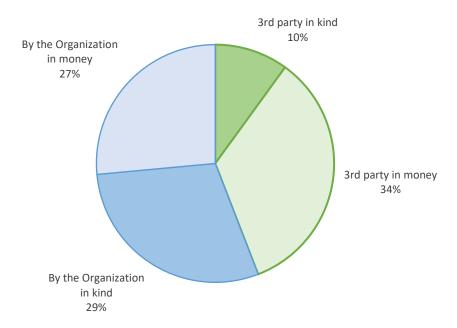
The donations, which represented approximately 36% of the contracts done in 2023, are differentiated into two main categories: the donations made by the Organization / the donations made to the

Organization. The breakdown of the donations can be found below in figure 11. Two sub-categories can also be distinguished: monetary donations / in-kind donations.

For the sake of clarity, examples of each type of donation are listed below:

- Donation by the Organization funding operations supporting Member Countries (Monetary donation by the Organization)
- Donation by the Organization of equipment to law enforcement agencies (In-kind donation by the Organization)
- External funding of a project led by the Organization (Monetary donation by a third-party to the Organization)
- Contribution of university experts to an INTERPOL event (In-kind donation by a third-party to the Organization)

Figure 11: Breakdown of the Donations contracts done in 2023



### **SECTION 3 Procurement Committee**

The Procurement Committee is an internal body set up under the Financial Regulations of the Organization that plays a central role in ensuring that the procurement rules and procedures are followed and in the determination of specific cases where a waiver could be applied to the application of procurement procedures.

In 2023, a sharp increase in terms of numbers of sessions held in comparison to the previous years can be observed (Figure 12). 47 sessions were held, and more than half of those sessions were in relation to formal competitive procedures (i.e., open call for tenders or limited competition). For the first time since 2020, the number of requests for waivers presented to the Committee is inferior to the number of formal competitive procedures.

Procurement Committee reforms are currently underway and include updating the composition and procedures of the Committee to better reflect current practices.

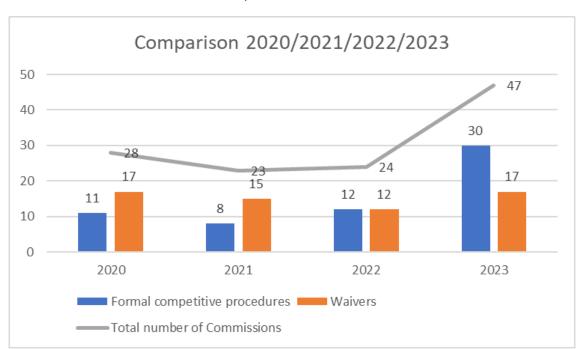


Figure 12: Procurement Committee Activities, 2020-2023

## SECTION 4 Procurement Risk Management

The INTERPOL procurement risk framework concept was introduced in 2023. The organization's procurement function is currently based on the concept of thresholds with rules for competitive and non-competitive methods based on monetary value. To ensure that risks concerning procurement processes are identified, assessed, mitigated and monitored at every stage of the process, a two-part framework for risk management will be introduced in 2024. The framework includes a risk matrix for procurement staff and a detailed guide for internal business requesters. The procurement risk matrix will be introduced in the analysis conducted by procurement officers of procurement-related submissions. Concurrently, a procurement risk guide has been developed, based on the OECD's Integrity in Public Procurement Good Practice Guidelines<sup>3</sup>. The guide is targeted to business units to assist them in identifying certain risks associated with each type of procurement procedures and mitigating factors for those risks. Together, these tools form the first procurement risk framework for the organization, on which procurement staff will be trained in 2024. INTERPOL will further contextualize, expand and apply this tool in its procurement planning, implementation, and monitoring activities with a focus on managing high impact risks.

<sup>&</sup>lt;sup>3</sup> The OECD has a pioneer role in recognizing the importance of good governance in public procurement. The principles are anchored in four pillars: transparency, good management, prevention of misconduct, accountability and control in order to enhance integrity in public procurement.

## SECTION 5 Sustainable Procurement Roadmap

Along with other international organizations, INTERPOL is committed to doing our part to support environmental and social sustainability in our procurement.<sup>4</sup> In alignment with the UN Sustainable Development Goals, we are dedicated to developing and implementing a comprehensive sustainability roadmap. This roadmap will be rolled out both at our headquarters and across our regional bureaus, focusing on the following key aspects when applicable:

- Supplier Assessment and Selection: Implementing a preference criteria for selection of suppliers
  and vendors that identify in their tenders that they prioritize environmental and social
  sustainability.
- **Collaborative Sustainability Goals:** Encouraging suppliers to adopt practices that reduce environmental impact and promote social responsibility.
- **Training and Capacity Building:** Providing training for our procurement team on sustainability best practices, ensuring an understanding of sustainable procurement processes.
- Sustainable Procurement Policies: Where possible, eventually incorporating the purchase of ecofriendly and socially responsible products and services.

Through this roadmap, we aim to foster a culture of sustainability that extends through our supply chain, embodying our responsibility towards a more sustainable future. Along with this, we are also committed in further diversifying our suppliers' base to encourage innovation, enhance supply chain resilience, and promote sustainability.

