

Interreg



Co-funded by
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IPA Romania - Serbia

Visual Identity Manual

Interreg IPA Romania - Serbia Programme

1st EDITION, 2nd UPDATE



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Introduction to the Visual Identity Manual

The purpose of this Visual Identity Manual is to offer support for communicators in presenting their valuable project results that have a real impact on the life of European citizens living in the Romanian-Serbian cross-border region.

The **Visual Identity Manual** (hereinafter referred to as „**VIM**”) contributes to the establishment of a coherent visual identity at all levels, using standardized communication tools and a **logo**. The rules are applicable for all projects implemented under the **Interreg IPA Romania-Serbia Programme** (hereinafter referred to as „**Programme**”).

Project partners and contracted designers must respect requirements regarding the visual identity of the European Union flag and the Interreg branding. The Visual Identity Manual of the Interreg IPA Romania-Serbia Programme may be updated following European Commission recommendations or independently based on technical implementation needs. The **updated version** of the Visual Identity Manual of the Programme is available accessing: www.romania-serbia.net

Always check the latest version of the VIM before preparing your visibility and communication materials.

Independently, the Authorities of the Programme may offer various support and information regarding the implementation of the Programme on their institutional websites:

Level of Authority	Institution	Website
European Commission (EC)	European Commission	http://ec.europa.eu/
Managing Authority (MA)	Ministry of Development, Public Works and Administration	https://www.mdlpa.ro/
National Authority (NA) Joint Secretariat Antenna Zrenjanin (JS Antenna Zrenjanin)	Ministry of European Integration, Republic of Serbia	https://www.mei.gov.rs/
Joint Secretariat (JS) First Level Control Unit (Romania) (FLCU Romania)	Regional Office for Cross-border Cooperation Timisoara (RO CBC Timișoara or BRCT Timisoara)	http://www.brct-timisoara.ro/
First Level Control Unit (Serbia)	Ministry of European Integration, Republic of Serbia	https://www.mei.gov.rs/

In accordance with the EU Regulation 1059/2021 on specific provisions for the European territorial cooperation goal (Interreg) supported by the European Regional Development Fund and external financing instruments.

Article 36: Responsibilities of managing authorities and partners with regard to transparency and communication:

The project partners shall ensure the visibility of the Union funding, in particular when promoting the actions and their results, by providing coherent, effective and targeted information to multiple audiences, including the media and the public.

Where remedial actions have not been put into place, **the managing authority shall apply measures**, taking into account the principle of proportionality, **by cancelling up to 2% of the support from the funds.**

Responsibilities of the Lead Partner (LP)

The Lead Partner shall ensure that communication and visibility materials realized by the project **are made available upon request** to programme bodies, Union institutions, bodies, offices or agencies and that a **royalty-free, non-exclusive and irrevocable licence to use such material and any pre-existing rights attached to it is granted to the Union, following point 2 from Annex IX of CPR Regulation 2021/1060.**

The Lead Partner is responsible for informing the Joint Secretariat regarding the information and publicity measures taken to promote the projects funded under the Programme.

The Lead Partner must inform and must ensure that all project partners inform the public, using the measures laid down in Annex IX of Regulation (EU) no.1060/2021, about the assistance obtained from the Programme.

The Lead Partner and all project partners are responsible for implementing the information and publicity activities related to the non-reimbursable financial assistance received through the programme.

The Lead Partner must ensure and must satisfy itself that all project partners ensure transparency and accurate information to the mass media on the projects funded under the Programme.

Minimum visibility requirements

During the implementation of an operation/project, all project partners shall inform the public about the support obtained from the European Union and the Interreg IPA Romania-Serbia Programme using written communication (text) and audio-visual communication.

The minimum visibility element that must be included in all visibility materials is the logo of the Interreg IPA Romania-Serbia Programme.



As a justified exception, where the promotional item or equipment is very small, the minimum visibility element you must include is the European Union emblem and the words "Co-funded by the European Union" (if possible). You will use the phrase in the language suitable to the main public you address (English, Romanian or Serbian).

Programme name

The name of the Programme is:

Interreg IPA Romania-Serbia Programme

Programul Interreg IPA România-Serbia

Interreg IPA program Rumunija-Srbija

Интеррег ИПА програм Румунија-Србија

In public communication, do not use other names for the Interreg IPA Romania-Serbia Programme. **Compliance with provisions regarding the use of the programme name, namely the full as well as the short version, is compulsory.**

Use the technical language and short terms carefully.

