

FOURTH COMMUNICATION ON ENGAGEMENT OF THE CHAMBER OF COMMERCE AND INDUSTRY OF SERBIA IN ACCORDANCE WITH TEN UN GLOBAL COMPACT PRINCIPLES



We proudly present the Fourth Communication on Engagement of the Chamber of Commerce and Industry of Serbia within the UN Global Compact Initiative that is in accordance with the observation of the principles of human and labour rights, the environment, and the fight against corruption.

The last two years were marked by business operations in the emergency circumstances induced by the COVID-19 pandemic, during which the Chamber of Commerce and Industry of Serbia (CCIS) has continuously supported the economy. In this period, we particularly single out the activities of the Info Service for providing the economy with support and reliable information on key issues, decisions, measures, and recommendations of the Government of the Republic of Serbia, as well as their impact on individual industries, the establishment of special crisis response groups for certain sectors (trade, pharmaceutical and chemical industry, hospitality and banking), the publication of the Code of Conduct - recommendations to companies, with the aim to take measures to prevent the spread of the infectious disease, etc. We actively participated in the work of the Crisis Response Team for eliminating the adverse effects on economy, initiated the establishment of a team for the implementation of the governmental measures, proposed support programmes according to realistic needs of member companies and assisted them in order to take maximum advantages of the state aid. The best indicators of the results of the joint activities carried out by the state, the Chamber of Commerce and Industry of Serbia, as the national business association and the economy, are the preserved economic stability and, in the most difficult circumstances during the pandemic, the economic growth among the highest one in Europe, and production and export performance of the Serbian economy, which toady exceeds the one achieved in the last pre-crisis year, 2019.

For fourteen years now, we have been awarding and promoting companies that have proven themselves in the application of the principles of corporate social responsibility by implementing the six-month campaign titled "National Corporate Social Responsibility Award - Đorđe Vajfert".

We are particularly active in the domain of the protection and improvement of the environment. In addition to our engagement in the improvement of the regulatory environment and support to the economy in removing obstacles to their business, our activities are focused on the promotion of a sustainable business and principles of the circular economy. We train the economy how to apply these principles and business models, along with the development of innovative

solutions, we encourage the strengthening of economic instruments in the environment, and promote the reporting of companies on a sustainable business.

We have created the Alliance for Green Transition - consortium of companies, the leaders of low-carbon economy in Serbia that heads changes in the area of "green", circular economy in the Serbian economy. We have established a CE HUB Digital Platform and encourage business entities to become its members, get involved and contribute to implementing activities in order to accelerate and achieve the joint vision, which is for the Serbian economy to remain competitive regionally and globally, and investment attractive one with "smart" and innovative solutions, that takes maximum advantages of the benefits of digital transformation. We have launched the initiative for adopting a Hydrogen Strategy, with the aim to increase the use and production of hydrogen itself, as an alternative energy source.

The Chamber of Commerce and Industry of Serbia also initiates and plays an important role in the processes of development and adaptation of the education system to the needs of the economy, inter alia, by introducing and expanding the dual education. We carry out a series of activities, implement projects, and participate in the working groups aimed at the affirmation of women, youth, and social entrepreneurship.

We consistently promote the UN Global Compact Ten Principles among employees, companies, and within the social community, along with the continuous promotion of a business model that is transparent and equally respects man and nature surrounding us.

Our activities in the upcoming period will be aimed at supporting companies to improve their competitiveness by strengthening the development, innovative and "green" solutions, promoting a sustainable production and ethical values, examples of good practice of socially responsible business, as well as representing and protecting the interests of the economy, in order to improve the regulatory framework and create the business climate encouraging both domestic companies and foreign investors to run a business, as well as contributions to the local and social community, and solidarity with those who need our help most.

Marko Čadež Chamber of Commerce and Industry of Serbia





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RESPECT FOR HUMAN RIGHTS AND LABOUR RIGHTS

The Chamber of Commerce and Industry of Serbia (CCIS) 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
- all the human resources management processes are interconnected and are for the purpose of the development of the organization:
- personnel planning and hiring,
- employees' development,
- rewarding and motivating employees,
- employees' rights protection,
- individual approach to each employee in the Chamber.

In its everyday operations, the Chamber of Commerce and Industry of Serbia respects the fundamental principles of the Convention on Human Rights: the right to decent work, right to education, the freedom of opinion, belief and religion, right to the respect of private and family life, the freedom of gathering and association, prohibition of slavery and compulsory labour.

The Chamber fully supports the right to free association. There are two representative trade unions, with which it has a balanced relationship in order to achieve the mutual implementation of strategies and goals, as well as the issues of utmost importance for both material and social position of the employed.

The Chamber of Commerce and Industry of Serbia applies the Collective Contract of the Chamber of Commerce and Industry of Serbia 01-13/5 of 18 December 2017, 01 No. 54/2 of 25 September 2018, and 01 Number 66/2 of 29 November 2019, which is extended by the Agreement on Deadline Extension of the Collective Contract of the Chamber of Commerce and Industry of Serbia 01-Number: 61/1 of 12 November 2020, and it is signed by representatives of both trade unions, and in accordance with the Law on Labour, it stipulates the rights, obligations, and responsibilities from the employment of employees in the Chamber.

The representatives of trade union organizations have the access to all workplaces in the Chamber of Commerce and Industry of Serbia, when it is necessary, with the aim to protect the rights of employees stipulated in the Law and Collective Contract.

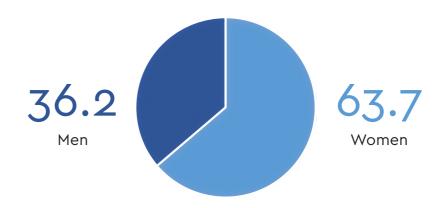
PROHIBITION OF DISCRIMINATION

It is banned to discriminate both directly and indirectly the persons looking for an employment, as well as employees in terms of their gender, birth, language, race, skin colour, age, pregnancy, health condition, i.e. disability, nationality, religion, marital status, family duties, sexual orientation, political or other belief, social origin, property status, membership in political organizations, trade unions or other personal capacity, as well as any form of harassment.

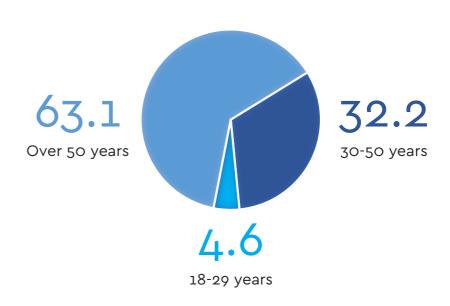
Discrimination is banned in the Chamber of Commerce and Industry of Serbia in terms of employment conditions and choice of a candidate for a specific job; working conditions and all rights from employment relationship; education, qualification and advanced training; being promoted at work; and termination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

The Chamber of Commerce and Industry of Serbia is obliged to inform in writing every employee prior to his or her employment on prohibition of abuse at work and in connection with work, obligations and responsibilities of an employee and employer regarding the prohibition of abuse.

The Chamber of Commerce and Industry of Serbia consistently respects the gender equality principle. Women comprise more than 60% of employees (63.72%) and they are equal with their colleagues in the exercise of their rights.



Overview of the age structure of employees in 2021



RESPECT FOR HUMAN RIGHTS AND LABOUR RIGHTS

EDUCATION OF EMPLOYEES

The Collective Contract specifies that the Chamber of Commerce and Industry of Serbia is under obligation to enable an employee to get educated, trained and professionally developed, and an employee has the right to the professional development during the work.

The capacity building of employees and managers for representing the interests of the economy and providing new services is oriented towards:

- 1. improvement of competences of employees through professional development programmes (training courses, seminars);
- 2. analysis of needs for training programmes and professional development;
- 3. training plan setting;
- 4. elaboration of programmes for the development of competences on principle required knowledge and skills,
 - existing knowledge and skills,
 - lacking knowledge and skills.

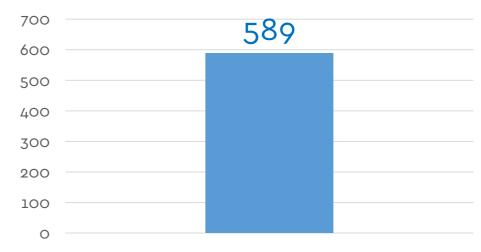
The part of the realized education is intended for improvement of the competences of employees who have direct contacts with businesspeople – Industry Association Division, Division of Strategic Analyses, Services and Internationalization, Belgrade Chamber of Commerce and Industry, and Regional Chambers of Commerce and Industry, whereas other general training courses were intended for all employees.

The training courses with the largest number of attendees have covered the following topics: conflict and time management.

Employees had the opportunity to acquire new insights and tools aimed at overcoming conflicts, calming tensions in communication and trust building in communication process and conflict prevention, as well as tools for defining short-term and long-term strategies and tactics of the time management.

Name of training course	Number of training courses held	Number of attendees
Conflict Management	7	102
Time Management, Webinar	6	92
Conflict Management, Online Interactive Training Course	8	127
Time Management, Online Interactive Training Course	15	226
INFO Online Interactive Training Course	6	42
TOTAL	42	589

Number of attendees involved in the training process



Number of attendees of training courses



The employee performance evaluation process has been carried out in the Chamber of Commerce and Industry of Serbia based on its set up work goals since January 2018. The purpose of introducing this process is to achieve better work results, identify and remove deficiencies in work, as well as to adequately position employees within the Chamber, and improve human resources.

