

**THIRD COMMUNICATION ON ENGAGEMENT
OF THE CHAMBER OF
COMMERCE AND INDUSTRY OF SERBIA IN
ACCORDANCE WITH
TEN UN GLOBAL COMPACT PRINCIPLES
For the period January 2018 – July 2019**



Network Serbia



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COMMERCE AND
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Statement by President of the Chamber of Commerce and Industry of Serbia on the Continued Support to the UN Global Compact

We are presenting the third Communication on Engagement of the Chamber of Commerce and Industry of Serbia within the framework of the United Nations Global Compact, of which we are one of the first founders, signatories and promoters in our country. We adjust our business operations to ten principles of corporate social responsibility, which are the basis of this voluntary initiative. Through our activities, we promote 17 sustainable development goals of the United Nations, having excellent cooperation and communication with member companies, government representatives, the social community and other relevant domestic and international players.

For more than 160 years, the Chamber of Commerce and Industry of Serbia has been gathering the business community of Serbia. Today, it operates as a single chamber system with 16 Regional Chambers of Commerce and Industry and the City of Belgrade Chamber of Commerce and Industry, and it constitutes the largest business association of all registered local and foreign companies operating in Serbia. We represent them successfully on the national and international levels, and we offer them a set of services to facilitate and improve their business operations, and to raise competitiveness on the local and foreign markets. Such services are also used by members of the most developed European and world chambers. The important part of our activities is promotion and support to companies in the implementation of the business model that implies responsibility towards employees in the entire value chain, on the market and in the environment, which is the prerequisite for a long-term sustainable development, value added creation, achieving better reputation and better position in the global economy and international business community.

Being aware that employees are a strategic resource, and that strengthening and maximum use of the human potential is a precondition for the success of an organization and satisfaction of individuals, in March 2018, we adopted the Code of Business Conduct for Employees, with which we established the standards of ethics, business conduct and corporate social responsibility. We have introduced and implemented the quality management system (ISO 9001:2015) both in Belgrade and on all 16 locations across the country, which are part of our system.

For many years, the companies distinguishing themselves by implementation of corporate social responsibility principles have been awarded by the National award, named after one of the greatest Serbian benefactors and industrialists, Đorđe Vajfert. This is the recognition to the laureates, but also an incentive to other companies to carry out additional activities, along with the observation of legal regulations as the underlying minimum, and thus give back to the society, local community and the environment more than they have taken from them. In 2018, we have established the "Family Friend" Award for companies which, along with their good business performance, coordinated successfully work and parenting and created a family-friendly environment to their employees.

Environmental protection is one of the priority issues of the Chamber of Commerce and Industry of Serbia. In addition to improvement of the regulatory environment and assistance to the economy in elimination of barriers to sustainable business, the following is in the focus of our activities: promotion of "green" economy and circular economy principles, education of companies for their implementation, along with development of innovative solutions, support to "green initiatives", fostering more powerful economic instruments in the environment, and raising the awareness of the importance of reporting on business sustainability.

The Chamber of Commerce and Industry of Serbia is an initiator, and it has a very important role in the process of developing and adapting the educational system to the needs of the economy, inter alia through introduction and spreading of dual education. In addition, we carry out numerous activities focused on the promotion of female, youth and social entrepreneurship.

We continue to observe, promote and foster the implementation of ten principles of the UN Global Compact among our employees, company members and in the social community, with the continued promotion of transparency of business, non-financial reporting and respect for the human being and the nature surrounding us.

Marko Čadež
President of the Chamber
of Commerce and Industry
of Serbia

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Respect for Human and Labour Rights

The Chamber of Commerce and Industry of Serbia is an organization whose main strategic resource are its employees, and it is aware of the fact that without people and their potential, there would be no organization and no success.

By systemic dealing with human resources, we respect the following principles: development of human resources complying with the strategic objectives, personnel planning and hiring, employees' development, rewarding and motivating employees, employees' rights protection and individual approach to each employee in the Chamber.

In its everyday operations, the Chamber respects the basic principles of the Convention on Human Rights and supports the right to free association, with the existence of two representative trade unions, with which it has had a balanced relationship. Collective Agreement in the Chamber and it stipulates, in accordance with the Labour Law, the rights, obligations and responsibilities deriving from the employment relationship of the Chamber employees, is implemented.