Technical terms like "IPA", "eligibility", "applicants", "MA", "NA", "JS", "FLC" or other terms may have a stressful lexical impact over the public.

Colours of the Programme logo

The Programme logo colours are derived from the **EU flag official colours** and must not be changed (Reflex Blue and Yellow). Reflex Blue and Light Blue define the Interreg brand's visual identity and should be used as the main colours in communication materials. Yellow can be used sparsely as an accent colour.

<p>Reflex Blue Colour</p>	<p>Reflex Blue C: 100, M: 80, Y: 0, K: 0 PANTONE Reflex Blue C R: 0, G: 51, B: 153 Hexadecimal: 003399</p>	<p>Pantone: <i>Spot colours</i> CMYK: Process-colour printing, 100 colour gradations per channel <i>C = cyan</i> <i>M = magenta</i> <i>Y = yellow</i> <i>K = black</i> RGB: Colour sample for monitor display with 256 gradations per channel <i>R = red</i> <i>G = green</i> <i>B = blue</i> Hex: System similar to RGB, but with gradations from "00" to "FF" (hexadecimal) per channel. This system is suitable for designing websites.</p>
<p>Light Blue Colour</p>	<p>Light Blue C: 41, M: 30, Y: 0, K: 0 PANTONE 2716 R: 159, G: 174, B: 229 Hexadecimal: 9FAEE5</p>	
<p>Yellow Colour</p>	<p>Yellow C: 0, M: 0, Y: 100, K: 0 PANTONE Process Yellow R: 255, G: 204, B: 0 Hexadecimal: FFCC00</p>	

What type of colour codes to use?

CMYK: printed materials (vector designs: flyers, brochures, posters);

PANTONE: spot colours for printings (textile printing);

RGB: electronic communication, Word documents, Internet, Web;

Hexadecimal: a base-16 numbering system used to define colours on Web pages.

CMYK: C = Cyan, M = Magenta, Y = Yellow, K = Black.

RGB: R = Red, G = Green, B = Blue.

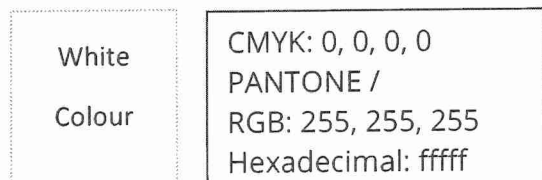
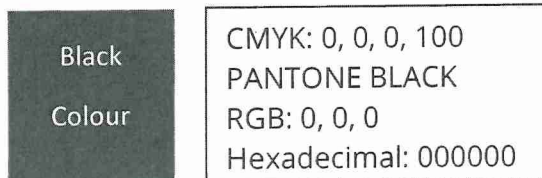
Hexadecimal: System similar to RGB, with gradations from "00" to "FF" per channel.

The logotype, EU emblem border and statement must be in white, while the EU flag keeps the Reflex Blue C colour or equivalent as it is described previously.

According to EU regulations Common Provisions Regulation (CPR), Annex VIII the EU emblem always comes with a white border around the rectangle. The width of the border is 1/25 of the height of the rectangle.

Monochrome version may only be used in justified cases.

For single colour reproductions or engravings, a monochrome version of the brand is available. This version should be used whenever colour versions are not available. The EU emblem must be applied in white with a black border measuring 1/25 of the height of the rectangle.



Programme logo:
Always use the digital logo files provided;
Do not try to recreate or modify the logo in any way;
Colour version is recommended and shall be used whenever possible;
White & colour EU logo is an alternative for dark/coloured backgrounds;
The monochrome version may only be used in justified cases.

Size of the Programme logo

On communication materials, **the minimum length of the logo should allow a clear reading of the logo.** For example, when designing an A4 printed material, as an appropriate choice, the Interreg logo type + the EU flag should have a **minimum length of 38-40 mm.**

Match the language of the logo to the language of your material as follows:

- ✓ All materials issued for the Romanian public shall bear at least the Romanian version of the logo;
- ✓ All materials issued for the Serbian public shall bear at least the Serbian version of the logo (Cyrillic or Latin, in accordance with the alphabet used);
- ✓ All materials used to disseminate information to third parties targeted as English speakers, which is the common language of the Programme, shall bear the English version of the logo;
- ✓ When editing bilingual/trilingual communication materials, the official logo and disclaimers will be in English as this is the common language of the Programme. If the bilingual material uses only Romanian and Serbian languages, the official logo and disclaimers will be in one of these languages.