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RESPECT FOR HUMAN RIGHTS AND LABOUR RIGHTS

BENEFITS, INCOMES

In addition to the cases stipulated in the Law, the Collective Contract envisages that an employee has the right to be absent from the work with paid leave benefits (paid leave) in the following cases as well: birth of a grandchild - 1 working day, death of a parent, adoptive parent, brother or sister of an employee's spouse, moving, protection and removal of adverse effects in household caused by natural disasters, accidents, fire or other unforeseen reasons of force majeure, performance of personal activities - 3 working days, serious disease of a member of immediate family, taking professional exam and other exams – up to 5 working days.

The Chamber of Commerce and Industry of Serbia pays solidarity allowance to its employees in case of:

- · birth of a child,
- employee's absence from work due to temporary incapacity for work caused by disease or injury lasting over 90 days;
- serious disease of an employee or employee's child;
- one in vitro fertilization;
- death of an employee's parent;
- · removal of adverse effects in household caused by natural disasters;

The Chamber of Commerce and Industry of Serbia can pay other benefits to its employees – on the occasion of New Year's Eve, Christmas, Easter, Women's International Day (employed women), Chamber's Day, New Year's packets for children of up to the age of 12, one-time loan for employees and the like, jubilee award, premium for collective insurance against the effects of injuries at work and in connection with work and in case of serious disease and surgical interventions, premium for voluntary pension and health insurance, and medical check-up of employees

PROTECTION OF EMPLOYEES

An employee has the right to safe and healthy work in compliance with the Law, whereas the Chamber of Commerce and Industry of Serbia is obliged to ensure the occupational safety and health in accordance with the Law and other regulations.

Before starting to work, the Chamber of Commerce and industry of Serbia is obliged to inform an employee on work conditions, work organization, rights and obligations deriving from the regulation on occupational safety and health.

The training courses on occupational safety and health, as well as the basic training course in the field of fire protection have been attended and passed by all the employees in the Chamber of Commerce and Industry of Serbia. The Chamber of Commerce and Industry of Serbia has entered into the Contract on Voluntary Health Insurance with the insurance company Triglav a.d., which covers, inter alia, medical check-up of employees.

The policy of collective health insurance of employees has been concluded with the company Dunav insurance, i.e. Generali a.d. in case of serious diseases, surgical interventions, and accidents.

INTERNAL COMMUNICATION

Internal communication is conducted among employees in the Chamber of Commerce and Industry of Serbia and serves for transmission of information via working meetings, ordinary correspondence, electronic mails, telephone, noticeboard, public folder and the CCIS intranet portal. The last two listed are for public disclosure of certain information to all interested employees.

CODE OF BUSINESS CONDUCT

The President of the Chamber of Commerce and Industry of Serbia adopted a Code of Business Conduct in March 2018, with the aim to establish the standards of ethical business conduct and corporate social responsibility, which is a precondition for long-term success.

The Chamber of Commerce and Industry of Serbia builds its business culture on respect of values and principles that integrate professionalism and expertise with morality and ethics, taking into account that the way in which employees behave and communicate impact directly the image and corporate identity.

In our work we observe the principles of socially responsible business and conduct, whether it is about relations with colleagues, representatives of the economy, state, environment, and wider social community by observing the principle of conduct in relation with: companies, employees, state authorities, environment, and local community.

ENVIRONMENT



The key activities in the area of the environmental protection the Chamber of Commerce and Industry of Serbia was engaged in the observed period, in cooperation with the relevant institutions, international organizations, academia, and representatives of public and private companies were primarily aimed at representing the interests of the economy and continuous internal and external informing on current activities regarding the national and EU legislation and regulations in the area of the environment, with the aim to achieve a sustainable business operation of companies and reduce the impact of their activities on the environment.

In addition to their participation in the creation of a legislative business climate, there are activities for the promotion of "green" economy, through raising awareness of importance of saving natural resources and sustainable production, then "voluntary" green instruments and business models in this area (ISO 14000, EMAS, Eco-sign, cleaner production, "green" public procurement, and other).

The most significant activities the Chamber of Commerce and Industry of Serbia carried out in the observed period were realized in the following thematic areas:

REPRESENTING THE INTERESTS OF THE ECONOMIC OPERATORS

- Public debates on strategic national documents: 1) Draft Strategy of Low-Carbon Development of the Republic of Serbia with an Action Plan (13 January 2020), 2) Workshop on drafting the Strategy and National Plan on Waste Management within the twinning Project "Support to Development of Strategic Framework in the Area of Waste Management", (23 January 2020), 3) Public debate on Draft Law on amendments and supplements to the Law on Packaging and Packaging Waste, with the participation of over 80 representatives of the economy, (3 March 2020)
- Presentation of the Second Biennial Update Report to UNFCCC within the framework of the Project "Preparation of the Report to the UN Framework Convention on Climate Change (UNFCCC)", which is conducted by the Ministry of Environmental Protection with the technical support of the UNDP and financial support of the Global Environmental Facility (GEF). The participation of 37 representatives of organizations, institutions and businesspeople (1 June 2020).
- A dialogue within the training programme: "NAP Consultations Capacity Building for the National Adaptation Plan". Discussion on direct effects of climate change and adaptation to changed climatic conditions in the light of the Economic and Investment Plan for the Western Balkans (November 2020);
- Panel: "Climate Actions: Work in Progress Join in". The event was organised by EIT Climate KIC Serbia Hub, and hot topics on climate issues in Serbia and EU countries were discussed, whereas the EU Green Deal and Green Agenda for the Western Balkan countries were spoken about by a CCIS representative (December 2020).
- Experts' views, comments and suggestions on strategic documents, draft laws, reports:

 1) Draft Law on amendments and supplements to the Law on Packaging and Packaging Waste, 2) "Report on ex-ante analysis of effects for the area of circular economy", 3) draft document of "Report on Conformity Assessment Services", 4) Draft Rulebook on Asbestos

Waste Management, 5) Draft of the Second National Update Report to UNFCCC, 6) "National Strategy of Waste Management with an Action Plan on Waste Management for the period 2020-2025.", 7) Strategy/Action Plan "the Common Market (CM) Action Plan 2021 – 2024", 8) Draft Action Plan on implementing the Strategy of Sustainable Urban Development of the Republic of Serbia until 2030.

CONFERENCES/SEMINARS/WORKSHOPS

- Celebration of the World Environment Day, which is organized by the Environmental Ambassadors for Sustainable Development Association, on the topic "How to Strengthen the Global partnership for a Sustainable Development". The national debate was also organized for 23 pupils of the age 11-18, who won in the essay part of the competition that was organized by the international organization The Trust for Sustainable Living (June 2020);
- In the capacity of the head of the Serbian delegation and a representative of the corresponding national commission KS A207 of the Institute for Standardization of Serbia, the participation of CCIS representatives in the 28th Session of the International ISO Technical Committee ISO/TC207 Environmental Management. The scope of work of this technical committee covers standardization in the area of environmental management and climate change, including social and economic aspects, with the aim to support the achievement of the sustainable development goals.
- Plenary meeting of the Environmental Technical Committee ISO/TC268 Sustainable Cities and Communities. As the President of the corresponding National Commission KS A268 with the Institute for Standardization of Serbia, a representative of the Chamber of Commerce and Industry of Serbia participated in the capacity of the head of the delegation. This ISO Technical Committee adopts standards in the area of sustainable cities and communities and covers the development of requests, frameworks, techniques, guidelines and supporting techniques and tools for achieving a sustainable development (December 2020).
- Eurochambres workshop: Meeting of the Sustainable Europe Committee + EU Industry Days 2021. Through discussion of stakeholders, and with the aim to achieve climate neutral Europe, the fostering of regional resistant ecosystems were discussed in order to further decarbonise the industry and strengthen intersectorial and cross-border cooperation in the value chain. Prior to the workshop, the First Sustainable Europe Committee meeting was held, in the organization of Eurochambres (February 2021).
- Two-day training "Carbon Footprint of Products Guidelines for elaboration of CFP by applying the ISO 14067 standard", aimed at presenting both theoretical and practical guidelines for drafting a carbon footprint of products study in accordance with the requirements of the international standard ISO 14067:2018. This seminar was for all the organizations striving to improve their competitiveness and social responsibility by publishing the information on carbon footprint of products and monitoring the impact of their own products on climate change (November, December 2020 and March 2021).