Discrimination is banned in the Chamber regarding employment conditions and choice of a candidate for a specific job; working conditions and all rights from employment relationship; education, qualification and advanced training; being promoted at work; and termination of employment contract.

The Chamber of Commerce and Industry pays special attention to further education and advanced training of its employees, and in 2018, 681 employees completed the advanced training.

The Collective Agreement foresees approving of paid and unpaid leave and payment of solidarity allowance for pre-defined purposes.

Employees have the right to safe and healthy work according to the law, and the Chamber is obliged to ensure safety and health at work to its employees according to the law and other regulations.

The Chamber of Commerce and Industry of Serbia has concluded the Contract on Voluntary Health Insurance, which includes, inter alia, a systematic medical check for employees, and the Policy of Collective Health Insurance of Employees from Serious Illnesses, Surgeries and Accidents.





Environment

In implementing its activities, the Chamber of Commerce and Industry of Serbia is fully committed to the issues relating to the protection of natural resources and the environment. With the aim to facilitate business operations to economic entities, and with full respect for environmentally friendly business, numerous projects, events and activities on the environmental protection and sustainable development topics in cooperation with businesspeople and partners in 2018 and in the first half of 2019, have been implemented.

Chamber has participated in the adoption of strategic documents through implementation of the **precautionary and prevention** principles (**Principle No. 7**), and by performing seminars, round table discussions and events on the **environment and climate change** topics (Chapter 27), such as: presentation of the strategic document "Programme for Introducing Cleaner Production in the Republic of Serbia" with the Action Plan for the period 2019-2021, public debate on the Draft Law on Climate Change, presentation of the set of changes for upgrading of packaging and packaging waste management system, etc.

The initiatives for promotion of higher responsibility for the environment (Principle No. 8) were implemented through the promotion of **"green" economy and sustainability** and raising the awareness of the importance of economising on natural resources and sustainable production, then inclusion and promotion of voluntary "green" initiatives (ISO 14000, EMAS, Eco label), and socially responsible and sustainable business operations.

Fostering of wider implementation of technologies for environmental protection (Principle No. 9) is reflected through **participating in the creation of the business environment suitable for "green" activities**.



Circular Economy



According to the contemporary trends in the area of environmental protection, implementation of the circular economy concept in Serbia is unavoidable, primarily due to the fact this model has been involved in the European regulations that have to be transposed and implemented by candidate countries for the EU membership.

One of the most important CCIS activities in the implementation of the circular economy model is establishing of the **“Academy for Circular Economy (ACE)”** for small and medium-sized enterprises and other companies, in cooperation with the Centre for Consulting and other Services (CirEkon), and the support of EIT Climate-KIC and the UN Development Programme (UNDP) (2018 and 2019). So far, 28 company representatives have completed the training, and the preparations for the second cycle are in progress.

In 2018, the Chamber of Commerce and Industry of Serbia became the official partner to the **EIT Climate-KIC** network, which, as the main UN initiative for climate innovations, rests on 4 main pillars: 1) Sustainable Production Systems, 2) Sustainable Land Use, 3) Urban Transitions and decision metrics, and 4) Finance. With the financial support of EIT Climate-KIC, CCIS implements the training programmes for start-up entrepreneurs, students and professionals in the fields relating to the environment and climate change.

In 2018 and the first half of 2019, the CCIS Centre for Circular Economy participated in lots of panel discussions, conferences, workshops, training sessions, which were aimed at: promotion of the circular economy model; support to green business ideas; solving problems relating to climate change; development of business ideas that tackle ecological challenges in towns and similar.



IV

Fighting against Corruption and Bribery

The Chamber of Commerce and Industry of Serbia adopts and publishes anticorruption rules and practices, such as Code of Business Ethics and Code of Corporate Governance, it promotes guidance of the International Chamber of Commerce (ICC) for fighting against corruption, rules of the Declaration on Fight Against Corruption of the Global Compact in Serbia, and it also promotes companies that have adopted anti-corruption plans or integrity plans.