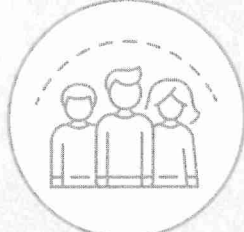
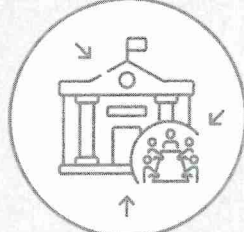


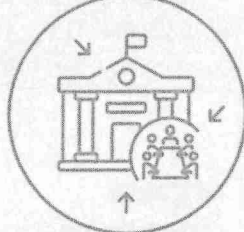
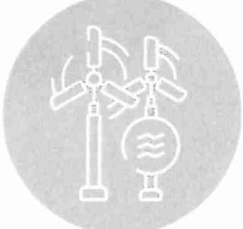
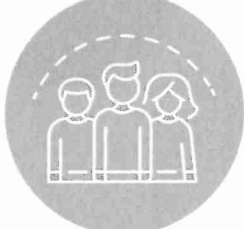
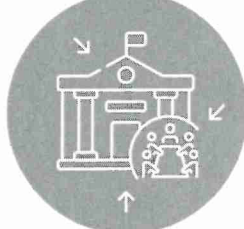
All materials issued shall comply with the above provisions taking into account the main target group or the message for each material.

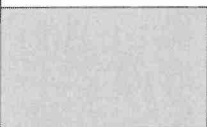


The projects should have bilingual communication tools addressing both sides of the border. This means that the cross-border partners together should communicate on both sides of the border at least the project results outlining the European Union support and the Interreg IPA Romania-Serbia Programme contribution to the project.

EU Cohesion Policy Objectives: Our Priority Icons

The Interreg IPA Romania-Serbia Programme supports investments under three programme priorities linked with three EU policy objectives, each having its own icon: GREEN, SOCIAL and GOVERNANCE. Please do not modify these icons.

The standard use of the icons is in colour. These icons can be used either with a transparent or white background.

Standard icons	Environmental protection and risk management	Social and economic development	Increasing border management capacity
Positive - white background			
Positive - transparent background			
Negative			

Priority Colour Codes within the Interreg IPA Romania-Serbia Programme		
	Environmental protection and risk management	CMYK: 48, 0, 89, 0 RGB: 154, 202, 60 Hexadecimal: #9ACA3C
	Social and economic development	CMYK: 10, 75, 60, 1 RGB: 218, 92, 87 Hexadecimal: #DA5C57
	Increasing border management capacity	CMYK: 87, 51, 0, 0 RGB: 14, 110, 182 Hexadecimal: #0E6EB6

Plain language

Plain language is a form of communication that your audience can understand the first time they read or hear it.

Plain = easy to see or understand	Plain
Synonyms	Antonyms
clear; obvious; understandable; transparent; evident; comprehensible, ...	unclear; uncommon; ambiguous; vague; complicated; complex; incomprehensible.

Language that is plain to one set of readers (for you, for me and for our colleagues) may not be plain to others (readers of a newspaper). A technical report used within the Programme may be plain for the persons who are dealing with it, but it may be too complicated, uncommon and complex for a journalist.

Use your project application form and technical reports as sources of information, not as the final text included in your communication material.

Plain language should be used in all languages: English, Romanian and Serbian.
Always adapt your language to your public!

Public speaking

Public speaking represents the personal ability to communicate orally in public with a group of people. Usually, there are different types of speeches depending on the results that you may want to obtain: informative, persuasive, and entertaining, but often it can be an overlap between them.

Before delivering a speech, prepare yourself and gather all the necessary information. Depending on the professional experience of the audience, choose the best balance between the technical and plain language used.

Dealing with journalists and giving interviews represents a type of public speaking. During mass media interviews, it is necessary to use the correct forms of the official names of the institutions involved in your project, including the name of the Programme.

Within Interreg IPA Romania-Serbia Programme, we always ensure transparency of the data provided, keeping in mind the public interest.

The events (e.g. info days, caravans, trainings and thematic seminars etc.) should have an interactive format and represent an opportunity for a direct dialogue between participants and project representatives/speakers.

For operations of strategic importance and operations whose total cost exceeds **€5,000,000**, organising a **communication event** and involving the Commission and the responsible managing authority in a timely manner is **mandatory**.

Operations of strategic importance are emblematic projects which aim to tell the story of the Programme and bring more awareness about the importance of the positive effects of European Union support for the citizens living in the Programme area.