ENVIRONMENT



PROFESSIONAL BODIES, WORKING GROUPS, COMMISSIONS

- Within the framework of the Project "Support to Development of Strategic Framework in the Area of Waste Management", which is carried out by the Ministry of Environmental Protection of the Republic of Serbia, the European Union and partners, giving an experts' view on the document "National Waste Management Strategy with an Action Plan on Waste Management for the period 2020-2025" (July 2020).
- Draft revision of the document "Nationally Determined Contributions (NDCs)" within the
 framework of the Project "Preparation of the Report to UNFCCC" and "Establishing a transparency framework under the Paris Agreement", which is implemented by the Ministry of
 Environmental Protection with technical support of UNDP and financial support of the Global
 Environment Facility (GEF). Representatives of the Chamber of Commerce and Industry of
 Serbia are also members of the working groups (July 2020).
- The Working Group of the Project "Advancing Medium- and Long-Term Adaptation Planning in the Republic of Serbia", which is funded by the Green Climate Facility (GCF), and implemented by the UN Development Programme, in cooperation with the Ministry of Agriculture, Forestry and Water Management (September 2020).
- Within the framework of the Project "Establishing and Strengthening Capacities of the Conformity Assessment Bodies with the Energy Labelling Directive 2010/30/EU and Ecodesign Directive 2009/125/EC", participation in the work of the corresponding working group and contributions to drafting the Directive on Ecodesign of Products.
- Annual report and working plan for the third year of the Project "Implementation of the Industrial Emissions Directive in Serbia" (IED/IPPC Directive), the Ministry of Environmental Protection, in collaboration with the Cleaner Production Centre of Serbia, the Chamber of Commerce and Industry of Serbia, as a member of the Supervisory Board of the Project, actively participated in.
- Working Group on drafting a Draft Law on amendments and supplements to the Law on Waste Management of the Ministry of Environmental Protection, communication with CCIS members and active participation in drafting this systematic regulation (August 2021).
- Participating in the work of the Foundation for Environmental Education (FEE) and membership in the National Jury for the Blue Flag Award, which is internationally recognized eco certificate.
- National Commission KS A207 (Mirror Committee to ISO/TC 207 Environmental Management) within the Institute for Standardization of Serbia, for the adoption of standards from the area of the environment (ISO 14000), the Institute for Standardization of Serbia.
- National Commission KS A268 sustainability and social responsibility, within the Institute for Standardization of Serbia, for the adoption of standards ISO 26000, ISO 37001, ISO 20400, ISO 37100, ISO 37101, IWA 26.

PUBLICATIONS

- In order to continuously inform the representatives of the sectors of health, security and the environment, particularly regarding the COVID-19 pandemic, the following activities have been carried out:
 - the brochure in the form of a guide was created "Face Masks as Medical Device or Personal Protective Equipment – CE Mark Yes or No?". This is the general and informative instruction intended for producers of face masks and other medical devices and protective equipment to be placed on the EU market.
 - information on free transfer of international standards for production of protective equipment and medical devices has been delivered to producers and CCIS members.
 - the brochure "COVID-19: Business Continuity Guide" of the International Chamber of Commerce (ICC) is translated and made available to businesspeople. This guide includes the analysis of business continuity scenarios, internal and external communication strategy, and identification of supply chain risks.



Through the activities of the Centre for Circular Economy and in cooperation with its partners, the Chamber of Commerce and Industry of Serbia has taken one of the most important roles in the development and promotion of a circular economy concept in the business sector in Serbia.

In the period January 2020 – August 2021, the main activities in the implementation of a circular economy model were:

ECO REGULATION - EFFECT ANALYSIS AND AMENDMENTS TO REGULATIONS FOR THE IMPROVEMENT OF THE BUSINESS CLIMATE:

- Participation in working groups: Working Group on drafting the Rulebook on use of crushed asphalt in road infrastructure, Working Group on drafting the Rulebook on waste oils, Working Group on drafting the Rulebook on by-products, Working Group on implementing the goals of the Sofia Declaration on Green Agenda for the Western Balkans, Working Group on drafting the Decree on use of metallurgical slags in road infrastructure and fortifications of riversides and banks;
- Participation in the elaboration and supplements to the laws: Law on Waste Management,
 Law on Packaging and Packaging Waste.

INVESTMENTS IN THE ENVIRONMENT, IDENTIFICATION AND SOLVING OF CONCRETE PROBLEMS FACED BY BUSINESSPEOPLE

- Business connection and support to potential investors and companies to start up their business in the area of the environmental protection (waste management, wastewater, recycling centres);
- Solving the problems of recycling industry capacities, preparation of industrial symbiosis;
- Continuous solving of the issues of waste management permits, local and republic eco fees, hazardous and historical waste, cross-border waste movement – professional support and assistance to companies in connecting with the relevant ministries and finding optimal solutions in the interest of all parties.

INFORMATION, EDUCATION AND KNOWLEDGE TRANSFER

Establishing the Alliance for Green Transition of Serbia. The Alliance comprises the consortium of companies, leaders of low-carbon economy in Serbia, whose aim is to manage changes in the area of "green" circular economy in the Serbian economy.

The companies recognizing the interest of circular economy business model and that become members of the Green Alliance will be given the opportunity to present the academia and

relevant state institutions their vision of potential solutions for the improvement of legislative framework and investment predictability for a sustainable business in the Republic of Serbia.

In March 2021, the Chamber of Commerce and Industry of Serbia launched a CE HUB Digital Platform, thus officially starting the mission of acceleration of transition from linear to a circular economy in the Republic of Serbia.

Through this platform, the Chamber of Commerce and Industry of Serbia has made information, tools and leading national and international experts more transparent and available in the process of changes, thus making closer and accelerating new technologies, innovations, global and domestic solutions in one place within the CE HUB.

The main goal of the digital platform for circular economy is to enable the economy be better informed through the umbrella Circular Economy Hub – CE HUB, and improve its knowledge on circular economy potential, activities in the European Union, available grants and financial support, as well as business models and savings that can be made by transferring to this business model.

The interactive part of the platform enables businesspeople from different sectors to get connected and present examples of good practice, their ideas and projects, as well as to establish their future cooperation with national, regional and international partners.

The CE HUB Platform serves to inform stakeholders on how to be transferred to circular economy business models; to search the public available funds and training programmes; to promote related components in the circular economy; to organize webinars, conferences, training; to organize the courses of the Academy for Circular Economy and to hold media promotions continuously.

The digital platform is available via link https://circulareconomy-serbia.com, and is open to promote the circular economy, knowledge, information, tools, and e-publications. CE HUB currently counts 42 members.

Within the framework of the National Industrial Policy Strategy of the Republic of Serbia 2021-2030, the Chamber of Commerce and Industry of Serbia informs on and promotes the tools of circular economy through its network of the regional chambers of commerce (economic entities, local self-government), as follows:

- organization of in-house training for business entities having potential to export domestic products designed according to a circular model;
- preparation and implementation of the CCIS Academy for Circular Economy, multi-day intensive training on the topic of use of circular economy tools intended for management in the MSME sector;
- education on the topic of sustainable management of plastic materials, with the aim to reduce plastic waste. It includes the usage of alternative materials and their selection (PE, PP, PA, PVC, PET, PK, PS, PU, and the like), recycling, usage of recyclates for production of new products, sacks, multi-layer foil, labelling and other;
- education and promotion of industrial decarbonisation, i.e. carbon footprint management;
- promotion of green public procurement;
- education and promotion of the Rulebook on by-products and end-of-waste criteria;
- education and promotion of the Rulebook on the use of crushed asphalt;



CIRCULAR ECONOMY

- educational workshops on the topic of the use of alternative energy sources (solar energy, thermal energy, hydropower energy);
- education of representatives of MSMEs and local self-governments on wastewater management (technology selection, maintenance, collector waste management, etc.);
- analysis of the introduction of certification of "green" managers and possible training/retraining/upgrade of employees in MSMEs being engaged in a sustainable development;
- analysis of the situation/capacities of textile waste recycling (capacities, locations, quantities, disposal of wastewaters, and the like);
- analysis of potential of industrial symbiosis (identification of industries and types of waste they generate that can be potential raw material);
- analysis of the establishment of a collective operator to manage used tyres;
- preparation of promotional printed, video and online material.

PROJECTS

The Chamber of Commerce and Industry of Serbia has been implementing the Climate-KIC Programmes since 2017. Climate Innovation Hub and CIREKON have been partners to EIT Climate-KIC since 2020, whereas the Scientific Technological Park Niš has joined it this year.

All EIT Climate-KIC programmes and projects are aimed at reducing greenhouse gas emissions, alleviating and adapting to climate change. The implementation of the following projects is in progress:

HUB MANAGEMENT AND NETWORK DEVELOPMENT – the project is aimed at coordinating cooperation between members of the EIT Climate-KIC Serbia HUB, as well as its members with representatives of the state authorities and leading organizations from the area of green business, education, and research.

FUTURE CITIES OF SEE – the project is aimed at supporting the transformation of cities in Southeast Europe: Maribor, Sarajevo, Skoplje, Križevci and Niš, and rank them among best places to live, work and visit in Europe by 2024.

CIRCULAR BEACONS – implemented by CCIS in cooperation with the Centre for Circular Economy CIREKON, Institute for Climate Change, Environment and Energy "Wuppertal" in Germany, Cleantech Bulgaria, the Timisoara Chamber of Commerce and Industry, and Athena Research and Innovation Centre in Greece.





CCIS ACTIVITIES IN THE FIGHT AGAINST CORRUPTION

Corruption has been a transnational problem for years now and fight against it is not only national, but also international obligation as well. The fight against corruption is one of utmost important elements of the fulfilment of conditions for a wider economic integration.

