



## **REPORT ON ACTIVITIES OF BELGRADE CHAMBER OF COMMERCE**

*In accordance with 10 principles of UN Global Compact*

*November 2015*

## REPORT OF CONTINUAL SUPPORT TO UN GLOBAL COMPACT



Belgrade Chamber of Commerce signed, in 2011, the UN Global Compact, and joined this most massive global voluntary network with a view to contributing to the quality of its members and promote their own social responsibility. The commitment of the Belgrade Chamber of Commerce to protect the interests of businesses, through the affirmation of responsibility and transparency of operations, is one of the basic principles of the Belgrade Chamber of Commerce since its constitution, as a member of the UN Global Compact, actively supports and develops the ten principles of the UN Global Compact

Through its activities and example, Belgrade Chamber of Commerce contributes to the development of trust, transparency of operations and the development of social responsibility of each organization. Implementation of corporate social responsibility as one of the key strategies of sustainable development is essential both in the field of successful business operations and strengthening competitiveness, but also in stimulating regional development, promotion of entrepreneurship and human development.

In its first Report on the engagement, our intention is to highlight the contribution of the Belgrade Chamber of Commerce to the achievement of the main goals of the UN Global Compact, in the period January 2014 - November 2015, on the road to further promotion and development of CSR in Serbia. Implementation and encouragement of socially responsible activities are strategic initiatives of Belgrade Chamber of Commerce, as part of the community in which it operates.

The report that follows covers specific activities from caring about employees, which includes programs of continual education, organizing preventive health examinations, providing assistance with employment of young people, participation in charitable activities and donations, to activities which have aimed at improving the business environment by combating corruption

I would like to thank all the partners, members and employees of the Belgrade Chamber of Commerce, without their commitment, knowledge, ideas and creativity, the realization of all the above activities and plans would not be possible. Together, with our daily operations we reaffirm the commitment of the Belgrade Chamber of Commerce to act socially responsible in all its activities, because that is the only way we can contribute to the long-term, sustainable development of economy and society as a whole.

Milivoje Miletić  
President of the Belgrade Chamber of Commerce

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## BELGRADE CHAMBER OF COMMERCE – OVER 150 YEARS LONG TRADITION



**Belgrade Chamber of Commerce is an institution with a long tradition. It was established by the Decree of Alexander Karadjordjevic, Prince of Serbia in 1857, when Board of Trade was formed in Belgrade, as the first form of association of the traders and artisans.**

Belgrade Chamber of Trade was established in 1910 in Belgrade. During the First World War Chamber continued its operations in France, and returned to Belgrade after the War. After the World War II, FNRJ Chamber of Trade was founded in Belgrade according to the Regulation on the Chamber of Trade of the Federal Republic of Yugoslavia. Possibility to establish local and regional chambers was provided in 1952.

**In accordance with the Law on establishment of unique chambers of commerce, the chamber system was organized in such a way that existing chambers, associations of commerce and cooperative associations were connected into the Federal chamber of commerce, the county and city chambers of commerce. Belgrade Chamber of Commerce as such as founded on September 21, 1962.**

Today, Belgrade Chamber of Commerce, in accordance with the Law on Chambers of Commerce, is defined as interest, independent, business and professional organization of companies, entrepreneurs and other forms of organizations that conducts business activities in the territory of Belgrade and are connected by mutual business interest.

Statute of the Belgrade Chamber of Commerce defines the objectives and tasks of its activities, and above all:

- Improving the business environment and increasing competitiveness
- Representing the interests of the economy in defining the regulations and policies,
- Business connections and providing information to members,
- Improvement of entrepreneurship and management,
- Training of staff of all levels and profiles, as well as
- Fostering good business practices, protection of business morality and development of socially responsible business operations.

Bearing in mind the current trends in the business, the dynamics of business communications and the necessity of connecting the institutions and business entities in the country and the world, Belgrade Chamber of Commerce, through its activities makes a major contribution to the advancement of all segments of society.



## 1. RESPECT OF HUMAN AND LABOR RIGHTS

Key activities of the Chamber of Commerce of Belgrade (PKB) in the period January 2014 - November 2015 were as follows:

- representing the interests of the economy,
- initiating economic reforms,
- reducing the gray economy and unemployment,
- providing services and training to members
- socially responsible business operations.

As an organization that encourages change, both internally and in the region, the Chamber actively relate to the challenges of the reform of the chamber system and its internal efficiency. Aware of the fact that the level of skill in operation, working habits, creativity and motivation of employees influences the realization of the goals and mission of the organization, Belgrade Chamber gives priority to the respect and promotion of human and labor rights, with full respect for the basic principles of the Convention on Human Rights.

On December 23, 2014, New Collective Agreement was signed by two Unions: Independent Union Organization of BCC and ASNS – Belgrade Chamber of Commerce. In June 2015, a new Union was established in the Belgrade Chamber of Commerce “NEZAVISNOST”. According to the Report of the Commission on the formulation and review of trade union representation, on June 9, 2015, in the Chamber of Belgrade, it was concluded that all three Unions fulfill the conditions stipulated by the Labour Law.

In accordance with the Labor Law and Chamber’s legal documents (Rules on organization and systematization of jobs in the organizational units of the PKB, the Ordinance on the organization, forms and methods of work in PKB, the Ordinance on the work discipline of employees in PKB, the Code of Conduct for employees in PKB) Collective Agreements state the rights, duties and responsibilities of the employees and the Belgrade Chamber of Commerce, as well as the relations between the parties in this Collective Agreement.