In 2018, the Chamber of Commerce and Industry of Serbia implemented the activities on the EU Project “Anti-corruption (AC) Manual for Small and Medium-sized Enterprises”, and carried out a survey on the topic of the exposure of company operations to potential corruption. Based on the analysis, the Manual for SMEs, with a special focus on micro enterprises – Set of tools for preventing corruption in SMEs, has been elaborated.

On the CCIS portal, there is a link **“C-detector on-line”** - <http://www.c-detector.eu/>, on which CCIS members can test in a fast and simple way the risk of occurrence of corruption in their enterprises.

In addition to the participation in projects, in 2018, and the first half of 2019, the CCIS has carried out several events with the support of the EU Project “Europe Enterprise Network”, during which it promoted the activities within the project, and the Anti-corruption Manual for SMEs, and company anti-corruption in general.



Global Compact Network Serbia

Global Compact UN is the most numerous CSR initiative that does not gather only companies but also other forms of legal entities. The Global Compact Network Serbia was established on 6 December 2007, by UNDP, the National Bank of Serbia and seven companies. The Chamber of Commerce and Industry of Serbia has participated in the activities of the network since its establishment, and in the period January 2011- October 2018, the Secretariat of the Global Compact in Serbia was hosted by the CCIS.

The Steering Committee comprises 7 members, representatives of companies, foundations and business associations recognized by their commitment to corporate social responsibility principles, and these are: KPMG, Delta holding, Telenor, Trag Foundation, Ana and Vlade Divac Foundation, Jubmes banka and Chamber of Commerce and Industry of Serbia. It implements its activities through collective action and dialogue of different stakeholders gathered around the topic of promotion and implementation of the Sustainable Development Goals.

In the period 2018 - July 2019, five new companies and organizations were adopted to the Global Compact UN, and 14 events and activities promoting Sustainable Development Goals and 10 Global Compact Principles were carried out.

Observing the rules and principles of the Global Compact initiative, whose values are deeply rooted in everyday activities of the Chamber, the Chamber strives not only to observe the principles, but also to induce its members to respect the corporate social responsibility principles. At the majority of the organized meetings, it makes efforts to send a message to the public that only responsible business is sustainable business.



CCIS Council for Corporate Social Responsibility

CCIS Council for Corporate Social Responsibility is a consultative body composed of the representatives of the business sector, foundations and NGOs, recognized by their involvement and commitment to the principles of corporate social responsibility. The task of the Council is to promote ethical and responsible business operations in the economy, while conducting a permanent dialogue with representatives of government bodies and institutions. An important task is to start the initiative for improvement of the tax policy and stimulating donation for the common good, in order to improve the conditions for development of corporate philanthropy and donation.

The Chamber of Commerce and Industry of Serbia is one of the partners in the implementation of the **Project Framework for Giving**, which is implemented from April 2018 to April 2022, and funded by the USAID. Meetings of the Council for Corporate Social Responsibility are held by the Chamber of Commerce and Industry of Serbia within the framework of the above Project, and the activities are implemented by the Coalition for Charity, led by the Ana and Vlade Divac Foundation. The Coalition is additionally composed of Trag fondacija, Katalist Balkans, SMART Kolektiv, Serbian Philanthropic Forum, Forum of Corporate Social Responsibility, and Chamber of Commerce and Industry of Serbia. On the initiative of the Coalition for Charity, Prime Minister of the Government of the Republic of Serbia established the Council for Philanthropy, and within its framework, in May 2019, the following working groups started their activities: Working Group on improvement of the legislative framework for donating food surpluses, Working Group on improvement of the legislative and fiscal framework for donations for the public good by legal entities, Working Group on creation of a stimulating environment for donations for generally useful purposes by individuals and Working Body for formulating criteria for exemption of individual donations from VAT.

National Corporate Social Responsibility Award “Đorđe Vajfert”

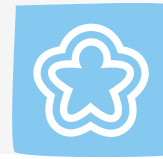


The National CSR Award has been awarded by the Chamber of Commerce and Industry of Serbia since 2007. In seven competition cycles, there were nearly 400 participating companies that implemented 400 CSR projects. The aim of the competition is to recognise the basic CSR values and raise the awareness that it is not enough just to work within the economic framework, but that a greater attention should be attached to the local community, environmental protection, and satisfaction and safety of employees, as well as the social issues in a company.