The Chamber of Commerce adopts and publishes anti-corruption standards and practices such as: Code of Business Ethics and Code of Corporate Governance. It promotes the anticorruption standards of the International Chamber of Commerce (ICC), the rules of the UN Convention on Fight against Corruption of the UN Global Compact Serbia, as well as companies that have adopted anticorruption or integrity plans.

In December 2005, the Chamber of Commerce and Industry of Serbia adopted the Code of Business Ethics and Code of Corporate Governance, and contributes to developing the autonomous law and business practice based on ethical principles.

CCIS is a member of the International Commission for Anticorruption of the ICC from Paris, and its ordinary practice is to disseminate materials at various events organized at CCIS concerning the ICC rules and guidelines to the anti-corruption fight.

The information that can be found on the CCIS website is as follows: Code of Business Ethics, Code of Corporate Governance, the ICC standards for the fight against corruption, the Declaration on Fight against Corruption of the UN Global Compact Serbia, examples of good practice of companies from the area of anti-corruption.

ACTIVITIES OF THE CCIS ANTI-CORRUPTION TEAM IN THE REPORTING PERIOD:

- Continuation of activities on the research Project "Transparency" Serbia Business Integrity Country Agenda (BICA)
 - The first Draft Project was submitted for opinion on 10 February 2020. Members of the anticorruption team gave their suggestions regarding the activities of education of the CCIS members. Presentation of the survey "Conditions for doing business with integrity in the public, private and civil sector" was organized online on 16 December 2020 where CCIS representatives actively participated in.
- The beginning of activities on the OECD three-year Project "Fair Market Conditions for Competitiveness in the Adriatic Region"
 - http://www.oecd.org/south-east-europe/programme/fair-market-conditions-adriatic.htm The project of collective action in Serbia, Croatia, and Bosnia and Herzegovina, in the area of integrity and anti-corruption, in the organization of OECD and with the support of Siemens. The first contacts were made via ICC Serbia on 25 February 2020. Membership of CCIS representatives in the independent expert group.
 - Concrete contribution to proposing the goals of the project in the part "Interdependence of standards of quality management and integrity".

- Continuation of the Acts Erasmus Project at the initiative of Transparency Italy and in the organization of Unioncamere Europa
 - The Project "Support to SMEs and Social Enterprises in the Application of Anticorruption Tools". The first contacts were established on 6 March 2020.
- Communication with the International Chamber of Commerce Commission for Corporate Responsibility and Anti-Corruption
- Communication concerning the ICC recommendations on business operation during the pandemic: https://iccwbo.org/publication/coronavirus-guidelines-for-business/
- Preparation of answers to the questionnaire for the ERASMUS PLUS Project
 A proposal of the Project "Promoting and Updating Skills on Transparency, Integrity and
 Fight against Corruption among Young Future Stakeholders of Economic and Social Devel opment in Europe in order to Increase Their Entrepreneurial Capacities and Civil Responsi bility". The filled in questionnaire was delivered on 24 March 2020.
- Cooperation with EISEP Slovenia
 - The exchange of useful material on EISEP Slovenia for the CCIS Compliance Community on 29 May 2020.
 - Communication with members of the Community was continued on the topic of the annual EISEP conference in Bled in the capacity of a partner to the conference.
- CCIS and Community members participated in the Annual EISP Conference in Bled in four online modules in October and November 2020.
- A member of the Community participated in one of the modules (Hemofarm a.d.).
- CCIS Compliance Community
 - The activities carried out with the aim to increase the number of the Community members has been continued among the members of CCIS, which currently counts 100 representatives of the Chamber of Commerce and Industry of Serbia and individuals.
 - The exchange of useful information on activities such as the regional anticorruption initiative and introductory meeting of the Regional Programme "Southeast Europe together against corruption", in the organization of RAI the Regional Anti-Corruption Initiative.
 - Participation of members of the Community in certain activities.
- Participation in the OECD Webinar
 - OECD South East Europe Regional "Collective Action –Building Alliances Against Corruption", on 24 and 25 September 2020, where CCIS had the presentation on the topic: "Building Alliances Against Corruption in Chamber of Commerce and Industry of Serbia (CCIS)", on 25 September 2020.
 - The result of this presentation is the invitation to the president of the CCIS Anti-Corruption Team to get involved in an informal expert group in the upcoming three-year project.
- Participation in the central conference within the framework of the International Fraud Awareness Week, which was organized by Deloitte Serbia

Presentation held by President of the CCIS Anti-Corruption Team "Building Business Integrity in the Chamber of Commerce and Industry of Serbia", on 17 November 2020.



CCIS ACTIVITIES IN THE FIGHT AGAINST CORRUPTION

- Proposal of the report of the Chamber of Commerce and Industry of Serbia to UNODC, an overview of the implementation of the UN Convention against Corruption.
 At the request of the Ministry of Law, and in cooperation with the CCIS Associations, a draft report on the Chamber's activities was made in the area of anti-corruption, and in accordance with the following Articles of the UN Convention: Article 12 Private sector, paragraphs 1 and 2; Article 12 Private sector, paragraph 3; Article 15 measures against money laundering.
- Lecturing at the Association of Lawyers AEPA
 The presentation "Building Business Integrity New Business Paradigm" was given by the President of the Anti-Corruption Team, on 29 December 2020.
- Cooperation with the Secretariat of the Regional Anti-Corruption Initiative (RAI) and the UN Office on Drugs and Crime (UNODC) on a new joint regional programme "Southeast Europe Together against Corruption" SEE-TAC. The kick-off meeting was held on 27 January 2021. The three-year SEE-TAC Programme is funded by the Austrian Development Cooperation, which is represented by the Austrian Development Agency, with the aim to strengthen the resistance of Southeast European society to corruption by capacity building of governments, civil society organizations, private sector and media for preventing and fighting against corruption and for the efficient implementation of the UN Convention against Corruption. The Programme will focuse on Albania, Bosnia and Herzegovina, Kosovo*, Moldova, Montenegro, North Macedonia, and Serbia, with the participation of Rumania, Bulgaria and Croatia.
- Within the framework of the ERASMUS Programme, the preparation of materials for the Project "Promoting and Updating Skills on Transparency, Integrity and Fight against Corruption among Young Future Stakeholders of Economic and Social Development in Europe", in order to increase their entrepreneurial capacities and development of social responsibility.
- Cooperation with OECD on the Project "Fair Market Conditions for Competitiveness in the Adriatic Region"
 Participation in the work of the informal Advisory Group of the project of Serbia.
 Participation in the Webinar "Business Integrity in East Europe in Central Asia" (12 May 2021).
 Participation in the online OECD Global Anti- Corruption and Integrity Forum (23-25 March 2021).
- Cooperation with Transparency Serbia on the Conference "Grand Corruption and Tailor-Made Laws in Serbia". Presentation of the main findings of the survey, and discussions on how to solve identified problems (30 March 2021).
 Participation in the publication of the Report on Business Integrity Country Agenda (BICA) for Serbia, as a part of the OECD Project "Fair Market Conditions for Competitiveness in the Adriatic Region".
- CCIS Code of Business Ethics analysis of the existing status and preparatory activities for drafting a new version of the CCIS Code of Business Ethics. Preparation of materials, elaboration of a comparative analysis, communication with members of the CCIS Compliance Community and discussions of CCIS experts on the analysis of the current Code from 2006 and its need to be updated.

- Activities within the membership in the International Chamber of Commerce:
 A meeting of the ICC Commission on Corporate Responsibility and Anti-Corruption was held on 27 May 2020. The International Chamber of Commerce and Initiative for Integrity hosted the official side event at the UN High-Level Political Forum, on 12 July 2020. The participants discussed the role of multilateral engagement in the fight against corruption, implementation of the fight against corruption, and new opportunities for creating equal conditions.
 Comments on the revised draft ICC Guidelines on Whistleblowing were sent.
- Cooperation with the Agency for the Prevention of Corruption
 "Lobbying in the Private Sector" was the event organized on 8 June 2021 with the support
 of the OSCE Mission. The goal was to familiarize potential lobbying participants and representatives of private companies with term, rights and obligations stipulated in the Law on
 Lobbying.

Participation in the public debate on a Draft Law on amendments and supplements to the Law on Prevention of Corruption, which was held in August 2021.

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 that are representatives of companies, foundations and business associations recognized by their commitment to corporate social responsibility principles, and these are: Delta holding, Haineken, Trag Foundation, Hemofarm, Banca Intesa, Smart Collective, the Chamber of Commerce and Industry of Serbia, and ex officio member without the right to vote, UN High Representative, Françoise Jacob, whose role is primarily to coordinate the work of the local network with the UN priorities in 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 January 2020 – August 2021, six new companies and organizations were adopted to the Global Compact UN. There are totally 47 active members.