Communicating operations of strategic importance requires particular attention and should involve Programme authorities and beneficiaries altogether in order to reach higher visibility.

For increasing the awareness and visibility of these events, the live transmission could be available on the different social platforms and the offline video archive could be published on the programme webpage. Also, press conferences should be organised with local and regional mass media and national/EU officials, and relevant stakeholders may be invited as speakers.

The programme bodies will assure close coordination with beneficiaries of the strategic importance/large infrastructure projects in order to achieve optimum organization of mandatory visibility activities, while ensuring that the Commission is timely informed about the communication event or activity (2 or 3 months in advance).

Also, the programme bodies will actively support the strategic importance/large infrastructure projects in organising communication events, with logistical and promotion materials (videos, presentations, testimonials etc.) and publicity campaigns on programme website and social media networks.

Please have in mind this list when **organising the event**:

- All participants should be encouraged to fill in the list of participants.
- All participants should sign a written consent form for using personal data, images, audio and video materials **in accordance with the General Data Protection Regulation (GDPR) and specific national legislation**.
- When the participants are minors, written consent for using personal data, images, audio and video materials should be signed in by all parents **in accordance with the GDPR and national specific legislation**.
- The written consent is not required for outdoor events with a large number of participants.

Projects partners from operations of strategic importance could use the **practical toolbox** developed and provided by the European Commission where they have access to advice and concrete examples useful in preparing the information and publicity

Press Releases

A **press release** is a document sent to journalists on behalf of your institution to announce news or events associated with the project implemented under the Interreg IPA Romania-Serbia Programme. It can promote a range of news items, including scheduled events /conferences, results of your project, and basic facts needed by reporters to develop a news story.

Journalists like clear and concise press releases. Please provide them with all the information they need to know, in a journalistic manner, to attract their interest.

In your press release, answer the following questions:

- **Who?** Who is involved? Who does it benefit?
- **What?** What is new?
- **Why?** Why is this important news?
- **Where?** Where is this happening?
- **When?**
- **How?**

Before you issue a press release, ask yourself if your story has news value and plan the content of your press release with due attention to detail.

Remember to keep in contact with journalists! Human contact may be the key difference between a press release lost under an email spam filter and a piece of published news after a press release.

Please have in mind this list before making public a **press release**:

- ✓ **use the Programme visual identity template;**
- ✓ **outline the EU financial contribution;**
- ✓ keep the message clear;
- ✓ use the journalistic style of writing;
- ✓ don't be afraid to be creative in order to attract readers in your text;
- ✓ don't be abstract! use real examples and results of your project;
- ✓ use active voice instead of passive voice;
- ✓ write using every day (usual) words avoiding technical words (jargons);
- ✓ good quality images, if they are attached, connected with the message;
- ✓ Proofread!

Social Media

Social media are interactive technologies that facilitate creating and sharing of information, ideas and interests through virtual communities. Social media can be viewed as an online facilitator that enhances social connectivity.

Compared with previous years, the role of social media in communication has increased considerably. Using social media platforms, we can reach very different audiences, defining more specific or larger groups of people, potential users of our projects, beneficiaries or citizens living in the Romanian-Serbian border area.

Because social media is so diverse, covering large segments of the public, at the Programme level, we focus on Facebook, Instagram, Twitter and YouTube. These social platforms are preferred by users in Romania and Serbia, covering large segments of people.

We encourage our projects to be active in promoting their projects on social media and share the posts made by the Programme through social media channels.

Like, Share and Subscribe to Interreg IPA Romania-Serbia Programme on Facebook, Instagram, Twitter and YouTube.

In recent years, due to Covid pandemic restrictions, we have started using different online platforms for technical meetings, especially Zoom and Microsoft Teams. Beyond the limits, these platforms proved to be very useful tools for communicating in an online environment and may be used in the future.

The Programme logo can be applied on the cover or banner picture – provided that the social media platform provides this option.

Social media hash tagging

Using hashtags is a way to group together conversations or content around a certain topic, making it easy for people to find content that interests them. They always start with the # symbol, but they won't work if you use spaces, punctuation, or other symbols.

At the Programme level, we are using the following hashtags: #Interreg #InterregIPA #RomaniaSerbia #EUfunded #CohesionPolicy #EUinmyRegion

Secondly, we are connecting our tags with different events or interests like: #CrossBorderCooperation #Cooperation #InterregDay #EuropeDay #MonitoringCommittee #PartnerSearchForum #Youth4Coop #EuropeanYearOfSkills etc.