### 1.1. Prohibition of discrimination

Recognizing the driving and creative force of human resources in the process of achieving long-term goals, increasing efficiency and improving performance, the Chamber has conducted internal reform with full respect for the following principles:

- The right to decent work,
- The right to education,
- The right to freedom of thought,
- The right to beliefs and religion,
- The right to respect of private and family life,
- The right to freedom of assembly and association,
- The right to ban slavery and forced labor.

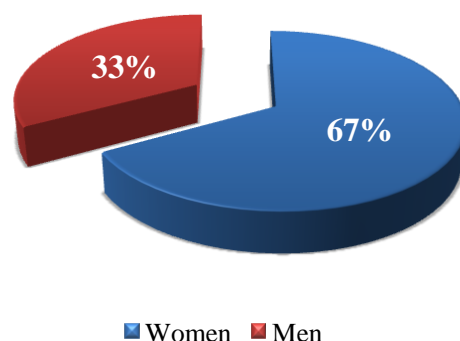
The Belgrade Chamber of Commerce prohibits direct and indirect discrimination of employees with regard to its origin, birth, language, race, skin color, age, pregnancy, health condition or disability, ethnicity, religion, marital status, family obligations, sexual orientation, political or other opinion, social origin, property, membership in political organizations, trade unions or any other personal characteristic.

Discrimination in the field of labor is also prohibited in the Chamber, ie violation of equal opportunities for employment or enjoyment under equal conditions of labor rights, such as the right: to work, free choice of employment, promotion, training and professional rehabilitation, equal pay for equal work, just and favorable conditions of work, education, participation in trade unions, protection against unemployment.

For the purpose of the prohibition of discrimination, in accordance with the Law on Gender Equality, Belgrade Chamber of Commerce produced a Report on the Implementation of the Plan of Measures for Elimination and / or Mitigation of Unequal Gender Representation in 2014, and the Plan of Measures to Eliminate or Mitigate Unequal Gender Representation in 2015 and submitted them to the Coordinating Body for Gender Equality

Based on the report it can be concluded that the gradual restructuring of the workforce, established an even gender ratio in the Belgrade Chamber of Commerce, and the Chamber has consistently adhered to the principle of gender equality. When we look at the total number of employees, women make up 67% of employed persons, and are fully equal with men in exercising their rights. In this sense, there was no difference in net earnings when employees working on identical jobs, regardless of gender affiliation.

**Chart 1 - Total number of employees, classified by gender structure, December 31, 2014**



Source: Belgrade Chamber of Commerce, Report on the implementation of measures

In order to eliminate or mitigate unequal gender representation of employees, the following activities were proposed:

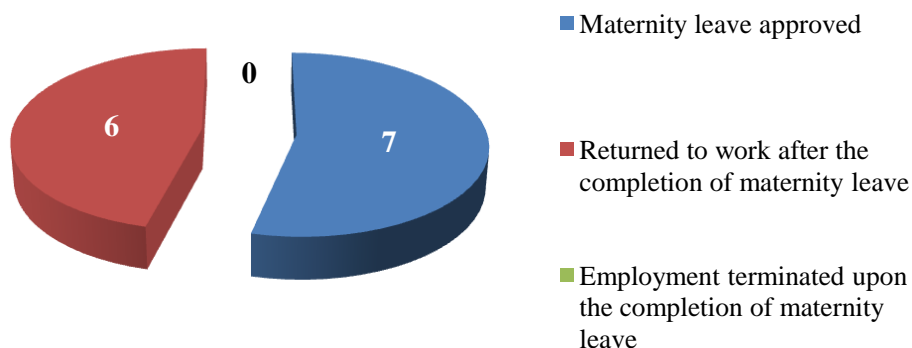
- Creation of measures that ensure the balance of professional and family life, as well as rights in terms of health and safety at work, which is expected to increase motivation and better commitment to work and reduce absence from work;
- Implementation of activities based on the right to education and training during work under the same conditions for employees of both sexes, with the expected result that

the representation of both sexes corresponds to the structure employed by the employer, as well as

- Continual education of employees in the field of gender equality.

The Belgrade Chamber of Commerce respects private and family life of employees.

**Chart 2 – Number of women on maternity leave, 2014.**



Source: Belgrade Chamber of Commerce, Report on the implementation of measures

On the basis of the *Code of Conduct* for employees in the Belgrade Chamber of Commerce, it is prohibited to disregard and discriminate against others on the basis of race, ethnicity or gender, political or other opinions, and compliance with the provisions of this code is personal and professional responsibility of every employee.

According to the Code, the employee is valued for its professional knowledge, creativity, commitment to work, fairness and willingness to help others. On the other hand, managers are valued for their personal engagement, expertise, attitude towards colleagues and overall behavior to all employees, they do not favor individuals, but encourage and motivate all employees to achieve good results. Employees in the Chamber act with due care to persons with disabilities and special needs

## 1.2. Education

The Belgrade Chamber of Commerce recognizes the importance of continual education and the acquisition of new knowledge, aware that people's ability to learn and apply the knowledge represents irreplaceable asset to the organization, the Chamber has been obliged by the Collective Agreement, to provide education, professional training and development, when it is needed by work processes and when introducing new methods and organization of work.

Internal trainings for public performance, safety and health at work, mobbing and fire training were organized for the Belgrade Chamber of Commerce employees.