The most important activities and events the members realized in the period for which the communication is made, and in which the Chamber of Commerce and Industry of Serbia participated are as follows:

- Eight meetings of the Working Group on promotion of the Sustainable Development Goals, where companies and organizations working on the achievement of 17 Sustainability goals had their presentations.
- Twelve meetings of the Steering Committee at which the attendees agreed and planned activities of the UN Global Compact Network in Serbia, as well as the adaptation to newly-arisen situation induced by the COVID-19 pandemic.
- Participation in the webinar where Director of the Occupational Health and Safety Authority
 of the Ministry of Labour, Employment, Veteran and Social Affairs presented the provisions
 of the Rulebook on safe and health work and prevention of the outbreak and spread of the
 infectious disease, and possibilities of adaptation of the Rulebook in different companies
 and organizations.
- Participation at the Leaders Summit, which is the main event, which commemorated the 20th Anniversary of the establishment of the UN Global Compact. Participation of the representatives of Delta Holding and the Chamber of Commerce and Industry of Serbia at the regional session "Power of Partnership during the Crisis and Recovery", on 16 June 2020. Together with representatives of Turkey, Poland, Georgia, and Ukraine at this panel, they discussed the importance of partnership between different sectors, as the key ones for recovery and more efficiently use of resources, exchange of expertise and overcome of the COVID-19 crisis.
- Promotion of the Bulletin of the Chamber of Commerce and Industry of Serbia, ECO COR-NER, which serves to disseminate examples of good practice and other important information and views on the occasion of the pandemic and its effects on the living and working environment.

- Participation in the global initiative "SDG Ambition", which has been launched by the UN Global Compact, with the aim to encourage and support member companies to set up ambitious goals in the implementation of 17 Sustainable Development Goals in their business, which will simultaneously ensure them a long-term business development and resilience. Seven companies from Serbia participated in.
- Involvement in the global initiative "Target Gender Equality in 2021", which in engaged in the promotion of gender equality and devoted to the members of the UN Global Compact. The Programmed started in March 2021. Eight companies from Serbia have applied.
- The panel "Importance of Partnership for Achieving the Sustainable Development Goals", on 4 February 2021, within the Serbian Visions Multi-congress, in the organization of the Global Compact Network Serbia and Serbian-German Chamber of Commerce and Industry.
- At the meeting of the Working Group on Sustainable Development Goals, which was held on 3 June 2021, a representative of CCIS spoke about the study "Increasing the Share of Green Funding in the Private Sector in Serbia, after the Pandemic".
- Participation in the publication "How Our Members Contribute to the Sustainable Development Goals", in which members of the Global Compact Network Serbia presented their activities in the period from 2016 to 2020. To this end, the Chamber of Commerce and Industry of Serbia submitted five examples of good practice relating to the achievement of the Sustainable Development Goals: No.8, No.9, No.12, No.13 and No.16.

Observing the rules and principles of the Global Compact initiative, whose values are deeply rooted in everyday activities of the Chamber, the Chamber of Commerce and Industry of Serbia strives not only to observe ten 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 that are 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 Members of the Council for Corporate Social Responsibility in the new mandate (2021-2025.) are the representatives of the following companies and organizations: Ministry of Human and Minority Rights and Social Dialogue, B92 Fund, Trag Foundation, Ana and Vlade Divac Foundation, Katalist Balkans, Smart kolektiv, KPMG, Delhaize Srbija, NELT, Direktna banka, Nordic Business Alliance, Živković and Samardžić Law Office, Eliksir Foundation, NURDOR, Bosis Valjevo, Mastercard, NORBS plus Foundation, Telekom, Nije svejedno Foundation, DM drogerije, Black Rock, MK Group, Erste bank, Nordeus and the Chamber of Commerce and Industry of Serbia.

The Chamber of Commerce and Industry of Serbia is one of the partners in the implementation of the Project for Improvement of the Legislative Framework for Donations, 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 Foundation, Katalist Balkans, SMART Kolektiv, Serbian Philanthropic Forum, Forum of Corporate Social Responsibility, and Chamber of Commerce and Industry of Serbia. Some of the most important results of the Coalition's work are the initiatives to develop Guidelines for Tax Relief for Donors (makes it easier for donor companies to understand which expenditures are recognized as expenses for charitable purposes in the tax balance sheet) and initiatives to increase the non-taxable portion of scholarships and pupil and student loans (from 11,741 dinars to 30,000 dinars per month), which were adopted at the end of December 2019. In the period January 2020 - August 2021, the Council held eight meetings online or in the premises of the Chamber of Commerce and Industry of Serbia. At the sessions of the Council for Corporate Social Responsibility, the members openly discuss about all current topics that improve the framework for giving, but also exchange examples of good practice in the field of corporate social responsibility, exchange experiences with representatives of state bodies, have the opportunity to hear about analyzes and trends of giving for common good in Serbia, as well as to define priorities for work in mutual synergy of different sectors.





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 eight competition cycles, there were nearly 450 participating companies that implemented 450 CSR projects. The aim of the competition is to recognise the basic CSR values and raise 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, the message is sent that, by incorporating the principles of corporate social responsibility into their own business, the companies will increase their competitiveness and reputation, and achieve significant savings in business, as well as contribute to the sustainable development.

The award is based on a pre-defined methodology, clear criteria for evaluating the results and multi-level verification by both the expert team and the independent jury. The CCIS Team for Corporate Social Responsibility has undergone special training, and visits to companies and discussions with top executives on all aspects of corporate social responsibility are of particular importance to the members. Detailed reports after the company visits form the basis for the jury to decide on the selection of finalists in three categories. Clear rules, multi-level control, high commitment and training of the Team and an independent decision of the jury, which is composed of the representatives of various institutions and organizations, have created trust among companies and raised the reputation of the Đorđe Vajfert award.

The aspects of business that are equally valued are: 1) the market, 2) employees and management, 3) environment, 4) social community and 5) property and capital. Organizations that prove that they equally take into account all five aspects, and at the same time implement a project that has a higher specific weight according to 10 criteria,, have the best chances to become laureates of the Award.

The National CSR Award Đorđe Vajfert 2020 in figures:

- 31 companies applied:
 - 14 in the category of big companies
 - 7 in the category of medium-sized companies
 - in the category of small and micro companies
- 15 members of the CCIS Team for Corporate Social Responsibility evaluated the received applications, visited 24 companies that entered the second round of the competition and submitted the reports to the jury members after the visits;
- 7 jury members held 3 online meetings and decided on the final ranking of companies in three categories – the category of big, the category of medium-sized and the category of small and micro companies;
- The Đorđe Vajfert 2020 National CSR Award Ceremony was held on 25 May 2021, as a hybrid event, followed online by over 200 participants.

The awards were presented to 15 companies in three categories:

In the category of big companies the following companies were awarded: Delta Holding, DM drogerie markt doo, Henkel Srbija doo, Nestle Adriatic S doo, Trayal korporacija ad, Kruševac. From among medium-sized companies the CSR leaders are: Bosis doo Valjevo, eFront doo Beograd, FPM Agromehanika doo Boljevac, Sani Optik doo Beograd, ManpowerGroup doo Beograd.

In the category of small and micro companies, the winners are: Novitet doo Žitkovac, Basna doo Atenica, Lana Nedeljković PR Ferdinand knedle, Danka Živković PR TWO N KIDS FURNITURE & DÉCOR, CP Distribution doo Novi Sad.

For the first time, the recognitions for contributions in certain areas of CSR were awarded. The winners are:

- MK Group doo for the support to health institutions and health workers in the prevention and combating the spread of the Covid-19 pandemic;
- Danube Insurance for engaging employees in the local community development;
- Mozzart doo Beograd for volunteer engagement of its employees in combating the spread of the COVID-19 pandemic;
- TIFFANY Production doo Čačak for support to youth education and employment;
- Brooks Hannas & Partners doo Beograd, for raising awareness of the importance of environmental protection;
- Generali osiguranje Srbija for family support and development.



TRAINING OF BUSINESSPEOPLE

The Centre for Education of the Chamber of Commerce and Industry of Serbia was established with the aim to provide the businesspeople with a contemporary and continued business education aimed at improving the existing and acquiring new knowledge and skills. The training curricula and workshops are created in close cooperation with the business community, based on the real needs expressed by businesspeople, and according to their requirements.

Due to the pandemic caused by COVID-19, the trainings were mainly conducted in the form of e-learning. Various platforms were used, specially adapted to the needs of education in the CCIS. Two main forms of e-learning were virtual workshops with direct communication with a trainer, and the training courses designed for individual work of trainees at the venue and time most convenient to them.

During 2020, the Department of Education of the Chamber of Commerce and Industry of Serbia held the total of 226 educational activities (trainings, courses, seminars), with participation of 12,935 trainees. In the first eight months of 2021, 130 seminars and training courses were completed with 6,486 trainees.



DUAL EDUCATION MODEL



Based on the recognized needs of the economy, the Chamber of Commerce and Industry of Serbia initiated introduction of the dual education model into the formal education system of the Republic of Serbia, which resulted in the adoption of the Law on Dual Education, which came into force on 1 January 2018. Its full enforcement started on 1 September 2019. During the practical implementation of the above model, certain shortcomings were established in the area of legal solutions, and the Law was amended and supplemented in January 2020. The Chamber of Commerce and Industry of Serbia exerted a significant effort to make the changes go in the direction of facilitating the inclusion of businesspeople in the dual model of education, thus not neglecting the quality that this model brings with it. Although amended, the Law still meets all 14 criteria from the Recommendations of the European Commission for quality and efficient work-based learning.