<sup>&</sup>lt;sup>4</sup> In 2023, Multilateral Development Banks (MDBs) have issued a Joint Statement on Sustainable Procurement Initiatives highlighting its collective intent to mainstream sustainable procurement.

# **ANNEXES**

Annex 1. Procurement Details in INTERPOL Headquarters (France)

No	Country of Supplier	Total PO Value (k€)	Number of Suppliers
1	France	26972.67	420
2	Singapore	2399.16	40
3	United Kingdom	1614.15	38
4	USA	1004.50	43
5	Ireland	944.46	9
6	Rwanda	492.22	1
7	Switzerland	472.29	11
8	Denmark	407.24	1
9	South Sudan	406.61	2
10	Austria	402.79	17
11	Germany	349.80	12
12	Equatorial Guin	264.20	5
13	Spain	247.68	13
14	Luxembourg	195.80	3
15	Burundi	192.09	3
16	Cameroon	158.16	10
17	Niger	125.47	2
18	Netherlands	118.44	12
19	Canada	117.71	11
20	Oman	98.33	3
21	Portugal	96.21	2
22	Uganda	92.75	4
23	Sweden	91.97	3
24	Tanzania	88.19	4
25	Angola	86.95	2
26	New Zealand	84.98	2
27	India	82.15	2
28	Somalia	80.76	2
29	Kenya	78.15	9
30	Chad	74.58	5
31	Chile	69.89	2
32	CAR	69.67	2
33	Côte d'Ivoire	67.54	11
34	Utd.Arab Emir.	66.75	7
35	Gabon	64.31	3

No	Country of Supplier	Total PO Value (k€)	Number of Suppliers
36	Israel	60.00	1
37	Belgium	58.44	5
38	Mauritius	57.15	3
39	Iceland	55.00	1
40	Lebanon	52.65	3
41	Moldova	48.73	6
42	Rep.of Congo	48.66	3
43	Italy	44.94	10
44	Guinea	39.42	1
45	North Macedonia	37.21	2
46	Namibia	35.75	1
47	Pakistan	33.46	1
48	Australia	33.07	1
49	Kuwait	32.77	3
50	Nigeria	19.62	5
51	Senegal	19.46	2
52	Benin	19.33	2
53	Thailand	18.04	3
54	Indonesia	17.96	1
55	Seychelles	16.59	2
56	Argentina	15.69	3
57	Nepal	15.37	5
58	Trinidad,Tobago	12.64	2
59	Latvia	12.10	1
60	Bahrain	12.05	2
61	Cape Verde	11.89	1
62	Guinea-Bissau	11.34	1
63	Philippines	10.96	5
64	Colombia	10.87	3
65	Tunisia	10.26	1
66	Bhutan	9.66	1
67	Czech Republic	9.60	1
68	Romania	8.20	3
69	Dem. Rep. Congo	7.96	1
70	Togo	7.93	1
71	Djibouti	7.53	2
72	Mozambique	7.33	1
73	Bangladesh	7.23	3
74	Malawi	5.78	2
75	Madagascar	5.20	1

No	Country of Supplier	Total PO Value (k€)	Number of Suppliers
76	Zimbabwe	4.84	7
77	Morocco	4.27	1
78	Ghana	3.97	1
79	Gambia	3.04	1
80	Hungary	2.91	3
81	Albania	2.46	2
82	Qatar	2.31	1
83	China	2.02	2
84	Sudan	1.65	1
85	Algeria	1.64	2
86	Kyrgyzstan	1.56	1
87	Slovakia	1.18	1
88	Ethiopia	0.81	2
89	Hong Kong	0.69	2
90	El Salvador	0.66	3
91	Montenegro	0.59	1
92	Panama	0.50	1
93	Malaysia	0.42	1
94	Malta	0.42	1
95	Jordan	0.29	1
96	Serbia	0.05	2

Annex 2. Procurement Details in Singapore

No	Country of Supplier	Total PO Value (k€)	Number of Suppliers
1	Singapore	3133.39	96
2	France	1038.77	44
3	USA	459.01	24
4	Ireland	115.07	2
5	Netherlands	100.20	3
6	Germany	59.58	2
7	Czech Republic	35.25	2
8	Hong Kong	32.94	1
9	Curaçao	25.89	1
10	Poland	19.06	1
11	United Kingdom	16.64	2
12	Italy	12.30	1
13	Australia	10.04	3
14	Spain	9.63	6
15	Thailand	9.61	1
16	Austria	5.25	1
17	South Korea	2.75	2
18	Bhutan	2.59	1
19	Yemen	1.83	1
20	Jamaica	1.57	1
21	Malaysia	1.38	1
22	Côte d'Ivoire	0.17	1
23	Cameroon	0.14	1
24	Switzerland	0.09	1