**In addition, employees have attended trainings related to working with Excell, writing projects for EU funds, solving conflicts, coaching, time management, e-mail marketing, tax consultant, accounting, etc.**

In order to innovate personal skills and professional qualifications of top management and other staff in the Chamber, **different levels of English language courses were organised for six groups of students / employees in the Chamber.**

In 2014 a number of employees were also trained through seminars of QA Centre for introduction of ISO 9001: 2008 and ISO 14001: 2004 standards, ie, quality management system and environmental protection system, which the Chamber should certainly. Employees who have passed the certified training, will work on the implementation and maintenance of QMS in the Chamber.

### **1.3. Benefits, remunerations**

According to the Collective Agreement, the employee is entitled to leave from work with salary (**paid leave**) to a total of 5 working days in a calendar year, in the following cases: marriage, childbirth, serious illness of a close family member, child marriage, birth of a grandchild, the death of parents, brothers and sisters, spouse, going to the necessary medical examinations of the employee or an immediate family member, and other urgent personal obligations

An employee may be granted paid leave in the following cases: recreation in order to prevent and protect the health of employees at work, participation in the labor-productive competition organized by a trade union or participation in sports competitions, as well as rehabilitation upon written recommendation of a health institution.

President of the Chamber may grant the employee paid leave up to 30 calendar days in the case of the treatment and care of a seriously ill or immobile immediate family member, professional development of the employee and in other cases.

An employee can, upon request, be allowed to use paid leave in the following cases: nurturing a sick member of his immediate family, education and training, participation in the work of scientific, technical, sports and other organizations, carrying out tasks related to construction of a house or apartment, in order to solve their housing issues, as well as other legitimate reasons. Unpaid leave for education and training can last one year maximum, while in other cases the maximum period is six months during a calendar year.

An employee is **entitled to remuneration** for the period of absence from work due to temporary inability to work up to 30 days in the amount of 80% of average earnings in the previous 12 months prior to the month in which she started a temporary inability to work, and it can not be lower than the minimum wage determined in accordance with the law, if the inability to work is caused by illness or injury outside of work.

The Chamber can give other payments and benefits to employees, such as gifts for Christmas and New Year for children of employees up to 15 years of age. It can also provide solidary and other assistance in the following cases: 1. the child's birth 2. absence from work due to



temporary inability to work, illness or injury, except in the case of pregnancy, lasting more than 90 consecutive days 3. in the case of serious illness of the employee and the employee's child, if it resulted in the need to purchase drugs that are not on the positive list or medical supplies not covered by the relevant fund, the costs of medical treatment in the country and abroad which are not covered by basic health insurance 4. if injuries, diseases or severe treatments require the additional costs, 5. costs for surgery or organ transplantation, 6. In the case of natural disasters (flood, fire, earthquake, etc.) if the employee suffered greater damage. 7. In case of death of employee's parents.

#### 1.4. Protection of employees

According to the Law on Safety and Health at Work, the Chamber is required to ensure, for the employees, safety and health at work in accordance with this Law and other regulations. Accordingly, in 2007, Belgrade Chamber of Commerce made Rule Book on Safety and Health at Work in Belgrade Chamber of Commerce and named Person for safety and health at work whose duty is to ensure the implementation and enforcement of safety and health at work in accordance with the applicable regulations.

Regarding the protection of employees, Belgrade Chamber of Commerce has produced a Risk Assessment Act in 2008. In accordance with preventive and corrective measures arising from the Risk Assessment Act the following measures were carried out:

- a series of meetings and lectures were held for employees in the Chamber on the subject of safety and health at work (seminar on anti-stress, a lecture about the dangers of the H1N1 flu, a seminar on new approaches to women's health ...);
- the measurement of microclimate of working conditions in offices were carried out, so after having received the report Chamber implemented corrective measures to replace the windows because of the high noise level.
- the inspection and testing of electrical installations were conducted and after obtaining the report corrective measures were implemented
- all employees were referred for medical examination, according to their workplace (examination differed for employees with high risk job).

We also point out that during the European week of safety and health at work on 21 October 2015, Belgrade Chamber of Commerce and the Association of Public Health organized **The Symposium on "Safety and Health at Work"**, in the Belgrade Chamber of Commerce. The Conference was supported by: the Ministry of Labor, Employment, Veteran and Social Affairs, the Government of the Republic of Serbia-Agency for Safety and Health at Work, the Ministry of Health of the Government of the Republic of Serbia, Secretariat for Health of the City of Belgrade, Institute of Public Health of Serbia "Dr Milan Jovanovic Batut "and the Serbian Institute of Occupational Health " Dr Dragomir Karajović ".

In order to inform the public about this important topic, Belgrade Chamber of Commerce held the first presentation of the Law on Amendments to the Law on Safety and Health at Work. The Law was published in the "Official Gazette of RS", no. 91/2015 of November 5, 2015 and entered into force eight days after its publication.

## 2. ACTIVITIES REGARDING FIGHT AGAINST CORRUPTION

According to the concept used in the UN Global Compact, which was accepted in EU practice, corruption is most often understood as the abuse of authority for personal gain. the Corruption Perception Index of *Transparency International* indicates how widespread this problem in Serbia is. According to it, in 2014, Serbia was ranked 78th out of 175 countries (six places lower than the previous year), which puts Serbia among countries with very high level of corruption. Consequences of corruption do not show solely in the impoverishment of society and the state, but also in a drastic drop of public confidence in democratic institutions, as well as creating uncertainty and instability of the economic system, which is reflected, among other things, in reduced investments.