In accordance with the mentioned amendments and supplements to the Law on Dual Education, in August 2020, the Chamber of Commerce and Industry of Serbia amended its 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.

During 2020, the activities of the CCIS in the field of dual education were, inter alia, aimed at another way of facilitating the procedure of involving employers in the dual model of education. In this regard, during 2020, an online model of training for instructor licenses was developed, the implementation of which began in September 2020.

Bearing in mind that the dual model of education is a model that is oriented towards improving the quality of practical teaching, the Chamber of Commerce and Industry of Serbia has recognized and actively dealt with the challenges that have been present in this field. During 2020, the CCIS participated in innovating the existing and introducing several new educational profiles in order to meet the needs of the economy. The following profiles are in question: plastic worker, rubber technician, furniture and interior design technician, clothing patternmaker, textile machine mechanic, telecommunication network fitter, agricultural technician, winegrower-winemaker, food technician.

For the school year 2021/2022, at the initiative of the economy, five more educational profiles were introduced for realization according to the dual model, and they are: technician for designing furniture and interior, shoemaker, trade technician, carpenter and printing technician. The Chamber of Commerce and Industry of Serbia has launched a specialized web portal http://portal.dualnoobrazovanje.rs/ where, from the end of 2020, interested employers have the opportunity to create a profile and easily, in three steps, submit an application for its inclusion in the dual education system.

The number of all participants in dual education is 15 times higher in comparison to the year when the elements of this model started to be implemented through pilot projects (2013).

In the school year 2020/2021, the total of 6,900 students participated in the dual education model, who are educated for 47 educational profiles, in 72 schools and around 900 companies (80% are small, micro companies and entrepreneurs, and 20% are big companies).

The share of the dual education profiles is 25% in the total number of profiles for which secondary school students are educated.

The Chamber of Commerce and Industry of Serbia has been recognized as a very significant partner in the creation of the enrolment policy in secondary 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 scarcity of the educational profiles, the number of students being educated within these profiles, the number of instructors that will be delegated for the work with students, etc. The CCIS officially submits the plan of economic needs to the Ministry of Education, Science and Technological Development. The final decision on the enrollment structure and approved dual profiles is made by the Ministry of Education, Science and Technological Development by announcing the Competition for enrollment of students in secondary schools, which is usually announced in late March/early April for the next school year.

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SUPPORT TO THE DEVELOPMENT OF YOUTH, WOMEN AND SOCIAL ENTREPRENEURSHIP

SUPPORT TO THE DEVELOPMENT OF YOUTH ENTREPRENEURSHIP

The Chamber of Commerce and Industry of Serbia advocates the interests of the sector of micro, small and medium-sized enterprises (MSMEs), and makes proposals for creation of new and better opportunities for additional sources of financing.

As the support to young entrepreneurs and beginners in business, through its Centre for Support Programmes to the Economy and MSMEs, the CCIS implements the following activities:

ENTREPRENEURSHIP AND SELF-EMPLOYMENT PROMOTION PROGRAMME

The CCIS is an implementation partner in the Entrepreneurship and Self-Employment Promotion Program, adopted by the Government of the Republic of Serbia, which represents a comprehensive support and strong development incentive for the Serbian economy. The program is implemented by the Office for Public Investment Management in cooperation with the Development Fund of the Republic of Serbia and with the expert support of the German Development Bank (KFW). The Chamber of Commerce and Industry of Serbia, a partner in the implementation of the Programme, is entrusted with the implementation of the professional and educational training and mentoring of applicants.

As an implementation partner, the Chamber of Commerce and Industry of Serbia is in charge of holding the five-day trainings for drafting a business-investment plan, as well as for the establishment of advisory support for beginners in business for a period of 12 months.

PROFESSIONAL ADVISORY SUPPORT IS REALIZED ON THREE LEVELS:

- Professional advisory support includes one-on-one support that will be provided to the Program beneficiary by pre-selected experts / trainers, and which will be focused on a specific area of business for which a business beginner needs support.
- Connecting beginners in business with Programme partners, representatives of private sector, and various other institutions and organizations in 17 regional chambers. This level of support should enable beginners in business to exchange experiences and gain practical knowledge in the field of business they perform. In addition, part of the support will be given by regional and local institutions with which beginners will be connected depending on the needs.
- Organizing specialized workshops for Programme beneficiaries that will be tailored to their needs and desired areas for improvement.

STANDARDIZED SERVICE OF ACCESS TO FINANCE

An additional form of support provided by the CCIS is the standardised service of access to finance within the established network of 39 advisors in 17 regional chambers. The consultation includes support to businesspeople throughout Serbia for supporting the "bankability" of micro and small businesses, especially in the field of preparation and development of high quality business plans that are needed to apply for loans from commercial banks, and financing from funds and the like.

SUPPORT TO YOUTH ENTREPRENEURSHIP

The Chamber of Commerce and Industry of Serbia has established the Youth Entrepreneurship Council whose specific role is to implement the activities, initiatives, proposals and communication with the business, state, academic and youth sectors, in order to improve the business environment for starting and running own business, and creating an enabling business environment for young entrepreneurs. The Council has 19 eminent organizations whose work is focused on supporting beginners in business. In the reporting period, 4 meetings were held and they are currently working on harmonizing the terminology - "young entrepreneur" within the framework of Law on Youth.

"SCALEUP4EUROPE" PROJECT

The CCIS is a part of the SCALEUP4EUROPE Project, funded by the European Commission through the Horizon 2020 call. The initiative for defining and later on applying with this project resulted from the need of our technological and innovative MSMEs, and MSMEs from partner countries to upgrade their business, harmonize it with the needs of large clients/systems and improve their internal capacities for internationalization of business through establishing Scale-up Labs in the markets of partner countries. In this way, the project seeks to establish a single market of supply and demand of four partner countries - Austria, Slovenia, Germany and Serbia, as well as the activities that would help the development of technologically innovative companies. The CCIS has an obligation to establish a ScaleUp Lab in the field of AgTech.



SUPPORT TO THE DEVELOPMENT OF YOUTH, WOMEN AND SOCIAL ENTREPRENEURSHIP

"COALITION FOR THE FUTURE" PROJECT

In cooperation with the German Development Cooperation implemented by GIZ, the CCIS organized two B2B projects between innovative technology companies and large companies operating in the Republic of Serbia, named "Coalition for the Future".

The goal of the project is to support domestic technologically-innovative MSMEs to commercialize their products and services with the support of large companies. The project enabled technologically innovative companies operating in Serbia to present their business ventures to successful companies, in the form of potential solutions for improving and innovating their business processes. At the same time, large companies had the opportunity to find partners in direct interaction with technology-innovative companies that will help them optimize their products and services intended for end users.

SUPPORT TO THE DEVELOPMENT OF WOMEN'S ENTREPRENEURSHIP

The Project "Let's Become Stronger, with Knowledge to Success" – during 2020, the Project "Let's Become Stronger, with Knowledge to Success" was successfully implemented by the CCIS in cooperation with 6 associations of businesswomen (ABW) – Association of Businesswomen "Nadežda Petrović" Čačak, Association of Businesswomen "Ilinka Ilić" Kraljevo, Association of Businesswomen "Vizija" Kragujevac, Association of Businesswomen "Vizija" Kragujevac, Association of Businesswomen "Danica" Leskovac, with the financial support of German Development Support implemented by GIZ.

The implemented project activities and achieved results are the following:

- 6 Info days in 6 towns in Serbia,
- 6 educational one-day trainings and 12 mentoring workshops at which 63 women entrepreneurs participated,
- Online conference with all project participants,
- 47 B2B online meetings with 26 businesswomen from 6 towns in Serbia and 11 big supply chains/companies (Mercator S, LIDL Serbia, Veropoulos, Univerexport, Metro Cash&Carry, DM Drogerie Markt, Afrodite Mode Collection, Tiffany Production, Ivković d.o.o, Bambi a.d, Tourism Organization of Serbia)
- The Catalogue "Success Stories of Businesswomen by Regions of Serbia" was developed (30 businesswomen, 5 from each ABW, were presented in it, according to the predefined criteria, and
- The Brochure "Knowledge for better business results of businesswomen and penetration on new markets" (a guide for inclusion in supply chains). The companies that participated in the online conference also took part in the development of the brochure, while the Dairy Meggle Serbia and Mercator S d.o.o. Belgrade gave a significant contribution to the development of the guide for the brochure, which will help businesswomen to prepare themselves adequately for entering supply chains.

International linking of women entrepreneurs – at the invitation from the Cabinet of the Minister of Trade, Tourism and Telecommunications, the CCIS delegated 2 representatives of women's entrepreneurship (Dragana Čalija, Owner of the company Saint&Di d.o.o. Novi Sad and Dragana Jovčić, Co-owner of the company Uradi-zaradi d.o.o. Beograd) for participation in the Masterclass for women from digital business. About 50 businesswomen form the Western Balkans participated in the online Masterclass (held on 30 June and 1 July 2021).

Presentation of successful women-run companies – in order to increase the visibility of successful businesswomen and encouraging other ladies to start their own business, the Centre for Economic Support Programmes, in cooperation with the Information Service, published periodically interviews on the CCIS website, and in the special supplements within daily papers.