By promoting the Award, we send a message how much will incorporation of CSR principles in own businesses raise competitiveness and reputation, achieve substantial savings in business, and give a contribution to sustainable development. Since 2018, the Award has been named after one of the greatest industrialists and benefactors in Serbia, Đorđe Vajfert. It is based on a predefined methodology, clear criteria for valuation of results and a multi-stage checks, both by the CCIS expert team, and the independent jury.

In 2018, for the National CSR Award “Đorđe Vajfert”, the applications were submitted by 50 companies, out of which 25 in the category of big enterprises, 9 in the category of medium-sized enterprises, and 16 in the category of small and micro enterprises. At the final ceremony, held on 24 May 2019, 15 companies were awarded, and they were presented with the diplomas.





The Chamber of Commerce and Industry of Serbia initiated the Campaign “Family Friend”, in Autumn 2018, on the initiative of the Council for Population Policy of the Government of the Republic of Serbia, and in cooperation with the Cabinet of the Minister without Portfolio, in charge of the demography and population policies.

The main aim of the Campaign is to increase the importance of linking work and parenting, and to create a productive atmosphere in which employees will be able to give their maximum at work, and at the same time, keep the balance with their family lives. The Campaign “Family Friend” is an important step towards achieving the common goals of prosperity of the economy and society, and improvement of the natality rate in Serbia.

The “Family Friend” Award will be awarded once a year in 3 defined categories: small and medium-sized enterprises, big enterprises and public companies/with majority state ownership.

Credibility and impartiality in selection of the best companies are guaranteed by the organizers, and the specially established methodology, developed in cooperation with the professors of the Faculty of Economics of the University of Belgrade, on the model of international experiences.

In the first cycle of the Award, four companies were awarded the “Family Friend 2018”. The analysis of the awarded companies showed a high level of flexibility in using days off and holidays, and also with regard to working hours, low fluctuation rate of employees, small number of sick leave days, but also the financial and material support.



Training of Businesspeople

The Chamber of Commerce and Industry of Serbia has been continuously organizing and implementing seminars and courses thematically devoted to all the relevant areas practically important to entrepreneurs, small and medium-sized enterprises, as well as management in large companies. In 2018, the Education Department of the Chamber of Commerce and Industry of Serbia organized a total of 339 activities in the field of education (trainings, courses, seminars), which were completed by 14,054 attendees. In the first six months of 2019, the total of 185 seminars and trainings were held with 7,749 attendees.

Lecturers at seminars are renowned persons with extensive experience from real business environment and practical expert knowledge and skills. The quality of seminars and trainings is at the highest level, and some of the most popular topics are from the following fields: ISO 45001; information security; business skills: presentations, negotiations, communications; public procurement; corporate security; mobbing; insurance and risk management in the industry of food and many others.



Owing to the launched initiative for introducing the dual education model into the second vocational education in Serbia and based on the recognized needs of the economy, the Chamber of Commerce and Industry of Serbia has contributed to the adoption of the Law on Dual Education which came into force on 1 January 2018. This Law is the crown of years-long engagement of the Chamber of Commerce and Industry of Serbia in the field of the development of formal education in accordance with the needs of the economy. The Law meets all 14 criteria from the Recommendations of the European Commission for quality and efficient work-based learning.

In 2018, three bylaws envisaged by the Law were passed. They more closely govern rights, obligations and responsibilities of all stakeholders in dual education. The Chamber of Commerce and Industry of Serbia passed the internal act – the Rulebook on organization, composition and way of working of the commission for identifying the fulfilment of conditions for work-based learning with an employer.

In 2018, at the beginning of the school year 2019/2020, the five dual education profiles were revised, with the aim of meeting the needs of the economy. These profiles are as follows: chief, waiter, confectioner, mechatronics technician, IT electrical technician and CNC machinery technician.

The number of all participants in dual education is tenfold in comparison to the year when the elements of this model started to be implemented through pilot projects (2013).

In the school year 2018/2019, the total of 4,500 students, who participated in the dual education model, were educated for 33 profiles, in 80 schools in 52 towns and municipalities and around 600 companies.

Today, the dual education comprises 10% of the entire second vocational education, and dual profiles are offered by one fifth, i.e. 18% of schools. Out of 310 students, who have so far completed their education based on dual model, over 60% of them got employed with those companies.