For project partners, to create a link between all the posts related with your project, we recommend to use a hashtag composed by the acronym RORS, which stands from Romania and Serbia, and the Jems project number using the format e.g. #RORS00000.

Audio materials

Audio materials (radio spots) are useful to broadcast very fast information regarding different events (launching or closure events of the project, a seminar, etc.) or to raise the awareness of the project among the public. Radio spots may be flexible and easy to produce, but involve a high repeating rate of the message in order to reach the public.

When realizing radio advertisements, at the end of the spot the following message should be inserted:

"Interreg IPA Romania-Serbia Programme is co-funded by the European Union and the partner states in the Programme."

The message must be in the language of the spot.

Please have in mind this list before broadcasting **an audio spot**:

- ✓ is creative and may attract people to listen it;
- ✓ use a clear language;
- ✓ best quality of sound;
- ✓ technical message is included etc.

Audio-visual materials/video spots/films

A technical frame must be included at the end of the video spot. The frame will present the logo of the Programme and technical section.

The technical final frame of the film must be in the language of the spot.

Please have in mind this list before broadcasting a **video spot/film**:

- ✓ is creative and may attract people to watch it;
- ✓ use a clear language;
- ✓ best quality of image and sound;
- ✓ you outlined the EU/Programme financing in the project (visual and/or verbal);
- ✓ technical frame is included;
- ✓ be transparent!

Information disclaimers

Communication materials with content, for example videos, brochures and leaflets, developed within a project funded under Interreg IPA Romania-Serbia Programme should include the following:

- ☑ **Interreg IPA Romania-Serbia Programme logo (mandatory);**
- ☑ The icon selected in accordance with the priority which finances your project;
- ☑ **A technical section**, as described below, to identify the name of the project, Jems code, the material editor, the contact details, the publishing date, EU disclaimer, contact details of the Managing Authority, website of the Programme.

Technical section

Project title and Jems code:

Material editor/Responsible for publication (*usually the project partner*):

Contact details of *the project partner who ordered and paid for the material* i.e. *the material editor* (e-mail / phone / website of the material editor etc.)

Publishing date:

The responsibility for the content of this material is that of the author(s). The content of this material does not necessarily represent the official position of the European Union.

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In case of any complaints, contact: romania-serbia@mdlpa.gov.ro
www.romania-serbia.net

The technical section may be formatted and arranged creatively on the last page as long as the information is present.

Banners and roll-ups

A banner is a visual communication tool designed to promote your project, as well as the Programme. Due to the wide range of layouts, custom options and sizes offered, these tools are great for implementation both inside and outside.

The typology of banners includes: retractable banners, roll up banners, hanging banners, street banners, teardrop banners, promotional flags etc.

Inside banners may be used in your office to promote the programme/project to your visitors or to stand out during events. Outside banners are a method to promote your project to the local community/public.

Keep your core message to the top: Use the top of your banner to display the Programme logo and your core message. It is important to have your main message at eye level.

When designing your banner, it is important to include relevant information and keep words to a minimum. More information can be provided in your brochures, flyers and reports. If you include any *images* on your banner, then be sure that they are high quality. All images and text must be clear and easy to read.

Please have in mind this list before publishing a **banner**:

- ✓ **use the Programme visual identity;**
- ✓ information to identify your project (for example: project name, Jems Code, budget etc.);
- ✓ creative style with eye-catching design;
- ✓ use best quality images;

An Internet banner is a form of online advertising on the World Wide Web (www). Web banners notify the readers of a web page about the EU financial support to your project received through the Programme or promote your project.

An internet banner may be dynamic or static and may have different formats. You may choose what type suits your project communication plan, but ensure that the official Programme logo is visible and it is linked to a web page/social media page which includes more information.

Durable plaques/billboards shall be made of resistant materials so that their presence can be positively noted at any time.

Where it is not possible to place a durable plaque on a physical object (for example: because of restrictions imposed by legislation on protected buildings) other appropriate measures shall be taken in order to publicise the contribution of the Interreg IPA Romania-Serbia Programme (e.g. the durable plaque will be placed inside the entrance area of the building).

Where several operations are taking place at the same location, supported by the same or different funding instruments, or where further funding is provided for the same operation at a later date, at least one plaque or billboard shall be displayed.

Other touristic/outdoor signboards

An outdoor signboard is a way of communication using signboards along roads or in public places where people gather or wait, like bus stops etc. If you plan to promote and raise awareness of your project in your local community, you may design a promotional or informational signboard.