In Belgrade Chamber of Commerce there is highly developed awareness of the negative impact of corruption to economic, social and democratic development of the Republic of Serbia, and Chamber's activities are dedicated to its elimination.

Belgrade Chamber of Commerce in cooperation with the Ministry of Justice and Public Administration of the RS, presented the action plan to implement the National Strategy for Combating Corruption for the period 2013 to 2018 year at the expert meeting, organized in the Chamber. It was specified that the fight against corruption can be successful only if it is organized in a systematic way, if the rule of law is applied, if the work of institutions are coordinated by the strict respect of their constitutional and legal jurisdiction. It represents an incentive to economic development, better business conditions, increased investments and job creation. This was just one of the activities of the Chamber in the fight against corruption. The meeting was organised at the request of a large number of businessmen, professionals and other interested parties.

In addition, Belgrade Chamber of Commerce is a member of the International Chamber of Commerce in Paris (MTK) and has its member in the National Committee of the MTK at the Commission for Social Responsibility and Anti-Corruption, and supports the ICC rules and guidelines regarding the fight against corruption.

Serbian Parliament adopted the Law on the protection of whistleblowers, whose adoption was foreseen by the *Action Plan for the implementation of the national strategy for the fight against corruption for the period 2015-2020*, which systematically and comprehensively protects persons who report suspicions of corruption. In this regard, Belgrade Chamber of Commerce adopted a Decision on the appointment of the authorized person to receive information and conduct



proceedings related to the internal emergency alarm, the Rules of Procedure of the Internal Alert System in Belgrade Chamber of Commerce, and BCC is negotiating with representatives of the Ministry of Justice to organise expert meeting on the protection of whistleblowers and the fight against corruption. This document regulates the procedure of the internal alert system in terms of disclosure of information containing data on violations of regulations, violation of human rights, the exercise of public authority contrary to the purpose for which it was entrusted, threat to life, public health, environment and safety, and to prevent any major damage.

When it comes to the affirmation of **corporate security** in 2014, BCC focused on the raise of security culture through professional meetings, seminars, conferences and expert lectures, as well as the promotion of all the elements of the culture of corporate security and improvement and promotion of the area. In cooperation with the Serbian Chamber of Commerce in 2014 BCC carried out a series of activities in order to inform the members of the Belgrade Chamber about meetings on private security, and the application of laws and by-laws. Belgrade Chamber of Commerce has actively cooperated with the Professional Association of Corporate Security Managers (SAMKB), to promote corporate security manager positions in private companies, as well as pointing top management of companies to the need for greater investment in the field of corporate security within the company, given the fact that lowering internal protection makes the corporation vulnerable to internal and external security threats, particularly with regard to various forms of crime and corruption.

Among other activities in the field of fight against corruption, in 2014 - 2015, we highlight the following:

- In cooperation with the Serbian Association of Managers of corporate security Belgrade Chamber of Commerce has implemented a one-day seminar dedicated to the **Protection of intellectual property as an element of modern business security**. The topic was recognition of counterfeit products and methods of smuggling, infringement of intellectual property rights, the problems of internet piracy and other current and potential challenges of violation of copyright and industrial property, with the aim of developing skills of risk assessment techniques and protection in this field.
- Belgrade Chamber of Commerce in cooperation with the Innovation Centre of the Faculty of Security in Belgrade and the Serbian Association of Managers of corporate security, organized an expert seminar on the topic: Business Security and social engineering. The lectures and discussion pointed out to the social engineering that is very effective, so to speak, new way of compromising corporate resources, that, in the first place include information necessary for successful operations of the legal entity.

In accordance with the interest of entrepreneurs, with the aim of permanent education of taxpayers in the application of regulations **in the field of combating money laundering and terrorist financing**, Belgrade Chamber of Commerce held several expert meetings as follows:

- Meeting on **Implementation of the Law on the Prevention of Money Laundering and Financing of Terrorism for taxpayers from the non-banking sector**, held on July 3, 2014, in order to educate taxpayers in the area of leasing, factoring, brokerage firms, accounting agencies and parts of the financial and non-financial sector.
- A public hearing on the **Draft Law on Amendments to the Law on the Prevention of Money Laundering and Financing of Terrorism** held on October 29, 2014, in cooperation with the Serbian Chamber of Commerce and the Directorate for Prevention of Money Laundering.
- On September 10, 2015, Seminar on **Measures and Actions in applying regulations on the prevention of money laundering and terrorist financing**. The aim of the seminar was a better implementation of the Law on Prevention of Money Laundering and Financing of Terrorism by all intermediaries in the lease and real estate turnover, application of procedures for monitoring client by all persons engaged in activities to prevent money laundering or terrorist financing.

Regarding main provisions of the Law on Inspection Control, the businessmen and entrepreneurs had the opportunity to receive information in the Belgrade Chamber of Commerce, from the representatives of the Ministry of State Administration and Local Government, during the Public Hearing and after the adoption of the Law. It is a very important Law, which should contribute to improving the environment and the predictability of the business, to reduce the direct and indirect costs of the economy and the state and contribute to combating the gray economy, unfair competition and corruption.