The Chamber of Commerce and Industry of Serbia has been recognized as a very significant partner on the creation of the enrolment policy in second vocational schools, since the enrolment plan is drafted and prescribed according to the Statements of intentions submitted by employers.

By these statements the employers state the lack of education profiles, the number of students being educated within these profiles, the number of instructors that will be delegated for the work with students and other.

1. Support to the Development of Youth Entrepreneurship

The Chamber of Commerce and Industry of Serbia intensively works on providing the information on starting up and managing your own business, enhancing the interest with young people to deal with entrepreneurship and their education in order to become competent and ready to work in the contemporary market, i.e. to reduce the unemployment with the young, their employment and self-employment. In 2018 and in the first half of 2019, the following activities were carried out:

- Preparation and implementation of the "**Start-up Business Forum**", which brought together 48 companies, and over 100 business meetings were held;
- In the cooperation with the Youth Business Forum, the second **Fair of Youth Entrepreneurship** was organized at the Hotel Zira on 21 November 2018, which brought together over 40 start-ups, hubs and institutions;
- The organization of the **Case Study Challenge Programme for young businessmen**, which was carried out in the partnership with Matro Cash & Carry. By solving a certain process problem, the young were given the opportunity to get professional practice, which was a winner's award, as well as to get an insight into the business operations of large systems.
- As of February 2018, the Chamber of Commerce and Industry of Serbia has been the national institution contact for the implementation of the EU programmes "Erasmus for young entrepreneurs" aimed at assisting young and prospective entrepreneurs to get experience in companies abroad.
- In 2018, the Chamber of Commerce and Industry of Serbia was the Coordinator of the project "Improvement of the competitiveness of the young companies in Serbia", with the aim of supporting young highly developed companies in Serbia to enhance the volume of their business operations in the EU single market. The project was carried out within the Enterprise Europe Network activities.

2. Support to the Development of Women Entrepreneurship

Women entrepreneurship is recognized as an important driver of the development of the Serbian economy, and the statistical data at the level of the Republic of Serbia indicate that the percentage of women in business is around 31% (which is almost like the EU data – 30%). In order to economically empower a greater number of business women, their impact on the total economic environment of the country and equality in all spheres of life and business, the Chamber of Commerce and Industry of Serbia actively works on various activities aimed at providing professional, educational and consulting support to business women.

- The Chamber of Commerce and Industry of Serbia, in collaboration with the European Bank for Reconstruction and Development (EBRD) and UniCredit Bank, organized two workshops for women entrepreneurs on the topic: "**How to efficiently promote a small business on social media**", which were held in Novi Sad and Belgrade. These trainings are to be continued in September 2019.
- The Chamber of Commerce and Industry of Serbia joined the global network of women entrepreneurs and thus became the Chamber/member of the International Women's Entrepreneurship Challenge Foundation (IWEC).

The goal of this membership is to promote women from Serbia, to assist them to enter international markets, to network with women entrepreneurs all around the world and to participate in the global conferences.

- The cooperation with the Office for Human and Minority Rights – the CCIS's report on measures taken and results on implementation of the UN GS Resolution "Women in Development" for the report of the UN Secretary General on implementation of the UN GS Resolution "Women in Development".

3. Support to the Development of Social Entrepreneurship

Social entrepreneurship encourages to a great extent the identification and resolution of social problems, and in the conditions of dynamic modern societies, it appears as an important driver of social innovation and remaking of various social fields (healthcare, environment, education, social protection, entrepreneurial development). The Chamber of Commerce and Industry of Serbia has recognized the significance of support to social enterprises, and implements two projects within the Danube Transnational Programme:

- **SENSES - "Strengthening social entrepreneurship through involvement of socially responsible companies and their practices in order to upgrade competences and skills of social enterprises in the Danube region countries"**.
- **"Finance4SocialChange"** – Funding for the purpose of social reforms with the aim of improving competences and position of social enterprises, with an emphasis on finding the best models of sources of financing.

The Chamber of Commerce and Industry of Serbia has created the on-line catalogue of social enterprises with a view to promoting them at various gatherings both in the country and abroad. It also has its representative in the work of the Working Group on drafting a Bill Law on Social Entrepreneurship.