Panel Discussion "Women's Entrepreneurship – Promotion and Incentives" – in the organization of the CCIS-RCCI Kruševac, on the occasion of the Women's Day, which is celebrated every year on 8 March, about 30 women entrepreneurs participated in the panel discussion on the topic of promotion and incentives, and the presentation of the support programme intended for women (March 2021).

Cooperation with Ana and Vlade Divac Foundation – periodic participation in 2020 and 2021 in different online gatherings and conferences relating to the support to businesswomen. The aim of the cooperation is to provide educational support programmes to women entrepreneurs, to present the rights of employees and employers, to present examples of best practice and international networking.

The cooperation with the Ministry of Human and Minority Rights and Social Dialogue – in order to prepare and develop periodical reports on the implementation of main international treaties on protection of human right, the Chamber of Commerce and Industry of Serbia, in cooperation with the regional chambers of commerce and industry implemented a few important projects and activities, , in the period from March 2019 to December 2020. In December 2020, the information was submitted to the Ministry about the taken steps from paragraph 44: Women from Vulnerable Social Groups

SUPPORT TO DEVELOPMENT OF SOCIAL ENTREPRENEURSHIP

Implementation of the Project "Finance4SocialChange" with the aim to improve competencies and position of social enterprises, with the focus on finding best sourcing of financing models

In order to enforce the capacities of social enterprises, the trainings were completed on the following topics: Measuring of social impact, Finance Management, Management and running of social enterprises, Business strategy of social enterprises, transfer & scaling, communication.

The trainings were implemented in June and July 2020, and they were attended by 52 social enterprises, 3 financial institutions and 3 representatives of institutions.

Within the Project, an online platform for online training of social enterprises - "AIRMOOC Platform" was created. The CCIS encouraged social enterprises and representatives of the MSME



SUPPORT TO THE DEVELOPMENT OF YOUTH, WOMEN AND SOCIAL ENTREPRENEURSHIP

sector to go through online modules and gain additional knowledge on financial management, impact measurement, enterprise management and more.

A form of documents has been designed that all partners use when reporting on activities performed by implementing individual work packages on the Project.

Based on the Methodology created by the project partners from Germany, the CCIS organized a virtual international competition for 11 social enterprises from the countries: Moldova, Bulgaria and Serbia. The main prize was 7,000 euros, and a representative from Serbia, the company Caritas from Šabac, won the first prize. The members of the jury were representatives of the financial sector, business associations and other relevant actors in the field of social entrepreneurship in Serbia, Moldova and Bulgaria.

In addition, mentoring meetings were organized for 10 social enterprises (individual approach), which had the opportunity to redefine their business plan, make financial projections for the next 3 years and a marketing plan. The result of this activity are 10 developed business plans for 10 social enterprises.

A Regional Action Plan has been developed in accordance with the Strategy for the Development of Social Entrepreneurship in the countries of the Danube Region. The defined activities within the Regional Action Plan for Serbia were developed in cooperation with relevant actors in Serbia dealing with the social entrepreneurship sector with the aim of improving the social entrepreneurship sector in Serbia. The action plan envisages strengthening the internal capacities of social enterprises by organizing trainings; creating a methodology for mapping social enterprises and measuring socio-economic impact; networking of social enterprises with potential business partners; creation of the Draft Law on Social Entrepreneurship; improving the regulatory framework for social investors, as well as promoting the social entrepreneurship sector.

Participation in the work of the Working Group on drafting the Law on Social Entrepreneurship - Ministry of Labor, Employment, Veteran and Social Affairs in cooperation with the Center for Economic Support Programs and MSME organized 5 public debates in Belgrade, Niš, Novi Sad, Kragujevac and Novi Pazar, in the period November-December 2018. Representatives of state bodies, civil society organizations, business sector, experts in this field and other stakeholders will continue to participate in the search for the most acceptable model of the Law on Social Entrepreneurship, which will not discourage the work of existing social enterprises and stimulate the opening of new social enterprises. After the organized public debates, and remarks on the proposal of the Draft Law on Social Entrepreneurship, a decision was made to "form again" the Working Group in May 2021, and thus improve the mentioned Draft Law.

Implementation of the project "DanubeChance 20" in order to improve the competencies and position of entrepreneurs facing problems

The SCC implements the Mentoring Programme aimed to support entrepreneurs who face challenges that can effectively hinder their further business, or those who want to adapt to new market circumstances through implementation their new business strategy.

The main purpose of the Programme is to enable the participants, with the continuous help of professional consultants, to translate their business idea into a structured investment and busi-

ness plan, which will be the basis for implementation of the developed business strategy, i.e. implementation of the strategic decisions. The Program will also help them to overcome the challenges they face in business, as well as in striving to adapt to new market circumstances. Out of 15 participants in the Program, 11 businesspeople were from the category of women's and social enterprises.

X COURT OF HONOUR

The Court of Honour hosted by the Chamber of Commerce and Industry of Serbia is competent to decide in cases of violation of good business customs and business ethics. The Court of Honour is independent and autonomous in its work.

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 specific rules – good business practices, business ethics, codes adopted by 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. However, with its actions, the Court of Honour also protects other values of wider importance: public interest, reputation of the country and economy abroad, rights and interests of participants in trade, etc.

The procedure before the Court of Honour is stipulated by the Rulebook on the Court of Honour, and it is initiated by the request for establishing the violation of good business customs and business ethics, which is submitted by the Prosecutor of the Court of Honour. The complaint about the violation of good business customs and business ethics is submitted to the Prosecutor of the Court of Honour. The Prosecutor of the Court of Honour may also initiate proceedings if he learns, in any way, that a violation has been committed within the jurisdiction of the Court of Honour. The procedure may be initiated within six months from the knowledge of the committed violation and the perpetrator, and at the latest within one year from the day when the violation was committed.

In the first-instance procedure, the individual judge decides, and in the second-instance procedure, the Council of the Court of Honor.

When it is established by the Court of Honour that a legal entity has violated business ethics and good business practice, it shall be issued a reprimand or a public reprimand, which is announced at the session of the Managing Board of the Chamber. In case of a serious violation, the decision of the Court is published on the website of the Chamber. In addition to the measures, in the event of a serious violation of good business practices and business ethics, the Court of Honour may pronounce a protective measure to the economic entity, which is stipulated by a special law.

The conduct of the proceedings before the Court of Honour is independent of other proceedings that may be conducted before regular courts, i.e. initiating of the proceedings due to the violation of good business practice and business ethics is not an obstacle to initiating proceedings before a regular court for damages, compliance with the contract, etc.

DATA ON THE CASES

In the period from January 2020 to August 2021, the Court of Honor acted on 245 cases.

The complaints against members of the Chamber were submitted by economic entities (23), competent bodies of city and municipal administrations (13), associations of citizens (2) and

natural persons (207) (professional managers / managers of building communities / owners of special parts / members of the building community assembly).

The total of 186 cases were resolved before the Court of Honor.

The Prosecutor of the Court of Honour rejected a number of complaints because the reported actions did not have the nature of violation of good business practice and business ethics; because the statute of limitations applied to initiation of the proceedings, or due to lack of evidence of violation.

The greatest number of complaints were submitted due to the following: violation of business ethics in public transportation (failure to adhere to the registered and verified timetables in the public shuttle bus services in intercity transport; directing and recruiting passengers on the platforms of the bus stations for the use of a certain carrier); violation of the reputation of the country abroad (violation of contracts with foreign partners); unjustified failure to meet or improper meeting of contractual obligations; demanding payment before the due date, unfair competition, etc.

The complaints submitted to the Court of Honour against professional management indicate certain irregularities in the operations of these members of the Chamber and professional managers they hire (unfair competition; unjustified refusal of jobs obtained in the compulsory administration procedure; refusal to hand over the seal and documentation of the building community to the newly elected manager; failure to implement the decisions of the building community, failure to schedule sessions of the building community within the prescribed deadlines; failure to submit reports on the work of the building community assembly; realization of procurements on the basis of written consents of the owners of special parts without scheduling and holding a session of the assembly of the business community; failure to submit information on the balance and changes in the building community account; non-response to the submitted requests of the apartments' owners; non-compliance with final decisions of the construction inspection; setting the fee for current and investment maintenance in unequal amounts for owners of apartments and business premises; increase in the amount of compensation for professional management activities without the decision of the building community; permanent performance of all tasks of a professional manager through another person, etc.).



CODE OF BUSINESS ETHICS, CORPORATE GOVERNANCE AND CODE OF BUSINESS MORALS 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. 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.

1) CODE OF BUSINESS ETHICS

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 treats the implementation of business ethics in the business practice of an economic entity on three levels: individual, organizational and social.

The Code of Business Ethics stipulates that an employee, a member of the body of the economic entity, or his family member, must not offer, promise or accept money, thing, right, service, higher value present, or possible influence on other person that is in business relation with the economic entity. A higher value present is considered to be money, thing, right or service, as well as any other benefit obtained or performed without payment of appropriate monetary compensation, with compensation at significantly lower price than the market price, or without appropriate counter-service whose value exceeds one half of the average monthly net salary in the Republic of Serbia. At the same time, 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 if it 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.