### 3. COURT OF HONOR

Fostering good business practices is one of the most important tasks of chambers of commerce and courts of honor at the chambers of commerce

The practice so far testifies to the effectiveness of measures imposed by the Court of Honour, as well as a significant contribution of the Court of Honor and its role in the construction of business ethics in general. Court of Honor not only protects business morale but also directs the behavior of economic entities in accordance with the changes and advances in the field of economic relations and thus directly affects the creation of new moral standards. In this way, the Court of Honor participates in overcoming of disadvantages and gaps in the legal framework that do not meet the needs and changes in the field of innovation in the operation of business enterprises and provides a full contribution to building a proper business environment and economic performance



The priority for the Court of Honor is the protection of business entities and other members of the Chamber from dishonest behavior, behavior that is contrary to good business practices, the code of business ethics and the law. The special significance of the Court of Honor is to

protect the public interest in business relations, protection of consumer rights and citizens from behavior contrary to good business practices and ethics.

Court of Honour of the Belgrade Chamber of Commerce received 58 new cases in 2014, and 134 cases in total. Procedures were started by prosecutors and deputy prosecutors of the Court of Honour, based on the applications submitted by legal entities and individuals, traffic inspection, tourism and market inspection, etc.

At the beginning of 2014, Belgrade Chamber of Commerce marked hundred years of the Court of Honour of the Belgrade Chamber of Commerce and on that occasion presented the work of the court and awarded deserving members. Court of Honour has existed since 1913, and, as part of a single chamber system in Belgrade Chamber of Commerce, since 1963.

## 4. ENVIRONMENTAL PROTECTION

Full compliance of Serbia with the European Union in the field of environmental protection is one of the most challenging areas in the membership negotiations with the EU, and this area in recent years in Serbia, is considered to be one of the most important, for the economy, the country and its citizens. Serbia is expected to gradually harmonize its views, as well as to intensify efforts to harmonize with EU standards in the field of environmental protection through: harmonization of legislation, administrative capacity building and the capacity of institutions in the field of environmental protection, as well as the provision of financial resources

Although the country has been taking measures and actions to improve and protect the environment in recent years, the protection of the environment from industrial production has not been at satisfactory level. Belgrade Chamber of Commerce has been very active regarding the subject during 2014 and in 2015:

- Belgrade Chamber of Commerce organized on June 5, 2014, on the occasion of World Environment Day, a round table on the theme: **Sustainable development and natural disasters in Southeast Europe 2014: consequences of revitalization, protection and prevention - a challenge for the economy, the population and the state**. This was the first professional and scientific meeting on the result of "flood" and treatment in the process of reconstruction and rehabilitation of the enormous damage it caused. The roundtable was attended by numerous experts, with a view to tracing paths of sustainable reconstruction and finding answers to the challenges of prevention of future risks, natural disasters and other similar disasters. The special emphasis was on the measures and activities that could contribute to reducing risks to humans and the environment, more efficient management of resources and greater social balance.





- Meeting on the Current issues in the field of waste management and recycling, was held on March 12, 2015. The main topic was launching the initiative for the formation of groups for waste management and recycling, to represent the common interests of all stakeholders and and participate in regulation of this field through implementation of existing international standards. It was estimated that Serbia would need 10 to 12 billion Euros over the next decade for the implementation of European standards in waste collection and disposal, and other activities in the field of environmental protection. Businessmen were invited to be more active in preparation of projects in the field of environmental protection, and partnership between the City, the Ministry of Environmental Protection and the Belgrade Chamber of Commerce on promotion, education and preparation of projects was announced.
- Meeting on **Inclusion of inspection bodies in the field of environmental protection** - May 14, 2015 in the Belgrade Chamber of Commerce. Group for Environmental Protection discussed the role of environmental inspection authorities, and representative of the Secretariat for Inspection Affairs of the City reported that citizens complain about the noise from restaurants, ventilation and air conditioning units. Belgrade has most of inspectors for noise, but that is not enough due to large number of restaurants in the city. It was noted that environmental protection is one of the most important, but also the most demanding chapters in the EU accession process.
- **Asbestos management - the impact of asbestos on the environment** - 29 September 2015 with the aim to create a strategy for managing asbestos. The meeting was attended by businessmen and representatives of relevant institutions. The main topic at the meeting was the first topic in the European Association for the management of construction waste (EDA), whose member is the Belgrade Chamber of Commerce, and the reason is very harmful effect of asbestos on the environment. For this reason, the Institute for Public Health and Dragan Mihailovic Suisse "We come World Environmental Consulting & Management" (Switzerland) conveyed the experience of Switzerland, where the harmful effects of asbestos through legislation enters the system of protection at work and that system should be adapted according to our conditions

We would like to list some other important activities and events:

- Presentation of THE FIRST NATIONAL META REGISTER ON ENVIRONMEN-ECOREGISTER - May 14, 2014.
- The right to legal protection in environmental issues in administrative procedures and administrative disputes - June 17, 2014.
- Conference "Current problems in waste management and recycling" - March 12, 2015.
- Symposium: " CONSTRUCTION WASTE MANAGEMENT - ANALYSIS OF CURRENT SITUATION FUTURE PLANS AND RESPONSIBILITIES" - April 7, 2015.
- International Scientific Conference ENVIRONMENT AND ADAPTATION OF BUSINESSES TO CLIMATE CHANGE - April 23, 2015..