Court of Honour

The Court of Honour with the Chamber of Commerce and Industry of Serbia is established by the Law on Chambers of Commerce for the purpose of identifying responsibilities and pronouncing social discipline measures to the members of the Chamber of Commerce and Industry of Serbia and other economic entities operating in the territory of the Republic of Serbia, due to the breach of good business practices and business ethics in business relations, as well as the violation of the single market.

The task of the Court of Honour is to estimate and examine the compliance of certain actions and behaviour of economic entities with the legal order and certain rules – good business practices, business ethics, codes and other general acts adopted at the Chamber, and by its decisions to impose sanctions for the violation of these rules.

The main goal of the Court of Honour is to ensure the business ethics of the Chamber's members, as well as to protect other values of wider importance: public interest, reputation of the country and economy abroad, rights and interests of participants in trade and other.

Courts of Honour are of huge importance for sustaining and developing good business practices and business ethics in Serbia. By protecting good business practices and business ethics, the Court of Honour protects the social community and laws of our country. The institution of the Court of Honour in our country has been known since 1913

In the period January 2018 to June 2019, the Court of Honour acted on 110 cases, and the total 77 cases were solved before the Court of Honour.

If the complains against economic entities, which are submitted to the Court of Honour, are analysed in details, it could be stated that the greatest number of them are submitted due to: violation of business ethics in public transportation and the Law on transportation of passengers in road traffic (payment of higher price than the price specified by taxi tariff); failure to adhere to the registered and verified timetables in the public line transportation of passengers in interurban traffic, unprofessional treatment of certain categories of passengers), failure to fulfil or irregular fulfilment of the contracted obligations; failure to act according to the reclamations on quality of products/services, unfair competition and other.



Code of Business Ethics, Corporate Governance and Code of Business Moral of Professional Management Organizers

Pursuant to the powers stipulated by the Law on Chambers of Commerce, on 15 December 2005, the Chamber of Commerce and Industry of Serbia adopted the Code of Business Ethics and Code of Corporate Governance, which were published in the Official Gazette of the Republic of Serbia. By adopting these codes, the Republic of Serbia put itself among the countries with their own national code of business ethics and code of corporate governance, which contribute to the development of autonomous right and business practice based on ethical principles and practice of good corporate governance. The goal of the adoption of these codes was to increase the transparency of business operations of economic entities and to strengthen the responsibility for consequences that may arise from performing business activities.

The adoption of the codes is the base of economic entities to make a balance between their own profitable interests and the interests of social environment they operate in.

1) **Code of Business Ethics** stipulates the principles and rules of business ethics, which oblige economic entities, the members of the Chamber of Commerce and Industry of Serbia, employees, members of the organs and persons engaged in the company under the contract, as well as foreign economic entities operating in the territory of the Republic of Serbia. The Code of Business Ethics stipulates, among other things, that employees must not offer, promise or accept money, thing, right, service, higher value present. In addition, it is allowed to accept and to give lower value present, unless the acceptance of such present is the condition for concluding a job, or puts a present giver into a more favourable position in comparison to his competitors. As the single act, the Code of Business Ethics is applied in the territory of the Republic of Serbia and before the Court of Honour with the Chamber of Commerce and Industry of Serbia and courts of honour with the provincial chambers of commerce. The application of the Code of Business Ethics is obligatory and it ensures positive impact on business operations and reputation of economic entities.

2) **Code of Corporate Governance**, adopted by the Assembly of the Chamber on 17 September 2012, is not a binding act, but its principles are only recommended to all corporations, particularly to the members of the Chamber of Commerce and Industry of Serbia as the best practice of the corporate governance.

The Code is the so-called "soft law", and its main aim is to establish good business practices. This Code contains a set of rules defining how to govern corporations and to control them, by regulating strategically relations among managers, members of the supervisory board and board of directors, members /shareholders and other stakeholders.

Companies can directly apply the principles and recommendations of the Code by making decisions of the relevant bodies of the company or, if necessary, they can develop them by adopting their own code of corporate governance, i.e. other internal acts of the company.

The member company of the Chamber of Commerce and Industry of Serbia is obliged to inform the Chamber if it applies such code.