Supervision over the application of the Code may be internal, for which the authorized body in the economic entity is in charge, and external supervision. The Court, as a special body of the Chamber of Commerce and Industry of Serbia, which passed the Code, imposes measures of social discipline on those members of the Chamber who are found to have violated its provisions

2) CODE OF CORPORATE GOVERNANCE

Code of Corporate Governance, adopted by the Assembly of the Chamber on 17 September 2012, which superseded the Code of Corporate Governance from 2006, 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.

Corporate governance enables a company to attract human and financial capital, to run its business efficiently and to ensure long-term and sustainable development, taking into account the interests of owners and the interests of other parties that have legitimate interests in the company's business.

The Code of Corporate Governance contains principles and recommendations for all corporations, categorized according to the complexity of corporate governance system and the level of development to small and big corporations.

This Code fills legal gaps, and in that sense, it is a supplement to the applicable legislation. Corporations can directly apply the principles and recommendations of the Code by making decisions of the relevant bodies of the corporation or, if necessary, they can develop them by adopting their own code of corporate governance, i.e. other internal acts of the corporation. The corporation - a member of the Chamber of Commerce and Industry of Serbia, is obliged to inform the Chamber whether it applies this Code, i.e. to inform the Chamber about the corporate governance code it applies, as well as where the code is publicly available

3) CODE AND BUSINESS MORALS OF PROFESSIONAL MANAGEMENT ORGANIZERS

The Law on Housing and Building Maintenance ("Official Gazette of the RS", No. 104/2016) 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 conduct of its members (in this case the organizers of professional management) in performing their professional management tasks, and to organize conduct of proceedings before the Court of Honour because of the violation of the Code and other failures of the organizer of professional management and professional managers it hires.

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 was published in the "Official Gazette of the RS", No. 99/2018), and came into force in December 2018.

This special code establishes general principles and norms of ethical conduct, as well as professional rights and duties in performing professional management tasks.



CODE OF BUSINESS ETHICS, CORPORATE GOVERNANCE AND CODE OF BUSINESS MORALS OF PROFESSIONAL MANAGEMENT ORGANIZERS

The goal of the Code is the establishment of good business practices in the field of professional management, in order to ensure the performance of activities in accordance with business ethics and principles of conscientiousness and honesty.

The Court of Honour has the most important role in the implementation of the Code of Business Ethics and other codes adopted by the Chamber, as well as in the supervision over the compliance with good business practices and business ethics.





CCIS PROJECTS IN THE AREA OF CORPORATE SOCIAL RESPONSIBILITY

The Chamber of Commerce and Industry of Serbia, through the regional initiatives and in partnership with international organizations and institutions, and the Representative Offices of the Chamber of Commerce and Industry of Serbia abroad, implements project activities aimed at strengthening the capacities of the Serbian economy, in both domestic and foreign markets.

Through the projects it implements, it faces challenges in all areas of social action, from environmental protection, circular economy, energy, informatics, agriculture, tourism, social entrepreneurship, education, to anti-corruption and many others. In each of its project activities and action, its focus is on the concept of social responsibility.

ENHANCE is a joint project of the Federal Chamber of Economy of Bosnia and Herzegovina, Regional Chamber of Commerce and Industry of Užice and the Association ENERGIS from Sarajevo. The project aims to increase economic growth and sustainable employment opportunities in small and medium-sized enterprises from the metal sector, wood processing sector and food sector in the cross-border area of the Sarajevo Macro-region and the Zlatibor District. The social responsibility of the ENHANCE project is reflected in education and transfer of experiences and knowledge in order to facilitate employment in the labour market, in environmental protection by encouraging the development of green innovations and technologies. Through fostering the development of small and medium-sized enterprises and increasing employment, it is also reflected in reducing population migration, as a negative trend in the Western Balkans, to other developed countries of the EU and the world, increasing of personal income of employees, and thus the standard of living that will becomes higher.

The SENSES project is particularly refracted through the prism of social responsibility, and aims to establish a transnational network of social enterprises, socially responsible traditional enterprises, financial investors, policy makers, and academic circles that will jointly promote an innovative model of social entrepreneurship and social innovation for sustainable economic development in the Danube Region. The SENSES project helps to create bilateral and multilateral market cooperation of social enterprises, with public and private sector actors.

The main goal of the INNOVAGRO project is to develop an interregional system to strengthen interactions between research centres and universities, agro-industrial complex companies, as well as other institutions involved in the promotion of extroversion and entrepreneurship in the countries participating in the project. Innovative services in the field of marketing and management are provided to small and medium-sized enterprises, in order to increase their extroversion and internationalization. The project supported partnerships with the aim to strengthen clusters, networks, economic sector, value chains, and to strengthen interactions between all stakeholders in the project partner countries, and thus contributed to strengthening the competitiveness of SMEs, with special emphasis on creating links between institutions, public authorities and SMEs in the field of agro-industry. The innovative services developed on the internet platform provide information on strategic data on target markets, normative and legal issues, market approaches and strategic marketing activities. The SME networking process will be further materialized in concrete meetings and workshops where companies will have the opportunity to create new business and marketing contacts.

Within the framework of Euremnext project, the focus is on the contribution to both protection of the environment and business competitiveness of companies through the improvement of

energy audits and the introduction of energy efficiency measures. Through the implementation of project activities, companies have the opportunity to train employees within the company to recognize the potential for energy savings, and set specific goals for the introduction of energy efficiency measures.

Given that the Industry 4.0 is completely transforming the manufacturing sector in the European Union, imposing its principle of digitalization of industrial processes, new cyber-physical production systems have a high impact on the labour force, especially on technicians and engineers. They require new "human-machine" hybrid teams, where technicians and engineers should analyse big data, simulate production lines, coordinate robots, and diagnose/repair complex automated systems. However, the data show that employees in the industry are not ready to face the above new realities, because they lack the "right" knowledge/skills required by the new industrial environment, i.e. they seem unprofessional, which limits their prospects for employability and access to good jobs. The Skills and Jobs Survey highlights that 43% of adult employees have recently experienced changes in the technology they use at work, and 47% have seen changes in their work methods. Approximately 1 in 5 persons thinks it is very likely that several of their skills will become obsolete in the next few years.

Taking into account the above needs, their importance at the European level and emergencies at the regional level, as well as the high demand for flexible continuous TVET, on behalf of companies in the partner regions, a consortium of 4 universities, and 4 chambers of commerce and industry was formed, and VET provider from Bulgaria, Greece, Poland and Serbia was established, aimed at developing an Active Learning Community for Upskilling Technicians and Engineers in mechanical engineering and mechatronics sector. Viewed from the aspect of social responsibility, the project Active Learning Community for Upskilling Technicians and Engineers will provide companies that are active in the mechanical engineering and mechatronics sector with better awareness of the specific needs for TVET of their engineers, skilled technicians and engineers, to be ready to respond to rapid technological changes in the sector, the possibility of long-term adequate fulfillment of the requirements of Industry 4.0, which will lead to potentially long-term higher economic growth.

The implementation of the concept of corporate social responsibility demonstrates the moral attitude and intelligence of companies that build their status and reputation by including new ways of thinking and managing.

Given the corporate social responsibility is a criterion for assessing creditworthiness, through the projects that we implement, we try to provide the Chamber of Commerce and Industry of Serbia, but also its members that participate in projects through accessible channels, with high-ranking positions in the company of those that are responsible.

ENTERPRISE EUROPE NETWORK IN SERBIA

Enterprise Europe Network is the biggest network providing the support to small and mediumsized enterprises and helping them in internationalization and positioning on the global market. It was started by the European Commission, 12 years ago, with the aim to create a standardized set of support instruments to enterprises in Europe. Having in mind the excellent results and great success achieved in Europe, the network is today active in more than 60 countries, gathering 3,000 experts in more than 600 partner organizations and institutions, such as chambers, agencies and institutes that help companies to improve and innovate their business through partnership, information and professional assistance.

The EEN services in Serbia are free of charge and they are provided by the consortium whose coordinator is the Chamber of Commerce and Industry of Serbia, and its partners are: the Business Incubator Novi Sad, Innovation Centre of the Faculty of Mechanical Engineering in Belgrade, Institute Mihajlo Pupin, University in Niš and Development Agency of Serbia. More information on the activities and services of the EEN Serbia is available at the website http://een.rs/



During 2020, the Chamber of Commerce and Industry of Serbia opened a dedicated fundraising account, which is used to purchase medical supplies for the needs of health institutions and hospitals. The campaign involved 23 companies and organizations of various sizes and activities. The total of 45 million dinars were collected and spent on the purchase of: 10 respirators, 8 X-ray machines, 8,000 tests for the presence of COVID-19 virus, the supplies intended for equipping temporary COVID-19 hospitals: disposable bedding, alcohol tanks for disinfection, sanitary containers, disinfectants, antibacterial lamps, etc.

The following Professional and Administrative Services of the Chamber of Commerce and Industry of Serbia have participated in the preparation of the Fourth 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, Centre for Education, Dual Education and Education Policies, Project Management Centre.

The CCIS Team for preparation of the Fourth Communication on Engagement of the Chamber of Commerce and Industry of Serbia in accordance with the Ten Principles of the UN Global Compact is responsible for compiling and editing the material for the Communication

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