Annex 3. Procurement Details in Côte d'Ivoire

No	Country of Supplier	Total PO Value (k€)	Number of Suppliers
1	France	711.82	12
2	Germany	286.40	2
3	Côte d'Ivoire	212.86	39
4	Togo	198.25	6
5	Senegal	106.96	3
6	Liberia	51.50	3
7	Cape Verde	44.76	4
8	Nigeria	37.93	2
9	Guinea	26.18	3
10	Gambia	15.49	3
11	Mauretania	10.88	1
12	Sierra Leone	8.55	1
13	Guinea-Bissau	7.03	4
14	Ghana	2.33	1
15	Italy	1.00	1
16	Niger	0.91	1
17	Spain	0.85	1
18	USA	0.24	1

Annex 4. Procurement Details in Other Business Areas

No	Country of Supplier	Total PO Value (k€)	Number of Suppliers
	Ethiopia		
1	Ethiopia	24.30	15
2	France	2.49	5
3	Mauritius	0.13	1
	Argentina		
1	Argentina	178.36	51
2	France	101.96	6
3	Panama	0.87	1
4	Costa Rica	0.10	1
	Belgium		
1	Belgium	59.88	16
2	France	2.93	5
3	Germany	0.01	1
	Zimbabwe		
1	Zimbabwe	155.72	22
2	France	64.20	6
3	Netherlands	0.39	1
	Kenya		
1	Kenya	82.77	25
2	France	30.11	7
	USA		
1	USA	247.60	13
2	France	3.24	5
	El Salvador		
1	France	90.88	4
2	El Salvador	77.77	51
3	Belize	28.58	2
4	Argentina	6.84	12
5	Panama	0.87	1
6	Costa Rica	0.10	1
	Austria		
1	Austria	7.50	1
	Cameroon		
1	Cameroon	218.63	20
2	France	8.68	3
3	S.Tome,Principe	5.36	2
4	Rep.of Congo	2.35	1

Annex 5. Procurement by supplier country

No	Country of Supplier	Total PO Value (k€)
1	France	28,920.76
2	Singapore	5,530.13
3	USA	1,711.35
4	United Kingdom	1,645.79
5	Ireland	1,059.53
6	Germany	695.78
7	Rwanda	492.22
8	Switzerland	472.38
9	Austria	415.53
10	Denmark	407.24
11	South Sudan	406.61
12	Cameroon	376.93
13	Côte d'Ivoire	280.57
14	Equatorial Guin	264.20
15	Spain	258.16
16	Netherlands	219.03
17	Togo	206.17
18	Argentina	201.85
19	Luxembourg	195.80
20	Burundi	192.09
21	Kenya	160.92
22	Zimbabwe	160.56
23	Senegal	126.42
24	Niger	126.39
25	Belgium	118.32
26	Canada	117.71
27	Italy	106.21
28	Utd.Arab Emir.	101.13
29	Oman	98.33
30	Portugal	96.21
31	Uganda	92.75
32	Sweden	91.97
33	Tanzania	88.19
34	Angola	86.95
35	New Zealand	84.98
36	India	82.15
37	Somalia	80.76
38	El Salvador	78.69

No	Country of Supplier	Total PO Value (k€)
39	Chad	74.58
40	Chile	69.89
41	CAR	69.67
42	Guinea	65.60
43	Gabon	64.32
44	Israel	60.00
45	Nigeria	57.56
46	Mauritius	57.29
47	Cape Verde	56.65
48	Iceland	55.00
49	Lebanon	52.65
50	Liberia	51.50
51	Rep.of Congo	51.01
52	Moldova	48.73
53	Czech Republic	44.85
54	Australia	43.10
55	North Macedonia	37.21
56	Namibia	35.75
57	Hong Kong	33.63
58	Pakistan	33.46
59	Kuwait	32.77
60	Belize	28.58
61	Thailand	27.65
62	Curaçao	25.89
63	Ethiopia	25.11
64	Benin	19.33
65	Poland	19.06
66	Gambia	18.52
67	Guinea-Bissau	18.38
68	Indonesia	17.96
69	Seychelles	16.59
70	Nepal	15.37
71	Trinidad,Tobago	12.64
72	Bhutan	12.25
73	Latvia	12.10
74	Bahrain	12.05
75	Philippines	10.96
76	Mauretania	10.88
77	Colombia	10.87
78	Tunisia	10.26

No	Country of Supplier	Total PO Value (k€)
79	Sierra Leone	8.55
80	Romania	8.20
81	Dem. Rep. Congo	7.96
82	Djibouti	7.53
83	Mozambique	7.33
84	Bangladesh	7.23
85	Ghana	6.30
86	Malawi	5.78
87	S.Tome,Principe	5.36
88	Madagascar	5.20
89	Morocco	4.27
90	Hungary	2.91
91	South Korea	2.75
92	Albania	2.46
93	Qatar	2.31
94	Panama	2.23
95	China	2.02
96	Yemen	1.83
97	Malaysia	1.80
98	Sudan	1.65
99	Algeria	1.64
100	Jamaica	1.57
101	Kyrgyzstan	1.56
102	Slovakia	1.18
103	Montenegro	0.59
104	Malta	0.42
105	Jordan	0.29
106	Costa Rica	0.19
107	Serbia	0.05