The company which does not apply the Code of Corporate Governance of the Chamber of Commerce and Industry of Serbia is obliged to inform the Chamber on the code of corporate governance the company applies and the location where such code is publicly available.

3) Code and Business Morals of Professional Management Organizers

The Law on Housing and Building Maintenance prescribes, among other things, the obligation of the Chamber of Commerce and Industry of Serbia to adopt a special code, i.e. to determine the professional rights and obligations and ethical norms of conducting of its members (in this case the organizers of professional management).

In case of violating the Code when performing the activities of professional management, the proceedings will be launched before the Court of Honour due to the violation of the Code and other omissions of organizers of professional management and professional building managers.

Accordingly, on 14 December 2018, the Assembly of the Chamber of Commerce and Industry of Serbia adopted the Code and Business Morals of Professional Management Organizers, which came into force in December 2018.

The Code and Business Morals of Professional Management Organizers regulates the general principles and norms of ethical conducting, as well as professional rights and obligations in performance of the activities of professional management. The goal of the Code is to contribute to the establishment and strengthening of good business practices in the field of professional management, to ensure the performance of activities in accordance with business ethics and principles of conscientiousness and honesty, and to contribute to the development of business operations within the activity of professional management.

Out of the bodies of the Chamber of Commerce and Industry of Serbia, the Court of Honour has the most important role in the implementation of the Code of Business Ethics and Code and Business Morals of Professional Management Organizers, and in the supervision over respecting good business practices and business ethics.



In the period January 2018 – July 2019, the Chamber of Commerce and Industry of Serbia carried out the activities pertaining to the improvement of corporate governance in three main directions as follows:

- 1) Strengthening the awareness and upgrading corporate governance practice
- 2) The launched initiative for compliance of the CCIS Code of Corporate Governance with the amendments to the regulation and international practice in the field of corporate governance
- 3) A new Draft Framework for the improvement of corporate governance practice for the period 2019 -2025.



CCIS Projects in the Area of Corporate Social Responsibility

The sustainable development concept is supported by the Chamber of Commerce and Industry of Serbia through the work of a great number of its organizational units, one of which is the Project Management Centre, which implements a huge number of projects focused on this area.

The implemented and ongoing projects are:

- **"CityWalk – towards energy responsible places, making pedestrian zones in the cities of the Danube region"**, which is funded by the Danube Transnational Programme. The project includes the manifestation "Belgrade walks", and the Walk and Smile application was presented.
- **"Smart City"**, whose aim was to disseminate the concept of smart city, which will be achieved in the form of "SMACC Protocol", which supports any agreement on cooperation with new organizations in order to further develop the SMACC e-training programme for further training of "agents of changes" at local level.
- The campaign **"Strive to make a balance"** contributes to the resolution of problems with obesity as one of modern time challenges. The Ministry of Health of the Republic of Serbia and the Association of Food Industry of the Chamber of Commerce and Industry of Serbia joint their resources and knowledge and launched the campaign as their support to the National Programme for prevention of obesity with children and adults, with the aim of starting positive changes in the life style of citizens and to indicate the importance of finding a balance in all segments of life. The CSR companies: Bambi, Coca-Cola, Dr. Oetker, MARBO Product, Mars and Nestlé, which are the members of the Association of Food Industry of the Chamber of Commerce and Industry of Serbia, take an active part in the campaign "Strive to make a balance", and support further systemic solving of problems with obesity and work on prevention of this modern society challenge.



The following Professional and Administrative Services of the Chamber of Commerce and Industry of Serbia have participated in the preparation of the Third Communication on Engagement of the Chamber of Commerce and Industry of Serbia in accordance with the Ten Principles of the UN Global Compact in Serbia:

President's Office Staff, Human Resources and Organization Directorate, Centre For Environment, Technical Regulations, Quality and Social Responsibility, Circular Economy Centre, Centre for Support Programmes to the Economy and Micro, Small and Medium—Sized Enterprises, Professional and Administrative Service of the Court of Honour with CCIS, Centre for Education, Dual Education and Education Policies, EU Integration Centre, Marketing Department and Project Management Centre.

The CCIS team is responsible for the collection and preparation of the material for the purpose of drafting the Third Communication on Engagement of the Chamber of Commerce and Industry of Serbia in accordance with the Ten Principles of the UN Global Compact.



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