Also, you may use a sign to let travellers know about some cross-border touristic routes or a local historical attraction valued better because of your project.

Before designing an outdoor signboard, please consider the length of time readers spend in front of your signboard. A roadside signboard must send the message in a few seconds, while a signboard placed in public places where people gather or wait may be studied longer by the readers.

Roadside signboards need to be simple, with clear images and as few words as possible. A simple message and a clear visual identity are always essential. Your sign should be easily visible from a distance and your message memorable.

If you position your signboard where people have more time to read, you may include more words, but do not exaggerate! This place may be the location of your project (ex: you cleaned an area to protect the cross-border environment, rehabilitated an important historical site etc.) or in a square, park or near a bus stop.

Outdoor communication using signboards may be beneficial in promoting your EU project and the Interreg IPA Romania-Serbia Programme.

Please have in mind this list when designing a **signboard**:

- ✓ **include the Programme visual identity;**
- ✓ be concise: Can you tell your story in 8-10 words?
- ✓ use best picture with high quality;
- ✓ be creative.

Vehicle panels

Any vehicles funded through Interreg IPA Romania-Serbia Programme should be clearly identified by using the Programme logo in the operational language of the Programme (English) and in the local language (Romanian or Serbian).

The project partner logo may appear on vehicles, although the EU flag should be displayed at least as prominently as the logos of all parties involved in the action.

The **minimum recommended size** of the panel for **all vehicles** (cars, trucks, special utility vehicles, vans etc.) is **A4**. If the design of the vehicle does not permit it, please consult the MA/JS for an alternative solution.

The **English** version of the panel will be posted on the **left side** of the vehicle.

The **local language** version of the panel (Romanian or Serbian) will be on the **right side** of the vehicle.

The model is available for download on the Programme website.

Self-Adhesives/Stickers/Tags

Equipment, furniture and other purchased items through the Programme **must** bear a self-adhesive or a tag, depending on the material, in a visible place.

The self-adhesive/tag is a practical and versatile element to enhance the visibility of projects. The size may vary, depending on the object.

The self-adhesive/tag format design is available for download on the Programme website.

There are cases when the recommended self-adhesive/tag may not fit a small-dimension equipment. As an exception, the project partners may use a self-adhesive/tag containing only the European Union logo with text (Co-funded by the European Union).

In case of any doubt in using the logos/compulsory information or special layout requests, please consult the Joint Secretariat experts!

- ✓ Joint Secretariat experts are ready to offer support to project promoters regarding communication activities.
- ✓ Your e-mails must be sent to dani.bardos@brct-timisoara.ro **AND** to your Joint Secretariat Project Manager (name will be previously communicated by the Joint Secretariat).

We aim to answer your questions in maximum 3 working days, but usually faster.

Greencommunication tips

Having regard to the measures for reducing the negative impact of the health and energy crisis and the self-commitment to reducing the carbon footprint of the Programme taken by the bodies involved in the implementation of the Programme (Managing Authority, National Authority, Joint Secretariat, Joint Secretariat Antenna) and project beneficiaries, the following principles are recommended, when possible, for all communication activities and materials:

- ✓ **Online communication** – reducing physical events with a large number of participants and switching to more online or hybrid events (online format and small number of participants in physical format); electronic communication should be used instead of printed materials for pre-meeting and follow-up communications; the use of decorative elements should be minimised; reuse of badges and banners is encouraged;
- ✓ **Paperless** and **digitalisation** – storing documents in digital archives and encouraging the deletion of "non-essential" emails (a large number of emails on servers leads to high energy consumption), using the electronic signature; publications disseminated by electronic means; recycled paper, print on both sides, print-friendly;
- ✓ **Go local!** – promoting local products/small food local businesses;
- ✓ **0% plastic waste** and drastic reduction of promotional materials on hard copy; all materials: brochures, guidelines for applicants, training materials and Q&A will be posted in digital format on the Programme website. Project promotion templates will be available for beneficiaries on the Programme website and could be tailored for different events. Developing the promotional items that are needed, relevant and have a high use value;
- ✓ The **use of natural light** is preferred;
- ✓ The **use of energy-efficient light bulbs** is strongly encouraged.

Interreg



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IPA Romania - Serbia

Project title: Technical Assistance for the implementation of the Interreg IPA Romania-Serbia Programme

Responsible for publication: Regional Office for Cross-border Cooperation Timisoara

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