- Presentation: ENVIGO - SOFTWARE FOR THE EVALUATION OF ENVIRONMENTAL IMPACT - May 7, 2015.
- Expert meeting: Held a professional meeting: INFRASTRUCTURE DAMAGE ASSESSMENTS IN FLOODS IN BOSNIA AND SERBIA in May 2014 - June 9, 2015.
- European ECO standards in Kolubara Mining Basin - June 9, 2015.
- Seminar "BEES = BIODIVERSITY" – October 2, 2015, organized by the Association of Citizens Veles VISION from Belgrade, with the support of the Chamber of Commerce of Belgrade and the Secretariat for Environmental Protection of the City of Belgrade. The seminar was organized within the project, one of 25 projects, cofinanced by the EU from the fund for Danube region – START, which confirms how much this subject is of interest to entire Europe, and globally.
- Round Table "CIRCULAR ECONOMY IN THE REGION" WITHIN ECOFAIR – October 16, 2015, where it was estimated that the establishment of the waste management system is one of the most important and economically demanding segments in the process of harmonization of our legislation with EU regulations. Experts who participated in the Round Table, organized by the Association of Serbian Industry Waste "Brave cleaner", the German Agency for International Cooperation (GIZ) and the Belgrade Chamber of Commerce, presented the circular economy as a new concept of waste management, and as stated at the round table, which is inevitable because it is embedded in European regulations and all EU candidate countries have to implement it.

## 5. BELGRADE CHAMBER OF COMMERCE AWARDS

Belgrade Chamber of Commerce awarded for the 30th time the **Annual Award Belgrade Winner and Plaques for the results achieved in 2014**. That way Belgrade Chamber of Commerce traditionally awards the best companies and individuals for extraordinary results in economy, development and contribution to the success of Belgrade and the Serbian economy. When selecting the award winners, business ethics and morals were taken as an essential criteria and winners were to serve as an example to other companies.

In order to encourage the development of scientific and technical research, affirmation of successful solutions and development of innovation in the economy of Belgrade, Belgrade Chamber of Commerce traditionally assigns **Annual Awards for the best doctoral dissertation and master thesis** since 1968, as well as the best inventions and technical improvements since 1975 and starting from 1984, Belgrade Chamber of Commerce awards the **Annual Prize for the best solutions in the areas of design** (industrial design, graphic design, visual communication, ergonomic design and marketing innovation) as well.



By giving Annual Awards Belgrade Chamber of Commerce, confirmed the commitment to connect businesses and science and promote scientific and



innovative solutions applicable in the economy. That way Belgrade Chamber of Commerce supports innovation, research and scientific activities, as well as persistent, hardworking and courageous people who use their knowledge and skills to improve the quality of the economy of the Belgrade region

Desiring to confirm that the award of the Belgrade Chamber just one step in their career, chamber monitors the progress of scientific work, commitment and achievements of the awarded. Assistant Professors and University Professors, experts in strategically important domestic and international projects, as well as entrepreneurs whose creativity and determination contribute to the economy are only some of the awarded individuals.

**Annual awards for achievements in the field of agricultural production** - June 27, 2014, in the Belgrade Chamber of Commerce, were awarded to stimulate scientific research, its implementation and affirmation of the best manufacturers of primary agricultural products in the Belgrade area.

Belgrade Chamber of Commerce has been providing support to the Belgrade Association of Inventors, as well as other associations of inventors and scientists, through the connection with the real sector, in order to promote their activities and the implementation of new technologies and knowledge in practice.

## 6. PARTICIPATION OF BELGRADE CHAMBER OF COMMERCE IN LOCAL NETWORK GLOBAL IMPACT

The Network of the Global Compact in Serbia was formed on December 6, 2007 by the UNDP, the National Bank of Serbia and seven companies. In January 2011, the Secretariat of the Global Compact in Serbia was moved from the premises of the National Bank of Serbia in the Serbian Chamber of Commerce.

Belgrade Chamber of Commerce became a member of the UN Global Compact on August 5 2011, the biggest voluntary association in the world, dedicated to promoting the concept of corporate social responsibility, which counts 48 companies, 27 non-governmental organizations, 8 business associations, 4 academic institutions, 3 cities and 4 trade unions. As the UN Global Compact represents practical framework for the exchange of expertise and improvement of business practices of member companies dedicated to the integration of the basic principles in the field of human and labor rights, environmental protection and the fight against corruption, Belgrade Chamber of Commerce has recognized the importance of providing its resources to supporting and meeting the basic ten principles of the Global Compact. In this sense, Belgrade Chamber of Commerce has its representatives in the Working Group for Social Inclusion and the Working Group on Labour Rights, within the local network of the Global Compact.

## 7. ORGANIZATION AND PARTICIPATION IN CHARITABLE ACTIONS

Belgrade Chamber of Commerce partner in humanitarian action " **Clean face of Serbia** " - Association of Citizens "My Serbia" and the Belgrade Chamber of Commerce, with the support of the City of Belgrade, launched a charity campaign, with no time limit, called "Clean face of Serbia". The main goal of the campaign is providing assistance to those in need, as well as raising awareness of citizens and companies about the importance of good waste management in the fight for preservation of the environment. Belgrade Chamber of Commerce, as organizer, participant and promoter of these kind of activities in cooperation with the City Administration, strengthens ecological awareness of companies, individuals and institutions, and, at the same time, provides concrete results, especially if we take into account what is required from Serbia through Chapter 27 in negotiations with the European Union.

Meeting with representatives of the Foundation "Ana and Vlade Divac", held in the Belgrade Chamber of Commerce has served as a platform to consider the possibility of cooperation in humanitarian activities. Belgrade Chamber of Commerce organized the provision of expert assistance in the preparation of projects in the field of culture for the companies in the Municipality of Vozdovac, and in cooperation with Belgrade Ethnographic Museum discussed the revitalization of traditional crafts.

The Belgrade Chamber of Commerce has always fostered a spirit of corporate social responsibility and concern for the centire community. As this is the first year that Belgrade Chamber of Commerce submits a report on the activities, we want to draw attention to some other activities that took place in the past years:

- DONATIONS AND MENTORING WITH THE MONKS FROM VISOKI DECANI MONASTERY - Soup Kitchen that supplies food FOR vulnerable population at the territory of Kosovo and Metohija, is operationally managed by the Visoki Decani Monastery, which is over the years, thanks to donations and consulting services, on the way to becoming fully self-sustaining. In fact, they founded goat farm and a small plant for processing goat milk and cheese, as well as the farm, thanks to which the Monastery managed to settle most of their needs.
- DONATION TO CULTURAL SOCIETY "KOSOVSKI BOZURI" - This association was founded by the Association of Serbian-Russian friendship, and its members are children from Serbian enclaves in Kosovo and Metohija. The establishment and operation of this cultural and artistic association, encourages cultural exchange and social inclusion, and draws attention to problems of social, health care and access to educational institutions for children from the Serbian enclaves.
- DONATION TO ETHNIC ASSOCIATION "SORABI" - "Sorabi" is an association of women engaged in the promotion of Serbian cultural heritage and the production of handicrafts typical of Serbian folklore. This association has over the years become self-sustaining, and provides means for a large number of women and their families. A

shop is opened in the city center where you can buy products from their family workshops.

- **SOCIAL AND VOCATIONAL REHABILITATION OF WOMEN VICTIMS OF DOMESTIC VIOLENCE** - This action is being implemented in cooperation with the "Counseling Center Against Family Violence," "B92 Fund" and the company "Stepanovic i Sipka". Action involves the construction and provision of funds for the operation of shelters, as well as education and training for women, residents of shelters for work and their employment in order to ensure their existence and economic independence. About 40 women were trained for work and employed in the company, "Stepanovic i Sipka" and its subsidiaries through this action. Today they are economically independent and most importantly safe.
- **"NEW YEAR BAZAAR"** - a traditional activity that takes place in Belgrade Chamber of Commerce, where various ethno and art associations sell handicrafts to members of diplomatic corps and Managing Board of the Belgrade Chamber of Commerce.
- **PROMOTION OF VOCATIONAL REHABILITATION FOR PEOPLE WITH DISABILITIES** - A large number of info sessions aimed at members of the Belgrade Chamber of Commerce, presentation of benefits that the state provides to companies in the form of exemption from taxes and contributions as an incentive for employment of persons with disabilities, and presentations of examples of good practice. These info sessions were conducted in cooperation with the Ministry of Labour and Social Policy. Example of good practice was company "Cosmos", operating in the field of printing industry and in which has approximately 60% of persons with disabilities employed, even two people with autism, who are the only people with autism employed on the territory of our country. This example is indicator of full social inclusion of people with disabilities as one of the most vulnerable social categories.

## **8. ACTIVITIES OF BELGRADE CHAMBER OF COMMERCE ON REMOVING THE CONSEQUENCES OF FLOODS IN SERBIA**

Belgrade Chamber of Commerce in cooperation with the City of Belgrade, due to the unprecedented rains and floods that threaten the whole of Serbia, organized a campaign to collect the help for the most vulnerable. Belgrade Chamber of Commerce and the Secretariat for Economy of the City of Belgrade were responsible to provide adequate quantities of food and drinking water for evacuees and affected areas, in cooperation with business entities.



Some of the activities of Belgrade Chamber of Commerce were as follows:

- The headquarters was organized in Belgrade Chamber of Commerce, whose members were all secretaries and persons responsible for communication. All human and material resources of the Chamber were engaged in the work of headquarters.
- Demonstrating its social responsibility, Belgrade Chamber of Commerce, with its employees, donated funds in the amount of 1,000,000 dinars to help the most vulnerable.
- Belgrade Chamber of Commerce sent an appeal for help and called on its members to help according to necessities, in consultation with city staff for emergency situations. Employees of the Chamber informed the approximately 44,000 companies and 45 foreign chambers of commerce on the extent of the disaster and called on them to show solidarity.
- Belgrade Chamber of Commerce contacted the companies from the affected areas to get insight into the extent of the damage and provide support and assistance, and informed all the relevant authorities and the public.
- Hotels and hostels were contacted for accommodations.
- Belgrade Chamber of Commerce was continually informing the Chamber's members and potential donors about the donation procedure.

The joint operation of all companies and individuals who responded to the invitation of Belgrade Chamber of Commerce mitigated the disastrous consequences of natural disasters in May 2014. That way Belgrade Chamber of Commerce, together with companies and individuals who responded to the invitation, recognized and expressed willingness for socially responsible activities in an emergency situation.

## 9. EDUCATION OF BUSINESSMEN

In the period from January 1st to November 2014, 120 educational activities which were attended by 2,210 participants were conducted in the Belgrade Chamber of Commerce. Informative sessions, specialized trainings, accredited courses, trainings, presentations and workshops. Through the evaluation, the following indicators of quality, reliability and practical implementation of the knowledge acquired through various forms of education were shown:

- 93% of participants would recommend seminars / workshops to others
- 95% of the acquired knowledge has practical application in their work
- 91% of participants are fully satisfied with the content of the program
- 4.7 is average rating of lecturers



Education and trainings that were organized covered the following areas: legislation, finance, trade, banking, quality and standardization, information technology, EU integration and EU funds, project management, and corporate security

Belgrade Chamber of Commerce has been recognized as a partner in reforming the society and education through various forms of retraining contributing to the reduction of social disparities and unemployment. Programs that have specific social significance with a high percentage of employment are especially interesting.

Regarding cooperation with organizations and companies and participation in projects aimed at promoting the values and importance of corporate social responsibility, we highlight the following activities:

- Project **Profesional orientation in Serbia** conducted by the German Agency for International Cooperation (GIZ) in partnership with the Ministry of Education, Science and Technological Development, the Ministry of Youth and Sports of the Republic of Serbia and with the support of the Belgrade City Assembly. The project aims to establish a sustainable and functional guidance in all primary schools and youth offices in Serbia in the period from 2011 to 2015. Belgrade Chamber of Commerce, by participating in this project, has become a member of the Club 500+, which promotes socially responsible companies
- Cooperation between the Belgrade Chamber of Commerce and Belgrade Open School, a non-profit, educational organizations of civil society that contributes to the overall development of society through additional education and training of the bearers of social changes and technical support institutions.
- Activities on projects **Mustra**, on the subject of poor connection between education and the labor market and the education for profiles for who are in oversupply on the labor market, with the objective to establish a dialogue between stakeholders, and formulate conclusions and proposals for harmonization of the education system and the labor market, so that the young people in would more easily find jobs after the end of their formal education.
- Cooperation with the **Union of Serbian high school students**, which is a non-governmental youth organization that deals with information, education and networking of high school students at national and European level. In this regard, it maintains relations with relevant institutions in the educational process, with the aim of working together and active role in the process of harmonization of the education system and the labor market to give the opportunity to young people in Serbia to more find the first job after the end of formal education.
- Striving to provide information to companies that follow world trends and harmonize their business with the demands of the market, about current topics in the field of quality and standardization, Belgrade Chamber of Commerce organized the V Quality Austria Forum in Serbia, as well as the display of new models of standards and significant changes in them - ISO 9001: 2015 and ISO 14001: 2015 DIS versions. Also, through the project **New approach to the implementation of standards**,



Belgrade Chamber of Commerce has enabled business organizations, which operate on the territory of Serbia, to implement and improve quality management system, environmental protection, health and safety at work and food safety according to the requirements of ISO 9001, ISO 14001, OHSAS 18001, ISO 22000 and HACCP systems and thereby improve the organization, processes and work activities.

## 10. SUPPORT TO SOCIAL AND FEMALE ENTREPRENEURSHIP

On the concept of social entrepreneurship in the Belgrade Chamber of Commerce is viewed as one of the most important models that contribute to employment and social integration of vulnerable groups. This concept is supported by civil society, economic emancipation of vulnerable groups, environmental and economic development. Social enterprises can strengthen the economy, create new jobs and solve social problems, and social entrepreneurs are proof that financial success does not rule out responsible behavior towards the community and the environment.

Belgrade Chamber of Commerce has recognized the importance of this approach in the creation of new conditions in the market for self-employment and employment of disadvantaged groups, and, in cooperation with the Belgrade City Assembly, supported the opening of the **City Center for Social Entrepreneurship of Belgrade**. One of the joint activities of the Belgrade Chamber and the City Center for Social Entrepreneurship was a round table discussion on "Social Entrepreneurship -The



possibility and prospects of development in Serbia", on April 9, 2014. According to official statistics, social enterprises across the European Union make up almost 10% of small and medium enterprises. In many European countries social enterprises have tax benefits. Serbia still does not have adequate laws and regulations for the effective functioning of social enterprises, there is no sufficient degree of knowledge about the potential of this sector. It was concluded that, in addition to an unfavorable legal and socio-economic framework, social entrepreneurship in Serbia exists in the form of individual initiatives that solves problems of unemployment and social exclusion individually.

**The First Women's Club** is the Association of Women Entrepreneurs, established by the Belgrade Chamber of Commerce, whose main task is to promote entrepreneurship and economic emancipation of women. Through various actions, members of the Association, prominent representatives from the fields of economy, culture and public life, draw attention to important issues concerning gender equality.

The Belgrade Chamber of Commerce and The First Women's Club Association held several meetings some of which are:

- **Successful women in the field of tourism industry**, which brought together women leaders from the fields of tourism, hospitality industry, newspaper publishing and similar industries. The meeting, among other things, drew attention to the need for increasing the number of women involved in the important decisions.
- **Innovation in tourism in order to support women's entrepreneurship** within the fair activities at the 47th International Tourism Fair in Novi Sad. The meeting was about exchange of experiences and promotion of business cooperation in the region in the field of tourism, as well as the affirmation of women's entrepreneurship
- Presentation of the **Program of support to women's entrepreneurship**, in cooperation with the Regional Agency for Development and European Integration of Belgrade, which is aimed at women entrepreneurs, owners of shops, micro, small and medium enterprises. The main objective of the program is the development of women's entrepreneurship through business harmonization with international standards, mentoring, development of business processes, products and services as well as strengthening of human resources.

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*Belgrade Chamber of Commerce will make effort in future work supports the principles of the UN Global Compact through its activities. This reflects our long-standing commitment to consider social responsibility as inseparable part of successful business operations, which is why we will continue to work on raising and spreading awareness about its importance among our members.*

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